

The Integrated Health Experience

May 2021

Presented by Kaiser Permanente International
kp.org/international

All sessions are from
 6:45 AM to 9:30 AM Pacific time

Agenda subject to change



WEEK 1	Tuesday May 4	Program Launch: Kaiser Permanente's Mission-Powered Structure Karin Cooke The opening session will feature participant introductions followed by a brief overview of Kaiser Permanente. We'll focus on how the integrated model is structured and how the components of health care delivery are woven together.	Physician/Administrator Partnerships: Collaboration for Success Nolan Chang, MD, George DiSalvo In Kaiser Permanente's integrated model, decisions are made collaboratively between the hospital or health plan and the medical groups. In this session, a pair of leaders representing two parts of the organization share how they work together to achieve common goals.
	Thursday May 6	Leading with Primary Care and Prevention Troy Long, MD We lead with primary care, and our primary care physicians serve as the hub of care and prevention. Learn how we connect primary care with other parts of the care continuum.	Virtual Tour of a Medical Center Karin Cooke We'll take a virtual walkthrough of a state-of-the-art medical center, spotlighting how technology enhances quality and experience, while human-centered design and a culture of caring ensure comfort, ease, and optimal patient outcomes.
	KP Strategy and Vision: Transforming the Care Experience Vivian Tan Kaiser Permanente updates its strategy every 5 years. The most recent strategy, put in place in 2020, builds on core strengths while looking to optimize operations and transform the health care experience.		
WEEK 2	Tuesday May 11	Digital First: Shifting Mindsets Prat Vemana Even before the pandemic, Kaiser Permanente was regarded as a leader in the use of technology in health care delivery. With COVID-19, our use of technology has only increased. Our chief digital officer describes how we continue to challenge ourselves to become a digital-first organization.	Organizational Change Management: Practices for Successful Change Jennel McDonald Strong planning around change management helps minimize the risk of change fatigue. In this practical session, we'll look at key internal strategies to drive change within an organization.
		Virtual Care Policy Updates Keavney Klein With new leadership in the United States and the rapid adoption of virtual care due to COVID-19, we'll take a brief look at likely trends in telehealth and virtual care policy.	

WEEK 2	Thursday May 13	<p>Spotlight: Workforce of the Future (15 minutes)</p> <hr/> <p>Health Plan and Marketing: Insurance to Help Communities Thrive Kristy LoRusso</p> <p>This session will speak to strategy on the insurance side of Kaiser Permanente, including highlights of our brand and marketing efforts.</p>	<p>Physician Demo: Technology and Patient Care Sos Mboijana, MD</p> <p>In this live demonstration, a doctor will highlight the use of technology in everyday interactions with patients, and how we leverage the system to reduce care gaps and achieve exceptional quality.</p>	
		<p>Leading with Community Health: Our Approach to Social Determinants Anand Shah, MD</p> <p>As a nonprofit organization with a social mission, Kaiser Permanente invests in the communities we serve. Our Community Health work addresses health inequities and supports our communities' non-medical needs.</p>		
WEEK 3	Tuesday May 18	<p>Participant Contributions and Open Questions Karin Cooke</p> <p>In this session, participants are invited to share highlights of their health system's approach to key health care issues and ask questions arising from the first half of the program.</p>	<p>Designing with Patients: A Recipe for Success Trina Histon, W. Scott Heisler</p> <p>In this practical session, we'll share Kaiser Permanente's recipe for designing technology, process, and service solutions with patients as our partners.</p>	<p>Patient Experience: Measurement and Outcomes Sara Flores, Hans Donkersloot</p> <p>Health systems worldwide recognize how patient experience affects health outcomes. In the U.S., health systems are measured on patient experience. Hear how Kaiser Permanente has worked over the years to achieve high ratings in patient experience and satisfaction.</p>
	Thursday May 20	<p>Resource Stewardship: Focus on Value Jennifer Valentine</p> <p>In Kaiser Permanente's model, strong resource stewardship is a core principle of responsibility. No matter what part of the organization we are affiliated with, we examine the value we create, and value is directly connected to cost and outcomes.</p>	<p>Big Data Insights: Making Data Actionable Maria Lee</p> <p>Kaiser Permanente has more than 100 petabytes of data. How do we leverage it? This session will explore our strategy around data while highlighting new initiatives focused on social health.</p> <hr/> <p>Spotlight: Research (30 minutes)</p>	
WEEK 4	Thursday May 27	<p>Transformation in Health Care: Getting to Care Anywhere Gary Waymire</p> <p>In the rapidly evolving health care landscape, Kaiser Permanente is leading multiple efforts to transform the way we deliver care and how patients experience care. One featured initiative is Focus Home, centered on creating a "hospital at home" experience for patients.</p>	<p>Program Close: Reflections on the Future of Health Care Murray Ross, Karin Cooke</p> <p>In the final session, we'll share some of the latest developments at Kaiser Permanente, from research to operations to consumer experience.</p>	