Integrating Prevention Measures in a Healthcare System

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Kaiser Permanente’s History & Mission

To provide high quality affordable healthcare and improve the health of our members and the communities we serve.
KP by the Numbers

- 7 regions serving 8 states and the District of Columbia
- More than 9 million members
- More than 17,000 physicians and 175,000 employees (including 49,000 nurses)
- 37 hospitals (co-located with medical offices)
- 618 medical offices and other outpatient facilities
- 68 years of providing care
Our Markets and Membership

- **Northwest Region**
  - Portland, OR
  - Vancouver, WA
  - 484,000 members

- **Northern California Region**
  - 3.4 million members

- **Colorado Region**
  - 540,000 members

- **Mid-Atlantic Region**
  - Washington, DC
  - Maryland
  - Virginia
  - 482,000 members

- **Southern California Region**
  - 3.6 million members

- **Hawaii Region**
  - 225,000 members

- **Georgia Region**
  - 234,000 members
Sources of KP Membership

- Employment Based Groups - 77%
- Medicare & Medicaid - 18%
- Individuals - 5%
Kaiser Permanente’s Journey in Prevention: 4 Pillars

1. Prepayment
2. Integrated group practice
3. Population-based approach
4. Advanced information technology
Pillar 1: Pre-Payment

Innovative Idea in a Fee-for-Service World

Photo: Sidney Garfield, MD (left): a surgeon, visionary, and trailblazer

Henry Kaiser (right): an entrepreneur who revolutionized ship-building and started global enterprises, including cement, steel, aluminum, and automobiles
Pillar 2: Integrated Group Practice

- Ambulatory/outpatient care
- Audiology and optometry (hearing and seeing)
- Behavioral/mental health
- Diagnostic imaging, laboratory, and pharmacy
- Emergency care and hospitalization*
- Health education and preventive care
- Home health care
- Labor and delivery
- Occupational health (workers’ compensation)
- Physical therapy
- Primary care working closely with specialty care, surgeons, hospitalists*
- Dental

* Special note: In our smaller regions, we may contract with community hospitals as well as for some medical care.
## Pillar 3: Population-Based Approach

### The Panel Support Tool

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*Y Indicates in the registry*
Pillar 4: Advanced Information Technology

- Harness technology and our data assets to enable the best tools and care innovations.

- Continue to lead in technology-enabled and data supported health care, creating a paperless, patient-focused health system.
KP leads the world with 100% adoption of Multifunctional Electronic Health Records

Doctors with EHRs and Multifunctional Health IT Capacity

% Using EHRs
% with Multifunctional Health IT Capacity

UK: 97%, 68%
AUS: 92%, 60%
NETH: 98%, 33%
USA: 69%, 27%
CAN: 56%, 10%
GER: 82%, 7%
NOR: 98%, 4%

Source: Commonwealth Fund 2012 International Health Policy Survey
Kaiser Permanente HealthConnect

Kaiser Permanente typically spends about 5% of our total revenue on information technology. KP HealthConnect (our integrated system for care delivery) is:

- More than just an electronic medical record
- A Program-wide system that integrates the clinical record with appointments, ancillary and specialty services, registration, and billing
- A complete health care business and management system that enhances the quality of patient care
- A personal health record for more than 4 million Kaiser Permanente members (67% of members over 13 with Internet access)

*Note: Return on investment was estimated at 8.5 years (but this was a strategic investment, not based on ROI)*
Integrated Clinical Information Systems

At Kaiser Permanente, patient care is highly coordinated through state-of-the-art technology and multispecialty physician group practice.

KP Health Connect enables member engagement, which produces superior medical outcomes.

- Disease registries
- Risk stratification
- Identification of subgroups needing care
- Patient management tools
- Targeted panel lists
- Inreach- prompts, reminders for clinicians
- Outreach- Letters and automated telephone outreach to members
- Monitoring and process improvement measures and reports

KP Health Connect
- Secure Web-Based
- Universal Access
- Real Time
- Linked to Delivery System
- Electronic Ordering
- Digital Imaging
- Secure Messaging

KP.org and My Health Manager

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Past visit information

Get follow-up instructions for your past visits.

My message center
Exchange secure e-mail with your doctor’s office in my message center. You also can go there to contact our Member Services and Web manager.

Appointment center
Wondering if you should book a visit? Consult our interactive symptom checker, or go straight to scheduling in the appointment center.

My medical record
See test results, immunizations, and more health information in my medical record.

My plan and coverage
Get the facts about your plan and benefits, download forms, and more in my plan and coverage.

Pharmacy center
You can manage your prescriptions here, or learn about specific medications in our drug encyclopedia.
Anytime, Anywhere Access

56% of U.S. adult cell phone owners have smartphones.

Of the KP members registered on kp.org, a quarter of them are accessing our online features via mobile devices.

KP app:
- locate facilities
- access medical records
- refill prescriptions
- make appointments
- email caregivers
- view test
Seniors are some of our highest online users!

- 18-29: 49%
- 30-39: 66%
- 40-49: 62%
- 50-59: 63%
- 60-69: 66%
- 70+: 53%

% of KP members registered for kp.org at end of 2012
Internet use not considered in this calculation
Kaiser Permanente Web Insights National Market Research
Improved Outcomes

Improved HEDIS scores were associated with secure messaging, including 2% to 6.5% improvements in glycemic, cholesterol, and blood pressure screening and control.

- *Health Affairs*, 29, no. 7, 2010
Better Adherence

Patients (who used online prescription service) had higher rates of medication adherence as compared with nonusers.*

*45% of all KP pharmacy refills are ordered online.

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American Journal of Managed Care, 2012
Care is not just delivered in face-to-face visits now. It is now done on the phone and through secure emails. In 2003, there were essentially 0% secure emails – Now it represents 32% of the primary care patient encounters.

Source: UCDA Core Value Metrics
Health is About More Than Access to Care

Health is driven by multiple factors that are intricately linked – of which medical care is one component.

Drivers of Health

- Personal Behaviors: 40%
- Family History and Genetics: 30%
- Environmental and Social Factors: 20%
- Medical Care: 10%

Source: Determinants of Health and Their Contribution to Premature Death, JAMA 1993
Kaiser Permanente’s integrated health care delivery system and commitment to preventive care empowers our members to maximize their total health—mind, body, and spirit.
We Have to Deploy All Our Assets for Total Health

Deploying Kaiser Permanente Assets for Total Health

Physical and Mental Health Care

Clinical Prevention
Research
Purchasing and Employment Practices
Community Health Initiatives
Environmental Stewardship

Individual / Family

Home / School / Worksite

Neighborhood / Community

Society

Health Education
Access to Social and Economic Supports
Walking Promotion
Worksite Wellness
Public Policy
Public Education
The Road Ahead is Challenging...But We Can Find a Way.
SWEAT. RINSE. REPEAT.

Kaiser Permanente. thrive