Telehealth at Kaiser Permanente

Virtual Care Innovation Network
Program Kick-Off Webinar

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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.

CONSUMER DEMANDS
Consumers are seeking on-demand, personalized access to health care whenever they need it and wherever they are.

TECHNOLOGY ADVANCES
New technologies and platforms are driving rapid transformation and enabling new and innovative capabilities.

SOCIETAL SHIFTS
COVID-19 led to an increase in working from home.

CARE DELIVERY OPTIONS
Elimination of traditional geographic boundaries is enabling low cost, virtual-first care delivery across state lines.

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.

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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.

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<th>Benefits</th>
<th>Focus Areas</th>
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<td>Increase availability of education &amp; resources</td>
<td>Deliver Care Remotely</td>
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<td>More choices for members</td>
<td>Extend Services Into the Home</td>
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<td>Higher visit efficiency</td>
<td>Monitor and Prevent Chronic Conditions</td>
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<td>Facilitate and Improve Access</td>
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### Advance KP Technology Landscape
- One of the first to leverage cloud services
- Delivered SaaS solutions across all regions
- Consumer facing federated development

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<th>Technology</th>
<th>Services</th>
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<td>eVisits</td>
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<td>Appointment Reminders</td>
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<td>Secure Messaging</td>
<td>Video</td>
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<td>Remote Monitoring</td>
<td>24x7 Nurse Triage</td>
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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
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
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

% of Ambulatory Visits: In Person, Telephone, and Video

- Total Visit Volume
- Percent Video
- Percent Telephone
- Percent Face to Face
Telehealth Increased Across All Racial Groups

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.

Since COVID-19 began:

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

Percentage of mental health encounters that were virtual:

- 16% pre-COVID-19¹
- 99% during COVID-19²

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)
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 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!