



TEAMING TO TRANSFORM HEALTH CARE

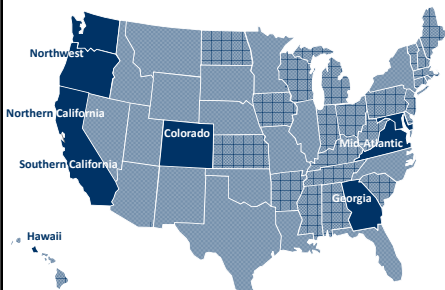
Phil Fasano
Executive Vice President and CIO
Kaiser Permanente

U.S. Health Care - \$3 Trillion Annual Spend

- 37m uninsured
- \$2.25 trillion associated with chronic conditions
- \$390 billion spent on redundant care

29th in infant mortality
196 countries
U.S. ahead of China, Poland, Mexico but behind Cuba, Slovenia, South Korea

Kaiser Permanente



integrated

- 9.3 million members
- 17,000+ physicians
- 49,000+ nurses
- 192,000+ employees
- 8 states + District of Columbia
- 38 hospitals
- 600+ medical offices
- \$53 billion operating revenue

Nation's largest not-for-profit health plan

Scope includes ambulatory, inpatient, ACS, behavioral health, SNF, home health, hospice, pharmacy, imaging, laboratory, optical, dental, and insurance

Our Journey to Transform Health Care

Foundational (Facilities) → **Paper-based** → **Paperless** → **Real-time, personalized** → **Delighting Consumers**

Key components: EHR (KP HealthConnect), Circle of Support (continuous availability, ancillary systems), Online (KP.org), Mobile, Transforming Health Care (Social Analytics, Software as a Service)

Transformative Force of Informatics


At Kaiser Permanente...

Convenience/Service	Affordability	Quality
14.8 million secure clinician emails	26% reduction in office visits per member	57% reduction in medication errors
3.7 million online appointments	8% reduction in follow visits per member	27% increase in management of chronic conditions
140 million visits to KP.org, KP Mobile, and via KP apps	11% reduction in emergency room visits	88% reduction in cardiac-related mortality
40 million physical visits		


As the Industry Changes...

HEALTH CARE COVERAGE

70 MILLION





ACQUISITIONS & PARTNERSHIPS



The Affordable Care Act has changed the landscape.

MASSIVE BIG DATA

DIGITAL HEALTH TECHNOLOGIES

Time is Right for Transformation

84% of hospitals & health systems still implementing EHRs




Stage	Cumulative Capabilities	2013 Q4	2014 Q1
Stage 7	Complete EMR. CCO transactions to share data, Data warehousing, Data continuity with ED.	2.9%	3.1%
Stage 6	Physician documentation (structured templates) for CCOs (inpatient & outpatient), Full PACS	12.0%	13.3%
Stage 5	Closed loop medication administration	22.0%	24.2%
Stage 4	CPOE, Clinical Decision Support (clinical protocols)	15.6%	15.7%
Stage 3	Non-clinical documentation (flow sheets), CDSS (e.g. checklists, PACS) available outside Radiology	36.3%	37.3%
Stage 2	CDS, Controlled Medical Vocabulary, CDS, Open Time Document Imaging, NE, capable	7.6%	7.2%
Stage 1	Accidentals, Lab, Rx, Pharmacy, All Inpatient	1.3%	3.3%
Stage 0	All These Functions Not Installed	0.0%	5.6%


Copyright 2013, Healthcare Information Systems Research Institute, Inc. HIRI

All KP Hospitals are Stage 7


Consumers Demand Convenience, Transparency, and Affordability

CARE ANYWHERE






HEALTH PRICING TOOLS



POPULATION HEALTH MANAGEMENT



And a Care Anywhere Experience

CARE ANYWHERE

HOME WORK
SCHOOL COMMUNITY
HOSPITAL CLINIC
Connected Care

Continuous Learning through Innovation Centers

Innovation Centers oriented around work of clinical, admin, support, physician & nursing teams

5,500+ visitors
450+ events
120+ new technologies

The KP Center for Total Health
Real-Time Personalized Health Care
Center for Total Health
The Garfield Center

Today's Technologies Addressing Consumer Demands

TELEHEALTH
7,000+ telehealth consults in 2013
100+ pilot studies in progress

MOBILE HEALTH
KP GOES MOBILE IN 2012
One million downloads of flagship app
30% of all online visits are via mobile devices

PREDICTIVE ANALYTICS
Reduced sepsis mortality by 55%
Protocol is standard at all of our hospitals

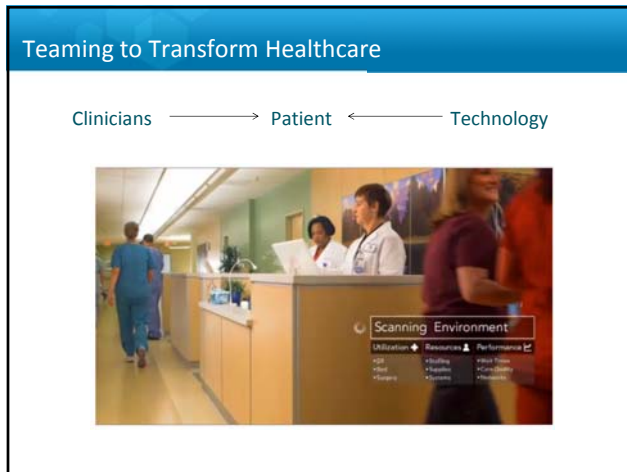
EHR REAL-TIME DASHBOARDS
60% reduction in hospital falls
60% reduction in hospital acquired pressure ulcers

The Socio-Technical System

Kaiser Permanente has implemented a strategy for creating the systematic capacity for continuous improvement that characterizes a learning organization.
~ The Joint Commission Journal on Quality and Patient Safety

SAFETY
PROCESS
PEOPLE
TECHNOLOGY
EXTERNAL ENVIRONMENT
ORGANIZATION
QUALITY

IOM Report: Health IT and Patient Safety



The Power of Patient Engagement

Interactive Patient Care puts patients at the center of care

ELECTRONIC CARE BOARD
 View television and patient-education videos
 Find doctor and nurse names
 Read care schedule
 Order room-service meals

Nurses are critical to patient engagement

- IMPROVE CARE COORDINATION
- HAVE BETTER OUTCOMES AND HIGHER SATISFACTION
- ARE MORE EMPOWERED
- MAKE OPERATIONS MORE EFFICIENT
- COST LESS

Q&A

Transforming Health Care: The Financial Impact of Technology, Electronic Tools and Data Mining Available on Amazon.com