

# Insights from THOUGHTCAST

HEALTH TECH THOUGHT LEADER SERIES

## Virtual Care | July 20, 2020

In this virtual ThoughtCAST session, we partnered with [Kaiser Permanente International](#) to focus on Virtual Care. In addition to a great turn out from Kaiser Permanente, more than a quarter of attendees were international, with representatives from all continents [except Antarctica]. We explored how the future of healthcare is linked with our capacity to build viable modalities—especially in the time of COVID-19 and our unprecedented need for technology to be able to provide access into patients' homes.

### KEY CONSIDERATIONS

Below are a few key considerations & ideas mentioned that we took away from the ThoughtCAST session.

1 As access to care changes, we must be thoughtful and intentional in addressing inequities and reaching underserved communities such as through closing technology and accessibility gaps and empowering support teams who interface with our members.

2 Changes in reimbursement policy have accelerated the use of virtual care leading to promising implications for telehealth. Collected data shows how virtual care is impacting the total cost of care, with greater patient engagement, due to its convenience.

3 The cross-industry rapid response to COVID-19, by shifting to virtual, is increasing adoption of telehealth care modalities, decreasing exposure to risk, preserving the use of personal protective equipment, and fostering care team collaboration.

4 Virtual Care, if conducted in a meaningful way, can help us meet our members where they are and offers tremendous value in the options to engage with care teams, collaboration, and innovation.

### SPEAKER SPOTLIGHT



**Vivian Tan**  
VP, Strategic Information Management and Global Relationships, Kaiser Permanente

"Across the organization and across multiple analytic teams, we have received 2,500 data and analytics requests (and rising). It's been hard work delivering timely, actionable, and accurate data to our key partners and stakeholders. It's also been quite challenging developing and evolving useful analytic models and forecasts for the organization. We know through our work with KP International that we are not alone in the need to respond quickly and accurately with new data during this pandemic."



**Dr. Bill Marsh**  
Vice President of Care Delivery IT and Products/ Sales/Marketing, The Permanente Federation Kaiser Permanente

"I think the biggest challenge is a mind shift. What I mean by that is, historically, we have looked at health care as being patients come in to see us in a physical facility. The mind shift that has to take place in the future, is that we meet patients where they are... provide them the convenience and ease that they need wherever they are so that their health care outcomes are best met."



**Prat Vemana**  
Chief Digital Officer, Kaiser Permanente

"When we think about personalization, health care is a space where this is really going to matter. Digital care can play a big role. We will see our members really driving and owning their own holistic health and wellness, relating to it in a more personal and intimate way."



**Veenu Aulakh**  
President and CEO, Center for Care Innovations

"There are certain communities that have been hit particularly hard by COVID-19 and making sure that we are equipping both those patients and the providers that care for them so that we aren't increasing disparities and inequities by not everyone having the same access to technology."



**David Rhew**  
Global Chief Medical Officer and VP of Healthcare, Microsoft

"This is the opportunity for us to reimagine virtual care visits. We now have the ability to collaborate virtually with multiple stakeholders, either synchronously or asynchronously. During virtual care visits, we can share and view clinical data elements such as lab results and radiology images. Clinical decisions can be made faster, smarter, and with multiple inputs, which ultimately leads to better experiences and improved outcomes."

## VIRTUAL CARE IN ACTION

Kaiser Permanente's [home-based cardiac rehabilitation program](#), developed in collaboration with Samsung, offers rehabilitation virtually after a cardiac event using a wearable technology monitored by an assigned health care team member. The program has enrolled more than 5,600 patients, making Kaiser Permanente's program one of the largest in the country. With an 80% completion rate, surpassing the national average of 50%, cardiac-related hospital readmissions for participants have been reduced to less than 2%.

## COVID-19 RESPONSE

Thermal cameras in all 39 KP hospitals



Telehealth Volume Single Day High(s)



Increased video visit bandwidth by 750%



## MISSED THE SESSION?

Review event highlights captured by [SearchHealthIT](#).

## WE WANT TO HEAR FROM YOU!

To connect about topics, projects, or partners highlighted during the session or future event collaboration, send an email to [ThoughtCAST@kp.org](mailto:ThoughtCAST@kp.org).

## OUR NEXT EVENT

Thank you to everyone who was able to join our first-ever all-virtual event. Stay tuned for our next event in September 2020 that will focus on **The Future of Home Care!**

## ABOUT THOUGHTCAST

ThoughtCAST is an initiative designed to stimulate cross-industry dialogue on topics that will define the future of health care and well-being in the 21st century. Presented by Kaiser Permanente Digital, the speaker series features cross-industry thought leaders with Kaiser Permanente executives to examine pressing topics at the intersection of health care, technology, and human connection.

## RESOURCES & OTHER READING

In this ThoughtCAST, we heard from Dr. David Rhew of Microsoft. Several of Microsoft's innovative solutions mentioned during the Virtual Care session include:

- » Developing new, health care specific [features for Teams](#) supporting the continuum of care
- » Accelerating [ambient clinical intelligence technologies](#) for the future of clinical documentation
- » Delivering [conversational artificial intelligence Healthbot](#) impacting member's digital experience.
- » Transforming [veteran health with HoloLens 2](#)

Additional Virtual Care materials:

- » [Patients want to continue using telehealth even after pandemic ends](#)
- » [COVID-19 Gives Providers a Blueprint for New Telehealth Strategies](#)
- » [CES 2020 Keynote | Offering More Personalized Care with Samsung Health](#)