Transforming Care Through a Consumer-Driven Model

Session #234, February 23, 2017
Dick Daniels, EVP & CIO, Kaiser Permanente
Speaker Introduction

Dick Daniels
Executive Vice President & Chief Information Officer
Kaiser Permanente
Conflict of Interest

Dick Daniels

Has no real or apparent conflicts of interest to report.
Agenda

• Kaiser Permanente: Who we are
• Our health technology journey
• External forces shaping health care landscape
• Consumer-driven, technology-enabled health care
Learning Objectives

• Explain how changing industry dynamics and consumer demand are creating the need for a new model for health care
• Describe the elements that need to combine to create a holistic, end-to-end, connected model
• Demonstrate how Kaiser Permanente has created a new model for health care by placing the consumer in the center and merging technology innovation with physical design and workflows
### An Introduction of How Benefits Were Realized for the Value of Health IT

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We Are An Integrated Health Care System

Mission
To provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

Vision
We are trusted partners in total health, collaborating with people to help them thrive and creating healthy communities.
Technology-enabled Health Care

- 70 years of providing care
- $65 billion in assets
- 10.7 million members
- 38 hospitals
- 600+ medical offices

- 433,413 hospital admissions
- 225,000 inpatient surgeries
- 98,000 births
- 40.2 million doctor office visits

- 188 million visits to KP.org
- My Health Manager
- 23 million secure messages sent to providers
- 150 million lab orders per year
- 78 million prescription orders per year
- 5 million appointments booked online

#HIMSS17
External Forces and Trends are Shaping the Health Care Landscape
Fewer People To Support the Aging Population, Increasing the Demand for Care
High Expectations for Trusted, Personalized Care, Service, & Relationships Across Health
Medical and Technological Advances Redefine Care Delivery and Outcomes

- Specialty drugs
- Data and analytics
- Virtual care
- Genomics
Government Will Have A Larger Say and Programs Will Increasingly Incentivize Quality and Service

By 2025, 6 out of 10 people will have government subsidized coverage, up from 4 in 2013.
A Reshaping of the Competitive Landscape

- Consolidation of health plans
- Plan and provider integration
- New entrants
- Consolidation of providers
The Challenge: Making Great Health and Great Care Affordable

Economic growth forecasted to rise at 3.5%

Health care costs forecasted to rise at 5%
Which external trend will affect health care the most?

Demographics
Consumerization of health
Innovation and digitization

Start the presentation to activate live content
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External Forces and Trends are Shaping the Health Care Landscape
Consumer-driven, Technology-enabled Health Care: A Connected System
San Diego Hospital
Integrated Healthcare Communications (IHC)
Technology-enabled Ambulatory Care
Ambulatory Exam Room
Enabling Through Web and Mobile Apps

KP.org

Mobile App
Appointment Scheduling

- **5 Million** appointments scheduled online in the last year
- Real-time appointment scheduling
- Guided scheduling process
- Pre-appointment information collected
Integrated Video Visits

- 95% satisfaction with video visits
- Email and mobile push reminders
- “Waiting room” providing regionally-personalized event information
- Invite family members and specialists to join
View Test Results

- **43.2 Million** test results viewed in the last year
- Real-time self-service access
- Easy access to past test results
- Visualization of trends
Online Pharmacy

- **21 Million** Rx filled online in the last year
- Cost estimates at time of order
- Status of Rx ready for pickup
- Non-member caregiver access
We Are All On This Journey Together
“Our intuition about the future is linear. But the reality of information technology is exponential, and that makes a profound difference. If I take 30 steps linearly, I get to 30. If I take 30 steps exponentially, I get to a billion.”

Ray Kurzweil
# A Summary of How Benefits Were Realized for the Value of Health IT

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Questions

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Please remember to complete the online session evaluation