

Kaiser Permanente

The Integrated Health Experience

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Kaiser Permanente

From the Beginning



Innovative Ideas from the Beginning



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

Prepayment

Prevention/total health

Group practice

Population-based approach

Clinical information technology

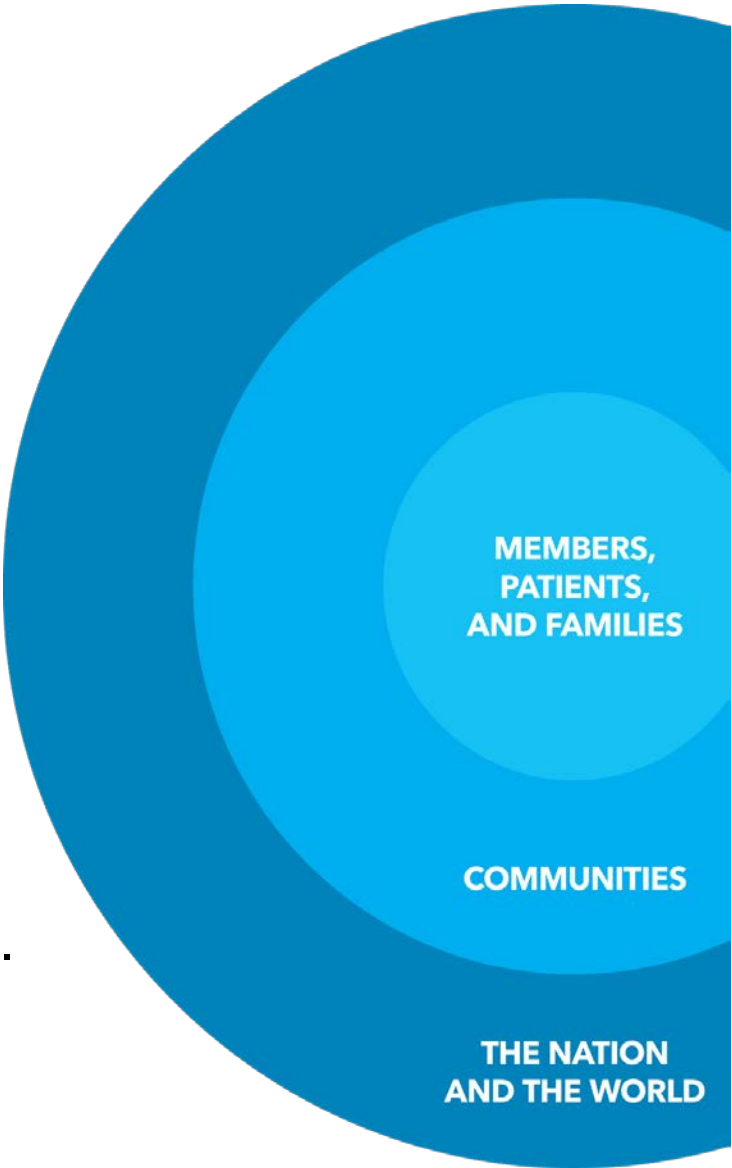
Kaiser Permanente's Mission

Mission

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

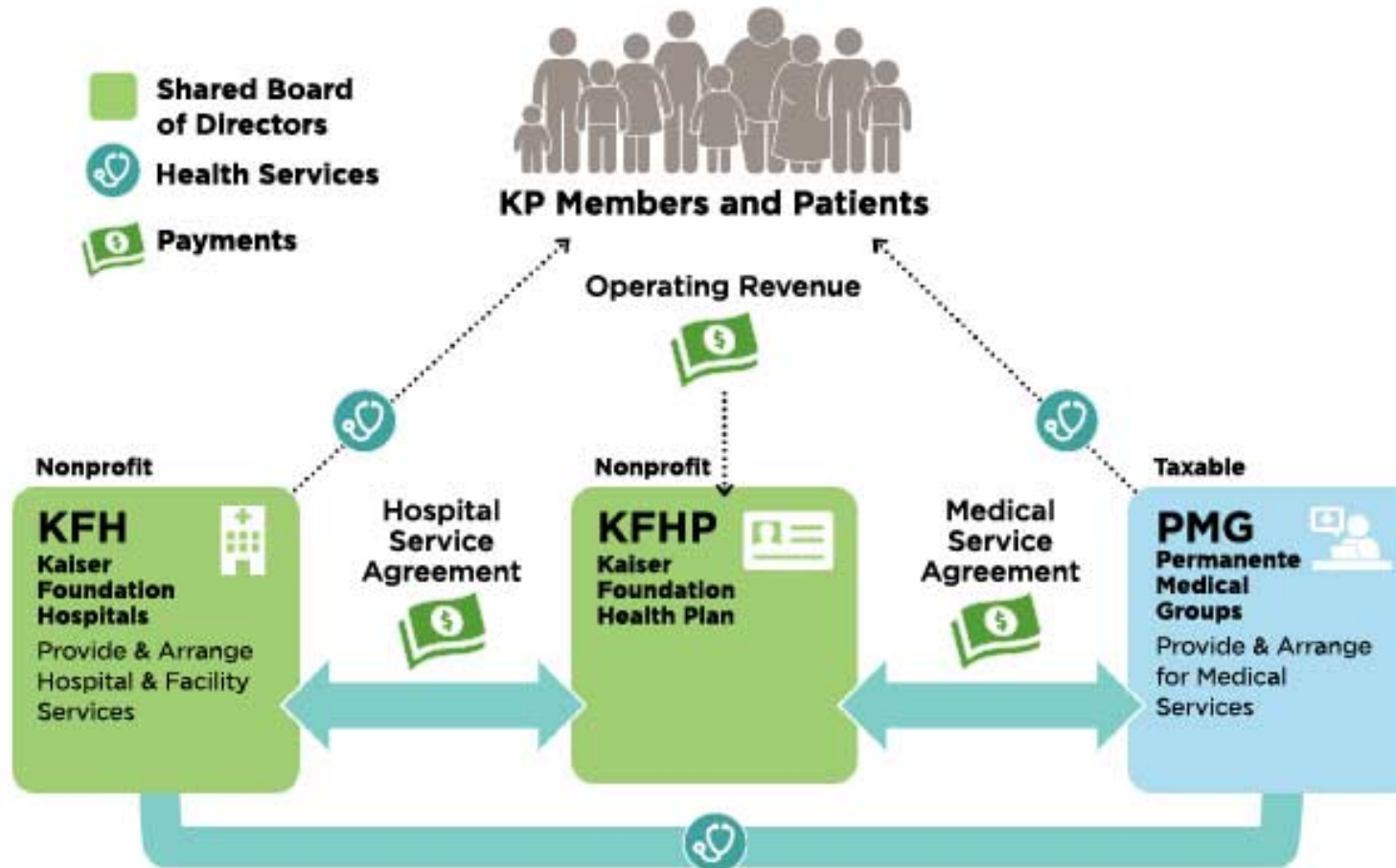
Desired Destination

Over the next 10 years, we will partner broadly to **create more healthy years** for our members and the people in our communities to experience the **life they want** – to work, play, learn, love, and live...And we will have inspired our nation, and the world to do the same.



Integrated Model: Coordinated, Comprehensive Care and Coverage

Our integrated model aligns hospitals, physicians, and the health plans to drive coordination of care across all settings and providers, while also connecting coverage in a way that results in superior health outcomes for members and value for our customers.



We Are the Nation's Largest Integrated Health System



12.4M*
Members

**Data as of 6/30/2020*



218K
Employees



23K
Physicians



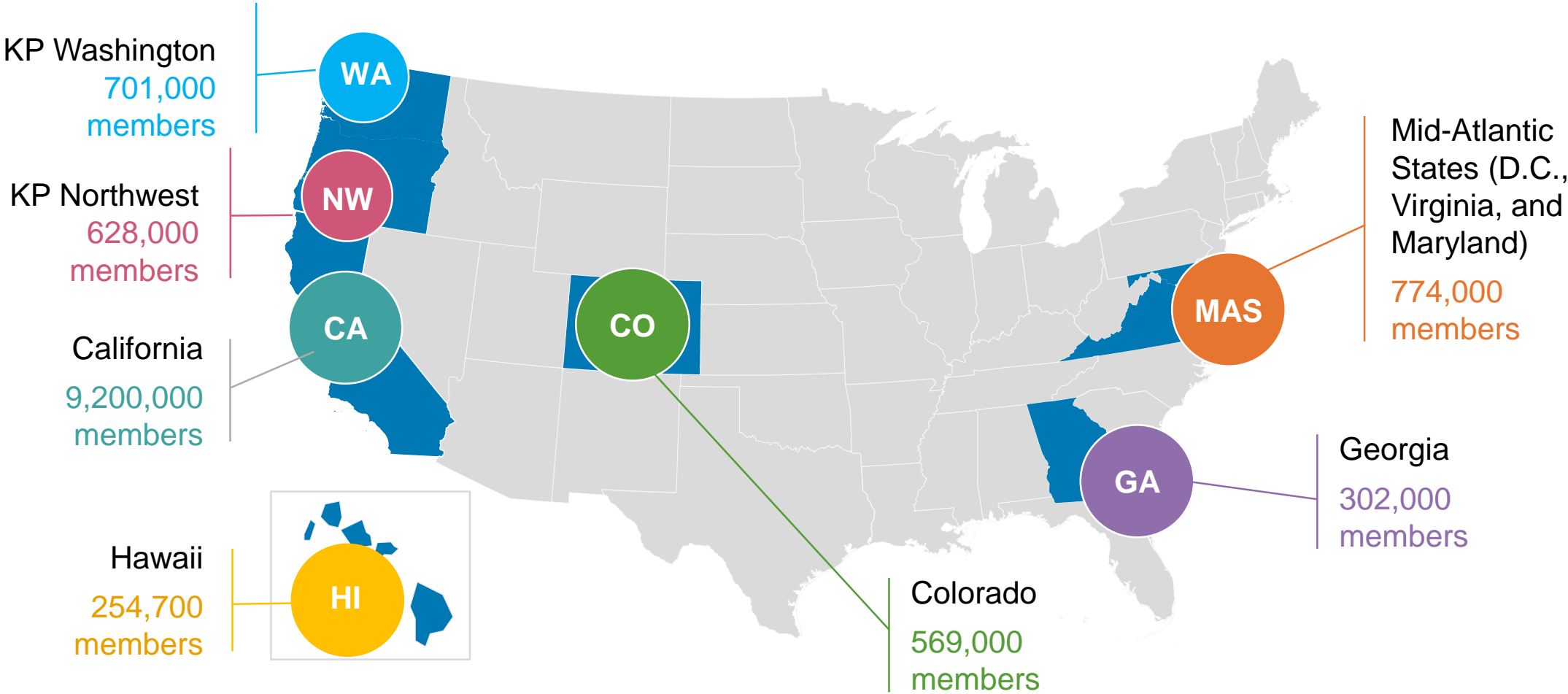
39
Hospitals

.....
715
Medical
Offices



2.7K
Research
Studies

Our Markets and Membership (as of June 2020)



**Note: In Colorado, Georgia, and the Mid-Atlantic States, we contract with community hospitals for beds and some specialty care.*

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

Kaiser Permanente's Key Success Factors

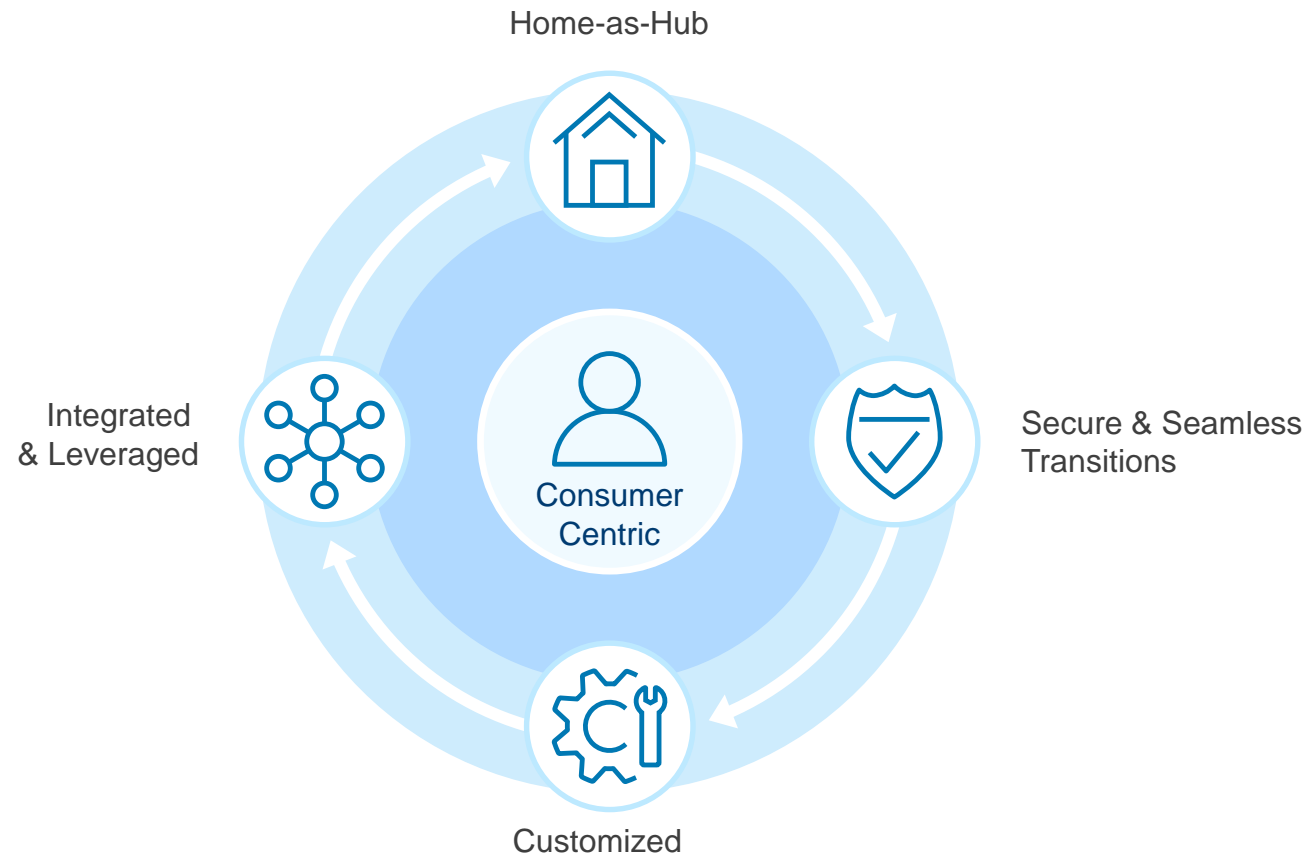


Culture of measurement, comparison, acknowledgement, learning, and improvement



KP's Blue Sky Vision for a Major Change

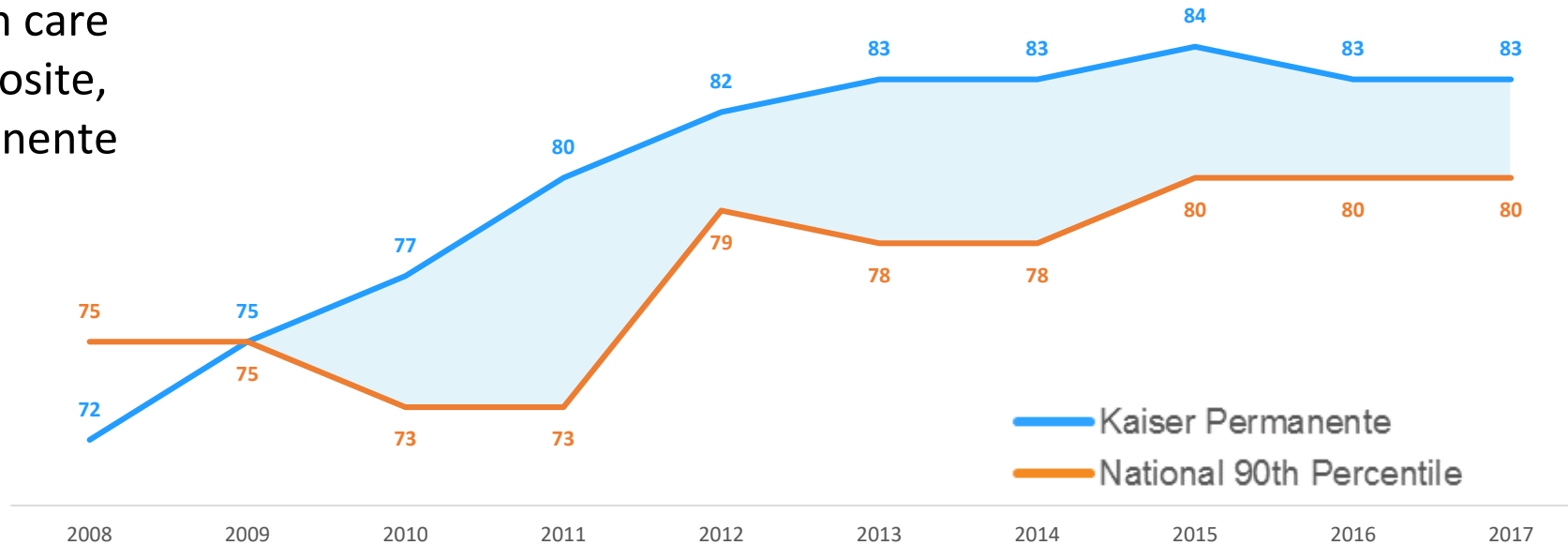
In the future, the care delivery model is a consumer-centric paradigm where the consumer presumes choice.



Transformation in Quality

Quality

(HEDIS health care quality composite, Kaiser Permanente vs industry)



3%
Higher than
National 90th
Percentile

Care Gaps Identified by Panel Support/Population Health Tools

more than 130 care gaps tracked

Primary Prevention

High Risk Populations

Pneumovax due

General Population

Colorectal screening due

Colorectal screening due soon

Colonoscopy due ASAP (previous positive FIT)

Lipid Panel due

Flu shot due (during flu season)

Tetanus shot due

Physical Exam due

Glaucoma screening due

HIV screening due

Shingles vaccine due

BMI \geq 30

HPV vaccine due

Chronic Condition - Monitoring

DM

HbA1c screening due

Renal screening due

Eye screen due

Foot screen due

High Risk Populations

Lipid Panel for high risk populations due

Monitoring Meds (HEDIS)

Annual Labs Due

CKD

Lab(s) due - Renal Function Panel or MicroAlbumin Screen, Urine

OTP

OTP Brief Pain Inventory due

OTP Order due

OTP Office Visit due

2 or more early refills in 6 mos

On $>$ 4 gm/d acetaminophen

UDS due

Kaiser Permanente's Key Success Factors

An icon of three interlocking gears, symbolizing technology, engineering, or integrated systems.

Integrated
information
technology

Kaiser Permanente HealthConnect®

Kaiser Permanente typically spends about 6% of our total revenue on information technology.

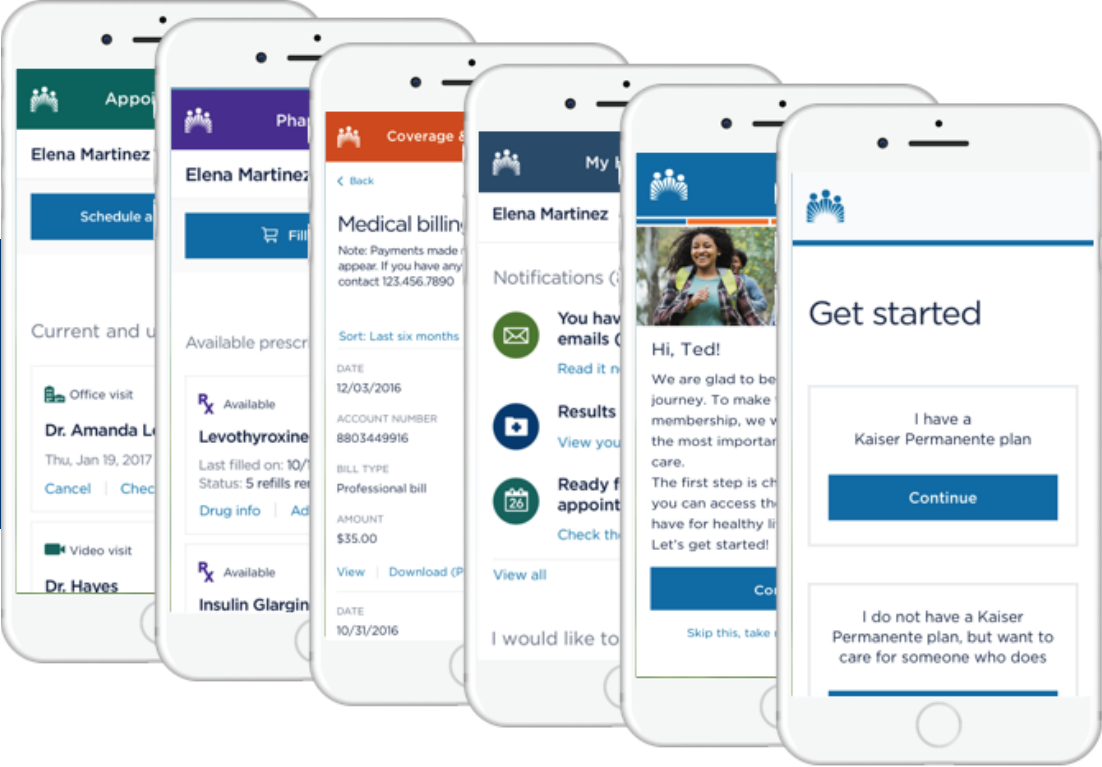
KP HealthConnect (our integrated system for care delivery) is:

- Implemented between 2004 and 2010, KP HealthConnect is **the largest civilian health information technology system in the United States.**
- KP HealthConnect includes a personal health record accessed with a username and password (kp.org)
 - **76% of members over age 13 currently signed up**

Scope of Kaiser Permanente HealthConnect®



Anytime, Anywhere Access



64% of our kp.org transactions are through a mobile device.

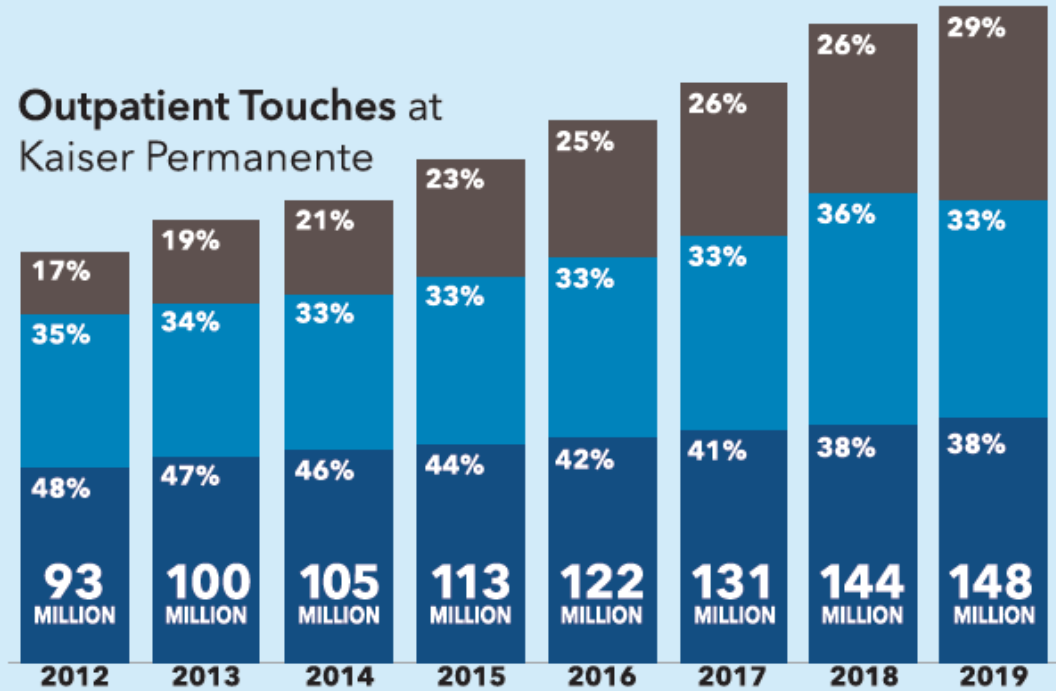
Appointment Center Pharmacy Center Coverage & Costs Welcome Page Member Onboarding Mobile Registration

Virtual Care

DELIVERING THE RIGHT CARE IN THE RIGHT SETTING



Outpatient Touches at Kaiser Permanente



In 2019,
62%
electronic medical
record-enabled,
telehealth touches

Source: *Core Value Metrics Report*, Kaiser Permanente, 2019

2020 Snapshot

- 80% of all visits are virtual
- Video visits grew from 1,400 per day to 30,000+ per day



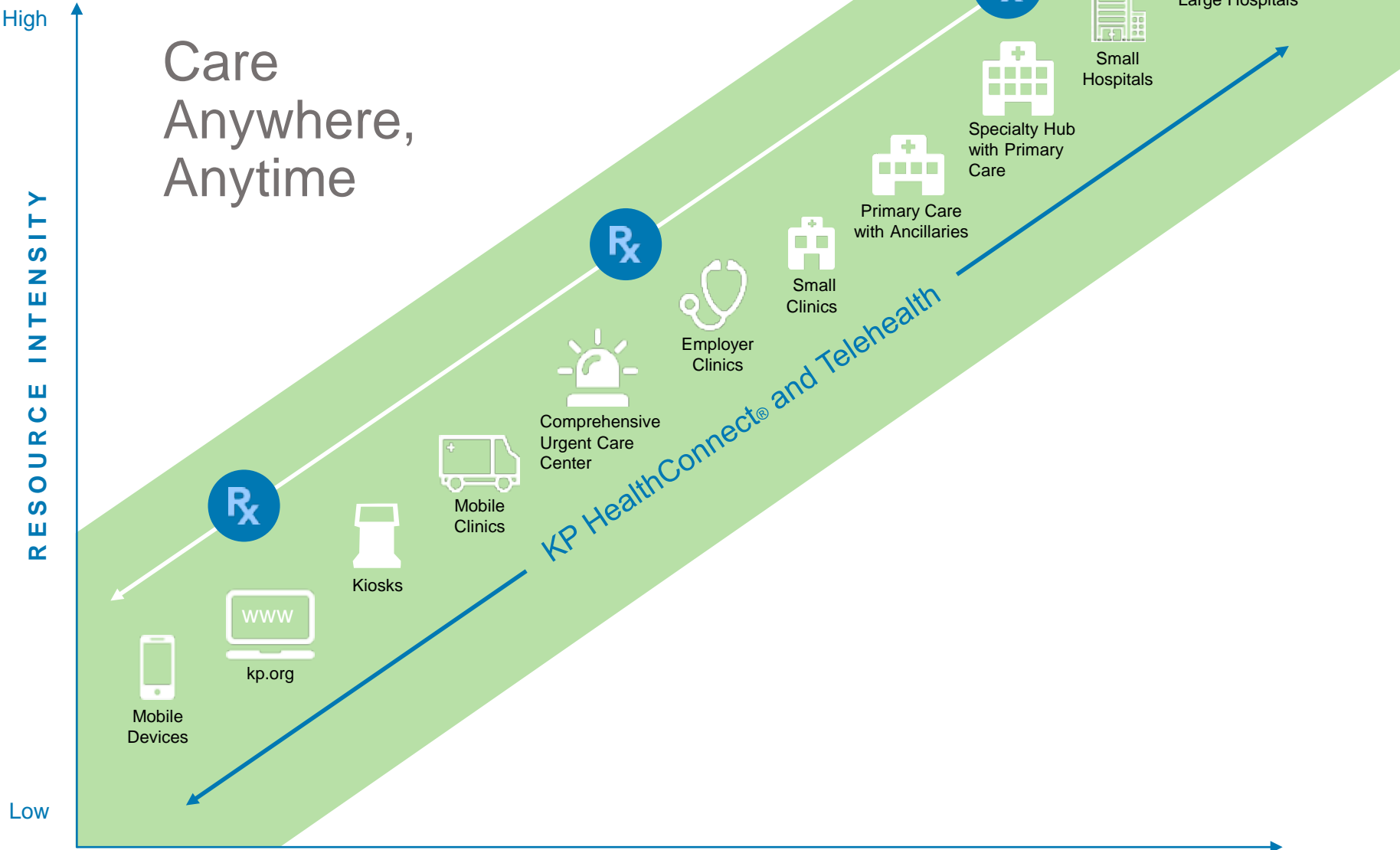
8 million appointments scheduled online
34.2 million prescriptions filled online
60.6 million lab tests viewed
78.5% of eligible members registered

30%
growth in
video visits
in 2019



Source: *Kaiser Permanente Digital Metrics*, 2019 Annual Report

Integrated Care Delivery Continuum



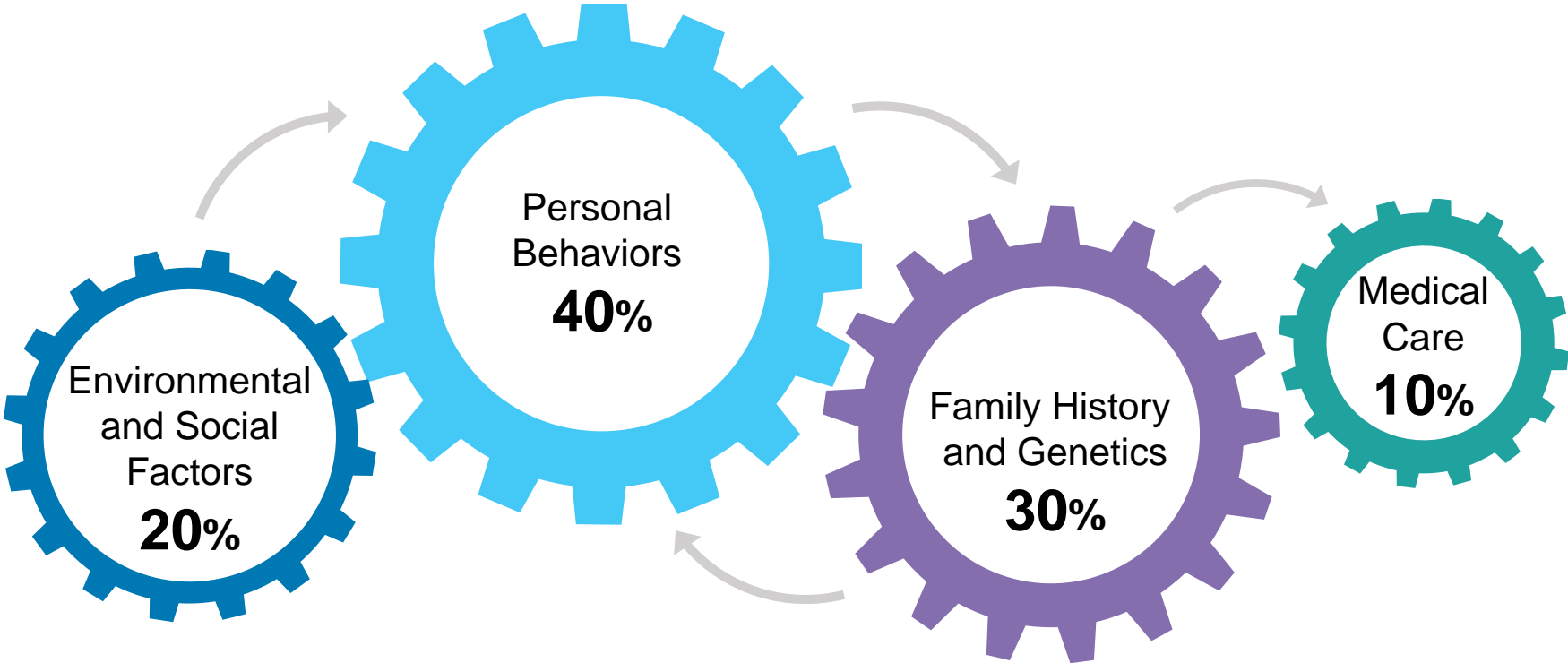
Kaiser Permanente's Key Success Factors



Clear,
agreed-upon
mission



Many Factors Shape Health



Kaiser Permanente’s total health strategy addresses societal, economic, and behavioral factors in our communities.

Source: McGinnis et al, Health Affairs, 2002

Our National Community Health Priorities

We work to ensure health access, improve community conditions for health and equity, and advance the future of community health through innovation.



Affordability & Access



Social Care



Housing & Homelessness



Environmental Stewardship



Wellness in Schools



Economic Opportunity



Public Policy



MORE HEALTHY YEARS