TRANSFORMING
THE AMBULATORY
CARE EXPERIENCE

WHAT IS THE BEST APPROACH?

LEADING THE
TRANSFORMATION
How might we design the MOB of the future?

We started with the voice of the consumer to gain empathy and uncover unarticulated, unmet needs. Human-centered design was a cornerstone of our research approach. This work reflects the insight of 150 members & non-members.
Today

Future - Life Integration
Teams  Space  Technology

EXPERIENCE

WORK AS A TEAM
KP Retail Clinics: Target Clinic Model

Why Retail?: Target Clinics enhance KP's care delivery strategy

Kaiser Permanente's care delivery strategy envisions a convenient, affordable and high-quality delivery system that provides options for care that align clinical needs with the optimal resources. Target Clinics are an important addition to KP's delivery system that meets each of these objectives.

Strategy
Walk-in or appointment?

- Back office and call center can schedule.
- Dedicated slots for walk-ins vs appointments.
- E-visits: Pilot November 2018
- Self-Scheduling: 2019

Locations

Current
- Fontana
- Hemet
- Fullerton
- Irvine
- Santee
- Mission Valley
- Vista
- Chula Vista
- Arlingttoo
- Northridge

2018 & 2019
- Encinitas - October
- Montclair - October
- Rosemead - November
- Compton - November
- Hawthorne - November
- Pico Rivera - November
- Eagle Rock - Jan 2019
- Inglewood - 2019
- Palm Desert - 2019
- Apple Valley - 2019

Entrance
KPSC REGIONAL VIRTUAL MEDICAL CENTER

Feeding 23 million calls annually, the KPSC Regional Virtual Medical Center (VMC) seeks to provide all 4.5 million SCAL members/patients a welcoming, seamless, and consistent care delivery experience.

**Where care begins.**

**KPSC Regional Virtual Medical Center**
Appointment Services, Virtual Care Coordination & Delivery
Advanced Practice Providers Symposium | November 2nd, 2018

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VMC CLINICAL OPERATIONS INITIATIVE PORTFOLIO

VMC Clinical Operations (ClinOps), part of the KPSC Regional Virtual Medical Center, aims to expand virtual care delivery and care coordination services to help deliver a seamless, One KP experience to all SCAL members. A robust portfolio of services that will be systematically launched over 2018 and 2019.

- Virtual Safety Net (VSN)
- Telehealth Practice Recommendations
- Centralized Regional InBasket Support (CRIBS)
- RN Mentoring for VMC Nurses and Centralized Nursing Hubs
- New Member Support/Care Coordination
- KP OnCall Secondary Triage
- Enabling Technology: Chat
- Cross Area Care Delivery TAs & IVVs (future queuing MDs and RNs)
- Strategic Virtual Planning (practice recommendations, care delivery)
- Medical & Nursing Advice Ecosystem (RI TVI)

Initiative Spotlight: VIRTUAL SAFETY NET

The Virtual Safety Net (VSN) leverages the network of Digital Doctors to review patients’ self-scheduled appointment notes and disposition patients to the appropriate care setting at the right time.

HOW DOES IT WORK?

- List of trigger words was developed in close collaboration with Regional IM, FM and Peds Chiefs.
- Automated report is generated daily for review by VMC RNs and Digital Doctors. On average, 30 patients a day are flagged in the VSN report.
- Cases representing potential risk are followed up on by VMC Digital Doctors.
- Member/patients are contacted to review symptoms and are redirected to the appropriate point of care as needed.
- Since Adult VSN started on May 15th, 2018, 1793 cases have been reported and reviewed, of which 1155 cases were acted upon and documented in KP HealthConnect.
Thankyou!

Our active partnership and collaboration is critical to delivering a One KP experience to our members.

Questions?