

Kaiser Permanente: The Integrated Health Experience

A virtual program from September 15 - October 8, 2020

Week 2 Summary of Additional Resources

Please see the Program Materials page (organized by week) for presentations, speaker bios, and related articles and interviews.



Week 2

Thank you for more great questions during the sessions this week. We have highlighted additional reference information and provided additional details below. Some were posted in comments during the week and are compiled in this digest.

Strategy and Vision

Vivian spoke about our efforts in mental health. One significant initiative has been around digital therapeutics. In May 2020, we hosted a webinar that detailed how we identified digital therapeutics as a viable option and how we have scaled up during COVID-19. You may [access the webinar here](#).

Primary Care and Prevention

A few questions came up related to primary care. See below for answers:

Virtual Care: Jocelyn asked about which conditions are best treated with virtual care. We have identified multiple conditions that can be addressed with virtual care and can often be done through a virtual triage approach that we call an e-visit. These conditions have a standard clinical protocol that is used, and coupled with medical history, allows patients to complete a survey about their symptoms, and a nurse practitioner or doctor to make treatment recommendations. In many cases, self-care might be the option. In other situations, a prescription might be necessary. The conditions that are supported by E-visits are: sore throat, seasonal allergies, urinary tract infection, pink eye/conjunctivitis, emergency contraception, and most recently, COVID. We also know that asynchronous dermatology is an effective method for supporting patients. We continue to do research to refine the cases that can be addressed virtually. I imagine that with all of the data with COVID, we will have the opportunity to determine which type of virtual care is most effective (when is video needed vs. phone vs. email).

Pediatrics: Gui asked about pediatrics and if it is a specialty or part of primary care. Pediatrics is part of primary care within Kaiser Permanente. Most children will see their pediatrician until they are 18 and then transition to an internal medicine physician. Like with other primary care physicians, pediatricians coordinate care with specialists. We do have some family medicine doctors and they will see the entire family. In some medical centers, we offer clinics that are all in Spanish or Chinese. When we do this, all care team members and staff speak that language, and it is typically with family medicine physicians so the entire family can be seen.

Community Health

John Vu shared multiple examples of work that Kaiser Permanente is doing to increase the health of the communities we serve. I'm sharing a study that highlights how multiple interventions were used to increase physical activity for youth. It introduces the concept of dosing to evaluate effectiveness of interventions. *The Kaiser Permanente Community Health Initiative: A Decade of Implementing and Evaluating Community Change* [https://www.ajpmonline.org/article/S0749-3797\(18\)31546-0/fulltext](https://www.ajpmonline.org/article/S0749-3797(18)31546-0/fulltext)