

The Integrated Health Experience

September - October 2021

Presented by Kaiser Permanente International
kp.org/international

All sessions are on Tuesday/Thursday mornings in Asia, Australia and New Zealand. *(Please note, that means Monday/Wednesday evenings in North and South America.) See details on page 2.*

Agenda subject to change



WEEK 1	Tuesday, September 14	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. Includes a virtual tour of our medical centers.	
	Thursday September 16	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.	Health Plan and Marketing: Insurance to Help Communities Thrive Lawrence Montgomery This session will speak to strategy on the insurance side of Kaiser Permanente, including highlights of our brand and marketing efforts.
WEEK 2	Tuesday September 21	Digital Experience Josie Wong 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. This session highlights how we create a digital experience for our patients/members.	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. --- Optional Networking Session Join your fellow participants for networking and connections around the changing health care landscape around the world
	Thursday September 23	Organizational Change Management: Practices for Successful Change David Robinson 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.	Physician Demo Technology and Patient Care Jennifer Slovis, MD 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.

WEEK 3	<p>Tuesday, September 28</p> <p>Care at Home Dan Huynh, MD and Angel Vargas</p> <p>This session highlights Kaiser Permanente’s work in two regions to bring care home and how that work will be scaled for the enterprise.</p>	<p>Leading with Community Health: Our Approach to Social Determinants Stephanie Ledesma</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>
	<p>Thursday September 30</p> <p>Designing with Patients: A Recipe for Success Scott Heisler and Trina Histon</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>Transforming the Patient Experience Hans Donkersloot and Sara Flores</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>
WEEK 4	<p>Tuesday, October 5</p> <p>Big Data Insights: Making Data Actionable Sabrina Dahlgren and Taposh Roy</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>	<p>IT Innovation Prithish Negi</p> <p>This session highlights the approach our IT organization takes to evaluating emerging technologies, designing new solutions with clinical and business partners, and transferring successful pilots into operations.</p>
	<p>Thursday, October 7</p> <p>Virtual Care: What We’ve Learned Mary Reed, DrPH</p> <p>Studies by our Division of Research teams have quantified the experience and potential of virtual care. This session provides insights into the data and what it means for the future of virtual care.</p>	<p>Program Close: Resiliency in Health Care Organizations Skip Skivington</p> <p>In the final session, we’ll reflect on what it takes to be a resilient organization through the inevitable change and disruptions impacting health care in the U.S. and around the world.</p>

Schedule for Asia, Australia, & New Zealand	Schedule for North & South America
September 14 and 16 September 21 and 23 September 28 and 30 October 5 and 7	September 13 and 15 September 20 and 22 September 27 and 29 October 4 and 6
<i>September sessions</i> 8:00 am to 10:00 am Sydney, Australia AEST (GMT +10) <i>October sessions</i> 9:00 am to 11:00 am Sydney, Australia AEDT (GMT +11)	<i>All sessions</i> Los Angeles 3:00 pm – 5:00 pm Bogota 5:00 pm – 7:00 pm Washington, DC 6:00 pm – 8:00 pm Sao Paulo 7:00 pm – 9:00 pm