



New Care Models for Persons with Chronic Diseases

EHTEL 2011 Symposium
Brussels, Belgium

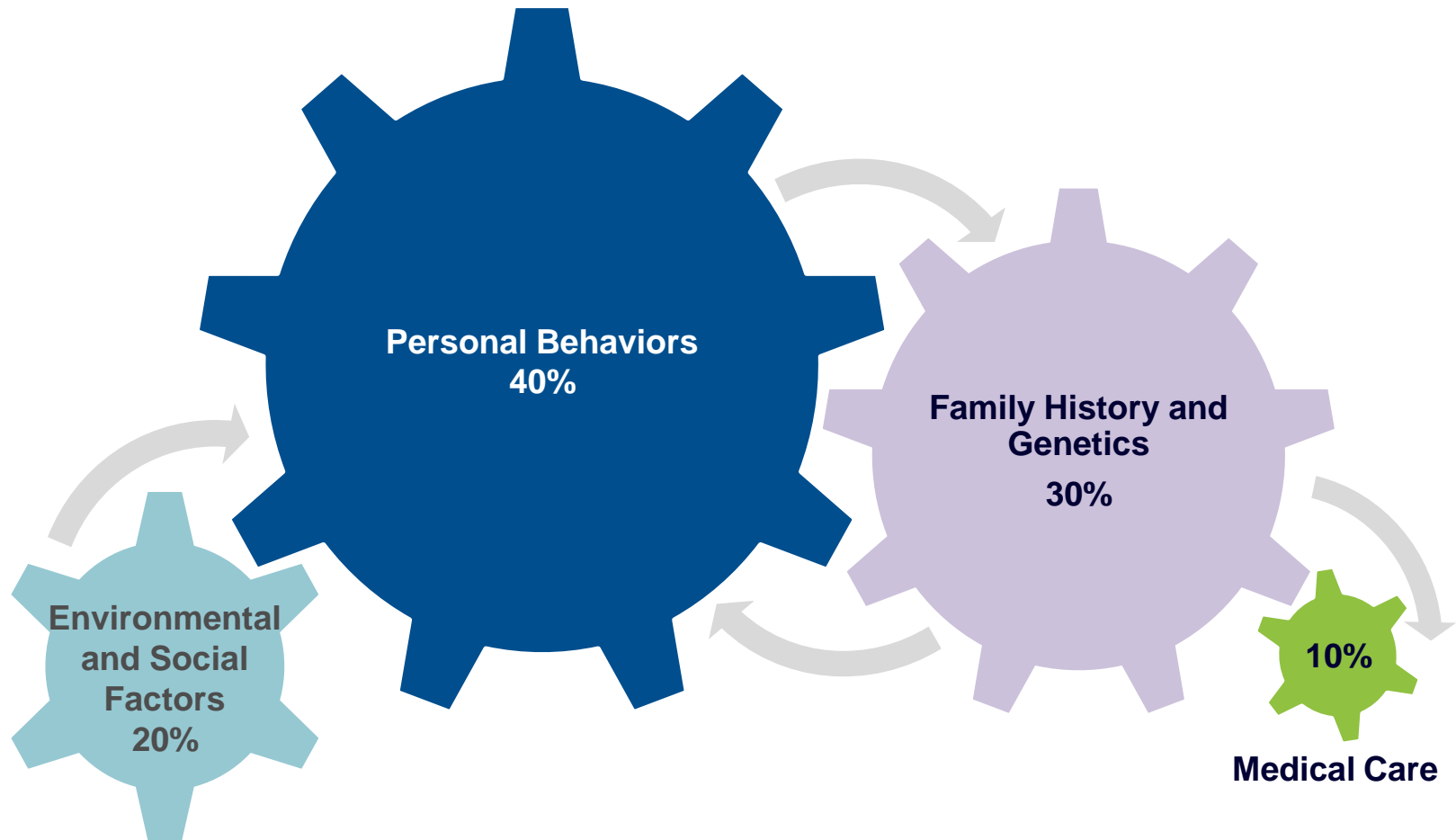
30 November 2011

Amy Compton-Phillips, MD

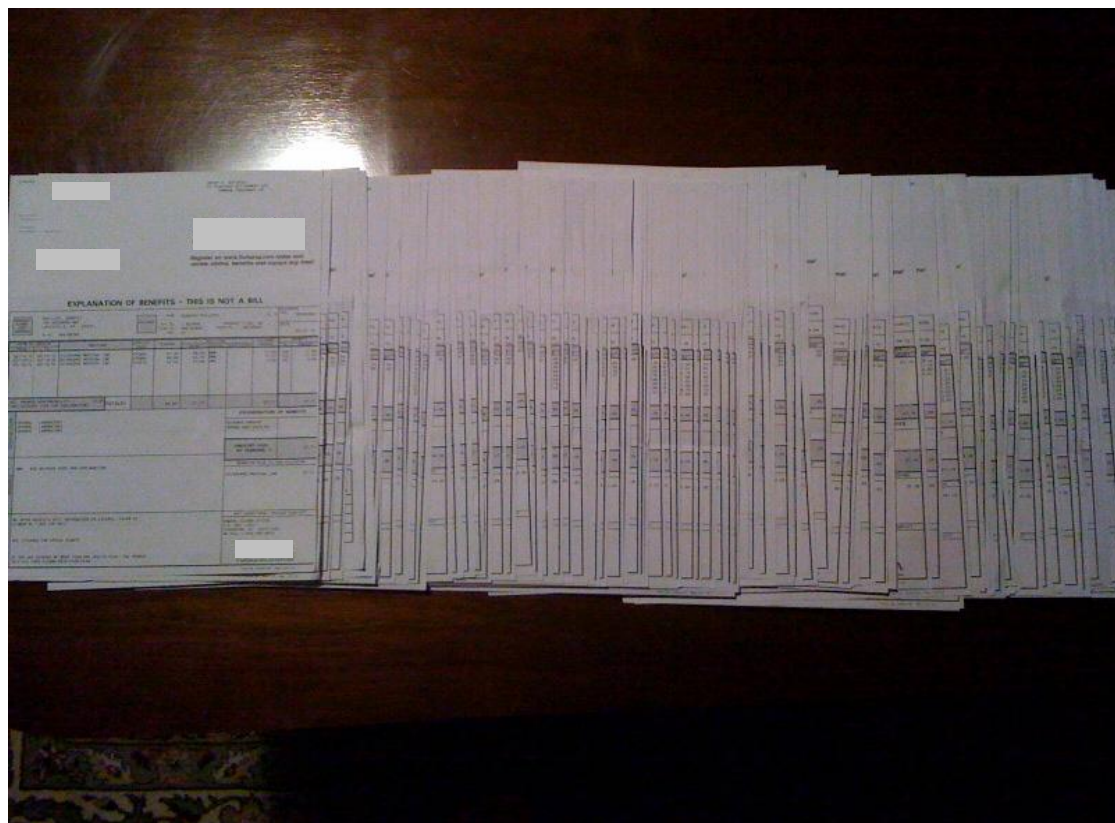
Associate Medical Director of Quality, The Permanente Federation, Kaiser Permanente, USA

Drivers of Health

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



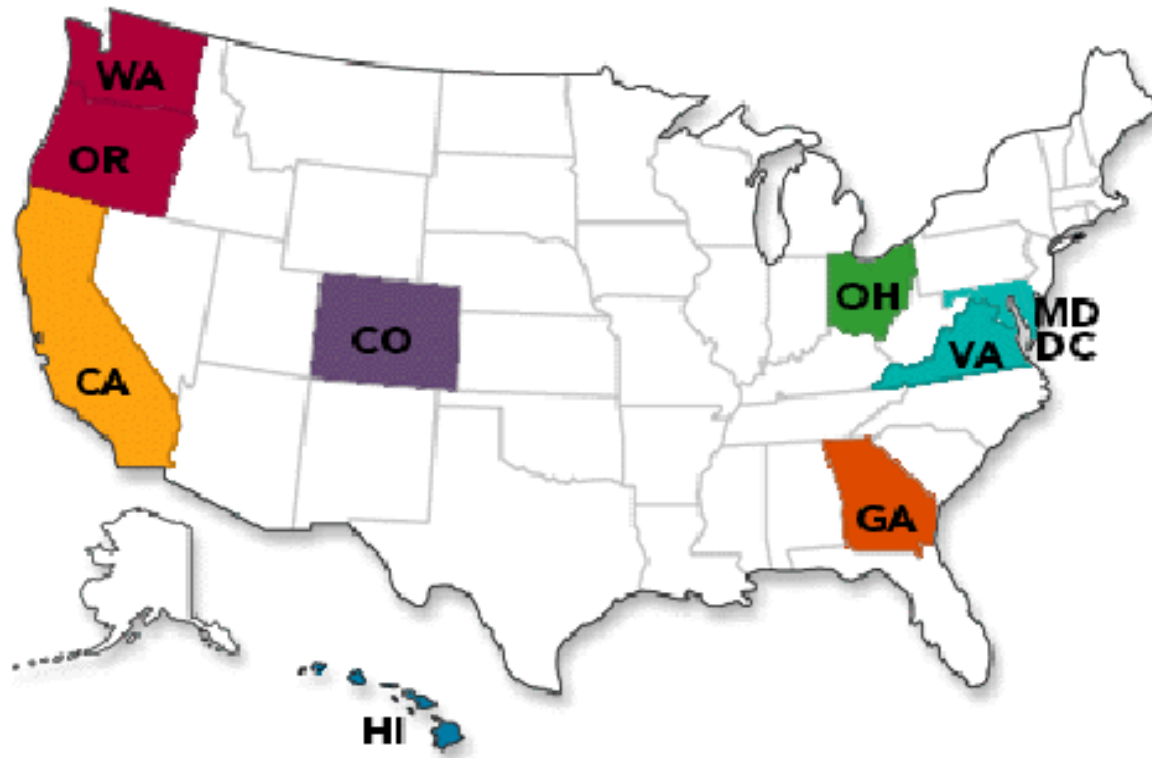
Why Patients Urgently Need Integrated Care



More Than Just a Sum of Parts



About Kaiser Permanente



- Nation's largest nonprofit health plan
 - Integrated health care delivery system
 - 8.7 million members
 - 15,000+ physicians
 - 167,000+ employees
- Serving 9 states and the District of Columbia
 - 36 hospitals
 - 533 medical offices and other outpatient facilities
- \$44.2 billion operating revenue

Source: Kaiser Permanente 2010 Annual Report



The Permanente Federation

Caring for the Whole Member

- Caring for the whole member proactively addresses needs for:
 - Chronic conditions care
 - Lifestyle and behavior change
 - Prevention



Complete Care

Chronic Conditions

- Diabetes
- Coronary Artery Disease
- Dyslipidemia
- Hypertension

Lifestyle/Behavior

- Tobacco use
- Diet
- Exercise

Prevention

- Cancer screening
- Colorectal Cancer screening
- Immunizations

A Framework to Support Patient-Centered Care

**SYSTEMS
TOOLS
TEAMS**

DATA



It's about the **data**
and **Information**

Not the electronic
health record



It's about **people**,
systems, and
technology

PATIENT

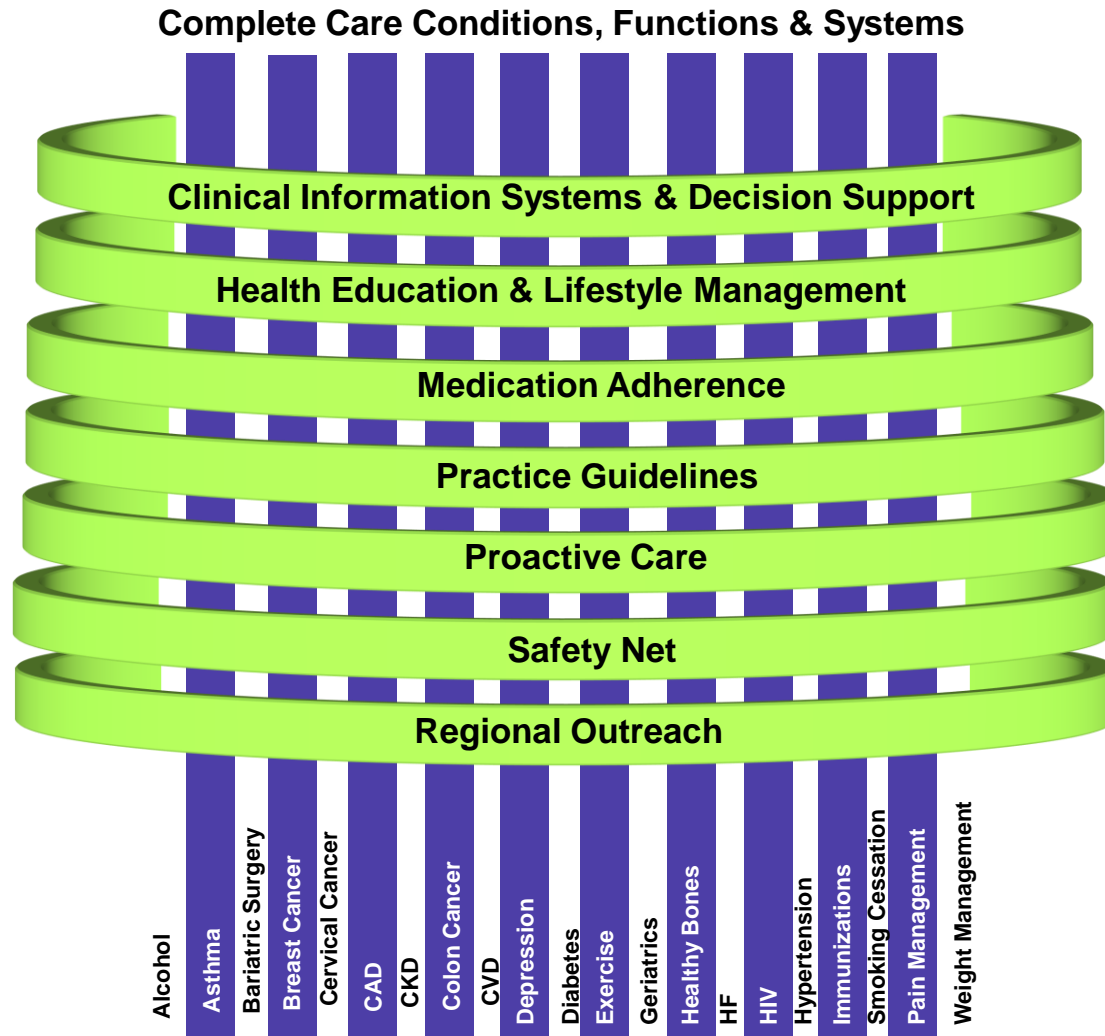


It's especially
about the **patient**
and their entire
care process

Kaiser Permanente Complete Care



Complete Care Approach to Managing Health



Goal of Proactive Encounter

- **Improve consistency and quality of patient care experience care by:**
 - Activating **ALL** members of the health care team in providing a proactive patient care experience
 - Embedding processes to support preventive and chronic care needs into standard workflows
 - Utilizing information technology tools for identification of patient care gaps and their resolution at the time of the office visit

Proactive Encounter Experience



Pre Encounter	Office Encounter	Post Encounter
<p><u>Proactive Identification</u></p> <ul style="list-style-type: none"> • Identify missing labs, screening procedures, access management, kp.org status, etc. • Provide member instructions prior to visit • Contact member and document encounter in KP HealthConnect™ 	<p><u>Office Encounter Management</u></p> <ul style="list-style-type: none"> • Vital sign collection / documentation • Identify and flag alerts for provider • Room and prepare patient for necessary exams • Pre-encounter follow-up 	<p><u>Immediate</u></p> <ul style="list-style-type: none"> • After visit summary, after care instructions, follow-up appointments, Health Ed materials, how to access info on kp.org <p><u>Future</u></p> <ul style="list-style-type: none"> • Follow-up contact and appointments per provider
	<p>Proactive Office Support</p> <ul style="list-style-type: none"> • Phone calls • Letters • E-mail • Inbox Management 	

Implementation Steps

- **Develop leadership team**
- **Share the vision**
- **Create department/condition specific workflows**
- **Train and validate skills**
- **Measure performance and physician satisfaction**
- **Use of IT without attention to leadership, teamwork, people, and processes is not helpful**

Success Factors

- **Make it Personal**
- **Physician involvement**
- **Develop team agreements between physicians and nursing staff**
- **Standard & Specialty Specific Workflows**
- **Share results**
- **Recognize and reward performance**

Collaborative Cardiac Care Service (CCCS) at Kaiser Permanente

Templates & Information:

- **Development of protocols to improve outcomes**
 - Rehabilitation Program
 - Medication Management
- **Prompts and reports to support protocols - accessible to all members of care team**

Technology & Tools:

- **Electronic medical record**
- **Computerized disease registry**

Teams:

- **Physician, Nurse, Clinical Pharmacist**

Impact:

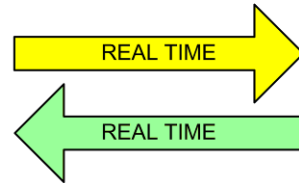
- **88% reduction in cardiac-related mortality**
- **Average savings of \$21,900 per patient per year**

Supporting Patient Expectations: Telehealth

- **Ability to provide care regardless of time or location**
- **Connecting patients to a system before they get sick**
- **Improving CO2 emissions**
- **Helping people age in place**
 - The majority of American will age at home and not in facilities
- **Leveraging clinical integration**
 - Specialty availability across distances
 - Geographic expansion of primary care

Three Models

Patient and/or PCP

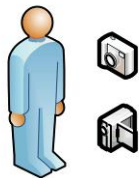


Consultant



**Real-time
Teleconsultation**

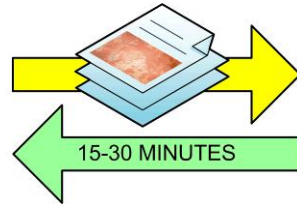
Patient



PCP



Consult Queue



Consultant Pool



**Store-and-forward
Teleconsultation**

Biometrics



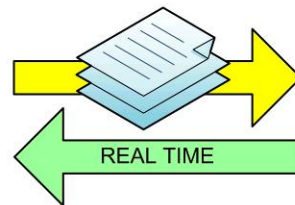
Patient



Hubs



Data



Care Team



**Telemonitoring
(Remote Patient
Monitoring)**

© 2010 Kaiser Permanente
Proprietary & confidential

Store-and-Forward Teleconsultation Example:

■ Teledermatology at KP Northern California

Telederm Application Photo Upload

Help

KAISER PERMANENTE

Originating PCP Name	Dr Chow, Yan, S	Photo Provider Name	Smith, John, R, MA
Originating PCP Desk Phone	925-123-1213	Photo Provider Desk Phone	925-123-0876
Originating PCP Cell Phone	925-234-4321	Photo Provider Cell Phone	925-234-4678
Originating PCP SMS Number		Photo Provider SMS Number	
Originating PCP Pager Number	925-669-2314	Photo Provider Pager Number	925-566-5643
Responsible PCP Name	Dr Chow, Yan, S	Patient Name	Jones, Jane, F, Mrs
Responsible PCP Desk Phone	925-123-1213	Patient MRN	110023455432
Responsible PCP Cell Phone	925-234-4321	Patient Home Phone	925-333-6643
Responsible PCP SMS Number		Patient Cell Phone	925-276-8864
Responsible PCP Pager Number	925-669-2314	Patient email	jfjones@yahoo.com

Send the PCP records for the below case and Request the additional information

PCP Contact Instructions to DCC

Please contact the Photo Provider initially as they will make the arrangements to have the Patient in the Exam room for additional information as necessary. The PCP will be in a meeting between 11am and 12pm.

Locate the Photos for Upload

Browse For Folder

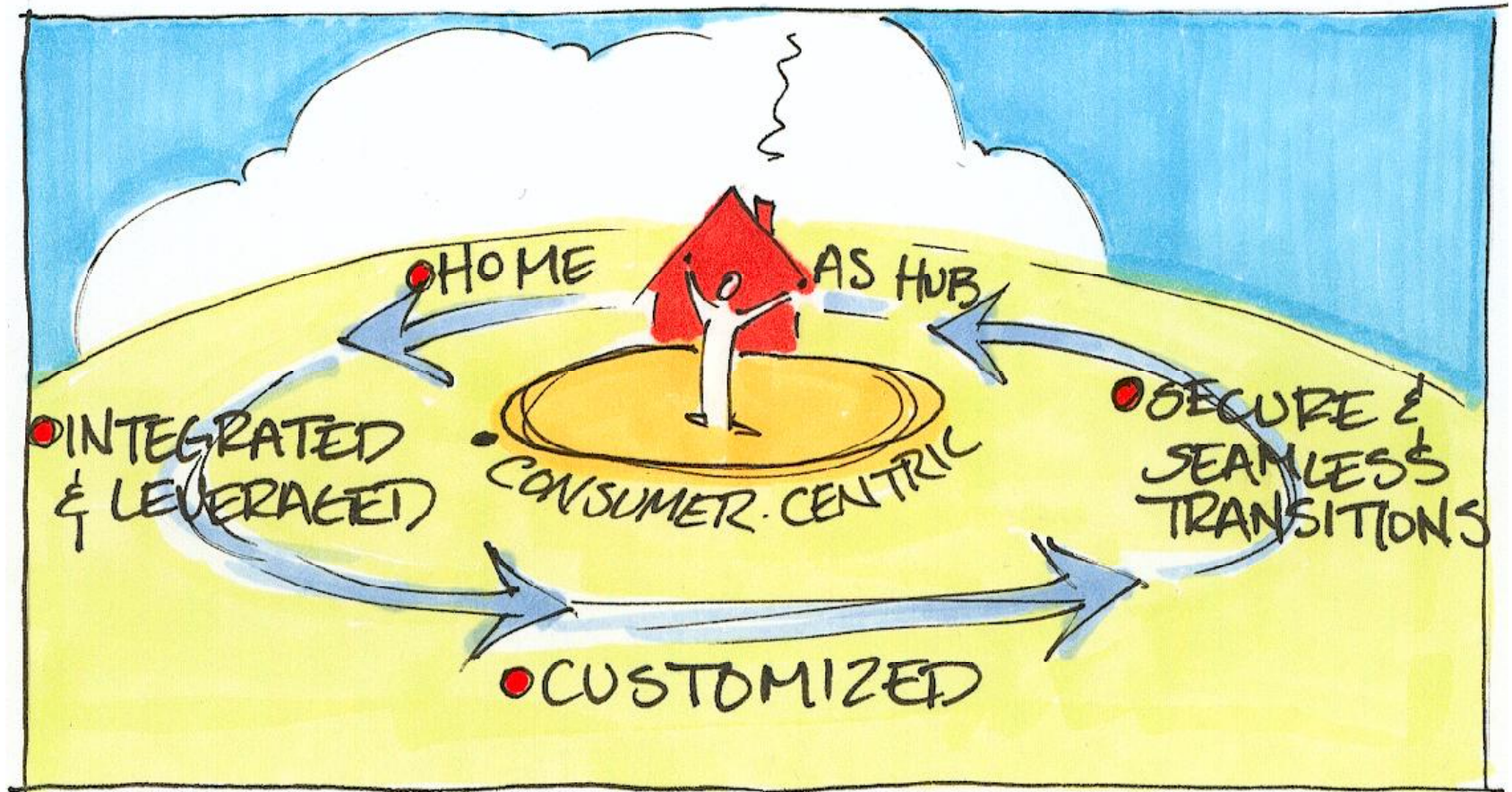
When all choices are complete and accurate, click the Submit button.

Submit

- Patient given 2 options:
 1. Rapid response - wait for Telederm with specialist
 2. Deferred - at a later date PCP schedules in-person consult with specialist
- All medical centers offer either Telederm or roving derm (dermatologist goes to PCPs office to see patient)
- 45,000 virtual consults since 2008 (3,000/month, 136/day)

Photo: Telederm Application

2005 “Blue Sky Vision” Coming to Life



The Future is in Our Hands

