

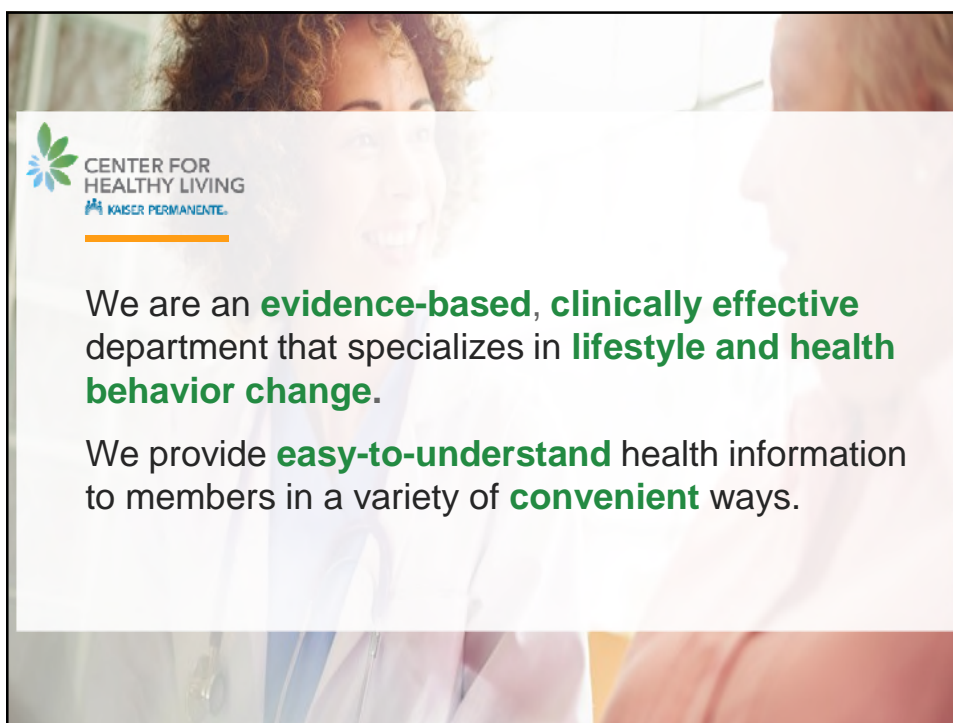




 CENTER FOR
HEALTHY LIVING
 KAISER PERMANENTE

Improving Access, Quality, and Physician Workload

Ray Nanda, MD
Elected Member SCPMG Board of Directors
Regional Physician Lead, Center for Healthy Living
Family Medicine, Orange County

Let's start something.



 CENTER FOR
HEALTHY LIVING
 KAISER PERMANENTE

We are an **evidence-based, clinically effective** department that specializes in **lifestyle and health behavior change**.

We provide **easy-to-understand** health information to members in a variety of **convenient** ways.

The Power of Behavior Change Programs

Clinical Outcomes

 <p>40% increase in breastfeeding post 6–12 months</p>	 <p>45% quit tobacco self-reported at 12 months</p>	 <p>5% weight loss</p>
Breastfeeding with Success	Freedom from Tobacco	Healthy Balance Weight Management/ Prediabetes
 <p>1% decrease A1C post 6–12 months</p>	 <p>66% discontinued or reduced sleep medication</p>	 <p>80% increase in physical activity 80% eating healthier</p>
Living Well with Diabetes	Sleep Well, Live Well	Wellness Coaching by Phone


3



Physicians Doing Physician Level Work

4








Center for Healthy Living

5




CENTER FOR
HEALTHY LIVING
A KROGER PHARMACY™

A Variety of Convenient Ways to Access

- 
Come In
- 
Call In
- 
Click In

6



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Workshops (2018)



Breastfeeding with Success



Freedom from Tobacco



Healthy Balance
Weight Management/
Prediabetes



Heart Failure: Living Well Each Day



Life Care Planning
Advance Directive



Living Well with Diabetes



Options
Pre-Bariatric Surgery
Preparation



Taking Care of Your Heart





Sleep Well, Live Well

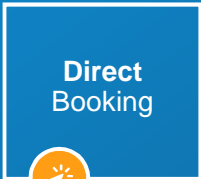


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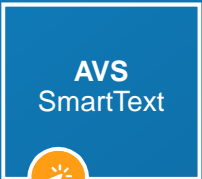
Providers: Easy to Refer




Tapestry Referral



Direct Booking

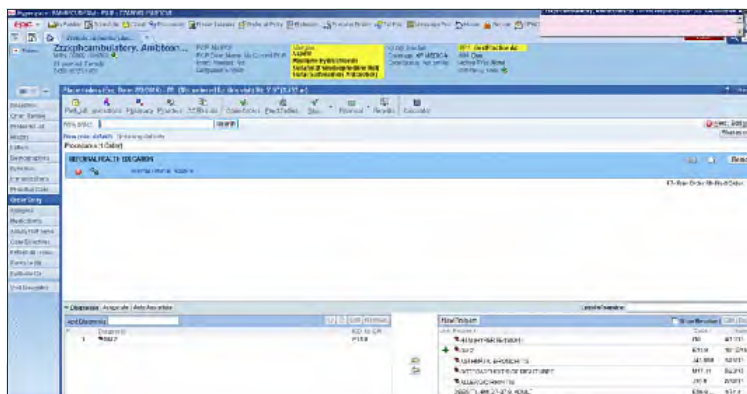


AVS SmartText



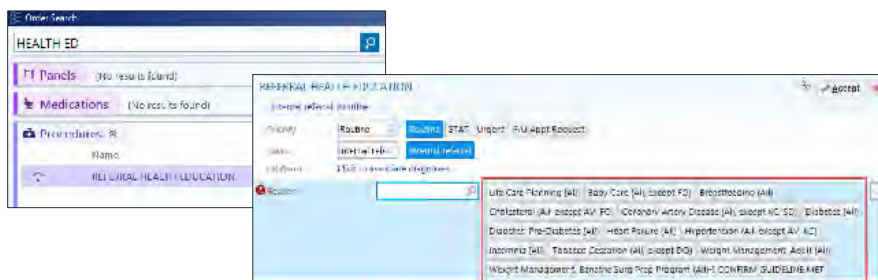
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Tapestry Referral (for interested members)




9

How to Order Workshops Through Tapestry Referrals





10


Members: Easy to Find





COME IN

- 


Self-registration on **kp.org**
- 

Self-referral
- 

Healthy Balance website
- 

MOBs, Evenings & Weekends
- 


Worksite & Community



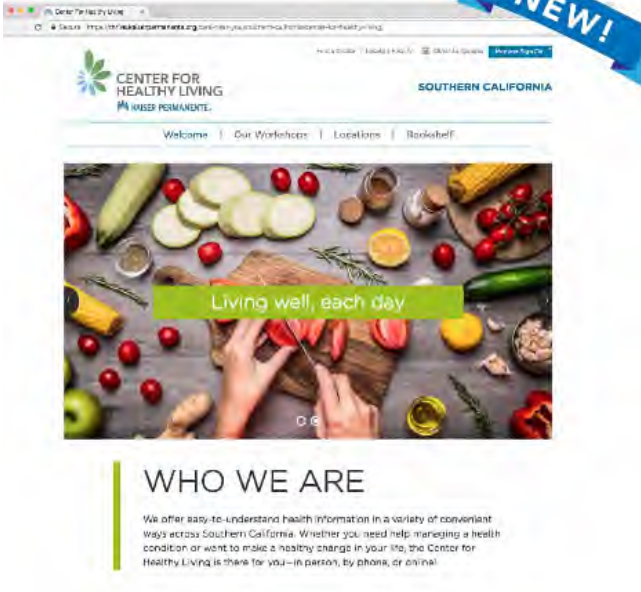
CENTER FOR HEALTHY LIVING
Kaiser Permanente

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kp.org/centerforhealthyliving



CLICK IN



NEW!

CENTER FOR HEALTHY LIVING
Kaiser Permanente


SOUTHERN CALIFORNIA

Welcome | Our Workforce | Locations | Bookshelf

Living well, each day

WHO WE ARE

We offer easy-to-understand health information in a variety of convenient ways across Southern California. Whether you need help managing a health condition or want to make a healthy change in your life, the Center for Healthy Living is there for you—in person, by phone, or online.



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kp.org/healthybalance

CLICK IN

Up-to-date calendars with time and locations

CENTER FOR HEALTHY LIVING
BY BRIDGE PHARMACEUTICALS

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3

Wellness Coaching by Phone

CALL IN

Program Goals:

- Create momentum toward behavior change by creating their own personal action plan
- Receive personalized individual support
- Prescribe smoking cessation medications
- Connect patients to in person local programs

Evidence:

36% stated they had not smoked in the past year

44% reported losing 1–15 pounds at 6 months

1-866-862-4295
7 a.m.–7 p.m.

CENTER FOR HEALTHY LIVING
BY BRIDGE PHARMACEUTICALS

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Adding Wellness Coaching by Phone to the AVS

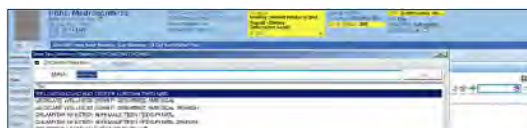


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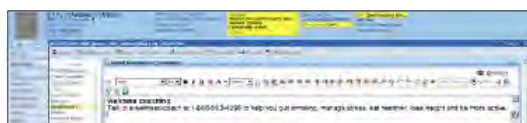


Type
"WELLNESS"

2.



3.



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Online Education Programs



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Online Education Programs

ONLINE EDUCATION

An Introduction

- **Web-based** programs
- Designed from **patient point of view**
- Short **10–30 minute** programs
- Viewable on **all screens**
- **Tracks and documents** patient views
- **24/7** real time access to quality information
- All available programs approved by **Regional Clinical Chiefs**




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Program Guide

ONLINE EDUCATION

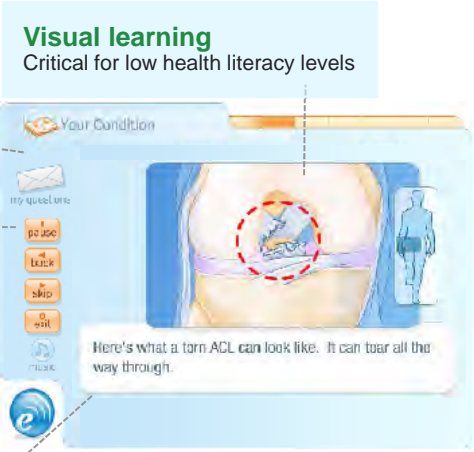
- “Order” & track in Kaiser Permanente HealthConnect®
- Direct-to-member outreach (oPAP)
- Member receives personalized “one click” program

Interactive
Ask questions at any time


Intuitive navigation
Easy to use for all levels of computer experience

Plain language
Targeting a 4th to 5th grade reading level

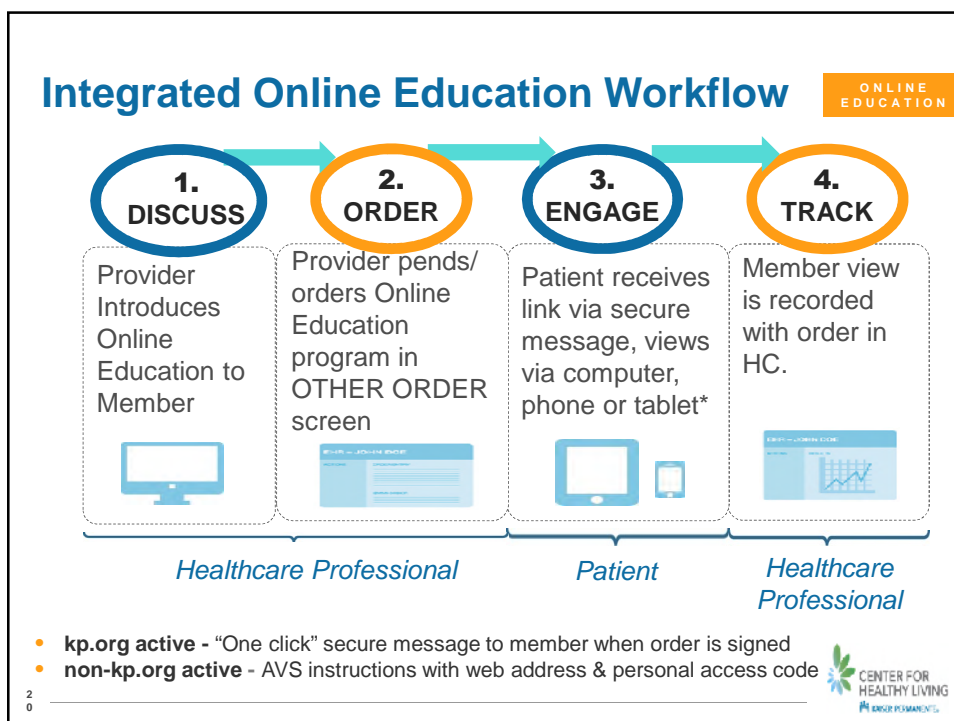
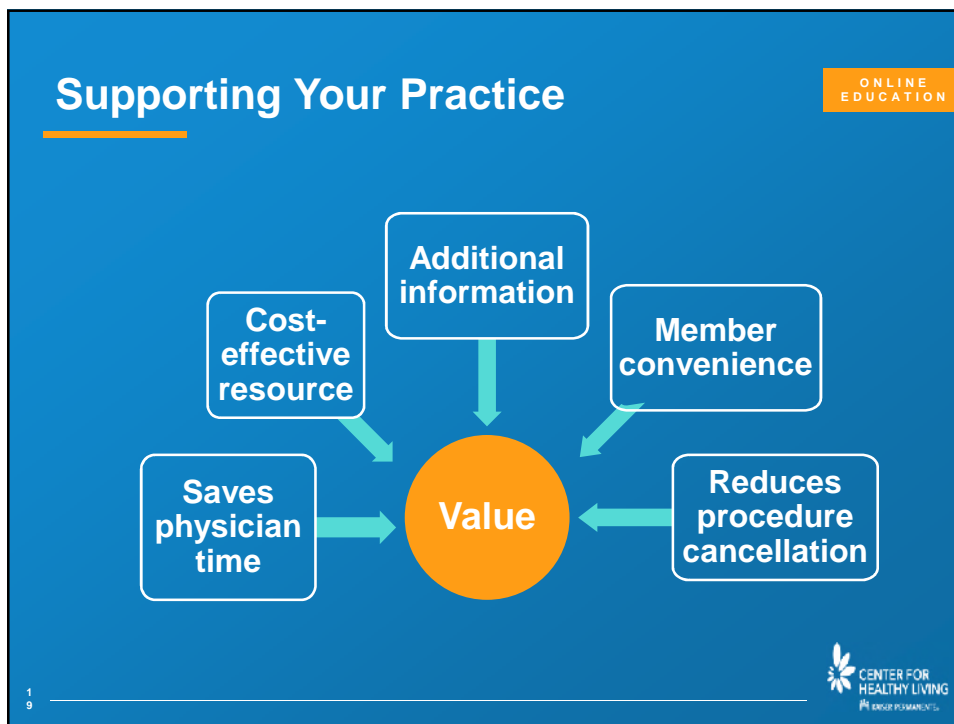
Visual learning
Critical for low health literacy levels



Narrated
An empathetic voice guides the member through the experience


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Ordering Online Education in KPHC

ONLINE EDUCATION

Place orders (Enc Date: 7/27/2016) - Wt: 104.2 kg (229 lb 11.5 oz) Ht: 1.727 m (5' 8") BMI: 34.93 kg/m² BSA: 2.24 m²

New order:

New order details: **AMBULATORY CARE ONLINE EDUCATION PROGRAMS**

▼ Previously Signed Orders (3)

REFERRAL HEMATOLOGY ONCOLOGY	AMBULATORY CARE ONLINE EDUCATION PROGRAMS
<input type="button" value="Print"/> <input type="button" value="Delete"/>	Internal referral, Routine • Dx: 1.
<input type="button" value="Print"/> <input type="button" value="Delete"/>	CYCLIC CITRULLINATED PEPTIDE (CCP) IGG
<input type="button" value="Print"/> <input type="button" value="Delete"/>	Normal, Routine, BLOOD • Dx: 1.
<input type="button" value="Print"/> <input type="button" value="Delete"/>	HEMOGLOBIN A1C, DIABETIC MONITORING
<input type="button" value="Print"/> <input type="button" value="Delete"/>	Normal, Routine, BLOOD • Dx: 1.

2
1



Ordering Online Education in KPHC

ONLINE EDUCATION

Place orders (Enc Date: 6/17/2016) - Wt: (Not entered for this visit) Ht: (Not entered for this visit)

New order:

New order details: Not using defaults

Procedures (1 Order)

AMBULATORY CARE ONLINE EDUCATION PROGRAMS

Normal, Routine
Which Online Education Category? Chronic Conditions/Health Maintenance
View by Date (Maximum 1 year): 6/12/2017

Priority: Routine

Class: Normal

Quantity: 1 (The maximum orderable quantity for this procedure is 100)

Status: Normal

Dr Assoc: Click to associate diagnoses

Modifier: Pick up to 4

Questions:

Question	Answer
1. Which Online Education Category?	Chronic Conditions/Health Maintenance Acute Conditions Procedures
A. Which Chronic Condition/Health Maintenance Program?	
2. View by Date (Maximum 1 year):	<input type="button" value="View by Date"/>

Single response

Sched Inst: CC Results

Click to add inst

Recipient:

Diagnoses: Level of service:

2
2



Ordering Online Education in KPHC

ONLINE EDUCATION

The screenshot displays the 'AMBUATORY CARE ONLINE EDUCATION PROGRAMS' interface. The main window has a search bar and a list of programs. The search results include:

- Diabetes: Checking your blood sugar (English and Spanish)
- Diabetes: Insulin Management (English and Spanish)
- Diabetes: Diet and Nutrition (English and Spanish)
- Diabetes: Foot Care (English and Spanish)
- Diabetes: Eye Care (English and Spanish)
- Diabetes: Oral Care (English and Spanish)
- Diabetes: Skin Care (English and Spanish)
- Diabetes: Travel (English and Spanish)
- Diabetes: Wound Care (English and Spanish)

A secondary window shows a list of programs with 'AMBUATORY CARE ONLINE EDUCATION PROGRAMS' selected. The interface includes various navigation and search options.



Member Access

ONLINE EDUCATION

Active kp.org members

Additional Information
 Your healthcare team has prescribed an online education program for you.

PROGRAM: END-STAGE RENAL DISEASE: TREATMENT OPTIONS
PLEASE VIEW BY Jun 11, 2017

This program gives you accurate, easy to understand information about your condition or upcoming procedure. You will receive a kp.org message with a link to directly view this program for ease of access. You can watch it as many times as you want and it's easy to share with family and friends. Online education programs may be available in languages other than English. You can select alternate languages (if available) prior to viewing your program.

Inactive kp.org members

Additional Information
 Your healthcare team has prescribed an online education program for you.

This program gives you accurate, easy to understand information about your condition or upcoming procedure.

To watch your program, go to STARTEMMI.COM from any personal computer or smartphone. You will be asked to enter the access code below and your date of birth for confirmation before viewing the program.

PROGRAM: DIABETES- CHECKING YOUR BLOOD SUGAR
ACCESS CODE: 11565192505
PLEASE VIEW BY: Jun 10, 2017

Online education programs may be available in languages other than English. You can select alternate languages (if available) prior to viewing your program.

Need help accessing your online education program? Contact us at support@emmisolutions.com at 866-254-3664. For questions and further information concerning the program content, please contact your provider's office.



Member Feedback

ONLINE EDUCATION

90% → improved opinion of KP!

91%
video answered a question that member would have asked

- Improve access
- Reduce inbasket

78%
members motivated to take their medications

→ Improve CSGs



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Checking Status

ONLINE EDUCATION

The screenshot shows a medical software interface. The main window displays a table of online education programs for a patient. The table has columns for Date, Description, and Status. One entry is highlighted with a red box: '09/05/2014' in the Date column, 'GI ONLINE EDUCATION PROGRAMS' in the Description column, and 'In progress' in the Status column. Below the table, there are 'Results' and 'Details' sections. The 'Details' section shows dates for 'Date Online', 'CCLP Perform', and 'CCLP Result'. To the right, a separate window shows the 'Online Education' details for the selected program, including 'Online Education Issue Date', 'Online Education Start Date', 'Online Education Completion Date', and 'Online Education Program Status' (Scheduled).

Date	Description	Status
09/05/2014	GI ONLINE EDUCATION PROGRAMS	In progress

Results
 ADDITIONAL FAIL (799.0) - Primary

Details

Date Online	CCLP Perform	CCLP Result
Sep 05, 2014	Sep 05, 2014	Sep 05, 2014

Online Education Details

Online Education Issue Date: Sep 05, 2014
 Online Education Start Date: Sep 05, 2014
 Online Education Completion Date: Sep 05, 2014
 Online Education Program Status: Scheduled



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Linked to Online Personal Action Plan (oPAP)

Diabetes - Carbohydrate (carb) counting

This program is an overview of how to count carbohydrates (a method for controlling blood sugar for those with type 1 and 2 diabetes). The program includes how carbohydrates count, break down and affect blood sugar (A1C), what foods have carbs and healthy carbohydrate choices, what problems diabetes can cause if blood sugar stays high for too long, how to read carbohydrate labels "grams" and "net carbs", how to use a food label to count carbs, and a discussion of "healthy" as it relates to carb counting.

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EDGE PIONEERS

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Demo Site

ONLINE EDUCATION

For internal use **ONLY**, not to be shared with members.

Website:
tryemmi.com

Code:
SCPMGDEMO

CENTER FOR HEALTHY LIVING
EDGE PIONEERS

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Thank you!
Ray.R.Nanda@kp.org
@KPOCThriveMD

 CENTER FOR
HEALTHY LIVING
Kaiser Permanente

Let's start something.

Visit us at
kp.org/centerforhealthyliving