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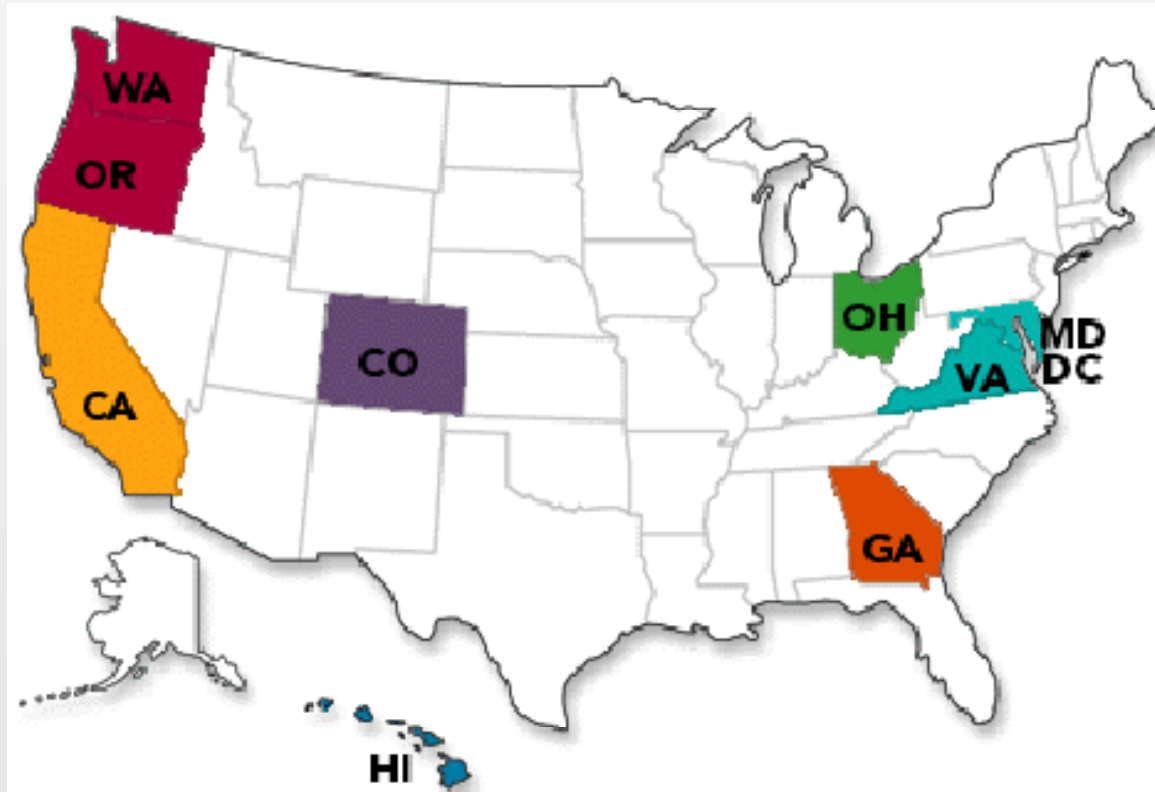
Economic Transformation in Health

February 2, 2012
Conrad San Juan Condado Plaza

Health IT, Quality and Health: The Kaiser Permanente Experience

Walter G. Suarez, MD, MPH
Director, Health IT Strategy
Kaiser Permanente

About Kaiser Permanente

- Nation's largest nonprofit health plan
- Integrated health care delivery system
- 8.9+ million members
- 15,000+ physicians
- 164,000+ employees
- 8 Regions Serving 9 states and the District of Columbia
- 35 hospitals and medical centers
- 450+ medical offices
- $44 billion 2010 operating revenue

- **Patient-Centered, Connected Care, Total Health**
  - Move the focus to the patient (needs, support, self-care)
  - Care infrastructure built to serve patient
  - Health IT tools developed and implemented to
    - Support patient-centered approach
    - Support connection, communication, coordination of patient care teams

- **Prepaid vs. Fee-for-Service**
  - Incentives driving provider behavior
  - Efficiency, resource use, quality issues
    - Avoidance of unnecessary utilization, focus instead on evidence-based, outcomes-centered interventions
    - Properly encourages focus on prevention activities

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- Integrated/coordinated vs. Independent/fragmented
  - Communication between multi-disciplinary team
  - Patient-center care with higher quality through coordinated care
- Common, interoperable EHR system vs. incompatible/disconnected systems
  - Underlying health IT technology that support integration and coordination of care

Kaiser Permanente Health IT

- More than just an electronic medical record
- The combination of tools, resources, processes and workflows working together in an integrated environment to deliver high-quality affordable health care
- A program-wide system that integrates the clinical record with appointments, registration, billing, consumer support
- A complete health care business system that enhances the quality of patient care
- *"…the right information about the right patient available to the right provider all the time…"*

Kaiser Permanente Health IT
The Context

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Economic Transformation in Health

"Continuing total health care requires a continuing life record for each individual…The content of that life record, now made possible by computer information technology, will chart the course to be taken by each individual for optimal health."

Sidney Garfield, MD
Scientific American, 1970
*Hospital Computer Systems,*1974
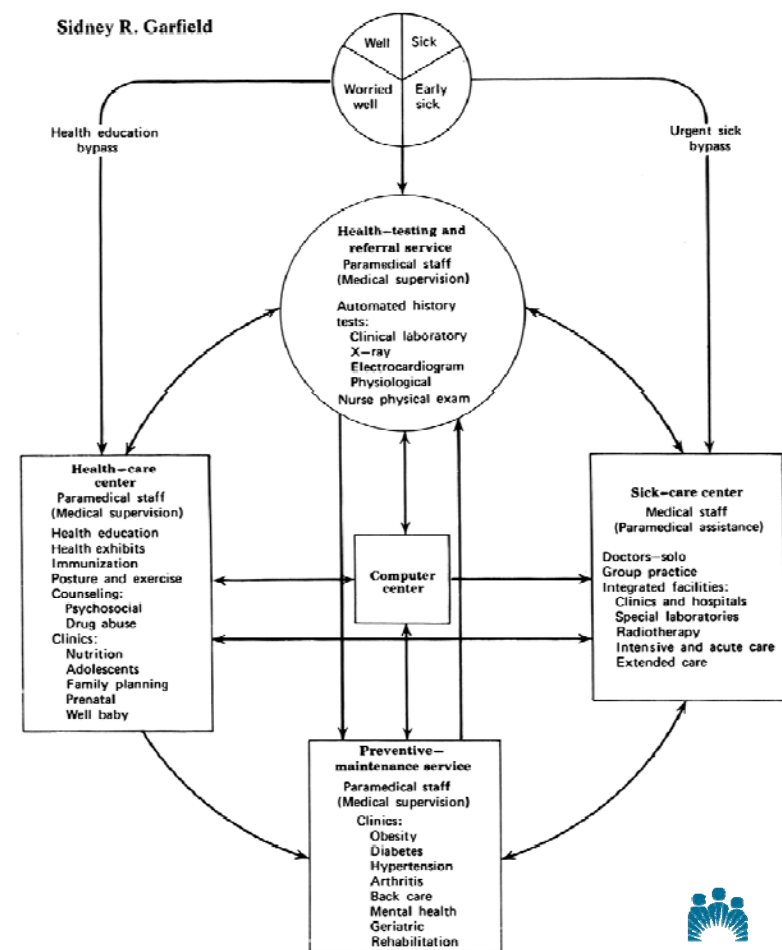
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Kaiser Permanente Health IT
The Benefits

5 Satisfaction

- Dramatic increase in patient satisfaction
- Clinicians enjoy 24x7 access to health information
- "All data, about all patients, all the time"

1 Improved Care and Outcomes

- Documented improvements in all areas of care, including screening/early detection, management of chronic conditions, patient education
- Better research capabilities

EHR Benefits

4 Cost

- Improved efficiencies in system use
- Reduction in redundant tests

3 Modalities of Care

- Reduction in office visits, increase in phone/electronic interactions

2 Standardization of Care

- Orthopedics, anesthesia, obstetrics, oncology, inpatient nursing care

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Linking across patient episodes, providers, settings

Decision Support Tools

Population Management Tools

System Modules

Labs
Inpatient
Outpatient
Emergency
Pharmacy
Imaging
Immunization
Membership
Financial & Benefits

KP Health Connect
Secure Web-Based
Universal Access
Real Time
Linked to Delivery System
Electronic Ordering
Digital Imaging
Secure Messaging
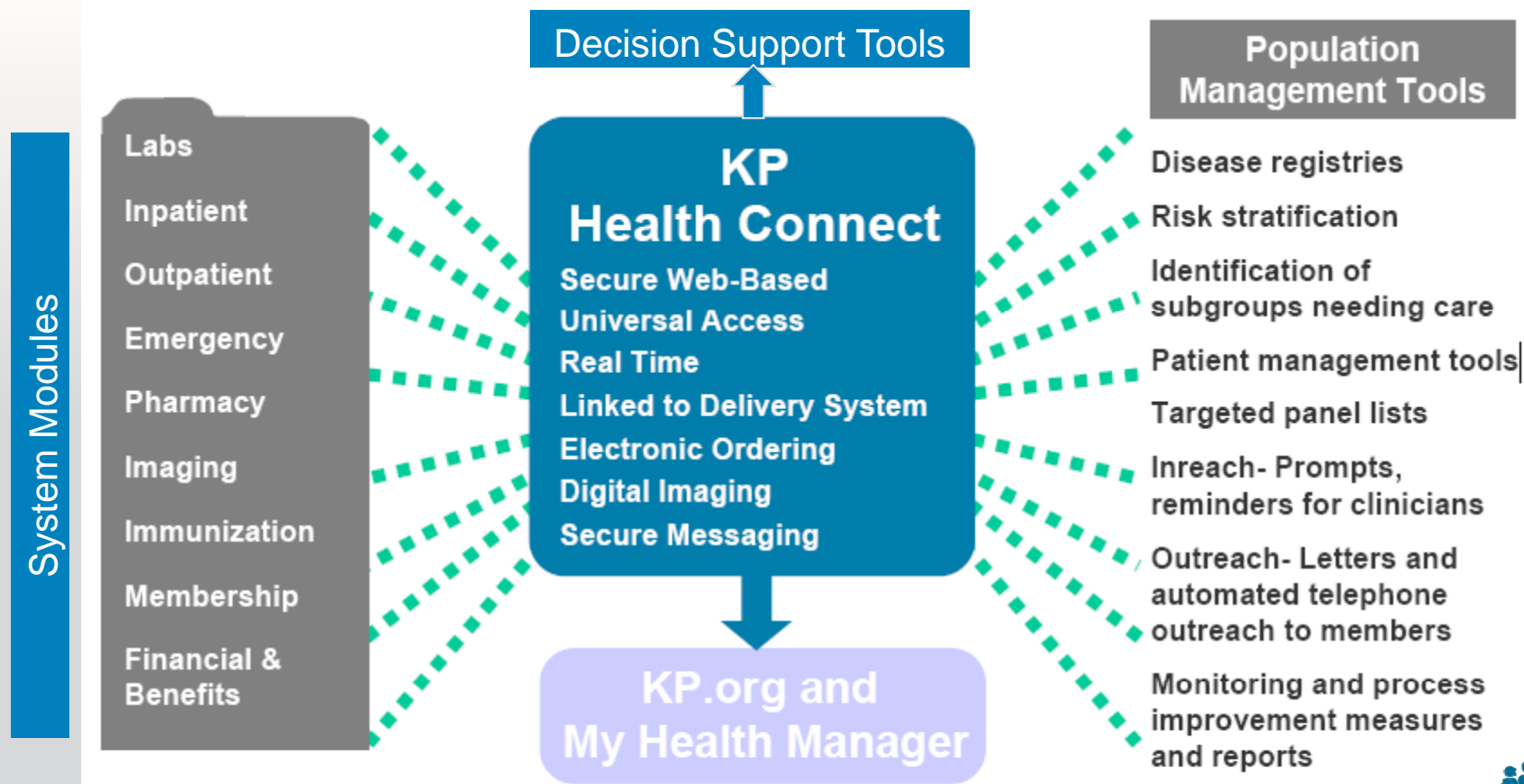
KP.org and My Health Manager

Disease registries

Risk stratification

Identification of subgroups needing care

Patient management tools

Targeted panel lists

Inreach- Prompts, reminders for clinicians

Outreach- Letters and automated telephone outreach to members

Monitoring and process improvement measures and reports

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Care Delivery Made Easy

- Schedule routine appointments
- Refill Rx
- Check lab results, allergies
- E-mail Your Doctor and your Child's Doctor
- View recent immunization history
- Online Health Encyclopedia
- Check future appointments
- Online Physician Selection Tool
- Locate services
- 24 hour RN advice lines

Wellness and Engagement

- Online Healthwise Handbook
- Online Drug Encyclopedia
- Online health calculators
- Message Boards
- Online health education and advice
- Online Health Assessments
- Healthy Living modules
- Records always up to date and secure
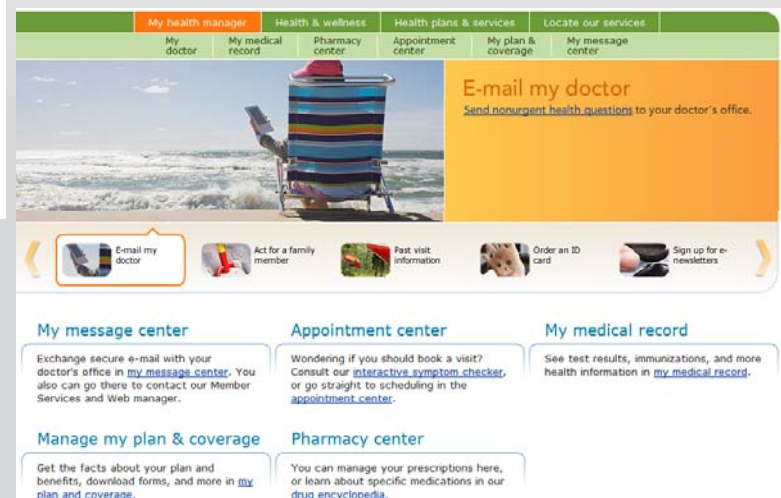
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- Use of Health IT → Improved access to physicians, services, regardless of location

- Use of Health IT → Improved efficiencies, patient satisfaction, directing care to optimal setting

- P-Consult: Heart Phone
  - Allows physicians to avoid unnecessary ER/hospitalization (~10%)
  - Reduces need for referrals (~20%)
- E-Consult (with decision support tools)
  - Faster than external alternative = more attractive to members
  - More efficient use of internal resources
  - Demonstrated quality, efficiency, value
- V-Consult – Telehealth (i.e., Telederm)
  - Overcomes challenge of geographi
- KP.ORG (personal health record portal)
  - Access to doctor, lab results, appointments, other medical record information
- Call center and nurse triage (decision support tools)
  - Overcome geographic barriers; direct care to best setting

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Health IT: Improving Quality, Outcomes and Value

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Our Smart Tools scan KP HealthConnect for at-risk populations

KP HealthConnect

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Cancer Screening (breast)	Cancer Screening (colon)	Heart Disease
11 percent increase in screening	**23 percent** increase in screening	**73 percent** reduction in cardiac mortality
550 lives	**3,664 lives**	**135 lives**
Source: Kaiser Permanente, Southern California Region Dr. Michael Kanter SCPMG	Source: Kaiser Permanente, Southern California Region Dr. Michael Kanter SCPMG	Source: Kaiser Permanente, Colorado Region, Reforming the Health Care Delivery System, 2009

HIT-Enabled Cholesterol Management

- More than 40% of very high-risk patients reach national cholesterol guidelines.
- Proactive care coordination team approach and close monitoring through KP HealthConnect were key factors in achieving the goal.

HIT-Enabled Screening

- Achieving best breast cancer, HIV/AIDS screening rates in U.S.
- Proactive office visit workflows, supported by EHR and other Health IT, are enabled across multiple members of the care team.

HIT-Enabled Cardiac Care

- 24% lower probability of death from heart attack; 90% lower mortality from second heart attacks; 89% lower all-cause cardiac mortality.
- Results achieved using decision support tools, care coordination, and pharmacologic interventions supported by EHRs and Health IT.

HIT-Enabled Care in Developing Nations

- Kenya: 700% improvement in HIV/AIDS medication compliance
- Rwanda: National life expectancy increased (36 to 54 yrs); maternal mortality in pregnancy and childbirth reduced over 90%

mHealth

- Mobile technologies, Medical Devices, Apps world

Virtualization/Cloud

- Expanded opportunities for shared analytical services
- Balancing role and business use with risks and liabilities

Semantic Interoperability

- Transition to fully coded, structured electronic documentation of health information
- Consistency in the standard vocabularies and terminologies

HIEs

- Are you in or are you out?
- Value proposition and sustainability concerns

Meaningful-driven outcomes

- Focus on meaningful use priorities, metrics, standards
- What will be next?

Quality Measurement

- Are we measuring the right things?
- Can we move to eQuality Measures?

Health Reform

- New forms of care deliver (ACOs, Medical Homes)
- New forms of care coverage (Insurance Exchanges)

→ Moving towards a more integrated, coordinated, patient-centered connected care…

THANK YOU!

Walter G. Suarez, MD, MPH
Director, Health IT Strategy
Kaiser Permanente
walter.g.suarez@kp.org