

Interoperability: Patient Summaries Within The Connected Care Agenda

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About Kaiser Permanente:

we are an integrated health care system

Mission

To provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

Vision

We are trusted partners in total health, collaborating with people to help them thrive and creating healthy communities.

primary care

specialty care

home care

hospital

lab

pharmacy

imaging

optical

dental

insurance

research

Technology-enabled health care

70 years of
providing care

\$65 billion
in assets

11.3
million members

38
hospitals

600+
medical offices

433,413
hospital admissions

225,000
inpatient surgeries

98,000
births

40.2 million
doctor office visits



248 million
member visits to
KP.org



23 million
secure messages
sent to providers



150 million
lab orders
per year



78 million
prescription
orders per year



5 million
appointments
booked online

Role of the patient summary today

39.3

**million HIE exchanges of
patient summaries in 2016**

>50% of all
patient visits are
virtual visits

7M member online
reviews of past visit
information

69% growth in HIE
patient summary
exchange 2015-2016

9.3 M
2014 HIE exchanges

23.2M
2015 HIE exchanges

39.3M
2016 HIE exchanges

>50M
expected 2017 HIE

EU-US patient summary section comparison

Using same template OID, can be grouped together, only difference is the date



Text only



Not equivalent in regular specification CCD, can add as an open template, not included



epSOS/EU Directive	EU Patient Guidelines	epSOS PS	US CCD	
Section	Optionality	Optionality	Optionality	Optionality
Allergy	R	R	Allergies	R
List of current medicines	R	R	Medications	R
List of current problems / diagnoses	R	R	Problem	R
Surgical Procedures prior to the past six months	R	O	Procedures	O (R only for inpatients)
Major Surgical Procedures in the past six months	R	R	Procedures	O (R only for inpatients)
Medical Devices and implants	R	R	Medical Equipment	O
Vaccinations	O	O	Immunizations	O
Social History Observations	O	O	Social History	O
Pregnancy history (Expected date of delivery)	O	O	Social History (Pregnancy Observation)	O
Physical findings (Vital Signs Observations)	O	O	Vital Signs	O
Diagnostic tests (Blood group)	O	O	Results Section	R
Treatment Recommendations	R	O	Plan of Care	O
Autonomy / Invalidity	R	O	Functional Status	O
List of resolved, closed or inactive problems			Advance Directives	O
			Family History	O
			Payer	O
			Encounters	O

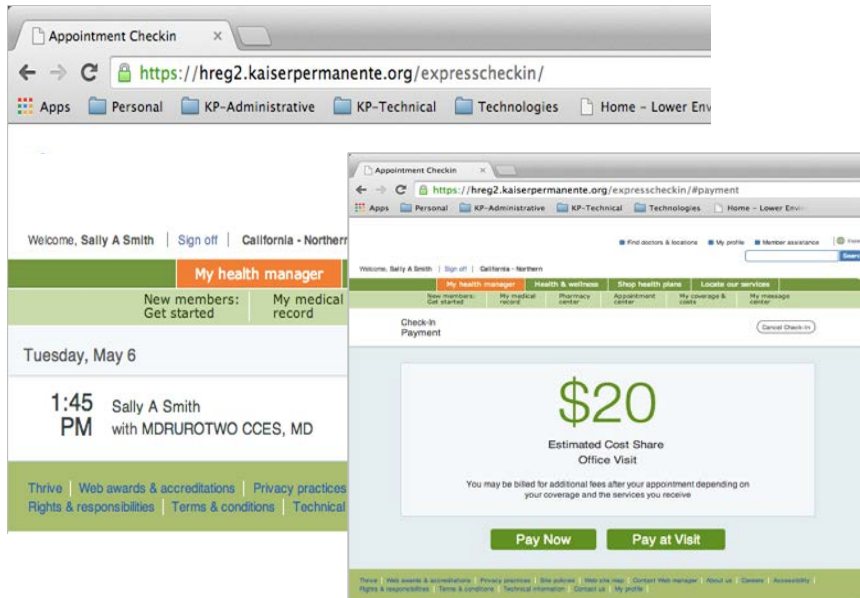
Four sections not present in epSOS PS



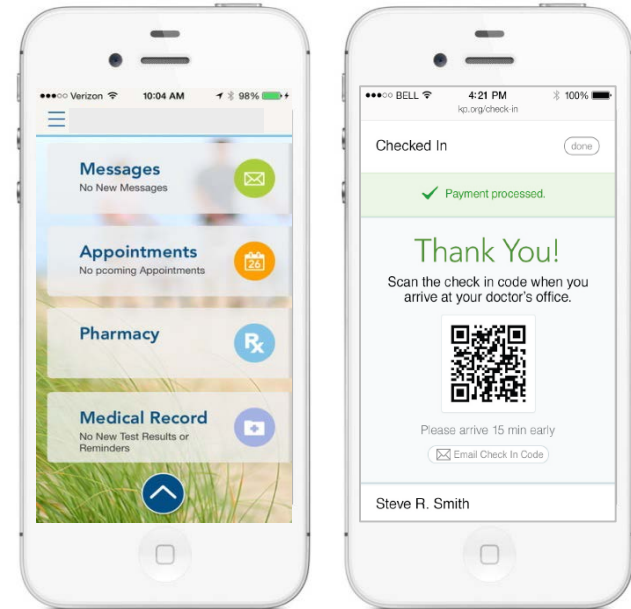
Source: Trillium Bridge Project

Enabling through web and mobile apps

KP.org



Mobile App



Digital – 2016 statistics

70% of eligible members online registered with KP.org

- 5.8M registered members
- 680k kp.org visits per day
- 1.1M also acting for a family member
- 60% of active kp.org users were female

63% of digital visits are from mobile devices

- 43M visits using KP mobile app
- 26% increase over 2015
- 70% of mobile sign-ons were by female users

>120M notifications sent to members in 2016

- Personal action plan gap reminders
- Pharmacy Rx and prescription pick-up
- Video alerts and appointment reminders
- Financial statement, confirmation, or alert

82% of digital visits are for members managing their care

- 45M lab results viewed online
- 22M prescriptions submitted online
- 5M facility directory searches
- 7M reviews of past visit information

KP mobile app portfolio

KP has developed and deployed a wide variety of mobile applications for our members, our clinicians, and our workforce.



CONSUMER APPS

KP Mobile
 Every Body Walk
 My KP Meds
 KP Balance Tracker



CLINICIAN APPS

Clinical Library
 KP Language Connect



WORKFORCE APPS


KP My Pay
 Online IT
 iSpent
 KP Acronym



The new normal ... virtual care

SUBSCRIBER NW

Sep 26, 2014



Appointment at 10:40 AM PDT
 Michael A. Krall, MD
 Languages spoken:
 Nicolai Family Practice

[Appointment details](#)

To cancel and reschedule, please call 800-813-2000.

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New members: Get started	My medical record	Pharmacy center	Appointment center	My coverage & costs	My message center



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Clinician role changes



Industrial Age Model of Care

- One patient at a time
- Only know about individual patients who appear in your office
- No use of IT
- Limited use of nonphysicians



Information Age Model of Care

- Safety and efficiency in a rapidly changing environment
- Accountability for patient panel/ population
- Transparency
- Use of EMR, registries, video, mobile apps
- Team care (including patient)
- Moving care out of the doctor's office

We are all on this journey together



Thank You