



Virtual Primary Care

Going '*All In*' with Mayo Clinic Health System

The Health Management Academy – September 23, 2025



Speakers



Chris Hasse, PhD, MBA, FACHE, FACMPE

Chief Administrative Officer

Mayo Clinic Health System (MCHS)

Chris has worked at Mayo Clinic for over 15 years. He currently leads MCHS, consisting of 14,000 employees and 1,000 physicians across 16 hospitals and 37 clinics in Minnesota and Wisconsin. Chris previously served in leadership roles supporting hospital-at-home, surgical practices, hospital operations, and more.



Ran Shaul

Co-Founder, Chief Product Officer

K Health

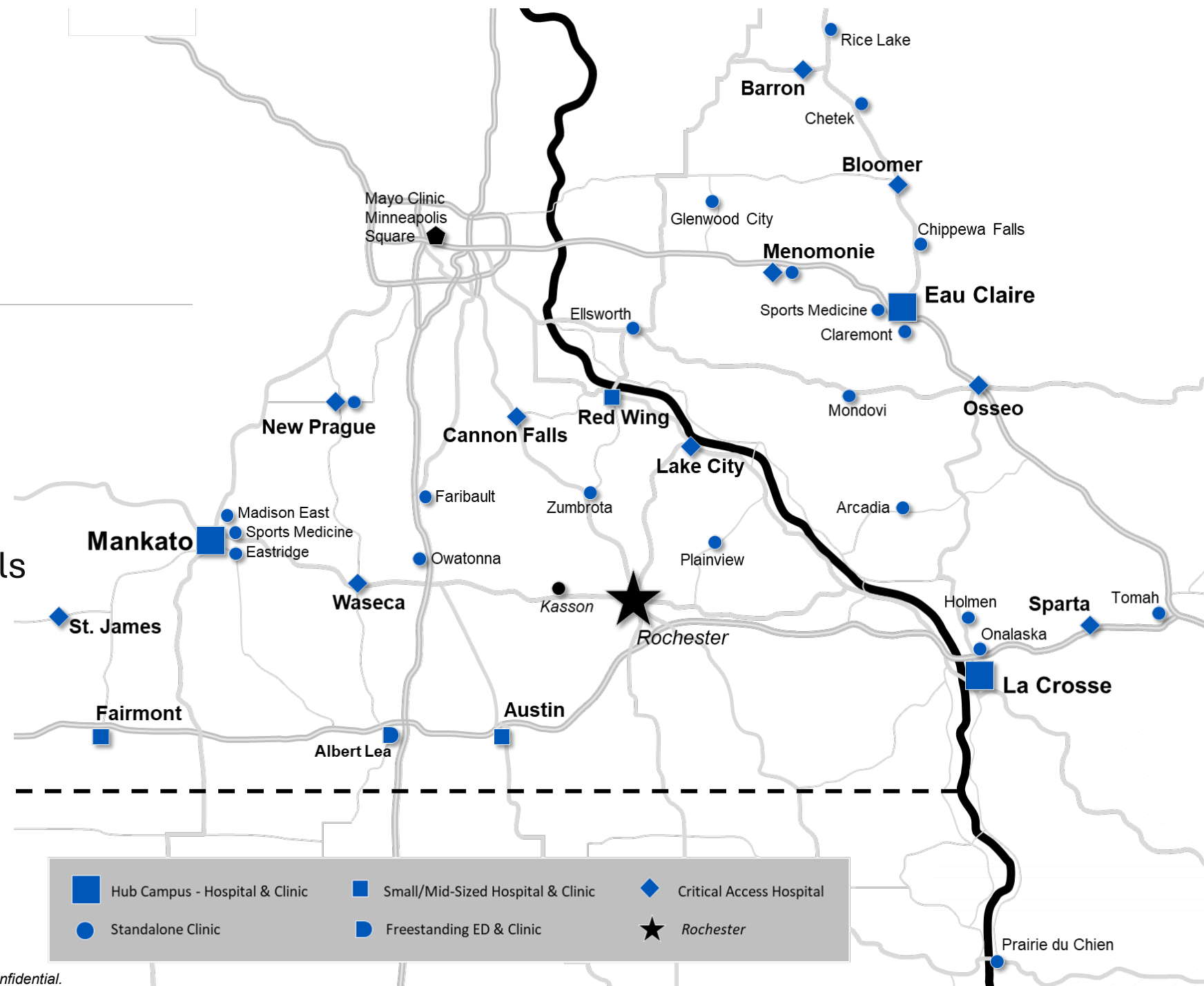
Ran brings decades of experience as an entrepreneur and technologist to K Health. He is responsible for building and scaling K Health's products and care delivery model. Ran formerly co-founded Pursway (acquired by IPG).



Elevating care by seamlessly integrating physical and digital delivery models

Today's Landscape

- 3 Main Hub Campuses
- 6 PPS Hospitals
- 10 Critical Access Hospitals
- 17 Emergency Dept.
- 37 Clinic Locations
20 are standalone clinics





REVIEW OF 2024

- Over **2.2 million** outpatient clinic visits (inclusive of virtual visits)
 - **425,000** appointments self-scheduled online
 - **40,000** hospital admissions for **168,000** days
 - **253,000** emergency department visits
 - **38,000** surgical cases performed
 - Nearly **600,000** unique patients

2025 YEAR-TO-DATE

- **17.2% increase** in hospital admissions
- **2.7% increase** in OB deliveries (births)
- **3.5% increase** in surgeries

BOLD. FORWARD. 2030 STRATEGY

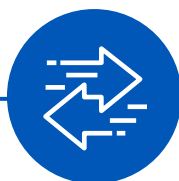
CATEGORY-OF-ONE COMMUNITY HEALTH SYSTEM. MAYO CLINIC CARE CLOSE TO HOME.



PEOPLE

A union of forces:

- Empowered and inspired with diverse perspectives
- Dedicated to the health and well-being of our communities
- Leading engagement, retention and recruitment
- Designing the future workforce



CURE

Implement novel treatments, cures and protocols through:

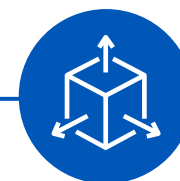
- Leader in gastroenterology, cancer care, neurosciences, cardiovascular medicine, urology and orthopedics
- Investments in forward-looking, state-of-the-art technology and physical facilities



CONNECT

Create optimal physical and digital experiences through:

- Digital-first strategy
- Multi-modal access
- Innovative care delivery models, including home care, digital health, remote diagnostics, automation and AI programs



TRANSFORM

Serve as a platform for:

- Unique partnerships with employers and payers
- Development of rural and population health solutions
- Community-based research and education initiatives
- Reduce healthcare disparities

FINANCIAL SUSTAINABILITY – Ensure pathways to grow and develop a future-ready healthcare system

COMMUNITY ENGAGEMENT

RESPECT • INTEGRITY • COMPASSION • HEALING • TEAMWORK • INNOVATION • EXCELLENCE • STEWARDSHIP

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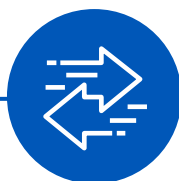
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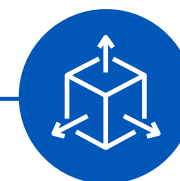
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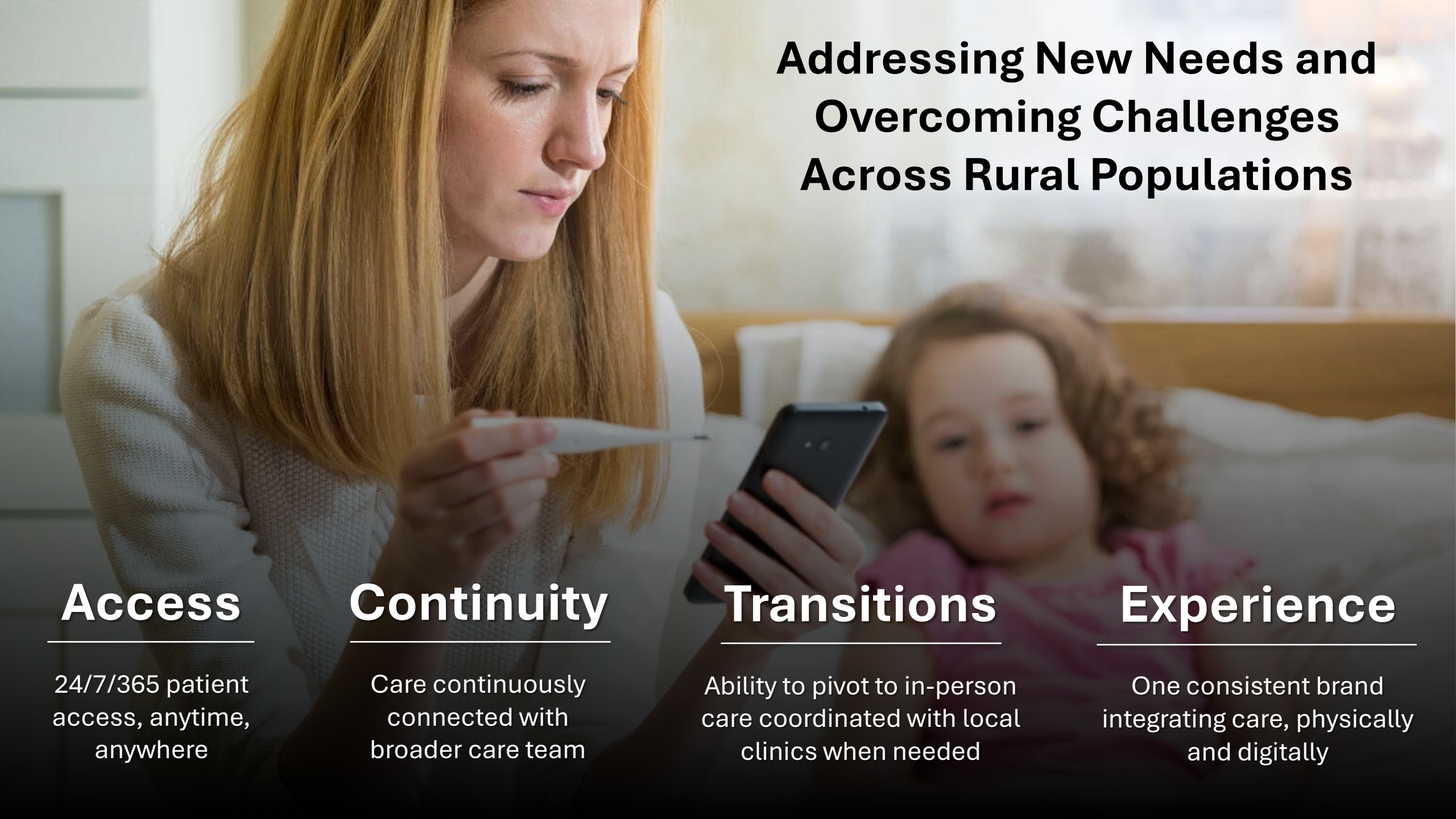
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A woman with long blonde hair is looking down at a smartphone in her left hand while holding a white thermometer in her right hand. In the background, a young child with curly hair is lying in bed, looking towards the camera. The scene is set in a bedroom with a wooden headboard and a window with blinds in the background.

Addressing New Needs and Overcoming Challenges Across Rural Populations

Access

24/7/365 patient
access, anytime,
anywhere

Continuity

Care continuously
connected with
broader care team

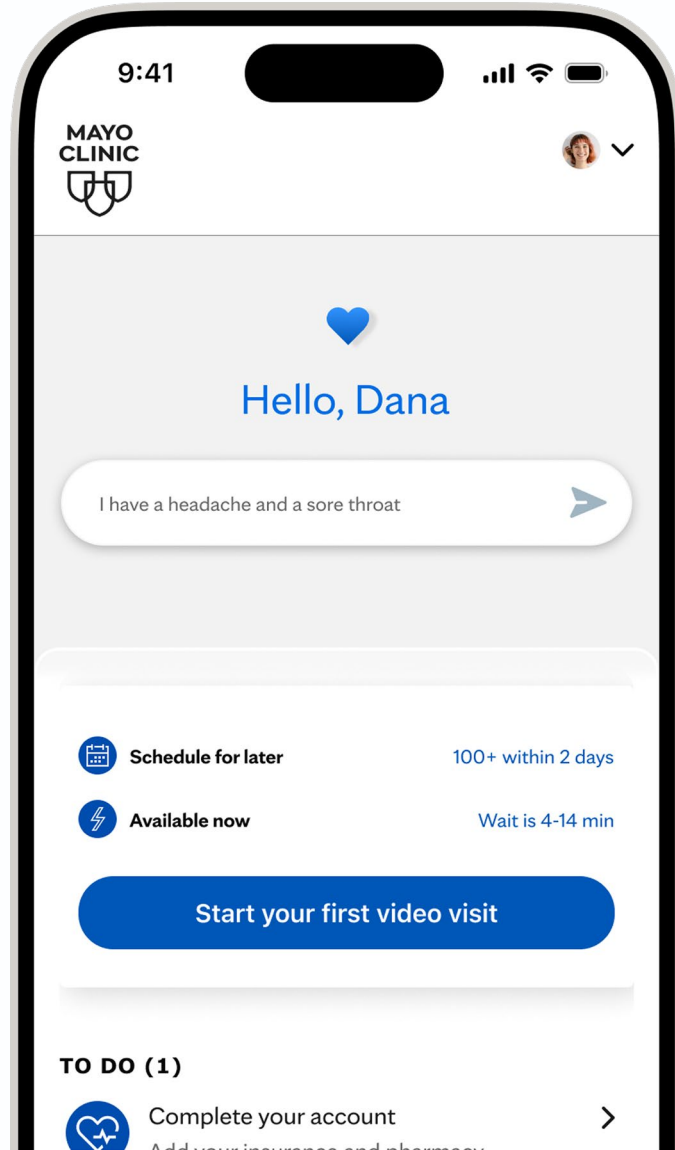
Transitions

Ability to pivot to in-person
care coordinated with local
clinics when needed

Experience

One consistent brand
integrating care, physically
and digitally

PRIMARY CARE ON DEMAND – A NEW CARE MODEL



1

24x7 Access to Primary Care Appointments

2

Longitudinal relationships with an assigned provider

3

One consistent medical record

4

Close collaboration with brick and mortar care teams

5

Imaging, Labs, and specialty referral integration

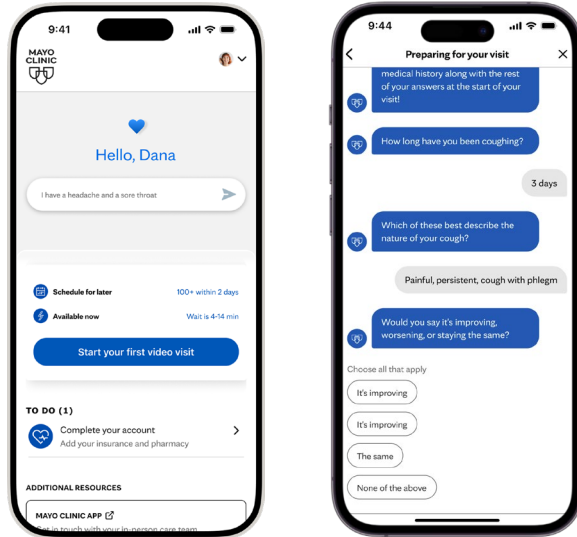
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Engaging Consumer Experience

K Health creates a novel, profitable virtual primary care service line for health systems by...

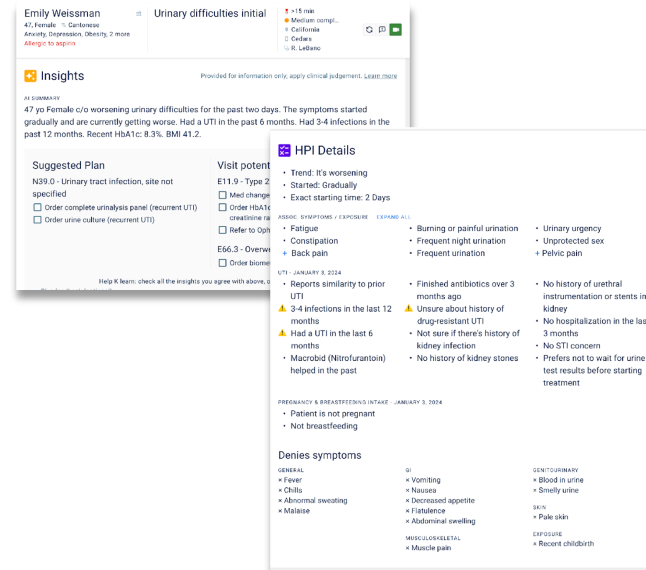


Consumerizing the Patient Experience



Meeting patients where they are to tell their clinical story; white-labeled under the system

Automating Jobs to be Done of PCPs



Using AI to support triage, diagnosis, and treatment native to EMR workflows

Operating a virtual primary care clinic



Staffing and managing a Virtual Primary Care Service line integrated with the health system

Primary Care On Demand

21,000+

PCOD visits completed
with 15,000 unique
patients

1,050

Active patients paneled with
PCOD and 50% completing
2+ visits per year

70%

Digital primary care
visits include chronic
condition management

Key Takeaways

Delivering Virtual First Primary Care

1.

Integrating Virtual Care into Existing Workflow

A virtual-first approach is essential for expanding rural access and improving continuity, but it takes overhauling existing workflows to unlock its full value

2.

Managing the Medical Group Cultural Shift

Shifting to virtual-first care requires cultural change as much as technical. Success depends on effective integration into the existing care continuum

3.

Creating an Integrated Experience

Delivering a truly powerful patient solution requires integrating virtual care to fit seamlessly with existing care delivery models

4.

Elevate Pathways in Rural Care

AI-enabled, virtual-first care models provide rural patients with the same high-quality access as urban ones, reshaping rural care and unlocking future opportunities.



Q&A Session

Thank you for your time!

