

Primary Care and Prevention

Troy Long, MD

September 24, 2020

A Day in the Life of a Primary Care Doctor

- Scheduled Appointments: about 10 patients per half day
- Urgent Care: about 12 patients per half day
- Types of Primary Care
 - Internal Medicine sees adults—some younger but many 65 and older
 - Family Medicine sees adults and children. Often children will have a pediatrician
 - Obstetrics/Gynecology is often considered
- About 50/50 split between primary and specialty care
- Scope of practice
 - Manage complex conditions (like COPD, CHF, etc)



Connecting to Specialty Care

KAISER PERMANENTE eConsult PRC Search Problem / Reason

Request Referrals Admin Preferences Welcome L596653 | Sign Off

FACILITY Santa Clara Hospital **SPECIALTY** Dermatology **PROBLEM / REASON** Acne:DB

| | | |
|--|---|---|
| 1 Patient 00000023 <small>Previous MRN</small> Roger Wellsfargo View Details | 2 Appointment and Referrals Dept Visits NCAL Visits Referrals | 3 Requesting Provider Robert Elmore, MD (SCL - NEU) Change Provider |
| 4 Specialty Information View Speciality Homepage general information, FAQ's and contact numbers View info | 5 pConsult (408) 851-7546 Weekdays Only 9:00am-12:30pm & 1:30pm-5:00pm View more | 6 Clinician Connect View available Clinicians on schedule now and their contact numbers On Call Clinicians |

Acne

Referral Guidelines **Diagnosis / Treatment** **Patient Resources** **Physician Resources**

Referral Evaluation

- Use telederm/roving for initial and follow up evaluation in mild cases
- Refer if not improved after 3 months of treatment with oral antibiotics
- Refer severe scarring acne ASAP

Referral Checklist

- Patient will be seen in Dermatologist-supervised **nurse clinic**.

Preventive Care

Kaiser Permanente is focused on preventive care.

Using United States Preventative Services Task Force recommendations

- 1) Cervical cancer screening
- 2) Colon cancer screening
- 3) Breast cancer screening
- 4) Diabetes and Lipid screening
- 5) Hypertension screening
- 6) Immunizations



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

Easy Identification of Care Needs

Care Gap Co

HealthTrac

KPCO SNAPSHOT

1 [Redacted] PCP: Rachel Lee Feldman, MD This member's population order st

10 yr CV risk *on current treatment*: 13.9% CareGroup: 2
 CV risk management per *CPCRS*? No Breast Cancer Screening Risk: Average
 History of LDL >=190 x2 ever? No
 Diabetes? No
 GFR<45? No
 ASCVD? Yes
[KPCO Adult Cardiovascular Disease Prevention Guide](#)

| Care Team | | | | | Provider | | | |
|-----------|----------------------|--------------|------------|------------|----------|-----------------------|--------------|------------|
| CPT | Alert | Order Status | Due Date | Notified | CPT | Alert | Order Status | Due Date |
| 77080C | Bone Mineral Density | Not Ordered | 05/19/2018 | 09/17/2019 | | High Risk Colonoscopy | | 05/03/2018 |

[Show Member History](#)
[Request Correction](#)
[Suppress Gaps](#)

GO TO:

[Provider View](#) |
 [Personal Action Plan View](#) |
 [Nursing Protocol Test Ordering](#) |
 [IndiGO](#) |
 [IndiGO Calculator](#) |
 [Alert Rules](#)

Automated Ordering:

[Auto Ordering Panel Management](#)

Patients Have Access to their “Action Plans”

ACTIONS TO PROTECT YOUR HEALTH

as of 06/20/2017

Your primary care physician recommends this action plan to protect your health and help you care for your ongoing conditions. This plan is based on your personal health information. If you get your care outside of Kaiser Permanente Medical Offices, we may not have all of your information. If you have any questions or feel we have missing information please contact your primary care physician.

Heart/stroke risk

Once a year

How:

Look for actions below with a 

Completing these actions are important to your heart health.

Why:

Your risk in the next 10 years for heart attack or stroke is:

12 out of 100 people.

This means for every 100 people like you, with the exact same risk factors, 12 will have a heart attack or stroke in the next 10 years.

Risk factors include age, gender, smoking status, medical history and diagnoses, blood pressures, cholesterol, and medications prescribed.

Understanding your risk can help you take action to protect your heart and maintain the lowest possible risk for heart attack or stroke.

Metformin Refill

Due as of 01/16/17

[View more >](#)

A foot check

At your next primary care appointment within the year

[View more >](#)

Take steps to control your diabetes

Take action today

Remote Patient Monitoring | Diabetes and Hypertension



Fully integrated with KP's EHR



Clinician In Basket notification capable



Detailed dashboard charts, graphs, and logs



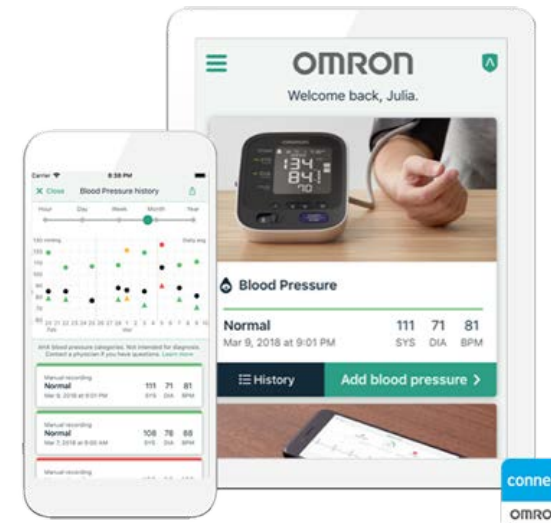
Wireless syncing of devices

Remote Diabetes Monitoring



- Bluetooth enabled OneTouch Verio Flex glucometer
- OneTouch Reveal mobile application.

Remote Hypertension Monitoring



- Bluetooth enabled Omron Blood Pressure Monitor
- Omron Wellness mobile application.

Remote Patient Monitoring | Evaluation

Below are results from an impact study of the Remote Glucose Monitoring program active in the SCAL region



Health Outcomes HbA1C

9.3 > **8.4**
Average HbA1c (taken 44 days before enrollment) Average HbA1c (taken 65 days after enrollment)



Provider Survey 152 responses

On a Scale of 1-10, How likely is it that you would recommend the program to a coworker or colleague?

80%
Gave a rating of 7 or higher

Of those who rated 9 or 10...

51%
Patient Preference

88%
Time Savings

92%
Helps support providing better clinical care



Member Survey 719 responses

On a Scale of 1-10, How likely is it that you would recommend the program to a family member or friend?

84%
Gave a rating of 7 or higher

Of those who rated 9 or 10...

61%
Feel more accountable

55%
Feel like I am improving my health with this program

77%
Helps my care team provide me better clinical care

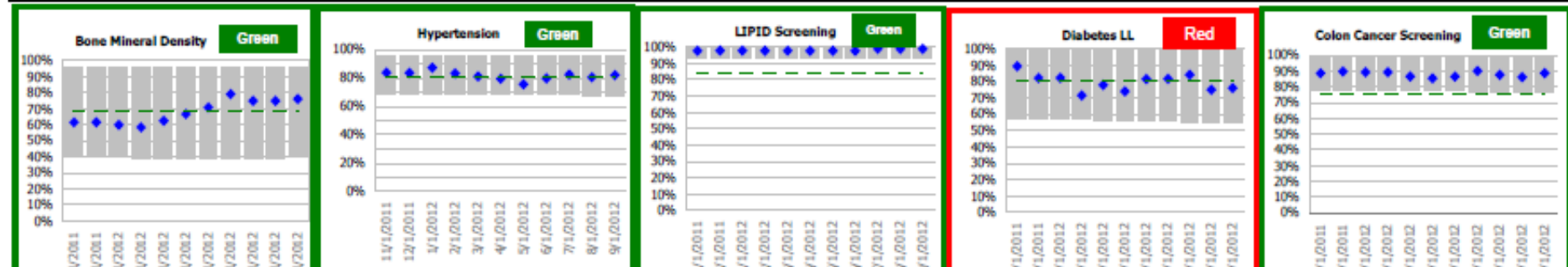
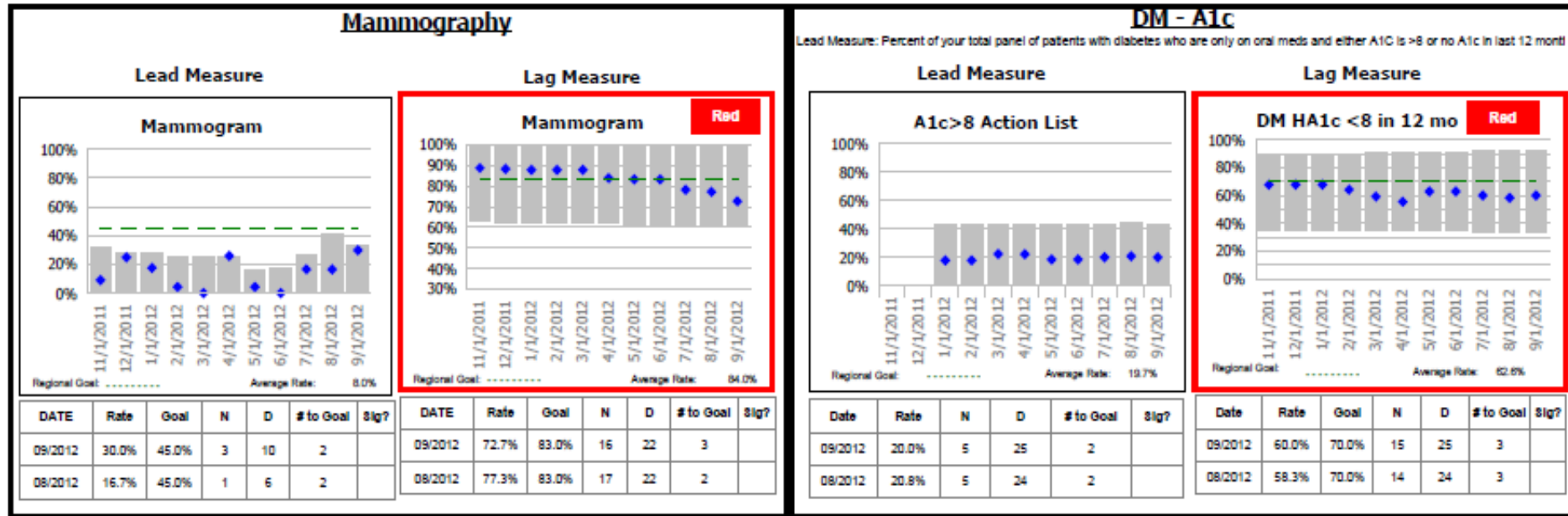
Provider Metrics to Improve Quality

AURORA CENTRE POINT / INTERNAL MEDICINE
ONDA, PIERRE T (MD)
 RN _____
 LPN/MA _____

PANEL INFORMATION

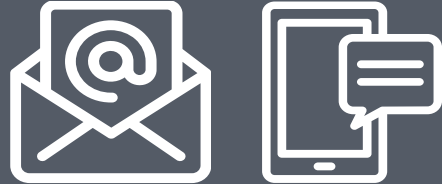
Budgeted FTE 1.00 Panel Color, ages 0-17 (RYGP) **Purple** Panel Color, ages 55-64 (RYGP) **Purple**
 Clinical FTE 0.30 Panel Color, ages 18-54 (RYGP) **Purple** Panel Color, ages 65+ (RYGP) **Purple**

Month of: September, 2012



Telehealth at Kaiser Permanente

TELEHEALTH



Asynchronous Communication

Information is used by a clinician to evaluate a case or render a service outside of a real-time or live interaction

- Store and Forward
- Emailing
- Texting
- E-visits



Real-Time Interaction

Live 2-way interaction between a person (patient, caregiver, or clinician) and clinician

- Telephone visits and consults
- Video visits and consults
- Chat with a Doctor



Remote Monitoring

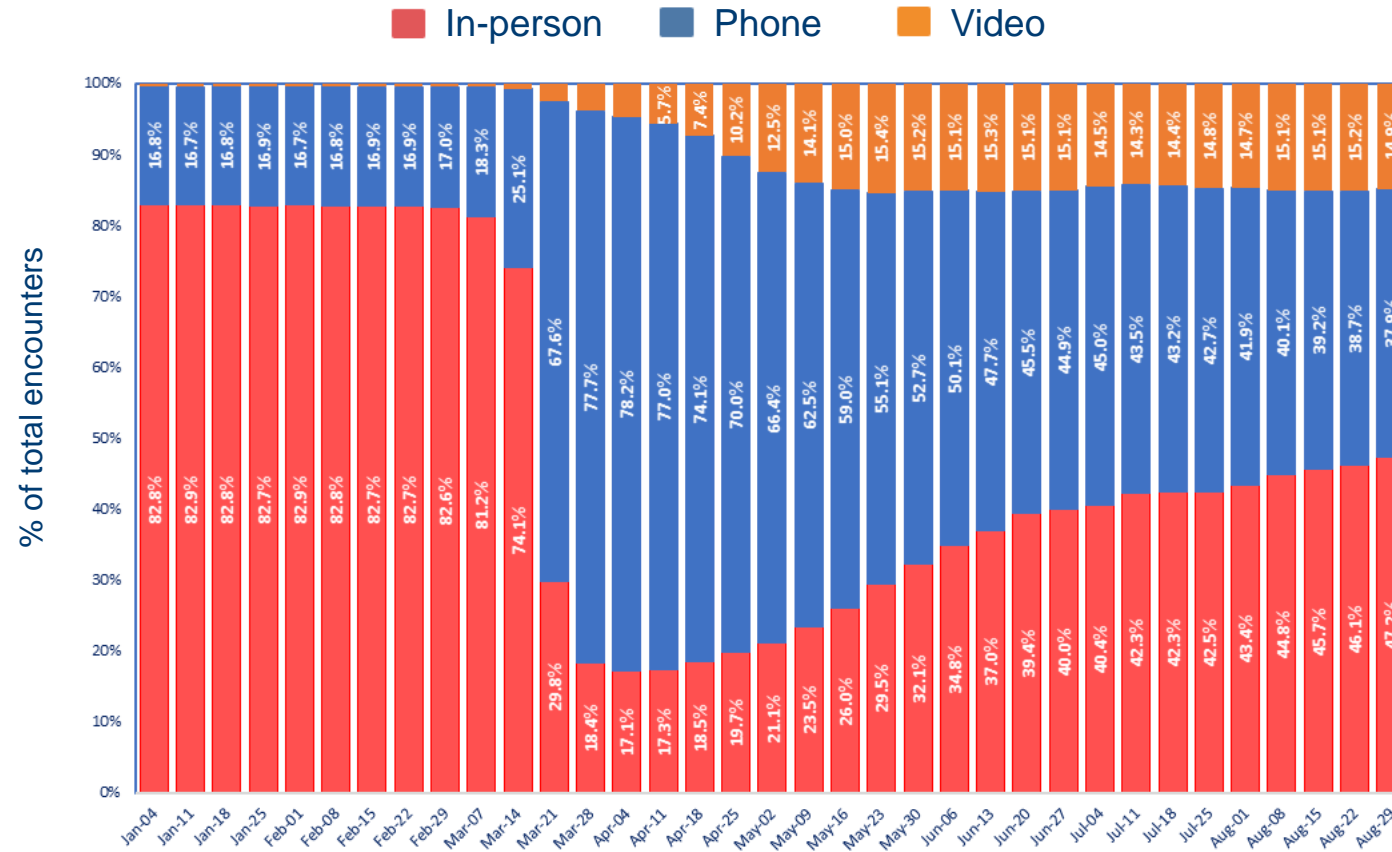
Range of applications where medical data is collected in one location and transmitted to a clinician in another location



Mobile Health

Telehealth services supported by mobile health devices such as cell phones or tablets

Quickly Scaling Up Our Telehealth Services



At Kaiser Permanente, we went from delivering **15%** of care via telehealth to **80%** post-COVID-19.¹

Outside Kaiser Permanente, telehealth care has gone from **less than 1% pre-COVID-19** to about **30%** of outpatient care.²

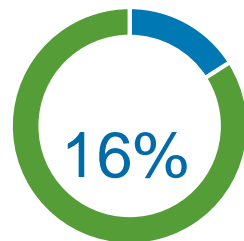
- We're now delivering more than **90,000** telehealth visits daily.
- Video visits increased from **1,400** to **30,000+** per day.

¹Kaiser Permanente internal data, scheduled outpatient services, week of February 29, 2020 vs. week of April 18, 2020. ²Ateev Mehrotra et al, Commonwealth Fund, April 23, 2020.

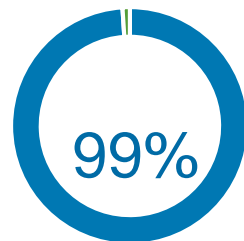
Nearly 100% of Mental Health Visits Delivered Virtually

To ensure our members get the high-quality mental health care they need during this stressful time — without risking exposure in person — we shifted nearly all of our mental health services to telehealth.

Percentage of mental health encounters that were virtual

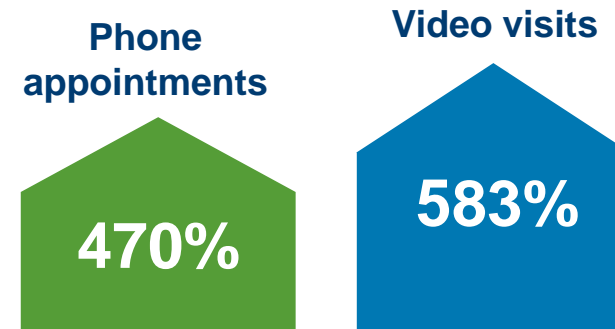


Pre-COVID-19¹



Post-COVID-19²

Increase in scheduled mental health care telehealth visits³



Since COVID-19 began

¹Kaiser Permanente internal data, scheduled outpatient mental health services, week of February 29, 2020. ²Kaiser Permanente internal data, scheduled outpatient mental health services, week of April 18, 2020. ³Kaiser Permanente internal data, scheduled outpatient phone appointments and video visits, updated May 6, 2020.

Care Chat



Who would you like to chat with?



Care provider

Care Chat gives you real-time, secure medical care from Kaiser Permanente providers, 24 hours a day/7 days a week.

[Chat now](#)



Pharmacy representative

Have a pharmacy or medication question? Chat with us Monday through Friday, 8 a.m. to 5 p.m.

[Chat now](#)



Scheduler for primary care appointments

Connect about new or upcoming primary care appointments or scheduling conflicts, Monday through Friday, 8 a.m. to 5 p.m.

[Chat now](#)



Specialist - Women's Health

Chat with a Women's Health specialist, Monday through Friday, 8 a.m. to 10 a.m.

[Chat now](#)



Member Services Representative

Get answers to your health plan questions, Monday through Friday, 8 a.m. to 5 p.m.

[Chat now](#)



Personal Care Team

Connect with your South Lake Union care team Monday through Friday, 9 a.m. to 5 p.m.

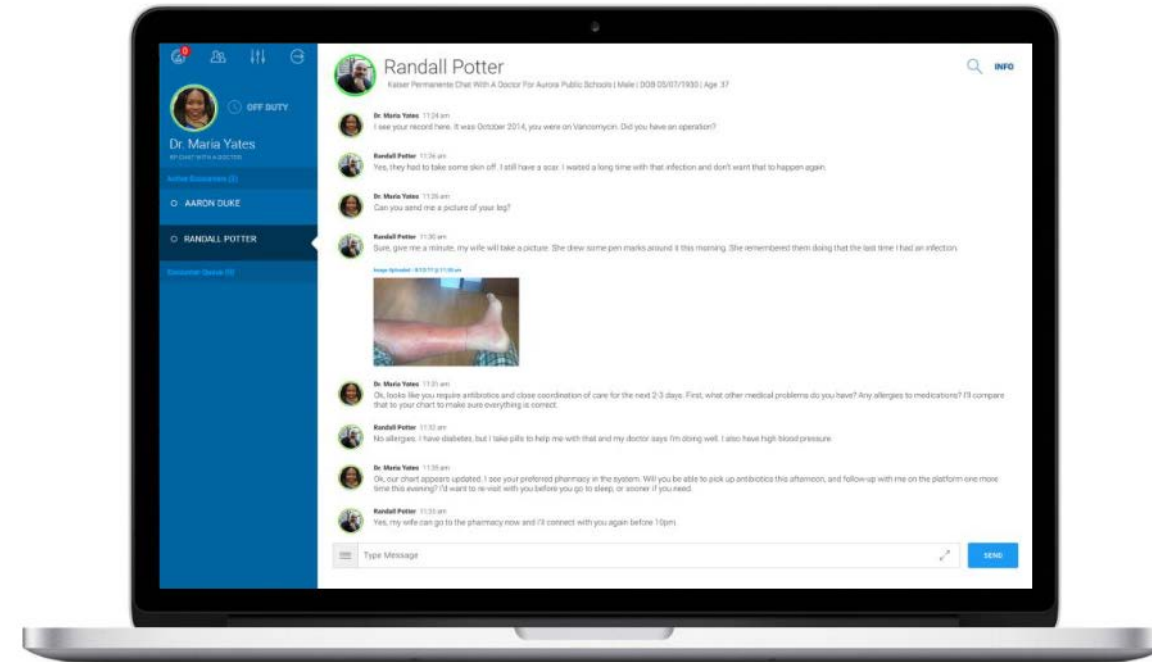
[Chat now](#)

Care Chat

Data on Care Chat outcomes

- Overall Member Satisfaction 4.74 out of 5
- Resolution Rate 81.9%
- % resolved that have another touch with system within 7 days for same diagnosis 4.7%

*KP WA data, July 2019





An educational subsidiary for global impact