Digital Equity at Kaiser Permanente
Kaiser Permanente Institute for Health Policy Forum

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December 7, 2022
Kaiser Permanente Mission:
Kaiser Permanente exists to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

39 Hospitals & 734 Medical Offices

23,656 Physicians
65,005 Nurses
218,994 Employees
12.6M Members
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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**Focus Areas**

- Deliver Care Remotely
  - 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

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<tr>
<th>Benefits</th>
<th>Features</th>
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<td>E-Visits</td>
<td>Chat, Appointment Reminders, Audio-Only Visits, Secure Messaging, Video Visits, Remote Monitoring, 24x7 Nurse Triage</td>
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KP’s dramatic surge in telehealth since 2020

COMBINED EMAIL AND PHONE AS A PERCENT OF TOTAL OUTPATIENT TOUCHES

- 2012
- 2013
- 2014
- 2015
- 2016
- 2017
- 2018
- 2019
- 2020
Digital equity at Kaiser Permanente
We want to ensure every patient:

- Has a seamless connection to affordable and reliable digital resources
- Has the skills and aptitude to engage with digital resources
- Is able to easily navigate and participate in KP’s digital health offerings
- And is confident in the safety, effectiveness, and human-ness of KP’s digital health systems
Primary care telemedicine during the COVID-19 pandemic: patient’s choice of video versus telephone visit

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Received 30 December 2020; Revised 6 December 2021; Editorial Decision 4 January 2022; Accepted 6 January 2022

Disparities in Outpatient and Telehealth Visits During the COVID-19 Pandemic in a Large Integrated Health Care Organization: Retrospective Cohort Study

Lei Qian, PhD; Lina S Sy, MPH; Vivian Hong, MPH; Sunching C Glenn, MS; Denison S Ryan, MPH; Keressa Morrissette, MPH; Steven J Jacobsen, MD, PhD; Stanley Xu, PhD

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Kaiser Permanente’s Approach to Digital Equity

Provides members and communities with access to digital resources, the skills to use those resources, and assistance in setting everything up—it’s all about getting over the initial hurdles that inhibit use.

Aids members as they navigate their digital health journey by ensuring members can use KP’s technology, get issues resolved, and receive high-quality care through digital modalities.

Activities that facilitate evidence-based decisions and investments for Kaiser Permanente, and that contribute to the national dialogue.
Thank You!