

# The Value-Based Platform

For more than 80 years, Kaiser Permanente has achieved excellent [quality](#) ratings and [innovated](#) to improve health outcomes. **To make this leading model available to more people**, in 2023, Kaiser Foundation Hospitals formed Risant Health, a nonprofit organization that brings together like-minded organizations to raise the bar for delivering equitable, high-quality patient outcomes across the country.

As Risant Health expands adoption of Kaiser Permanente's [distinct brand](#) of value-based care in multi-payer multi-provider environments, the **value-based platform** is [accelerating](#) the transformation of care delivery across Risant Health organizations, which currently include Geisinger and Cone Health. As the platform is designed, modified, and used, it is improved through Risant Health organizations' input and adaptation.

## Key components



**Intelligent triage** connects patients to the right type and level of care, by capitalizing on patient knowledge about their symptoms, clinicians' expertise, and patient preferences.



An **ambient clinical assistant**, with patients' consent, records the patient-provider conversation and creates a clinical note in the electronic health record for physician review. **Inbox management** centralizes and routes messages through a small number of clinical staff to the right person the first time. The system tracks key indicators, like time to resolution.



**Value-based care guides** provide clinicians with quick access to the most current evidence-based care recommendations for more than 500 conditions commonly seen in primary care.



**Care without delay** (CWD) streamlines and improves care through leadership behaviors, standard workflows, clinical and service agreements, and technology enablers. CWD decreases unnecessary admissions from the emergency department, increases emergency department and hospital throughput, decreases hospital length of stay, and ensures patients receive the right care at the right time.

## Initial Results\*

- **Intelligent triage:** 21% of patients planning to seek care in emergency departments, and 14% planning to go to urgent care, chose lower-intensity, more affordable options that addressed their needs
- **Ambient clinical assistant:** Self-reported provider burnout decreased by 19%
- **Value-based care guides:** 71% of primary care providers access the guides monthly
- **Care without delay:** Minutes from admission order to arrival on hospital floor decreased by 64%, weekend procedure turn-around times decreased by 13%, emergency department boarding hours per month decreased by 52%, and clinical length of stay decreased by 0.14 days

These initial results suggest that Kaiser Permanente's distinct brand of value-based care can be scaled in multi-payer, multi-provider environments – providing evidence-based, equitable, affordable, high-quality care for more people across the nation.

\* Results from Geisinger through September 2025. Launch dates: Intelligent triage – December 2024; Ambient clinical assistant – September 2024; Value-based care guides – September 2024; Care without delay – February 2025.