About Kaiser Permanente

• Nation’s largest nonprofit health plan
• Integrated health care delivery system
• 8.7 million members
• 13,000+ physicians
• 156,000+ employees
• Serving 9 states and the District of Columbia
• 32 hospitals and medical centers
• 416 medical offices
• $35* billion annual revenues

* 2006 revenues
“Many Hands Make Light Work.”
Critical Functions to Support Care Integration

1. Data Infrastructure
2. Electronic documentation & data capture
3. Population identification (registries)
4. Predictive modeling
5. Member tracking
6. Panel management
7. Case/Care management
8. E-Clinical Decision Support
9. Outreach
10. Batch utilities for outreach
11. Self-care
12. Pt provided & remote device data
13. Monitoring & Performance Reporting
The Benefits of Health IT

Application
- Integrated EHR
  Inpatient, Outpatient, Lab, Pharmacy, etc.
- Clinical Decision Support
- Remote Access
- Medication Order Entry
- Internet Access
  Email communications, online health information, etc.
- Automated Reminders
  (Preventative & Monitoring Tasks)
- Charting/Documentation

Benefit
- Quality measurement and improvement plus care research
- Improved diagnosis and disease management
- Increased convenience, timeliness, efficiency
- Reduce prescribing errors
- Improved patient access and convenience
- Improve compliance with practice guidelines
- Improve effectiveness through access to patient history

Degree of comprehensive data and integration required

Health Care Organization/Community
Group Practice
Individual Practitioner
Kaiser Permanente HealthConnect™

- The world’s largest civilian deployment of an electronic health record

- Integrating health care across the continuum
  - Inpatient & outpatient clinical care: Documentation, Ordering, Decision Support
  - Hospital & outpatient practice management: Billing, Scheduling, Registration, ADT
  - Ancillary systems: Pharmacy, Labs, Radiology, etc.
  - Online access to personal health record: www.kp.org

- A complete system that enhances the safety, quality and effectiveness of patient care
KP HealthConnect™ Benefits

- Single, comprehensive medical record available 24/7
- Alerts that support patient care by catching abnormal results, negative trends, patient history, chronic problems, and drug/procedure combinations
- Access to current treatment guidelines via online references and resources
- Care Management Institute (CMI) protocols and standard test/screens decision support
- Prescribe medication, order lab work, radiology and provide referrals at the point-of-care
- Improved provider-patient communication
  - After visit summary to support care post office-visit
  - Secure messaging and other online services
### Additional Tools for Population Care

Imagine a huge spreadsheet where members’ data are concisely displayed.

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The columns show inclusion in a **population**, e.g., chronic disease or prevention.

The row is the view of the member’s health care needs—the **Member Complete Care Profile**.
## Ability to Look Across Populations

### Members with diabetes

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- **DM column HbA1c**
  - >9.0
  - Between 7.0 & 8.9
  - < 7.0

- **HTN column BP**
  - =>140/90
  - Between 135/85 & 139/89
  - <135/85
Direct access to our personal health record, known as:

My health manager
Member-Centric Services

- Online Rx refills
- Total Health Assessment
- Your allergies
- Your immunizations
- Your ongoing health conditions
- Past office visit information
- Your lab test results
- Email your doctor
- Your future appointments
- Your eligibility & benefits
- Request a change to your medical record
- Act for a family member
Preparing to launch new THA, which will automatically link to KP HealthConnect Clinical record, providing summary of results to personal physician.
Email - New Options for Communication

• New study published in *American Journal of Managed Care*

• Web-based options are playing a larger role in doctor-patient interaction

• Patients who use secure e-mail were 7 to 10 percent less likely to schedule an office visit, and make about 14 percent fewer phone contacts than those not using online services

• E-mail is more convenient and efficient for both the physician and patient for non-urgent concerns.
Bringing it All Together: 21st Century Care Innovation Project

Creating a patient-centered focus, where the care team and workflow are organized to meet the needs of the population

Empowering members to be the “real” primary care provider with the care system providing people and tools to support the member

Supporting panel ownership by the primary care provider which enables caring for a person as a total being; earlier intervention in disease progression; and greater oversight of members with chronic disease

Offering alternatives to 1:1 face-to-face office visits which can build capacity and give members choice

Collaborative care planning with the member

People Using Technology to Transform Care
Preliminary Findings

• **Improving clinical outcomes**
  - Seeing significant improvements in preventive screening (DM, CAD, BC/CC) rates and the resulting outcomes

• **Decreasing office visits**
  - Phone and email alternatives are decreasing the need for in-office appointments

• **Increasing both member and provider satisfaction**
  - Improved convenience for members
  - Improved efficiency for doctors, clinicians and staff
Summary: The Time is Right

- Health IT systems are crucial to improve care

- Providers and patients have an intuitive understanding of the core benefits of electronic information
  - Increased safety and improved outcomes
  - Immediate access and increased efficiency
  - Ease and convenience of online health information

- Functional needs go beyond an EHR

- Care integration requires equal parts
  - Health Information Technology
  - Patient-centric care systems
  - New provider roles and processes of care
Thank You