



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



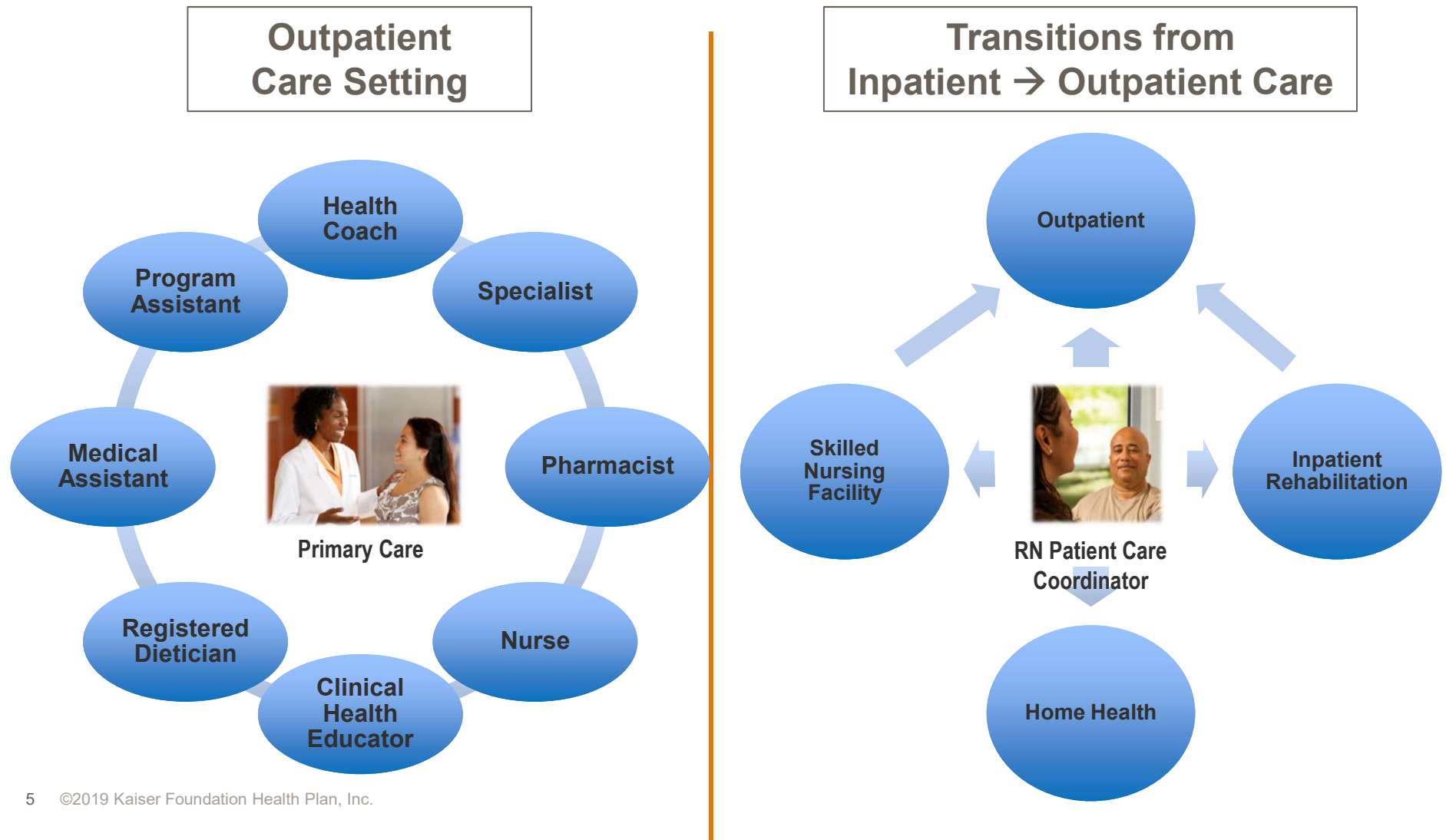
## Our Electronic Health Record (EHR) Supports Our Complex Care Management Approach

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

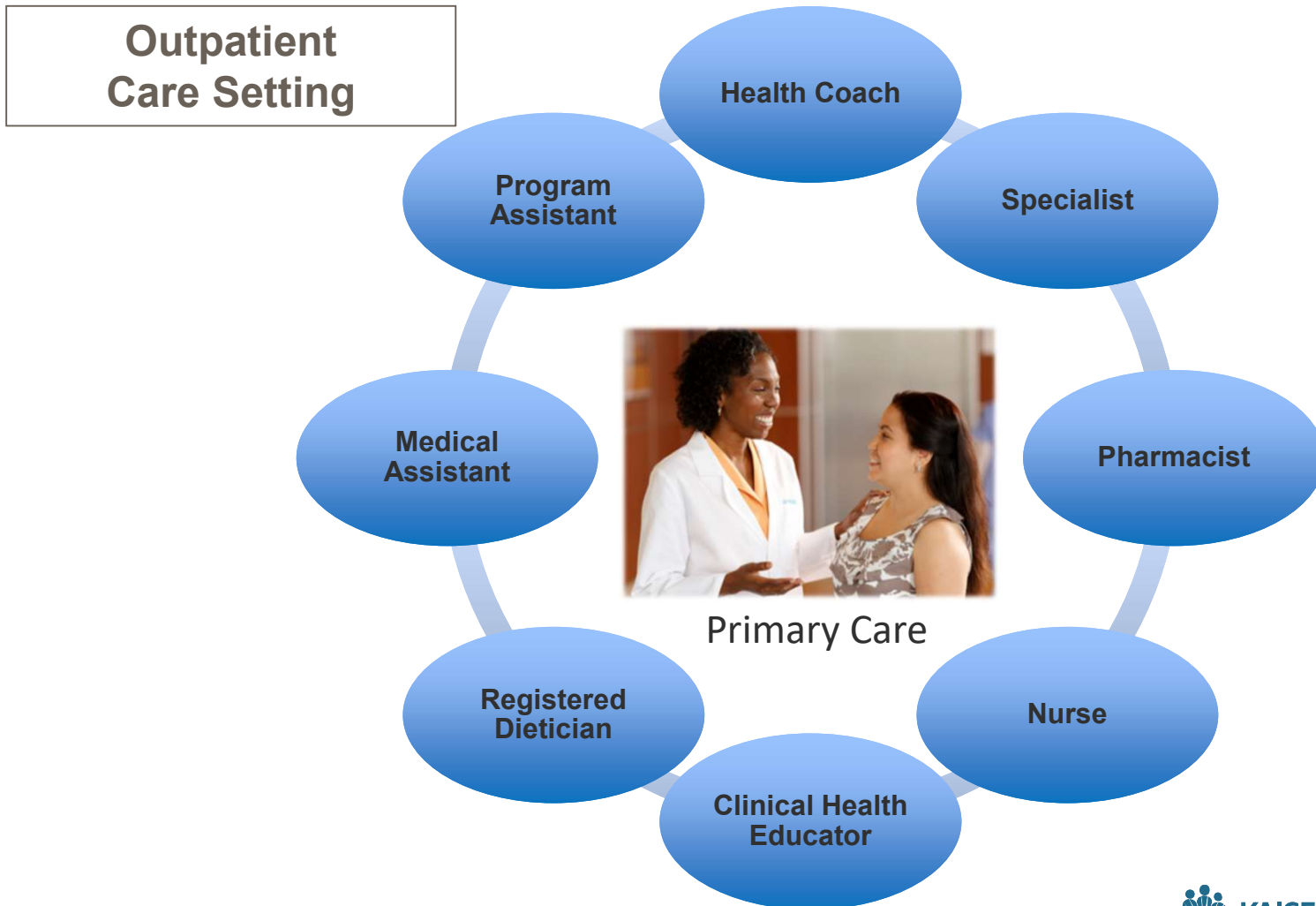
- Program wide single EHR
- Registries help identify members with hypertension and diabetes
- Care tools help us close care gaps at every encounter
- Real-time and electronic specialty referrals
- My Doctor Online
- Mail Order Pharmacy (option)



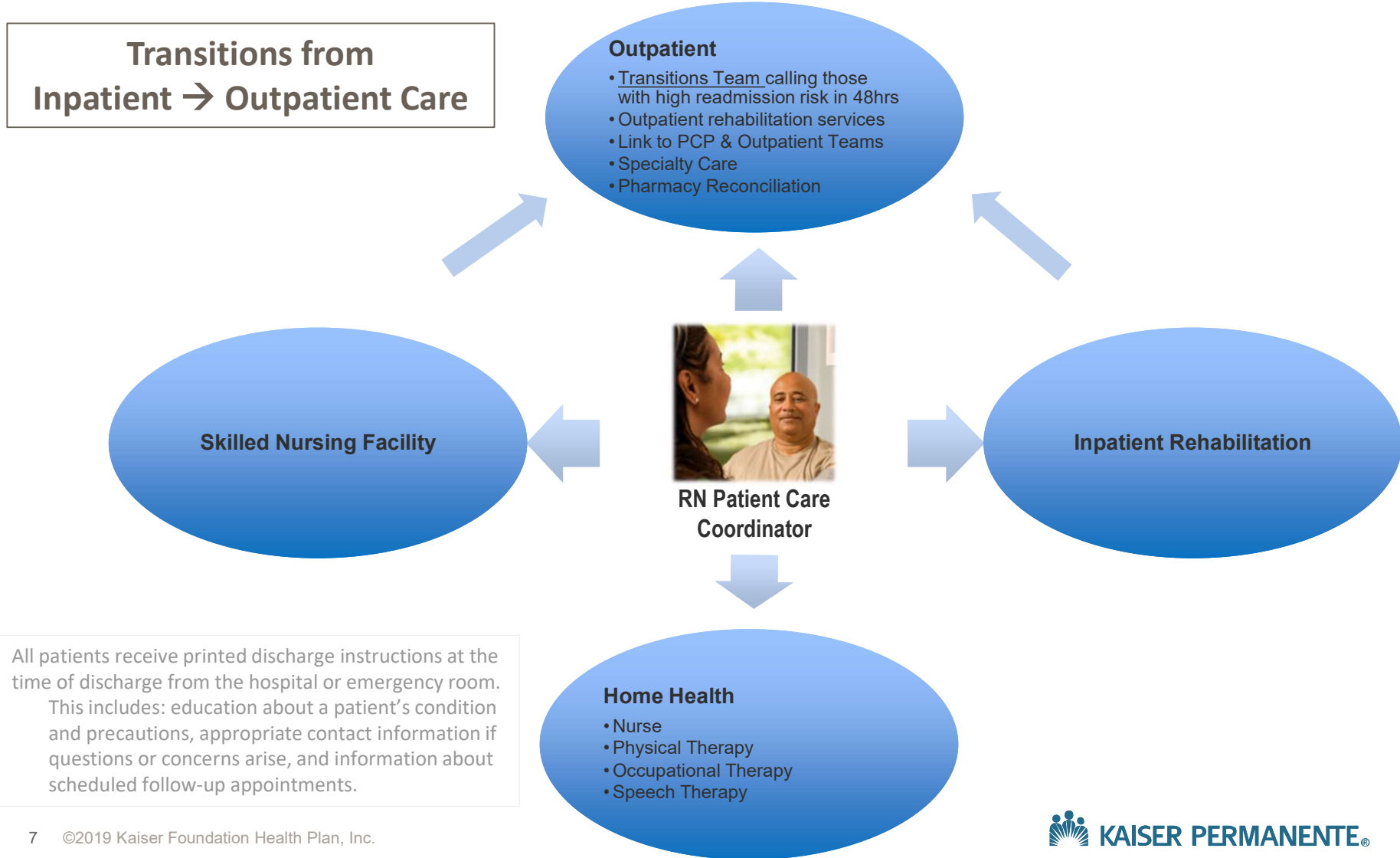
# Patient-Centered and Team-Based Care: Complex Care Management For Those With Multiple Chronic Conditions









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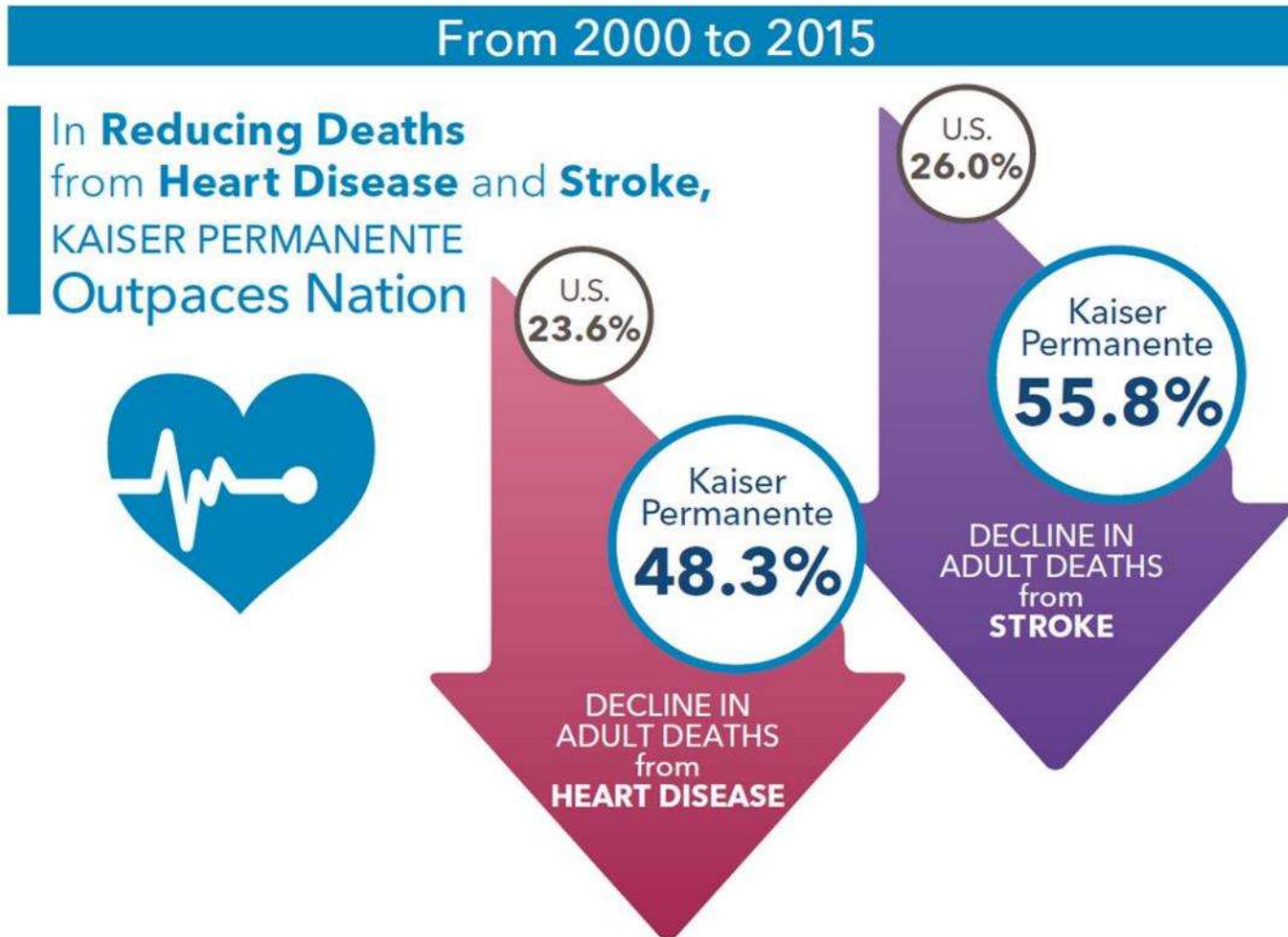
# Chronic Conditions Management Impact: 2018 HEDIS Performance

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



# Chronic Conditions Management Impact:

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



\*NCal region, 45-64 year olds; Sidney et al., Am J Med 2018.



# Appendix

# Connecting To Care:

## Digital Health Resources For Our Members And Their Family

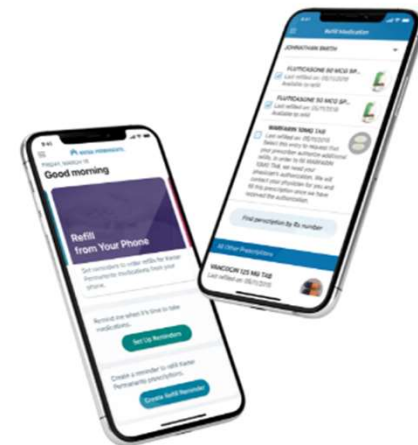
### It's easy to manage your healthcare...

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

### My Doctor Online



### My KP Meds



### ...and stay on top of medications

- View your medications
- Set reminders
- Refill Prescriptions

# 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

## Tools & Resources



- 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