

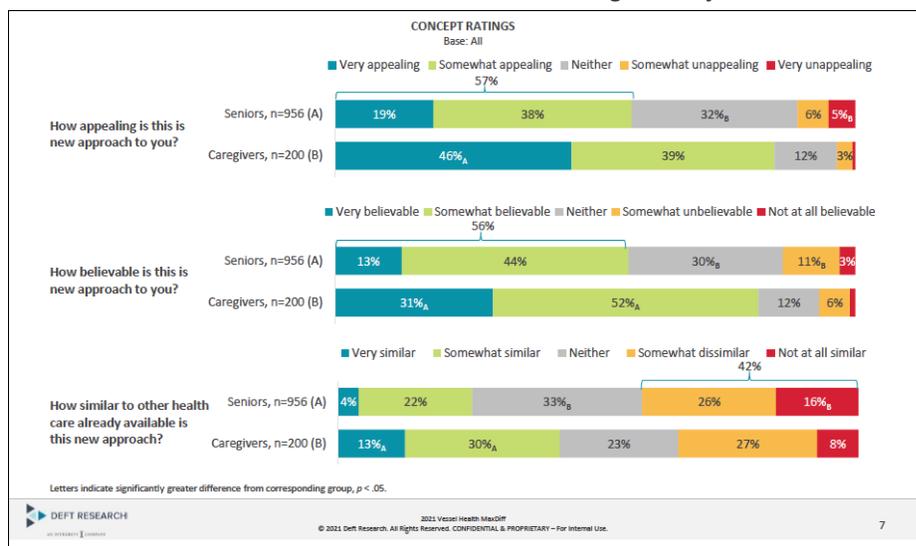
Deft Survey Summary

Methodology

- The survey was conducted online
- Those included in the study were seniors: aged 65 to 85 and who are enrolled in Medicare Advantage; aged 64 who are likely a future Medicare recipient as well as Caregivers age 18+, currently providing unpaid caregiver support to a senior age 65+ who is enrolled in Medicare Advantage.
- 956 Seniors and 200 caregivers completed the survey.
- Surveys were completed between August 23 and October 7, 2021

Key Findings

CONCEPT – Over half of seniors (57%) find this new approach from Patina both appealing and believable, and 42% rate it as not similar to their current care. Caregivers, in contrast, are overwhelmingly in favor of the Patina care model (85%), indicating that their needs supporting some of the most frail or ill seniors are not being met by current care models.

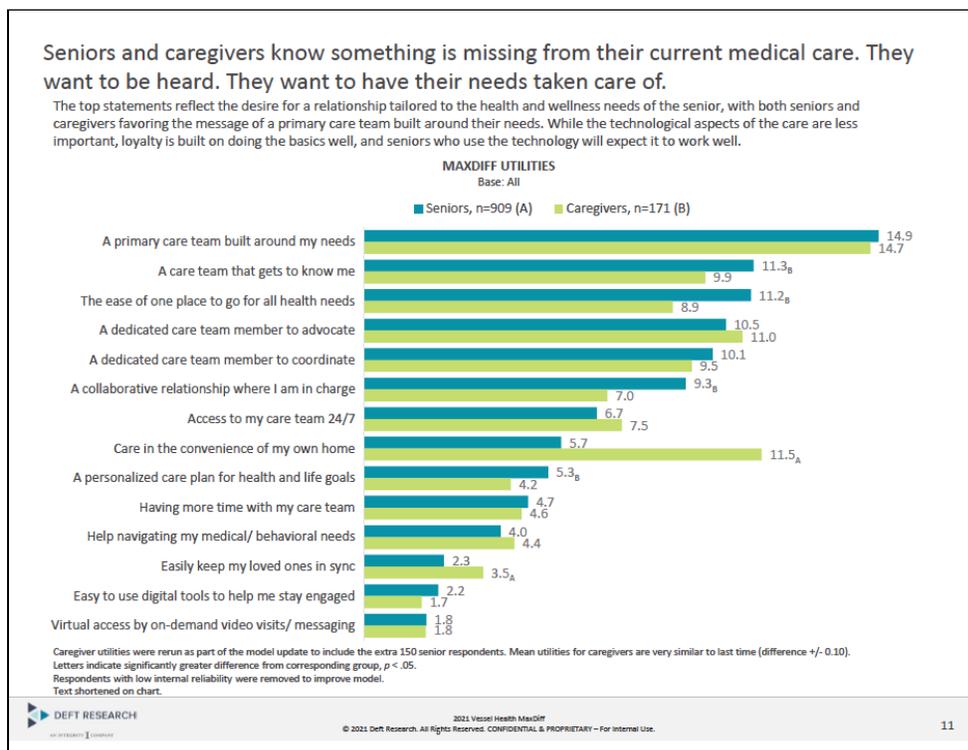


LIKELY TO SWITCH – About one-in-ten seniors completely or strongly agree they would switch doctors to get this new care model. These seniors exhibit a blend of tech savviness and openness to house calls. Many have already used telehealth in the past and are comfortable with it. These seniors don't rate their current health care as poor, but they exhibit some feelings of the traditional health care model not meeting their growing health needs.

TOP STATEMENTS – The top statements (listed below) reflect the desire for a relationship tailored to the health and wellness needs of the senior, with both seniors and caregivers favoring the idea of a primary care team built around their needs. Those seniors who say they are likely to switch doctors to get the new care model over-index on the importance of having a team on their side. The top four statements selected by this group include the word "team."

Top for statements for seniors:

- A primary care team built around my needs
- A care team that gets to know me
- The ease of one place to go for all health needs
- A dedicated care team member to advocate



CURRENT EXPERIENCE – Many seniors (and to some degree caregivers) feel their current health care meets expectations. However, about one-in-five seniors are considering switching either their doctor or their insurer, and about one-in-four caregivers say their care recipient has been with their current PCP less than three months. This suggests that seniors might have low expectations, and some caregivers are particularly dissatisfied with the primary care received.

TELEHEALTH – 40% of seniors and 53% of caregivers (and their seniors) have met with their doctor by telehealth in the past two years. Even among those that have used telehealth in the past, caregivers are more likely than seniors to use it again.

HOUSE CALLS – Most seniors may not feel the need to actively request a house call, but that does not mean they are not interested in a care model that utilizes house calls as a care delivery method. Only about one-in-four seniors and one-in-ten caregivers are not at all likely to request a house call.

CAREGIVERS – Caregivers speak for some underrepresented seniors (e.g., cognitively impaired or extremely ill.) Almost all caregivers (95%) are involved in medical decisions for their care recipient, and many (61%) make all or most of the medical decisions.