

Highlight: Kaiser Permanente International Program Inspires Change in Canada

Bayshore HealthCare's Alternative Level of Care (ALC) Transition Program

Known for its integrated model of care and cutting-edge use of health information technology, Kaiser Permanente attracts the attention of other organizations whose goal is to seamlessly deliver high-quality, affordable health care. Kaiser Permanente enjoys a stellar reputation worldwide, and many organizations with a high level of interest are located in other countries. To optimally serve external audiences, Kaiser Permanente created KP International, an educational subsidiary whose programs demonstrate to participants how Kaiser Permanente's passion for health information technology and innovation translate to medical excellence and better outcomes.

In 2014, at Bayshore HealthCare in Ontario, Canada, national director of business development and government relations Janet Daghish observed changes in technology that could improve patient engagement. Janet researched how US health organizations were leveraging technology solutions and explored what was available in the market. But what interested her more was how a system such as Kaiser Permanente used technology to improve patient outcomes

Observing the steady progression and adoption of digital tools within health care, yet uncertain how to proceed, Janet registered for KP International's April 2015 open program for inspiration.

The program, Learnings from the Kaiser Permanente Model, drew 43 participants from 14 countries to the San Francisco Bay Area. Expert speakers led the group through multiple phases of Kaiser Permanente's technology journey, including the adoption of KP HealthConnect®, a proprietary integrated electronic health record (EHR) system.



Later, the participants toured a Kaiser Permanente medical center and witnessed the practical implementation of this integrated technology. Another high point of the program was the group's visit to the Garfield Innovation Center, where they saw and heard how innovation is woven throughout the culture of Kaiser Permanente.

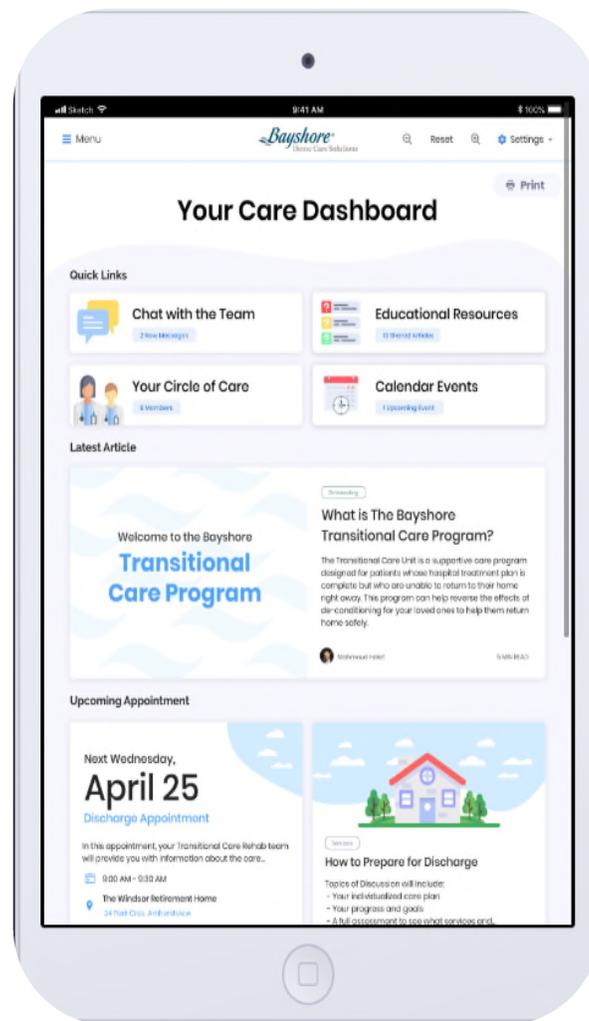
During her tour of the San Rafael Medical Center, Janet had the opportunity to speak with a Kaiser Permanente pharmacist about population and disease management. Using HealthConnect, the pharmacist took Janet through an order set for an oncology

patient, from oncology treatment to palliative care, thus demonstrating how the EHR enables seamless coordination of care. There was an undeniable “culture of systemness” that fascinated Janet. She was impressed by how HealthConnect is used as an EHR, but more importantly, as a communication tool to assist patients and health care providers throughout all functions and specialties.



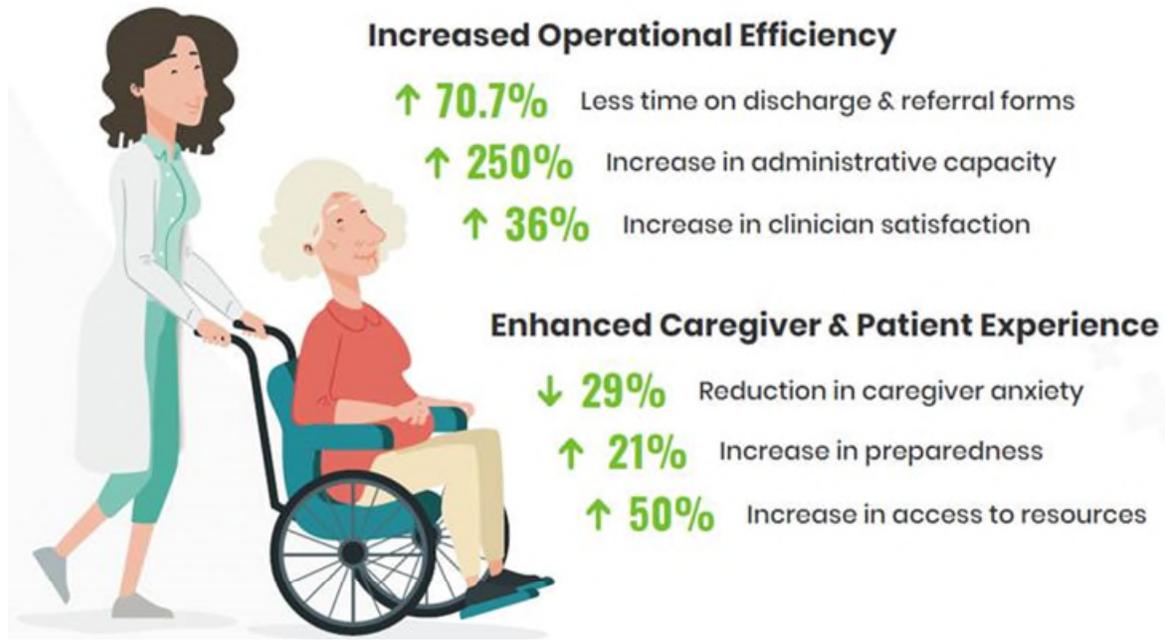
Encouraged by what she had seen, after returning home Janet shared her insights with her colleague Anita Fitches, Bayshore HealthCare’s director of integrated care solutions, who was seeking to address patient care gaps from the hospital to the community. As a provider of home and community health care services, Bayshore was facing challenges. Many of the Alternative Level of Care (ALC) patients and their families and caregivers needed more real-time support when transitioning from the hospital to the community care setting. Transitioning effectively would likely yield lower readmission rates in the long term.

In collaboration with partner hospitals and patients, Anita led a co-design project to build an integrated workflow management system that would help patients and caregivers navigate the transitions from point of referral in the hospital to community care and to home. The result of the co-design project – the ALC Transition Program – is an integrated technology



solution that interfaces with both patients and providers. One side of the system operates as a workflow management system to help providers more effectively capture notes and patient summaries, while the other side serves as a family portal application. The improved workflow management system, which in the past was strictly a scheduling platform, dramatically improved efficiencies for providers.

The new family portal facilitated more timely communication to prepare patients and caregivers for upcoming transitions by articulating expectations and providing written resources. This feature was particularly helpful in reducing caregiver anxieties by 29% since the debut of the portal.



Source: Bayshore HealthCare

The pilot program brought about many positive changes. In addition to improving the patient experience, the program improved system performance by increasing bed capacity to treat 538 more acutely ill patients based on a 10 bed unit, with 90% of patients returning home versus being readmitted. The ALC Transition Program has also spread through additional hospital partnerships and received strong support from Canada's Ministry of Health, which will continue to expand the current level of support of services available to ALC clients in the community.

In addition to providing a catalyst for the creation of the ALC Transition Program, the KP International program inspired Janet to reflect on how Bayshore could stimulate a team to develop innovative models of care. Bayshore has since created a team called Innovative Care Solutions, further demonstrating the value of Janet's learning experience at Kaiser Permanente International.

Kaiser Permanente International introduces health care leaders from around the world to Kaiser Permanente's model of high-quality, patient-centered, affordable health care and health care innovation

The next program open to health care leaders from all countries will take place on May 4-7, 2020 in the San Francisco Bay Area. Registration will open in mid-November 2019. To learn more, visit kp.org/international.