

Health emergencies amplify the value of integrated care

Flexing to meet the needs of the moment

Introduction

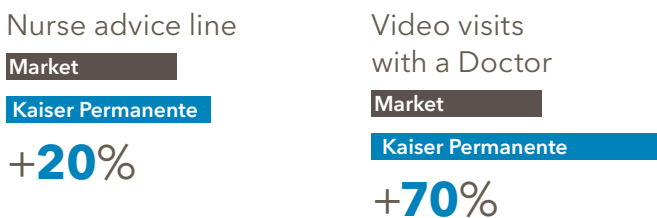
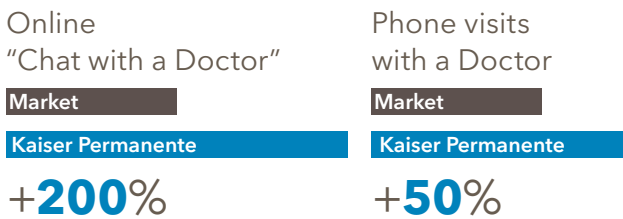
Kaiser Permanente Colorado has always believed that people should get the care they need as easily as possible. And it's no different in the midst of a large-scale health care crisis. Our size, infrastructure, and philosophy allow us to rapidly respond to the needs of members, partners, and the community without changing what we do. The way we manage everyday chronic conditions enables us to confront the effects of new and unknown pathogens.



Telehealth and remote pharmacy services

Kaiser Permanente leads the market for the availability and use of telehealth services.¹ Normally, telehealth allows employees to get care without missing work. During emergencies, it allows members to access care from the safety of their homes.

Telehealth availability compared to market



Our years of experience with telehealth prepared us to rapidly ramp up the use of those channels for care at the outset of the COVID-19 pandemic.



916

Video visits completed:
All of 2019



9,224

Video visits completed:
First 4 months of 2020

Collective telehealth utilization snapshot

- **20,000 encounters** in the first 6 weeks of the pandemic

Pharmacy

Through mail order pharmacy, prescription delivery, and curbside pickup, we offer convenient and safe ways for members to get prescriptions.

Single-week snapshot

- **90%** – Prescriptions handled by mail during the COVID-19 pandemic
- **1.3 days** – Average prescription delivery time

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Mission-driven physicians and staff

As one of the largest health systems in Colorado, we can rapidly deploy physicians and clinical staff to areas of critical need for a community health emergency.



+249

Physicians added to online chat in a week



+35

Nurses redeployed to urgent care centers



+40

Nurses added to the advice line

Kaiser Permanente doctors are dedicated to the mission of improving the health of members and the communities we serve.



75 doctors stepped up for 100 shifts per week

at COVID-19 triage and testing tents that were quickly set up at 8 locations



Collaborated with the state to provide COVID-19 testing to **first responders and essential workers**, whether they were Kaiser Permanente members or not



Led efforts with our hospital and skilled nursing facility partners to **implement best practices and bolster operations**

Expertise, pioneering research and medical advances



The Kaiser Permanente Colorado Institute for Health Research (IHR) is a team of specialized medical researchers devoted to discovering and sharing medical advances for conditions ranging from diabetes to COVID-19.

- Leading a COVID-19 **blood plasma treatment** project that includes other community health care organizations
- Leading a COVID-19 health care worker study to better understand the **infection rate** of the disease

Integrated care and population health management



The engine of integrated care comprises shared access to electronic health records and teams of health care professionals that support every physician and patient. Our **chronic disease management** nurses identify patients due for screenings, and our **care continuum nurses** follow up after hospital stays. During health emergencies, we rely on our **expertise in population health management** to identify patients with acute needs so that we can deliver safe, effective treatments to them.

1. Healthcareresearch Virtual Care Competitive Benchmark Survey 2020. Comparison of Kaiser Permanente averages with the combined average of market competitors.