How Americans get their health coverage

Employers | Medicare | Medicaid & State | Individuals | Uninsured

2017

| US | 48% | 18% | 23% | 6% | 9% |
| KP | 70% | 13% | 8%  | 9% |

Note: Statistics provided by KP’s Health Plan Operations Department in January 2018. Some people over age 65 receive both Medicare and Medicaid.

Future Trends 2018 – 2020 (under current law)
Kaiser Permanente’s mission and vision

**Mission:** To provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

**Vision:** We are trusted partners in total health, collaborating with people to help them thrive, creating communities that are among the healthiest in the nation, and inspiring greater health for America and the world.
Many factors shape health

Kaiser Permanente’s total health strategy addresses societal, economic, and behavioral factors in our communities.
Changing mindsets, changing care delivery

Industrial Age Model of Care

- One patient at a time
- Only know about patients who appear in your office
- No use of information technology
- Limited use of nonphysicians

Information Age Model of Care

- Accountability for panel/population
- Transparency
- Use of EMR, registries, internet
- Team care (including patient)
- Moving care out of doctor’s office
Our strategic framework

To advance the health of our members and communities we serve, our strategy outlines a plan to perform, grow, and lead.

**Advancing Our Mission on Affordability**

**OUR MISSION** is to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

**PERFORM**

Drive performance through care, quality, and service at a lower cost, enabled by our people, places, and technology.

**GROW**

Pursue core and new growth with an increasing focus on consumers.

**LEAD**

Lead national health care change through our expertise, trust, and relevance.
Kaiser Permanente at a Glance

Recognized as one of the leading health care providers and not-for-profit health plans in the U.S.

- Kaiser Foundation Health Plan
- Permanente Medical Groups
- Kaiser Foundation Hospitals

- 12.2 million members
- 22,000 physicians
- 39 hospitals
- 211,000 employees
- 680 medical offices
- 4000 ongoing research studies
Our markets and membership (as of January 2018)

- KP Washington & Northwest (Oregon and Washington state) 1,315,000 members
- Mid-Atlantic States (D.C., Virginia, and Maryland) 781,000 members
- California 8,808,000 members
- Georgia 381,000 members
- Hawaii 256,000 members
- Colorado 671,000 members
Our Redwood City Medical Center in Northern California
One-stop shopping for most services

- Ambulatory/outpatient care
- Audiology and optometry/ophthalmology
- Diagnostic imaging, laboratory, and pharmacy
- Emergency care and hospitalization*
- Health education and preventive care
- Home health care
- Labor and delivery (childbirth)
- Mental health and wellness
- Occupational health (workers’ compensation)
- Physical therapy
- Primary care working closely with specialty care, surgeons, hospitalists*

*Note: In Colorado, Georgia, and the Mid-Atlantic States, we contract with community hospitals for beds and some specialty care.
San Diego Hospital: Opened April 2017
Care teams can view key information about the patient on a digital display just outside the hospital room. Care team members can also view room temperature, control blinds and lights without entering the room. The display is integrated with KP HealthConnect® so the information is real-time and dynamic.
Reimagining Ambulatory Design (RAD) | Enabled by Technology

FOR PATIENTS
Room and script ready notification, and wait time estimates give members the freedom to experience the Health Hub fully and maximize the Public Square offerings.

FOR PROVIDERS
Tablets (and other devices) and the outpatient dashboard removes the constraints of a static room or workstation. The physicians’ “work stations” are mobile, allowing them to move about freely and communicate more seamlessly. This will foster a more collaborative environment and more efficient use of space.

Optimizes Patient & Provider Experience

Technology will untether people from queues and physical spaces in the Health Hub – allowing them to fully maximize their time while in the clinic and fully utilize the resources that are available.
Innovative ideas from the beginning

- Prepayment
- Group practice
- Prevention/total health
- Population-based approach
- Clinical information technology

Photo:

Sidney Garfield, MD (left): a surgeon, visionary, and trailblazer
Henry J. Kaiser (right): an entrepreneur who revolutionized shipbuilding and started global enterprises, including cement, steel, aluminum, and automobiles
Medical center structure

(K) Kaiser

Sr. VP & Area Manager

Assistants

Department Administrators

(P) Permanente

Chief Administrative Officer

Assistant Medical Group Administrator

Area Medical Director

Assistant Area Medical Director

Department Administrators

Chiefs
Kaiser Permanente’s key success factors

- Clear, agreed-upon mission
- Clinical leadership
- Culture of measurement, comparison, acknowledgement, learning, and improvement
- Aligned structure and incentives
- Integrated information technology
KP’s Blue Sky Vision for a major change

In the future, the care delivery model is a consumer-centric paradigm where the consumer presumes choice.

**Home as the hub**

The home, and other settings, will grow significantly as a locale of choice for some care delivery.

**Integration and leveraging**

IT functionality enables us to leverage scarce or specialized clinical resources - MDs, RNs and other clinical staff - and make our processes more efficient.

**Secure and seamless transitions**

Warm Handoffs - The human skill sets and operational processes to deliver care and service effectively, efficiently, and compassionately.

**Customization**

Occurs at any level of the members’ journey with KP.
Kaiser Permanente HealthConnect

Kaiser Permanente typically spends about 6% of our total revenue on information technology. KP HealthConnect (our integrated system for care delivery) is:

- Implemented between 2004 and 2010, KP HealthConnect is the largest civilian health information technology system in the United States.

- More than just an electronic medical record, KP HealthConnect integrates the clinical record with appointments, ancillary and specialty services, registration, and billing.

- KP HealthConnect includes a personal health record accessed with a username and password (70% of members over age 13 currently signed up).

- In the U.S., a major health care IT achievement is to be a Stage 7 hospital (paperless). Almost all of Kaiser Permanente’s hospitals and medical offices have achieved this.
KP HealthConnect enables All care information. All patients. All the time.

Availability of patient’s chart before KP HealthConnect

Phone >5%
ER 5%
Visit 40-70%

Availability of patient’s chart after KP HealthConnect

Phone 100%
ER 100%
Visit 100%
Technology-Enabled Health Care

- 248 million visits to KP.org
- 23 million secure messages sent to providers
- 150 million lab orders per year
- 78 million prescription orders per year
- 5 million appointments booked online
Our quality of care *is* up

Performance relative to national benchmarks

- **Best care for chronic conditions**
- **Leading prevention & cancer screening**

Note: Placement of current status and starting points approximate
... and our malpractice cases are down.
As supported by KP HealthConnect.
Telestroke: Technology, people, process

## Complete Panel View

**PCP(s):** Xxxxxxxxxxxxxxxxxxxxxx  
**Total Patients:** 1972 - displaying results 1-200 of 1972

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<th>Prev</th>
<th>Gap</th>
<th>DM</th>
<th>ASCVD</th>
<th>CHF</th>
<th>HTN</th>
<th>CKD</th>
<th>Asth</th>
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<td>05/15</td>
<td>10/7/15</td>
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Care gaps identified by the Panel Support Tool (PST)
Currently, there are more than 130 **care gaps** addressed in the PST.

<table>
<thead>
<tr>
<th>Therapy</th>
<th>Chronic Condition - Monitoring</th>
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<tbody>
<tr>
<td><strong>Asthma</strong></td>
<td>DM</td>
</tr>
<tr>
<td></td>
<td>HbA1c screening due</td>
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<tr>
<td></td>
<td>Renal screening due</td>
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<tr>
<td></td>
<td>Eye screen due</td>
</tr>
<tr>
<td></td>
<td>Foot screen due</td>
</tr>
<tr>
<td><strong>Heart Protection</strong></td>
<td>High Risk Populations</td>
</tr>
<tr>
<td></td>
<td>Lipid Panel for high risk populations due</td>
</tr>
<tr>
<td><strong>Statins</strong></td>
<td>Monitoring Meds (HEDIS)</td>
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<tr>
<td></td>
<td>Annual Labs Due</td>
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<tr>
<td><strong>ACE/ARB</strong></td>
<td>CKD</td>
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<td></td>
<td>Lab(s) due - Renal Function Panel or MicroAlbumin Screen, Urine</td>
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<tr>
<td><strong>Aspirin</strong></td>
<td>OTP</td>
</tr>
<tr>
<td></td>
<td>OTP Brief Pain Inventory due</td>
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<tr>
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<td>OTP Order due</td>
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<tr>
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<td>OTP Office Visit due</td>
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<td></td>
<td>2 or more early refills in 6 mos</td>
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<tr>
<td></td>
<td>On &gt; 4 gm/d acetaminophen</td>
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<tr>
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<td>UDS due</td>
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<tr>
<td><strong>Betablockers for</strong></td>
<td>Primary Prevention</td>
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<td></td>
<td>High Risk Populations</td>
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<tr>
<td></td>
<td>General Population</td>
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<td></td>
<td>Pneumovax due</td>
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<tr>
<td><strong>Glycemic control</strong></td>
<td>Colorectal screening due</td>
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<tr>
<td></td>
<td>Colorectal screening due soon</td>
</tr>
<tr>
<td></td>
<td>Colonoscopy due ASAP (previous positive FIT)</td>
</tr>
<tr>
<td><strong>BP control</strong></td>
<td>Lipid Panel due</td>
</tr>
<tr>
<td></td>
<td>Flu shot due (during flu season)</td>
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<tr>
<td></td>
<td>Tetanus shot due</td>
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<tr>
<td></td>
<td>Physical Exam due</td>
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<tr>
<td></td>
<td>Glaucoma screening due</td>
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<tr>
<td><strong>Osteoporosis</strong></td>
<td>HIV screening due</td>
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<tr>
<td></td>
<td>Shingles vaccine due</td>
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<tr>
<td></td>
<td>Women's Health Prevention</td>
</tr>
<tr>
<td></td>
<td>Mamo counseling</td>
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<tr>
<td></td>
<td>Mamo due soon / overdue</td>
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<tr>
<td></td>
<td>Mamo overdue</td>
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<td>Osteoporosis screening due</td>
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<td>Pap smear overdue</td>
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<tr>
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<td>Pap smear due soon</td>
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<tr>
<td></td>
<td>Pap/biopsy recommendation (prior abnormal)</td>
</tr>
</tbody>
</table>
Access to electronic medical records

For Clinicians

- Review entire medical records
- Check lab results
- Immunization records
- History of medical visits
- Direct ordering of prescriptions, labs, and referrals
- Best practice alerts

For Patients

- See summary of medical record
- See lab results with explanations
- See immunization records with advice
- Order and refill prescriptions
- Email any provider you have seen recently (video visits are becoming available)
With the KP app, members can:

- locate facilities
- access medical records
- order/refill prescriptions
- make appointments
- email care providers
- view test results

61% of our transactions on kp.org are via mobile devices.
kp.org – Kaiser Permanente’s website

Healthier tomorrows start here

No matter what your future holds, we’ve got you covered. With great doctors, screenings, and advanced research, we’ve got a plan to keep you healthy — today and tomorrow.
Online Personal Action Plan

https://www.kp-scalresearch.org/AboutUs/Annual-Reports/RE_2015OnlinePAP.pdf
Redefining appointments: all care

ALL ENCOUNTERS BY TYPE

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<th>Year</th>
<th>Telephone Encounter</th>
<th>Secure Message Encounter</th>
<th>Face to Face Encounter</th>
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<td>33.90%</td>
<td>7.60%</td>
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<tr>
<td>2009</td>
<td>34.90%</td>
<td>10.20%</td>
<td>54.90%</td>
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<tr>
<td>2010</td>
<td>35.30%</td>
<td>12.80%</td>
<td>52.00%</td>
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<tr>
<td>2011</td>
<td>34.80%</td>
<td>14.50%</td>
<td>50.80%</td>
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<tr>
<td>2012</td>
<td>34.90%</td>
<td>16.70%</td>
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<td>19.00%</td>
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<tr>
<td>2014</td>
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<td>21.30%</td>
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<tr>
<td>2015</td>
<td>32.80%</td>
<td>23.00%</td>
<td>44.20%</td>
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<tr>
<td>2016</td>
<td>32.70%</td>
<td>24.80%</td>
<td>42.50%</td>
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</table>

Source: UCDA Core Value Metrics
Connected members are more loyal

Patients with online access to key components of the electronic health record’s patient portal, My Health Manager, are 2.6 times more likely than non-users to remain Kaiser Permanente members.

The American Journal of Managed Care, July 2012
Members who use our patient portal say they:

• Feel more in control of their medical condition.
• Have electronic access to the information and people they need to consult.
• Say they are more confident, less intimidated, and closer to their physician.
Integrated care delivery continuum

Care Anywhere, Anytime

New Openings in 2017-2018
- 1 new medical center (39 total)
- ~40 medical office buildings (~722 total)

Note: Current facilities data as of February 9, 2018.
Future KPI offerings (see kp.org/international)

- Three-day general programs in the San Francisco Bay Area (next one April 16 to 18, 2018)
- Customized programs in California or Washington, D.C.
- Presentations or seminars in your country
- Videoconferences or Skype presentations
For more online information about KP

kp.org/international (click on About Kaiser Permanente)

share.kaiserpermanente.org (click on About Us)

KaiserPermanenteCareStories.org (stories about our patients)