

Kaiser Permanente: Health Education

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Who Is Kaiser Permanente?

Founded in 1945, Kaiser Permanente is the nation's largest nonprofit health plan, serving over 8.5 million members in 9 states and the District of Columbia.

Employees:	More than 149,000
Physicians:	Nearly 13,000
Operating Revenue:	\$31.1 billion
Outpatient Encounters (Annually):	34.6 million
Babies Delivered (Annually):	More than 85,000
Prescriptions Filled (Annually):	Nearly 113 million
Surgeries (Annually):	More than 450,000
Community Benefit Dollars (Annually):	\$341 million

Southern California Overview

Every day, Kaiser Permanente Southern California (KPSC) serves more than 3.2 million members across Southern California.

Membership: **More than 3.2 million, speaking 90+ different languages**

Facilities: **11 hospitals; 130 medical offices**

Employees: **Over 53,000**

Physicians: **3,359 partners, 1,103 associates, and 1,792 per diems**

Operating Revenue: **\$11.8 billion**

Outpatient Encounters: **Over 17.5 million (annually)**

Babies Delivered: **Over 31,000 (annually)⁷**

Quality Awards: **Ranked by *U.S. News & World Report* as one of nation's top five Medicare plans.**

Top Rating 2006 from California Office of the Patient Advocate (OPA) for 6th consecutive year.

Number one plan in a national health care survey by eValue8.

Awarded title "High-Performance Medical Group" from Integrated Health Association. Only top 20% of California medical groups chosen.

1. 2006 YE Membership

2. As of March 2005

3. Employee Head Count Report (includes part-time and full-time employees, 1/3/07)

4. MD People Database 2/7/07

5. Preliminary 2006 KPMCP Annual Report

6. Monthly Encounter Report 1/17/07

7. Inpatient Vital Statistics 2/7/07

KP Mission

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

Health Education Mission

Inspire People

Inform Choices

Improve Health

Health Education: Southern California

- **12 Health Education Departments**
- **Over 300 Health Educators: Nurse Educators, Dietitians, Health Educators, Licensed Professionals (LCSW, MFT, Psychologists), Nurse Practitioners,**
- **Deliver a consistent set of core programs at each medical center**
 - **Chronic diseases**
 - **Prevention and self-care**
 - **Behavioral health**
- **Targeted programs that are targeted to the needs of the medical center and the service population**

Health Education at Kaiser Permanente

- **Improve health through high quality, affordable, integrated health care**
 - **Consistent, theory-based education**
 - **Prevention, treatment and recovery**
 - **Continuity in education from inpatient to outpatient to home, worksite and community**
 - **Patient provider partnership in care**
 - **Special needs of diverse populations**
- **Incorporate new technologies :high tech and high touch**
 - **Multi learning modalities in multiple languages**
 - **Innovation, safety and quality**
 - **Timely, accessible, affordable**
 - **Personal competency, social competency and self-efficacy**

Health Education Expertise

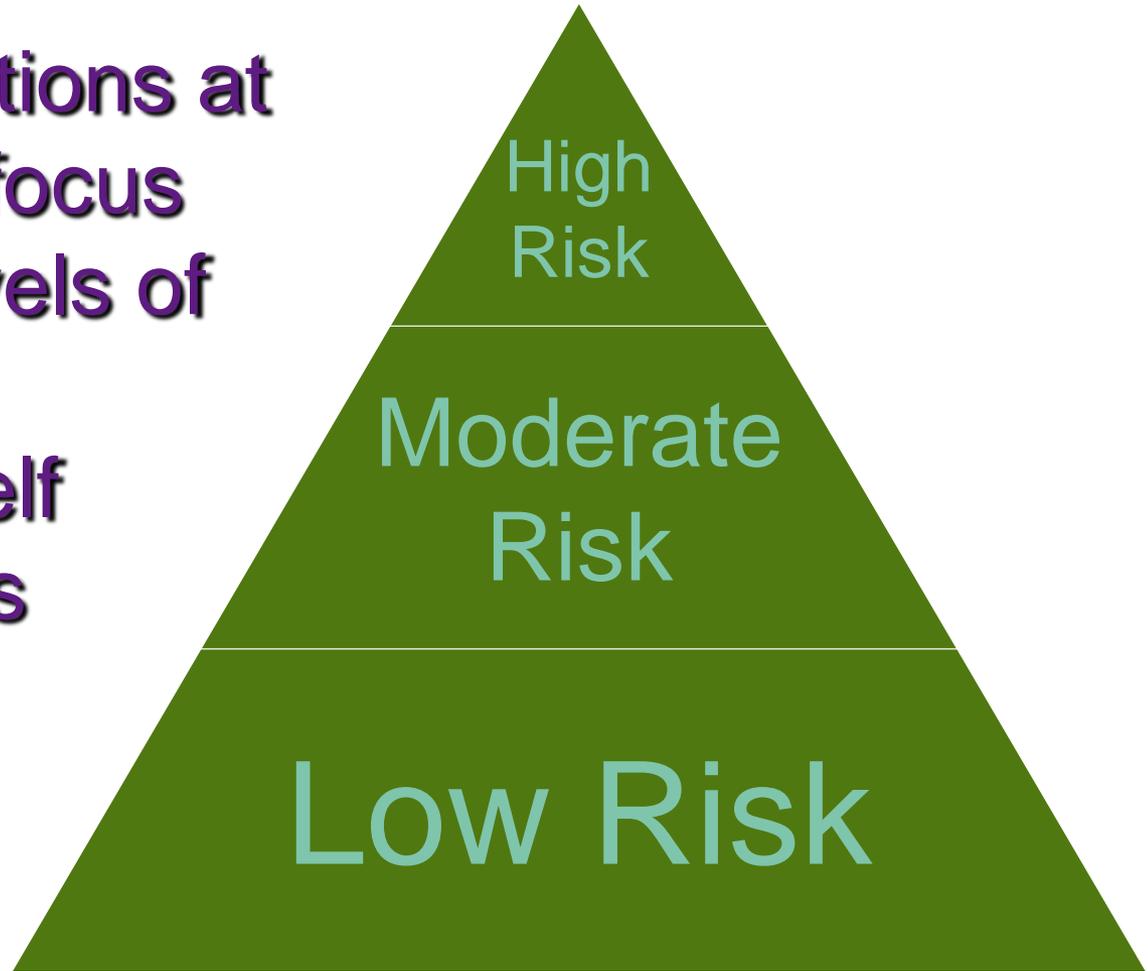
- **Program development and systems redesign**
- **Program implementation and quality improvement**
- **Provider, instructor and community training**
- **Health information development and dissemination**
- **Clinical integration of care and education (acute, chronic, episodic)**
- **Cultural competency and**
- **Health literacy**

Educational Strategies

- **Respecting members' needs, readiness to change, and learning preferences (Stages of Change, Competency-Based Learning)**
- **Helping members choose their own goals and set action plans (Brief Negotiation, MI, Self –Efficacy, Empowerment)**
- **Supporting healthy living – along the wellness to illness continuum (Self-care, proactive, timely, efficient, effective)**

Move towards self management

Targeted Interventions at each level of risk focus on appropriate levels of education and development of self management skills



Educational Formats

- **Group Education**
- **Group Appointments**
- **Lay Self Help and Support Groups**
- **Individualized Counseling**
- **Tele-Education/Tele-Class**
- **Web-based Learning**
- **Self-Directed Learning Modules (print, media, or both)**
- **Telephone Coaching**
 - **Smoking ,Physical Activity, Eat Healthy, Stress Management**
- **Health Learning Center/Health Store**

Core Group Education Classes

- **Asthma/COPD**
- **Pre-Diabetes, Diabetes**
- **Cardiovascular Disease**
- **Smoking Cessation**
- **Perinatal/Baby Care**
- **Mind/Body Medicine**
- **Perioperative**
- **Headache**
- **Sleep**
- **Stress Management**
- **Depression Series**
- **Healthier Living:
Managing Ongoing
Health Conditions**
- **Weight/Nutrition**
 - **Kids/Teens/Adults**
- **Exercise/Tai Chi, Yoga,
Dance, Stretch, Walking**

Technology Based Health Education

On Line Web-Based Self-care tools

kp.org

- **Health and Drug Encyclopedias**
- **Natural Medicines Database**
- **Healthy Lifestyle Programs**
 - **Featured Health Topics**
- **Health Classes Directory**
- **Recipes,, 10,000 Steps**
 - **and more...**

Members.kp.org



KAISER PERMANENTE®

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Change your region: California - Southern

Your health record

Get health advice

Appointments/Rx refills

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resources at your fingertips

HEALTHY LIVING INFORMATION ON THE RHE INTRANET SITE



Find it all at: kpnet.kp.org/HealthEducation



CORE Healthy Living Information for Members*

Nearly 1,000 online items. One third in Spanish and 40 in Chinese. Accurate, engaging, culturally sensitive, and economical. Print most items in clinic or order in bulk.

Click the CORE button



Physician Home Page Bundles*

More than 50 department/special topic collections ("Health Information and Resources" link on Home Page) of physician-approved, chief-endorsed handouts and web resources.

Search "bundles"



After Visit Summaries/Patient Instructions (AVS/PIs)*

More than 1500 care instructions (English and Spanish) that cover the basics of home care, when to call for assistance, and how to get more information all written at 6th grade reading level. You can print these as branded handouts from Clinical Library. You can easily embed Patient Instructions from KP HealthConnect into an After Visit Summary or a secure message.

Search "AVS/PI"



Drug Encyclopedia*

Details on medications in English and Spanish. Can be searched using a drug name or a medical condition. Covers brand name, side effects, interactivity, and what to do about a missed dose.

Search "drug encyclopedia"



Healthwise Health Encyclopedia*

Over 30,000 pages of searchable, colorfully-illustrated health information with links to decision points and treatment options. Now offers "Slide Shows" (images in a series) to help patients better understand surgical and other medical procedures. Staff only can also browse an online version of The Kaiser Permanente Healthwise Handbook in English and Spanish.

Search "health encyclopedia" or "healthwise handbook"

*You can also find this content quickly on Clinical Library: cl.kp.org
Search "Member Education"

[Kpnet.kp.org/
HealthEducation](http://Kpnet.kp.org/HealthEducation)

In-depth content to support member decision-making

Making health decisions

- Topic overview
- Take an active role in your health
- Decisions about tests
- Decisions about surgeries and other treatments
- Decisions about medications
- Decisions about end-of-life care
- Message boards

Related links:

- Featured health topics



Make decisions that are right for you

Within the course of every illness or health problem,

we are called on to make decisions about whether to continue with self-care is best, and serious surgery or starting a new medication.

The best decisions are reached

Endoscopic carpal tunnel release surgery (two-portal technique)

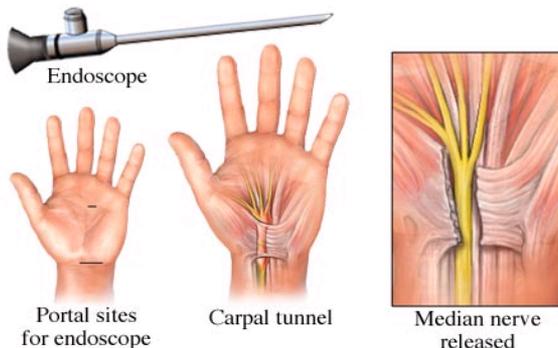


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Should I have surgery for carpal tunnel syndrome?

Health encyclopedia

Should I have surgery for carpal tunnel

Reasons to have carpal tunnel surgery

It is reasonable to consider carpal tunnel surgery if you have:

nerve damage by nerve test and loss of finger strength). or long-standing carpal tunnel syndrome, increasing pressure on the median nerve, or damage to the nerve after a long period of nonsurgical treatment. symptoms are persistent

Reasons to not have carpal tunnel surgery

You may decide not to have surgery:

- If your thumb muscles have been severely weakened or wasted away; hand strength and function may be limited even after surgery.
- Because of the risks involved. About 5% of people who have carpal release surgery have some kind of complication including infection; injury to nerves, blood vessels, or tendons; or anesthesia-related problems.
- Because there is no guarantee of success. In rare cases, the symptoms of pain and numbness may return (the most common complication).
- Because a postsurgery rest from activity is necessary after

[complete topic](#)

Whether you share a recommendation.

Several issues...

Featured Health Topics

Moving users from content to action

Self management skills from clinical guidelines are incorporated into each topic

- Links to asthma action plan
- Online appointments
- Asthma assessment tool
- KP asthma classes
- Smoking cessation (Breathe)
- Rx Refill with medication instruction

Health Encyclopedia

40,000 pages of health information!

Managing your asthma

With the help of your physician, you can be in control of the day-to-day management of your asthma.

Here are some steps you can take to make managing your asthma easier:

- Have a plan. If you have asthma, one of the first steps in managing it is making sure you have your own physician who can help you develop an **asthma action plan**, and keep it up to date. Your action plan tells you how to care for your asthma at home. If you haven't seen your doctor within the past year, make an **appointment**. If you don't have your own physician, you can use our [medical staff directory](#) to help select one.
- Check your breathing every day. Monitor your **peak flow** daily to help you know when a flare-up is coming on and the steps you should take to manage it. Your action plan may include the peak flow numbers for your color "zones": green (good control), yellow (losing control), and red (having a flare-up).
- Stop smoking before they start. **Identify and control the triggers** that can make your asthma worse.
- Use your **metered-dose inhaler** (MDI) properly, so that you get the most benefit from your medication.
- If you smoke, get help quitting. We have **classes** and programs that can help. **HealthMedic@Breathe@** will give you personalized strategies to help you kick the habit for good. (This program is for our members only.) Also, read about the role that [nicotine replacement therapy](#) and Zyban ([bupropion](#)) play in quitting smoking.
- If [exercise triggers your asthma](#), talk to your physician about using medicine before you start. This way, you can enjoy exercising without worrying about having an asthma flare-up.

Kaiser Permanente Health Matters

Pre-diabetes: How can you prevent type 2 diabetes?



Pre-diabetes is a condition that most people have before they develop diabetes. You may have heard it called “impaired glucose tolerance,” “impaired fasting glucose,” or “borderline diabetes.”

Regardless of its name, it is a health problem that you need to take seriously. If you have pre-diabetes, your blood sugar (glucose) is at a

What can I do to prevent getting type 2 diabetes?

There is good news for people with pre-diabetes. By changing your lifestyle, you can reduce your risk of getting type 2 diabetes. The key to success is to make small changes that lead to big rewards over time.

Consider making the following small changes:

Healthy Living Classes Directory

Get health advice | Appointments/Rx refills | Your plan | Locate our services | Mailbox

Health classes

- About health classes
- Find a health class
- Search tips



Find a health class

Please enter a health class topic (for example, weight management, smoking, diabetes), then select a location and/or category.

Health class topic

To see all the classes for your selected location and/or category, leave the "Health class topic" field blank.

Locations

- All Locations--
- Antioch Medical Offices
- Campbell Medical Offices
- Clovis Medical Offices
- Davis Medical Offices
- Elk Grove Medical Center
- Folsom Medical Offices
- Fremont Medical Offices
- Fresno Medical Offices
- Gilroy Medical Offices

Categories

- All Categories--
- Aging and senior health
- Alcohol and drugs
- Arthritis
- Asthma and COPD
- Back and neck care

Tai chi, Diabetes, prenatal yoga, back care basics lose weight, or...?
Just search by topic or location and discover a wealth of opportunity to improve your health.

Healthy Lifestyle Programs

Customized online health assessments

kp.org/healthylifestyles
kp.org/vidasana

**Balance, Relax, Breathe,
Nourish, Succeed, Care for
Your Health**

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Healthy lifestyle programs personalized to your unique needs

Reshape and improve your lifestyle with customized online programs designed to help you live well and thrive. These programs are brought to you in collaboration with HealthMedia and we offer them to our members only.

Get a personalized total health assessment

Take a deeper look at the health choices you're making with HealthMedia Succeed®, and get a personalized plan to improve your well-being and quality of your life.

Get a personalized weight program

HealthMedia Balance® gives you personalized strategies for reaching your ideal weight with a program that's helped thousands of people lose weight and keep it off.

Want a customized nutrition plan?

HealthMedia Nourish® gives you personalized strategies for making smart and delicious food choices to increase energy, manage weight, and live a healthier life.

Tame the beast of daily stress

HealthMedia Relax® gives you personalized strategies for relieving and preventing stress by taking time to learn about your specific needs.

Personalized plans to quit smoking

HealthMedia Breathe® gives you customized strategies to quit smoking. This award-winning program has helped others succeed. See how it can help you.

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 KAISER PERMANENTE.

Also in Spanish

On Line Medical Record

Patient Instructions
My Chart and After Visit
Summary

KP HealthConnect™ Online

2010 Metrics

- 3,354,964 members registered on kp.org
- 10,709,653 e-mails to providers
- 8,324,042 on line prescription refills
- 25,817,075 viewed lab results
- 7,712,308 used health encyclopedia
- 846,978 used healthy lifestyles program

Quality: Health Outcomes Counts

6,000 Diabetic Patients Attended Group Program

- **26 to 35% improved screening rate for HgA1c**
- **2 to 3% reduction of HgA1c**
- **Increased self efficacy in ability to self-manage diabetes**
 - **21% reduction in office visits due to self-management**

1400 Heart Disease Patients In Group Education

- **3.5 to 4.8% drop in cholesterol**
- **5.3 to 7.5% decrease in cholesterol/HDL ratio**
- **Reduction in readmission rates among class attendees compared to DKA's**
- **Significant reductions in systolic and diastolic blood pressure at six months post classes focusing on BP monitoring**

Quality: Health Outcomes (cont'd)

Indications and Effectiveness

- **Improves functional status and reduces ER and hospital days in patients with chronic illness**
- **Decreases arthritis pain and office visits by 43%**
- **Decreases cardiac events and risk by 75%**
- **Speeds skin clearing in psoriasis**
- **Improves lung function by 12% in asthma and arthritis disease activity by 28%**
- **Reduces outpatient utilization by 7-15%**
- **Reduces surgical blood loss and length of stay**

Health Outcomes – Healthier Living: Managing Ongoing Health Conditions Class

- **Fewer visits to the Emergency Department**
- **1:10 Return on Investment**
- **Statistically significant improvements in health behaviors, self efficacy, and health status**

KP in Southern California Saves More Than 12,000 Lives per Decade Based on Preventive, Proactive Measures Alone

Metric	Increase	Lives Saved Per Decade
Cholesterol Control	16.8%	1350 Lives
Blood Pressure Control	35.6%	4890 Lives
HbA1C < 9.0	7.8%	738 Lives
Smoking cessation	14.0%	787 Lives
Breast Cancer Screening	11.3%	565 Lives 4349 Stage 4 Cases Prevented
Cervical cancer screening	5.8%	38 Lives
Colon cancer screening	24.2%	3838 Lives
TOTAL		12,206 Lives

What Makes Kaiser Permanente Health Education Unique?



Linkage to all Aspects of Clinical Encounters
Inpatient + Outpatient + Home + Worksite + Community to Improve



Emphasizing **Preventive Care** and Achieving **Better Health**



Delivering **Permanente Medicine** throughout the care continuum



Being a Leader in patient-centered care and education



Providing **Education** and **Wellness Resources** to our members, employees and communities



Making a **Difference** in the **Communities** We Serve



High Tech and High Touch

Health Education In the Future

Drivers of Change

Healthcare 2015 Drivers

Globalization

Consumerism

Changing demographics and lifestyles

Diseases that are expensive to treat

New technologies and treatments

Impacts

Continued shift from employer-based insurance

Increasing focus on value

Increase in consumer responsibility

New approaches to promoting health and delivering care

Growing resource challenges

Quality, Innovation, Safety

- **Present Focus**

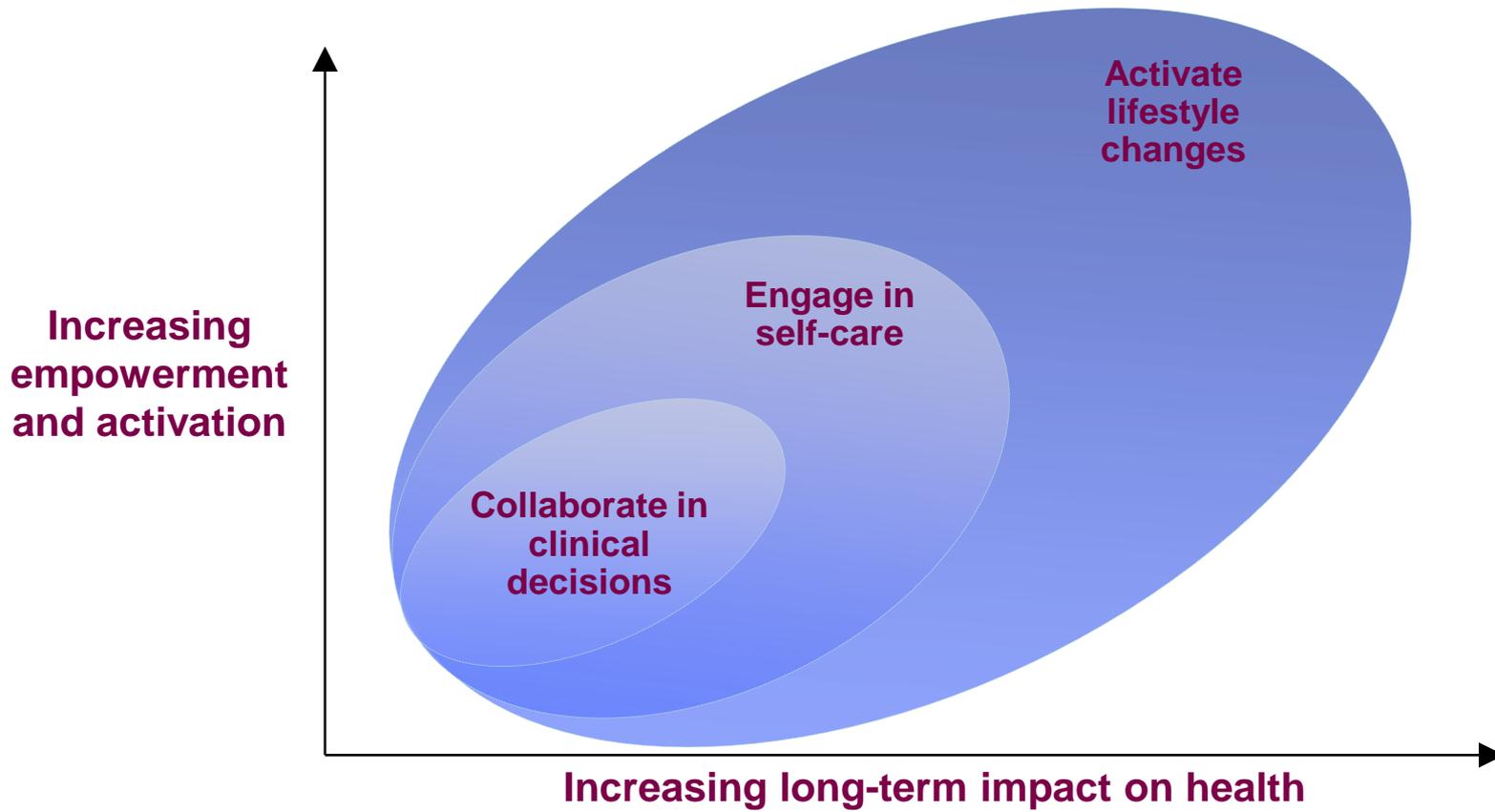
- Evidence-based treatment approaches
- Clinical & patient-reported outcomes

- **Future Focus**

- Prediction / Prevention / Early detection and targeted intervention.
- Time and resources expended for a correct diagnosis (misuse, overuse, underuse)
- Communication with patients (comprehension, compliance, recall)
- Responsiveness to patient preferences and values
- Ability of patient / consumer to manage medical conditions & health
- Care coordination across all teams

Health Education's Role

Educators will increasingly be interpreters of information and facilitators of decisions across care continuum



Our Goal in Health Education

We are committed to improve and maintain our members' total well-being—mind and body—because we understand that being healthy is not just about living, it's about living well.

