

# Telehealth at Kaiser Permanente

## Virtual Care Innovation Network Program Kick-Off Webinar

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# Kaiser Permanente Telehealth Journey

*Kaiser Permanente will define the standard of excellence for telehealth in the industry, delivering affordable, seamless, high-quality Permanente Medicine that is available whenever and wherever our members need it.*



## WHERE WE HAVE BEEN

KP has been a leader in telehealth since the 1990s, delivering virtual care, setting the standard for the industry



## WHERE WE ARE

KP has progressed its telehealth significantly, particularly in response to COVID-19. KP is now developing its approach to telehealth **that will define the next generation of virtual care delivery**



## WHERE WE ARE GOING

KP is building upon its telehealth successes through expanding its current capabilities to new uses, developing new capabilities, especially within the acute care and care at home space, and integrating capabilities to create a seamless member and clinician experience.

# The Changing Landscape

COVID-19 has dramatically shifted where Americans work and live and how they seek healthcare. These changing customer, member and clinician demands are driving rapid market transformation.



**Evolving technology, new demands** from consumers and clinicians as well as **shifts** in society and care delivery models are **driving a fundamental shift in how care is delivered and to whom**

# Telehealth at KP | Improved Care Delivery, Quality & Access

Telehealth offerings are widespread across Kaiser Permanente and enabled in many areas by standard technology solutions available to all regions.



eVisits



Chat



Appointment  
Reminders



Telephony



Secure  
Messaging



Video



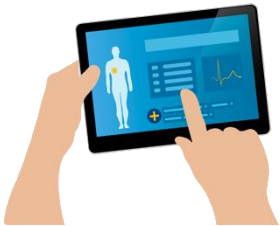
Remote  
Monitoring



24x7  
Nurse Triage

## Focus Areas

### Deliver Care Remotely



## Benefits

- Increase availability of education & resources
- More choices for members
- Higher visit efficiency

### Extend Services Into the Home



- More convenient
- Increase access for patients with mobility or transportation issues
- Expanded hours without facility costs

### Monitor and Prevent Chronic Conditions



- Reduce margin for human error
- More efficient and effective treatment decisions
- Prevent hospitalizations through early detection

### Facilitate and Improve Access



- Shorter waiting times
- Improve patient engagement and satisfaction
- Consistent service experience

### Advance KP Technology Landscape



- One of the first to leverage cloud services
- Delivered SaaS solutions across all regions
- Consumer facing federated development

# Personalization of Care

## Video Visits

- ▲ Increased patient convenience and satisfaction
- ▲ Systematic integration with clinic operations
- ▲ Patient promotion and readiness for video-based care
- ▲ Opportunity to enhance physician satisfaction



# Patient Experiences with Video Visits



*“As I logged in, I could see that mom was standing in the corridor of a school hallway. She proceeded to call her daughter out of class, showed me the rash, then sent her daughter back into class—all within 1-2 minutes.”*

— Dr. Young, Pediatrics

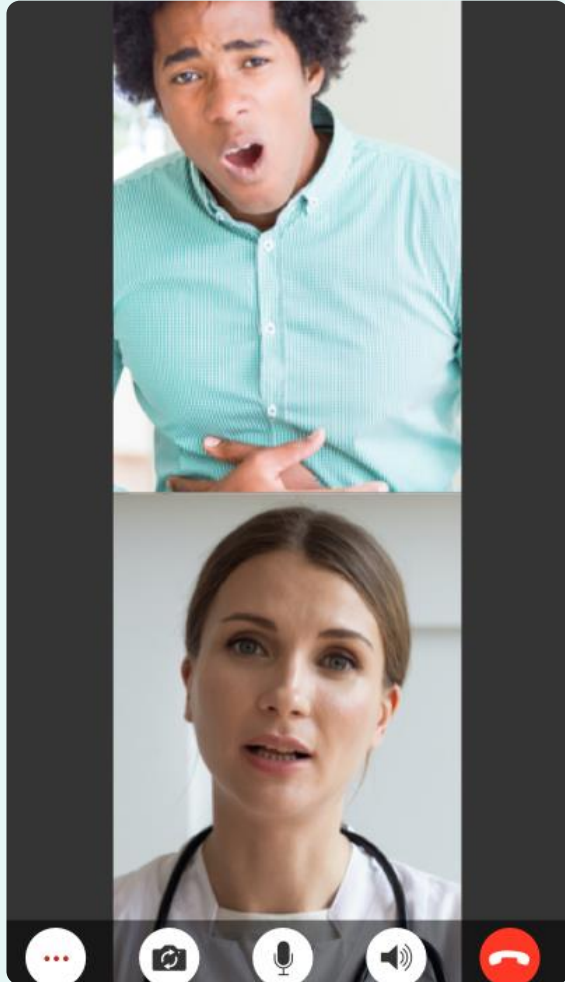


*I don't need to take her out of school; I don't need a school note; and she does not miss any class time. I love video visits!!!!*

—Busy mom, KP member

# Patient Experiences with Video Visits

8:30 AM



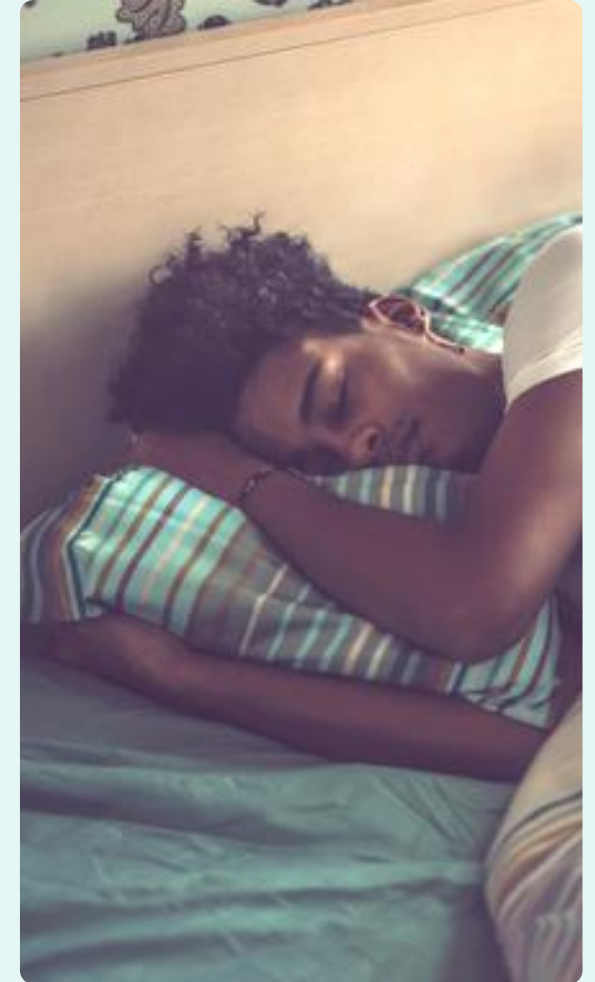
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11:00 AM



4:00 PM

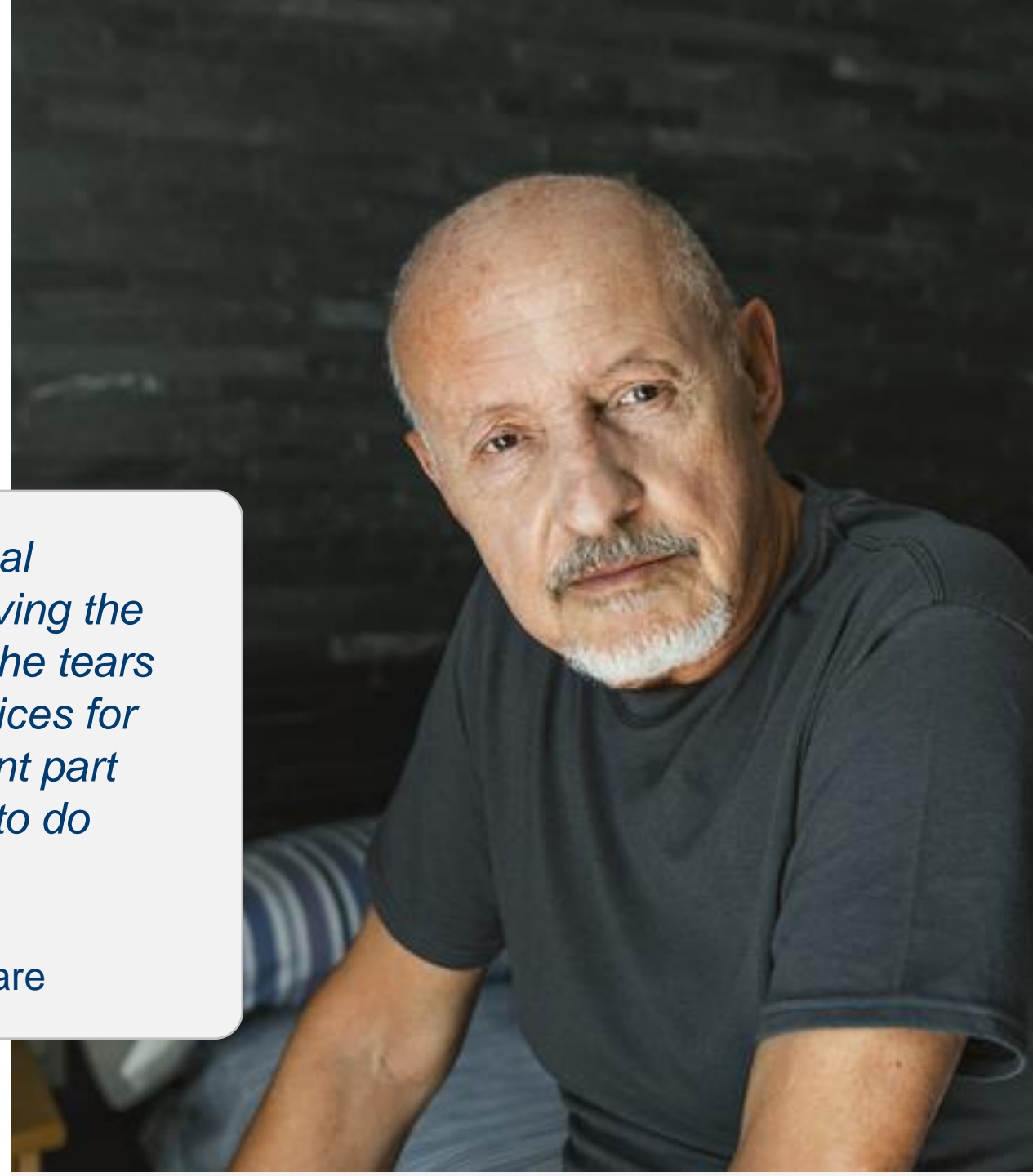


# Patient Experiences with Video Visits

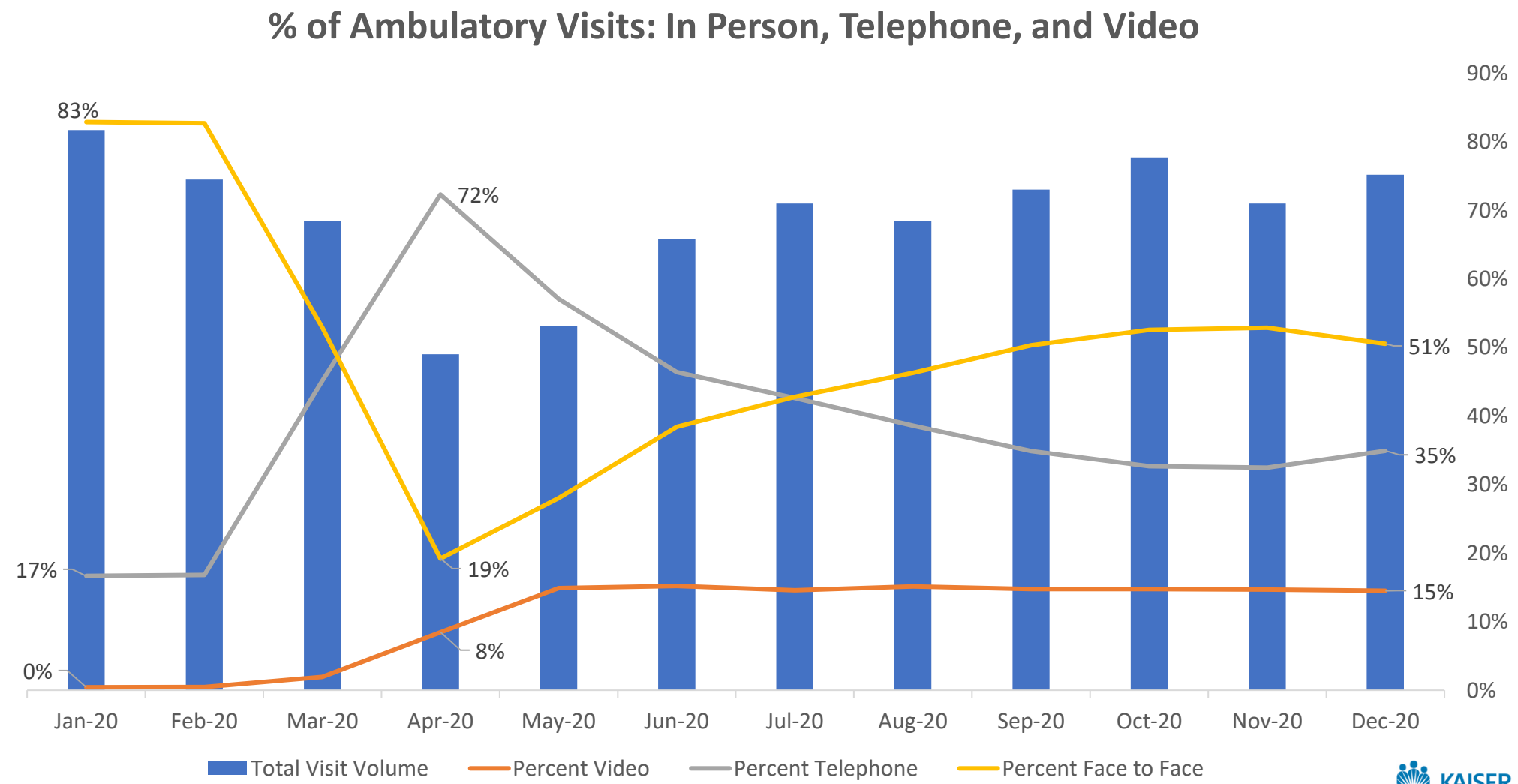
Opportunity: A conversation with patient at home about transition to Hospice Care

*“Video visits allowed me to address all emotional aspects of this difficult conversation without having the patient come to see me in person. I could see the tears in patient’s eyes as he was making difficult choices for himself. Reflecting on emotions are an important part of these meetings and video visits allowed me to do that.”*

— Dr. Baijal, Palliative Care



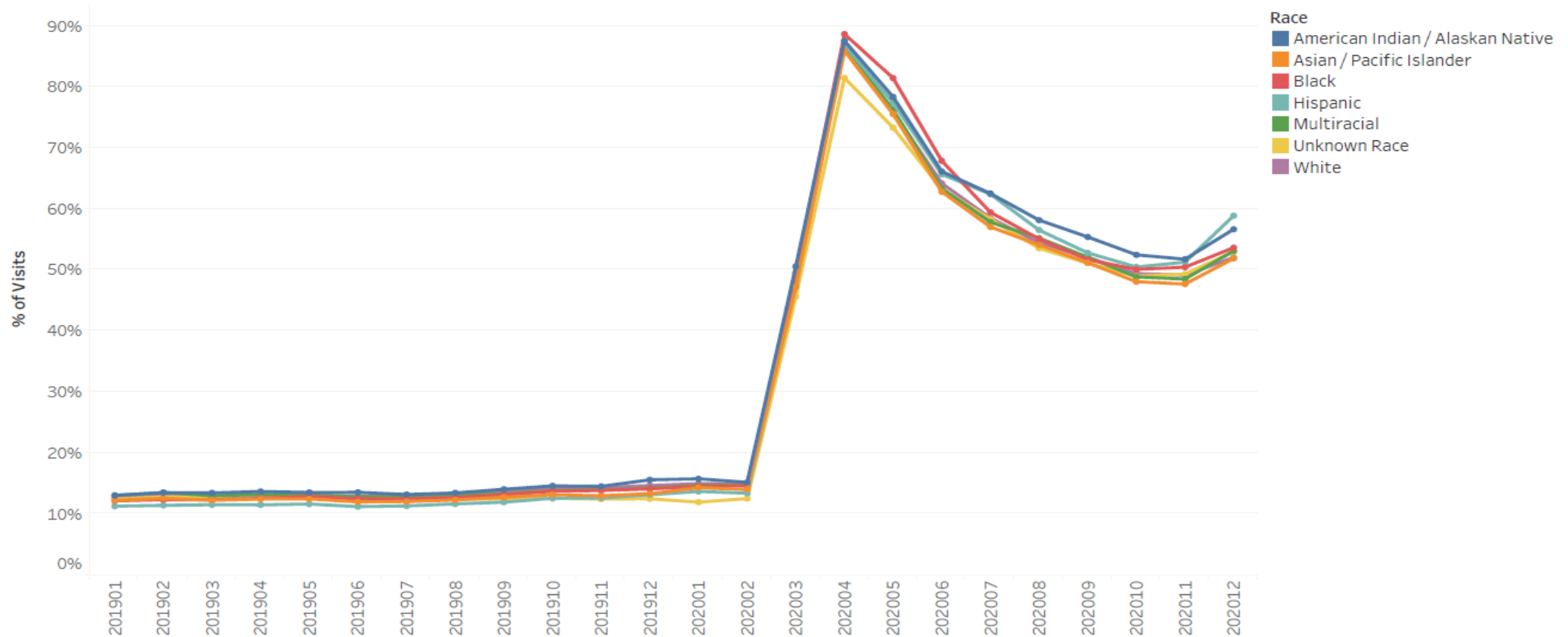
# 2020 Telehealth Growth in Response to COVID-19



# Telehealth Increased Across All Racial Groups

## Percent of Visits Delivered as Scheduled Phone/Video by Race

Denominator includes in-person + scheduled phone + scheduled video; all specialties; visits with a physician or mid-level provider; membership required during month of visit; all regions except NCAL; imputed values for race are used when missing

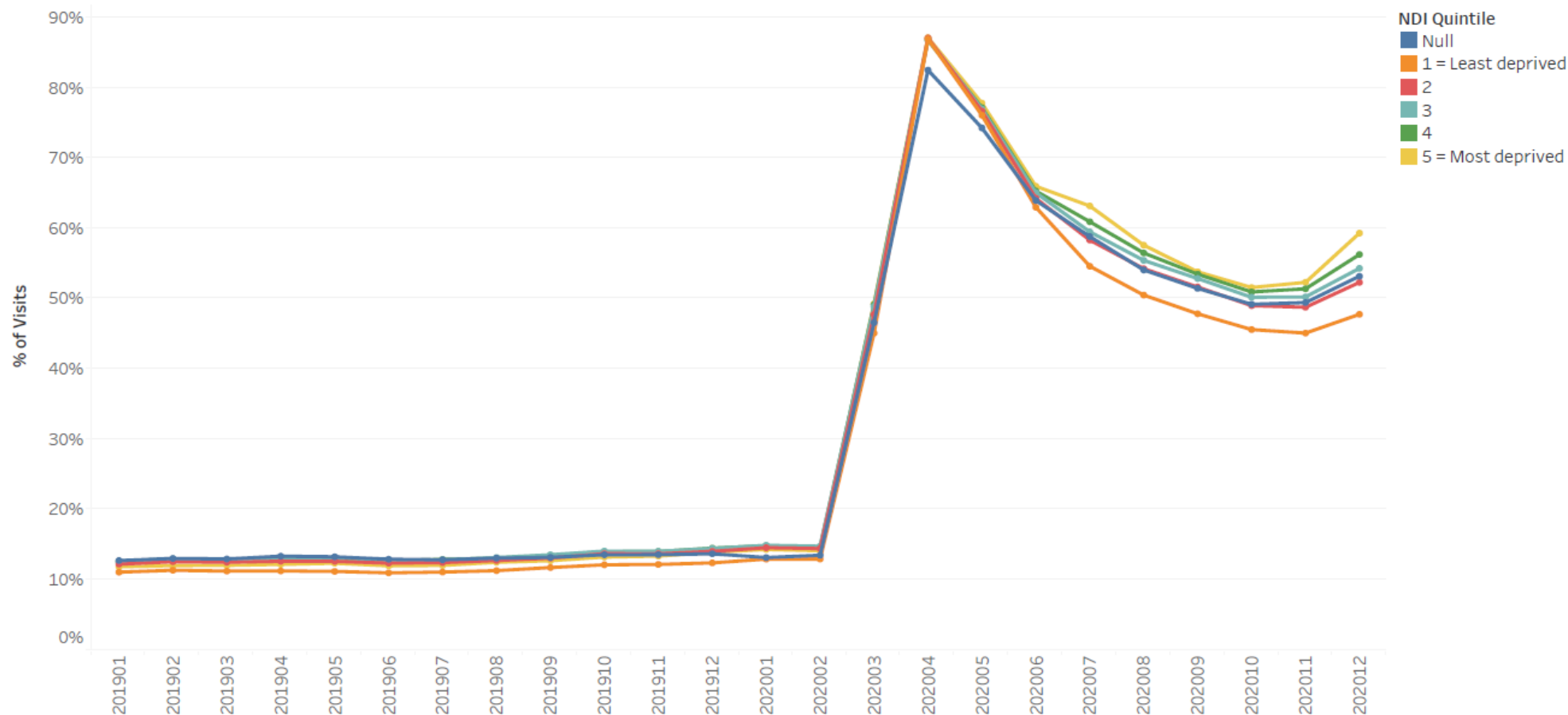


Note: Data is only for the following regions: SCAL, HI, MAS, CO, WA, NW, and GA

# Telehealth Visit by Neighborhood Deprivation Index (NDI)

## Percent of Visits Delivered as Scheduled Phone/Video by Neighborhood Deprivation Index (NDI)

Denominator includes in-person + scheduled phone + scheduled video; all specialties; visits with a physician or mid-level provider; membership required during month of visit; all regions except NCAL



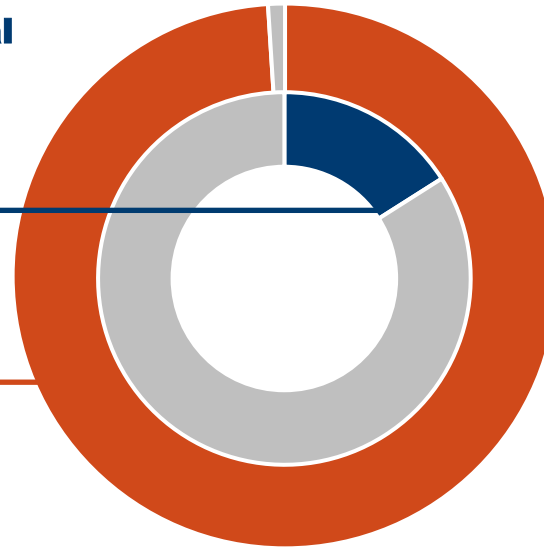
# Telehealth for Behavioral Health

*To help ensure our members got the high-quality mental health care they needed during this stressful time — without risking exposure in person — we shifted nearly all our mental health services to telehealth.*

**Percentage of mental health encounters that were virtual**

**16%**  
pre-COVID-19<sup>1</sup>

**99%**  
during COVID-19<sup>2</sup>



**Since COVID-19 began:<sup>3</sup>**

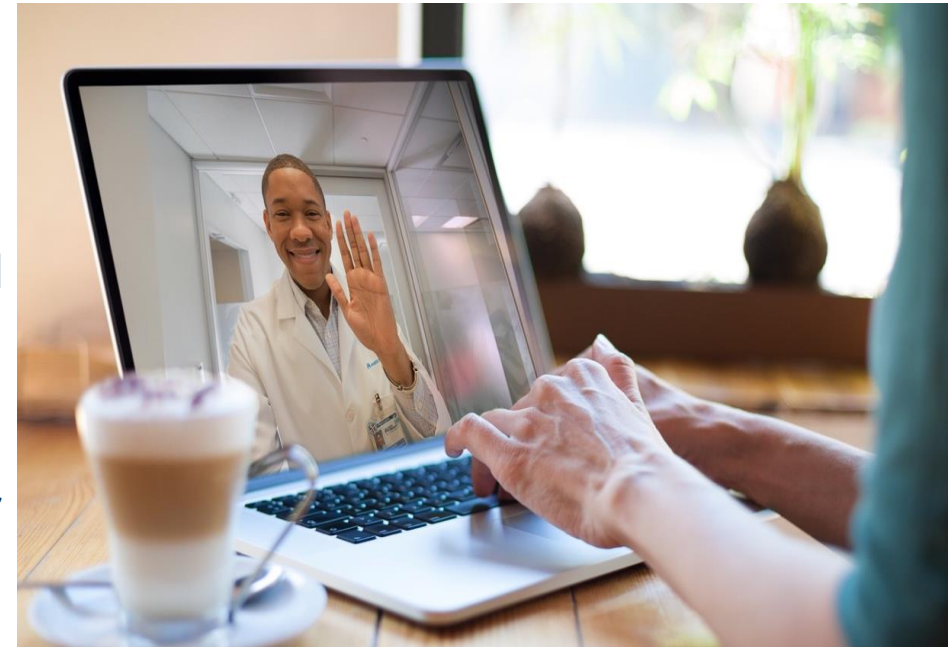
- 583% more video visits
- 470% more phone appointments

1. Kaiser Permanente internal data, scheduled outpatient mental health services, February 2020. 2. Kaiser Permanente internal data, scheduled outpatient mental health services, April 2020. 3. Kaiser Permanente internal data, scheduled outpatient phone appointments and video visits, updated May 6, 2020.

# Key Enablers to Successful Telehealth in KP

*Telehealth is an **extension of care-delivery led by operations** and supported and enabled by technology.*

- Physician and clinician input in every part of the process (design, testing, implementation, enhancements)
- Integrating our technology into clinical workflows (from scheduling to conducting the visit to documentation and follow-up)
- KP integrated health record and systems: telehealth is built into our system of integrated care - the ability to share and seamlessly exchange medical and non-medical data across digital systems and interfaces, specifically with electronic medical record system.
- Doctor and specialist can perform virtual consultations
- KP's virtual care appointments are all staffed by KP providers rather than third-party providers.
- Reporting and performance management (e.g., 5-Star Survey for clinician and member real time feedback on their experience)



# Telehealth at KP | Looking Ahead



- Our goal is patient-centered care that is:
  - Personalized and Convenient
  - Accessible and Equitable
  - Affordable
  - High quality
  - Promote joy and meaning for our clinicians
- Leverage cross-regional clinical expertise
- Improve spread of best practices with greater consistency across regions

KAISER PERMANENTE TELEHEALTH

# CARING FOR YOU WHEREVER YOU ARE

Kaiser Permanente will define the standard of excellence for telehealth in the industry, delivering affordable, seamless, high-quality Permanente Medicine that is available whenever and wherever our members need it.



**Thank You!**