

Digital Equity at Kaiser Permanente

Kaiser Permanente Institute for Health Policy Forum

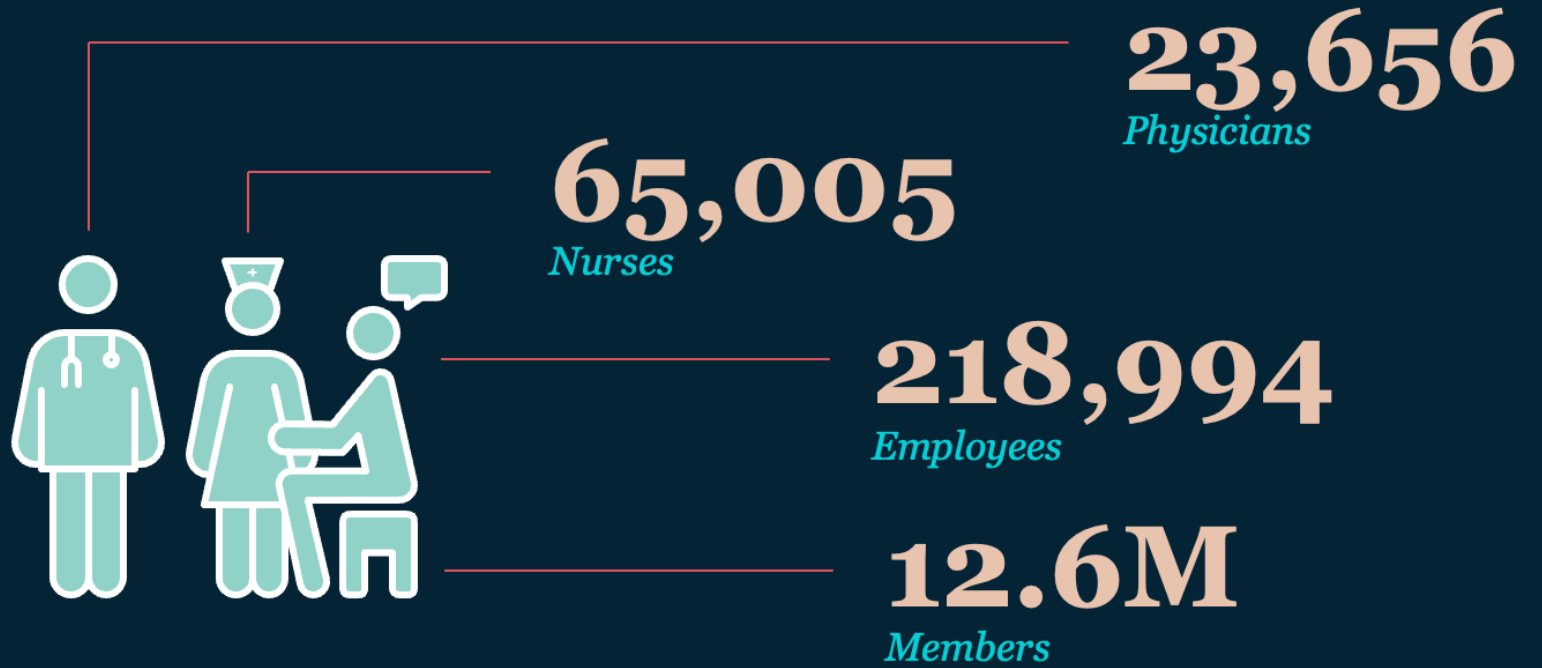
Ed Lee, MD, MPH
Executive Vice President / Chief Information Officer
The Permanente Federation

Associate Executive Director
The Permanente Medical Group

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.



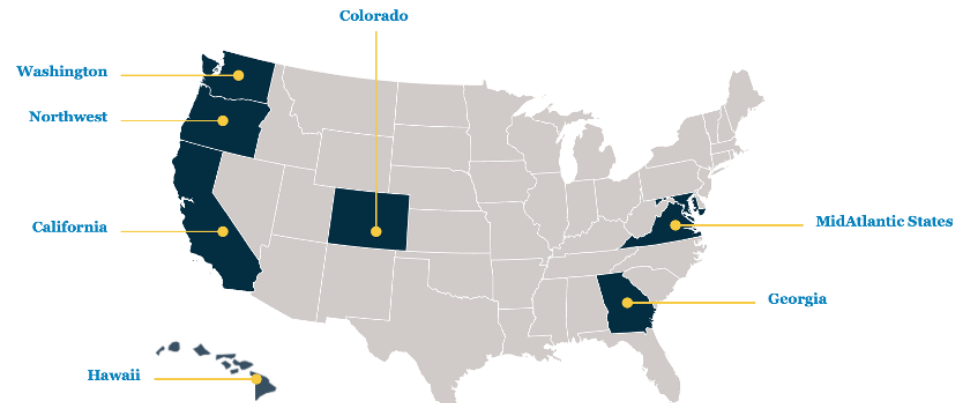
39

Hospitals

&

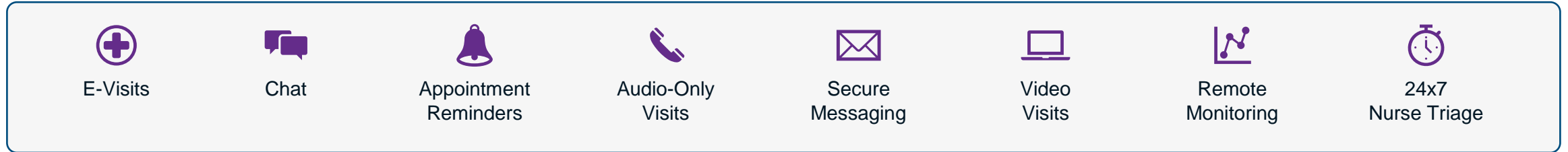
734

Medical Offices



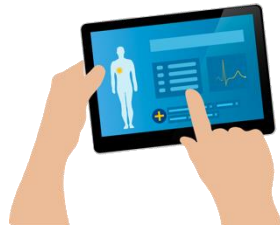
Telehealth at KP | Improved Care Delivery, Quality & Access

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



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

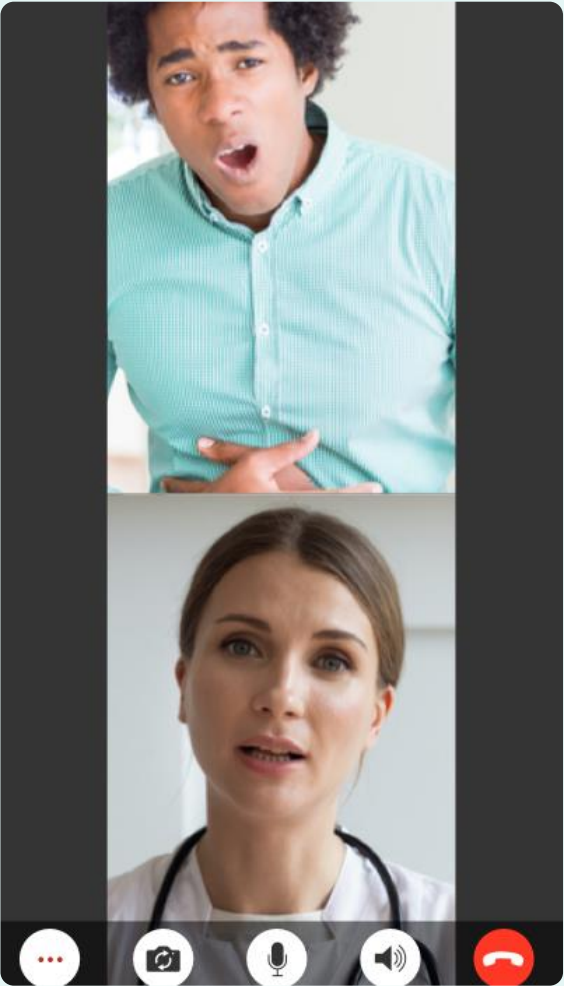
Patient Experiences with Video Visits

8:30 AM

10:00 AM

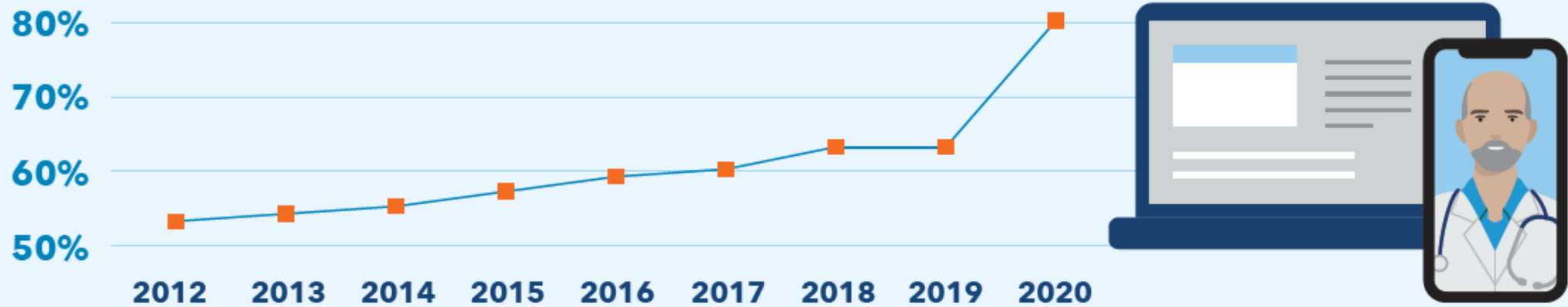
11:00 AM

4:00 PM



KP's dramatic surge in telehealth since 2020

COMBINED EMAIL AND PHONE AS A PERCENT OF TOTAL OUTPATIENT TOUCHES

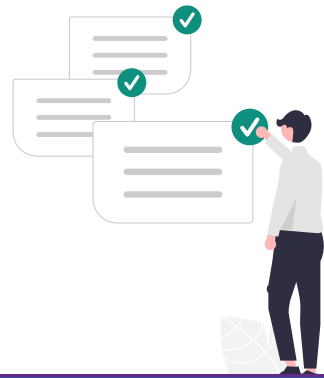


Digital equity at Kaiser Permanente

We want to ensure every patient:



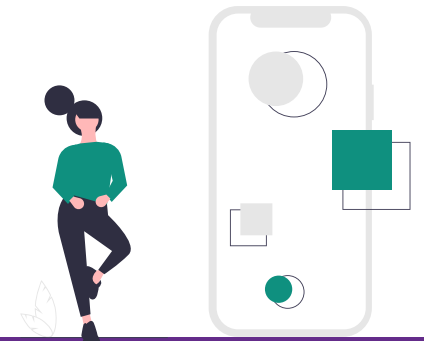
Has a seamless connection to affordable and reliable digital resources



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

Original Investigation | Health Informatics

Patient Characteristics Associated With Choosing a Telemedicine Visit vs Office Visit With the Same Primary Care Clinicians

Mary E. Reed, DrPH; Jie Huang, PhD; Ilana Graetz, PhD; Catherine Lee, PhD; Emilie Muelly, MD, PhD; Chris Kennedy, MPA; Eileen Kim, MD

JAMIA Open, 5(1), 2022, 1–5
<https://doi.org/10.1093/jamiaopen/ooac002>
Brief Communications



OXFORD

Brief Communications

Primary care telemedicine during the COVID-19 pandemic: patient's choice of video versus telephone visit

Jie Huang¹, Ilana Graetz², Andrea Millman¹, Anjali Gopalan¹, Catherine Lee¹, Emilie Muelly³, and Mary E. Reed¹

¹Kaiser Permanente Division of Research, Oakland, California, USA, ²Department of Health Policy and Management, Emory University Rollins School of Public Health, Atlanta, Georgia, USA, and ³The Permanente Medical Group, Oakland, California, USA

Corresponding Author: Jie Huang, PhD, Kaiser Permanente Division of Research, 2000 Broadway, Oakland, CA 94612, USA; Jie.Huang@kp.org

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

JOURNAL OF MEDICAL INTERNET RESEARCH

Qian et al

Original Paper

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

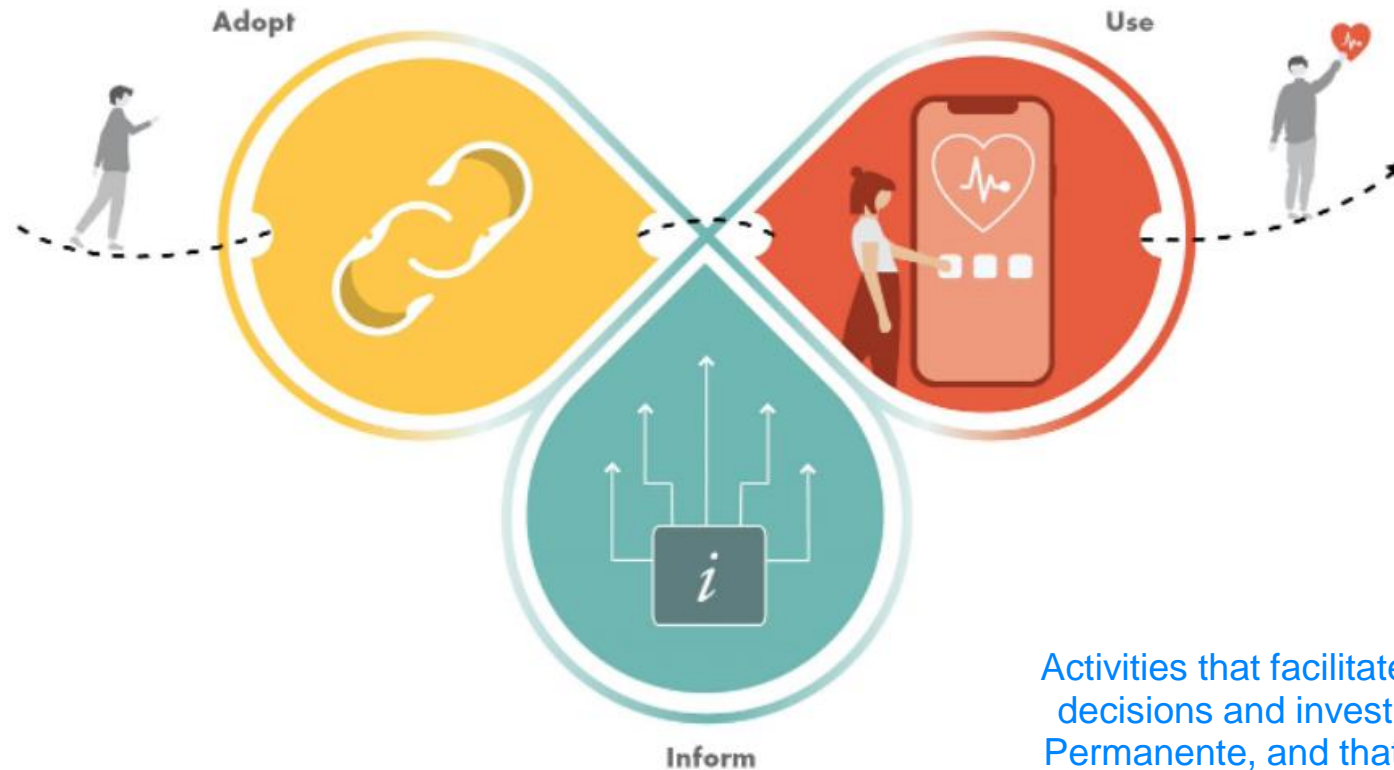
Lei Qian, PhD; Lina S Sy, MPH; Vennis Hong, MPH; Sungching C Glenn, MS; Denison S Ryan, MPH; Kerresa Morrissette, MPH; Steven J Jacobsen, MD, PhD; Stanley Xu, PhD

Department of Research & Evaluation, Kaiser Permanente Southern California, Pasadena, CA, United States

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!