

SFHSS HSB Meeting

Kaiser Permanente Complex Care Management

December 12, 2019



Today's Discussion:

- Coordinated & Connected Care
- KP's Electronic Health Record (EHR) Supports Our Complex Care
 Management Approach
- Complex Care Management Inpatient
- Complex Care Management Outpatient







Our Electronic Health Record (EHR) Supports Our Complex Care Management Approach

In Kaiser Permanente, members and their Primary Care physician are supported by a comprehensive healthcare team and state of the art technology

- Program wide single EHR
- Registries help identify members with hypertension and diabetes
- Care tools help us close care gaps at every encounter
- Real-time and electronic specialty referrals
- My Doctor Online
- Mail Order Pharmacy (option)

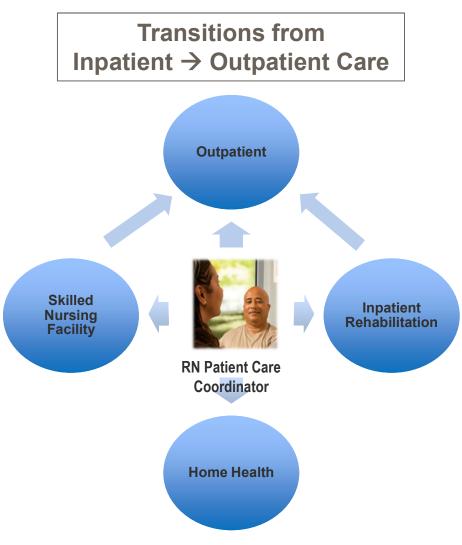




Patient-Centered and Team-Based Care:

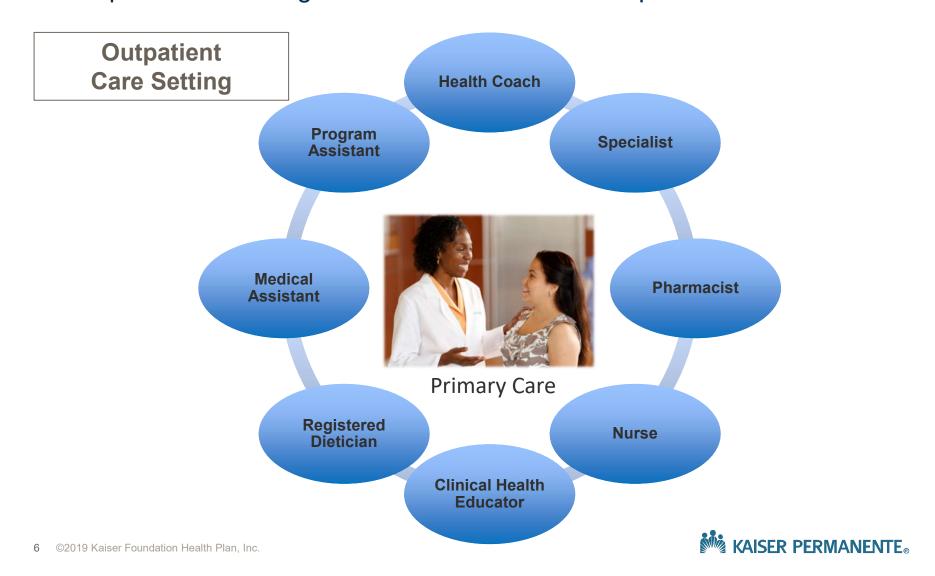
Complex Care Management For Those With Multiple Chronic Conditions





Patient-Centered and Team-Based Care:

Complex Care Management For Those With Multiple Chronic Conditions



Patient-Centered and Team-Based Care:

Complex Care Management For Those With Multiple Chronic Conditions

Transitions from Inpatient → Outpatient Care

Outpatient

- <u>Transitions Team</u> calling those with high readmission risk in 48hrs
- Outpatient rehabilitation services
- Link to PCP & Outpatient Teams
- Specialty Care
- Pharmacy Reconciliation





RN Patient Care Coordinator



Inpatient Rehabilitation

All patients receive printed discharge instructions at the time of discharge from the hospital or emergency room. This includes: education about a patient's condition and precautions, appropriate contact information if questions or concerns arise, and information about scheduled follow-up appointments.

Home Health

- Nurse
- Physical Therapy
- Occupational Therapy
- Speech Therapy



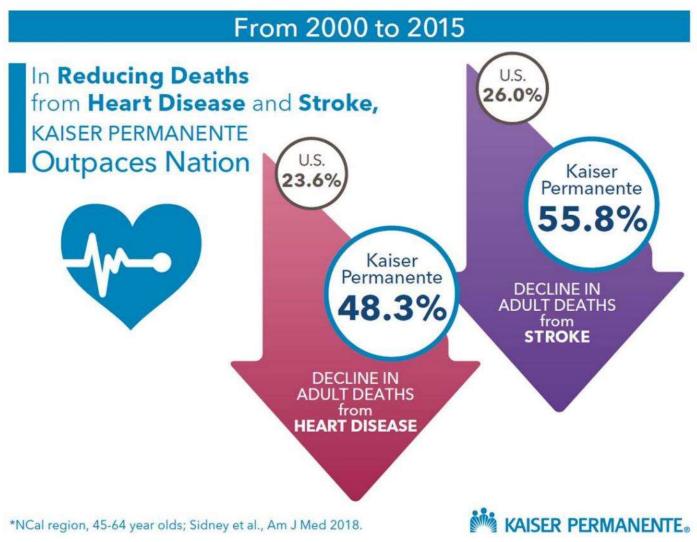
Chronic Conditions Management Impact:

2018 HEDIS Performance

Diabetes Measure	Star Rating
Glucose Control	5
Eye Exams	5
Statin Therapy	5
Blood Pressure Control	5
Heart Disease Measure	Star Rating
Controlling high blood pressure	5
Patients with cardiovascular disease – statin therapy	5

Chronic Conditions Management Impact:

Kaiser Permanente Outpaces Nation in Reducing Deaths from Heart Attacks and Stroke



Appendix



Connecting To Care:

Digital Health Resources For Our Members And Their Family

It's easy to manage your healthcare...

- Secure message your care team
- Make appointments
- View lab results and your health history
- Proxy access for family members

...and stay on top of medications

- View your medications
- Set reminders
- Refill Prescriptions

My Doctor Online



My KP Meds





Navigation & Advocacy Support

Member Services 💜 🚹



- · Benefit support
- Plan selection
- Finding a Specialist
- Care navigation
- Advocacy
- Assistance with getting second opinions
- Claims support
- · Interpreting and paying bills



- KP.org
- Mobile device apps
- Video visits
- Email your Doctor
- Free wellness coaching
- Classes
- Cost estimator tools
- Rx orders/refills online

Clinical Support 👗 🗬





- Appointment & Advice Line with access to a doctor or nurse 24/7
- Embedded Mental Health clinicians at medical facilities for emotional support
- Proactive outreach by clinical care team to help members with chronic conditions
- PCPs to help with referrals to Specialists and getting second opinions

