



KAISER PERMANENTE NORTHWEST

NETWORK/ ACCESS

PEBB Board Presentation

September 17, 2019

Attachment 5

Dr. Keith Bachman, PEBB Medical Director
Sophary Sturdevant, Executive Account Manager

AGENDA

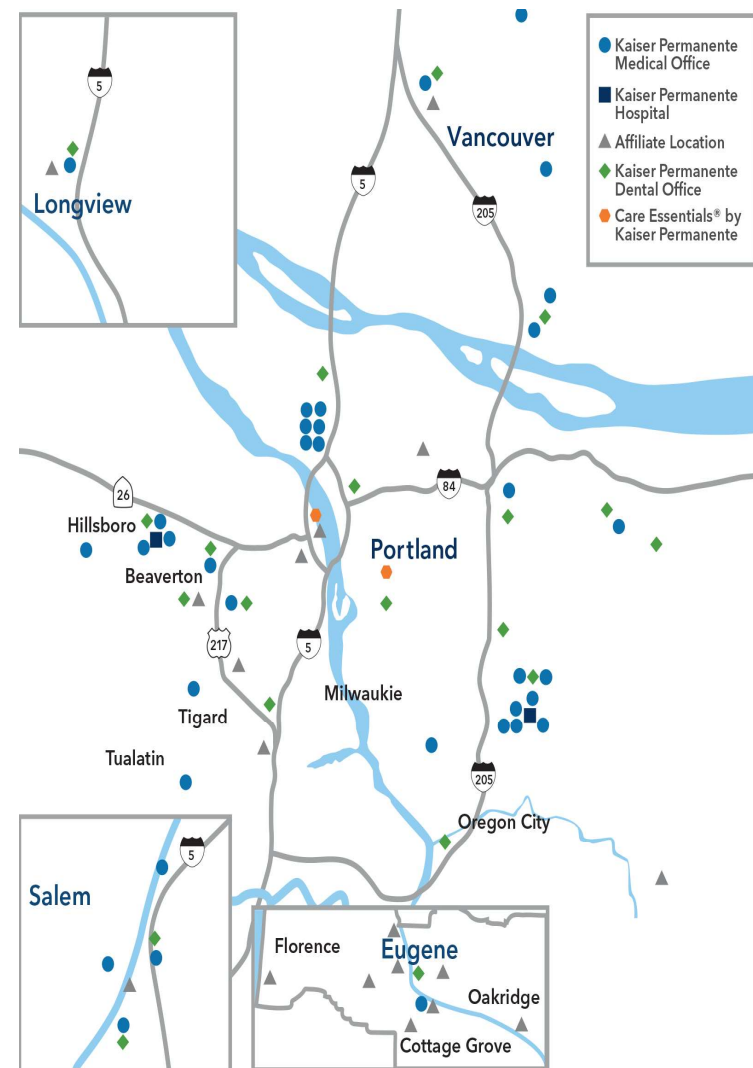
- Service Area
- Access Points
- Updates

ACCESSING CARE

10 HOSPITALS












21 DENTAL CLINICS

47 MEDICAL OFFICES



Your Care, Your Way

YOU CHOOSE: Select the care experience that's best for you.

										
kp.org	E-visit	Email	24/7 advice	Phone or video visit	Nurse Treatment	Care Essentials®	In-person care from your provider¹	In-person care from any provider¹	Urgent care²	Emergency care³
Search the Health & Wellness section to learn about healthy living, health conditions, and more.	Get treatment, including prescriptions, in less than 4 hours.	Message your care team with nonurgent questions.	Call for medical advice and care guidance.	Save yourself a trip to the medical office for minor conditions or follow-up care.	See a nurse for services such as vaccinations, wound treatment, and removal of stitches.	Visit us at our Hawthorne or Pearl District locations for care with a primary care clinician. Evening and weekend appointments available. Walk-ins welcome.	Schedule a primary or specialty care visit with a member of your care team.	If you don't need to see your regular provider, schedule a visit with any provider at any of our medical offices.	Visit this walk-in clinic if you have a condition that requires prompt medical attention (usually within 1 or 2 days) but is not an emergency.	Get care for a medical or mental health condition requiring immediate medical attention to prevent serious jeopardy to your health.
NO COST	NO COST	NO COST	NO COST	LOW TO NO COST	\$	\$	\$	\$	\$\$	\$\$\$\$

READY TO GET STARTED? Sign in to the Kaiser Permanente app or kp.org, or call 1-800-813-2000 (TTY 711).



KP Chase Gardens Medical Office

EUGENE, OR



- New 18,697-square-foot location
- Opening in 2020
- Will offer:
 - ✓PC: Family and Internal Medicine
 - ✓Behavioral Health Care
 - ✓Expanded: Lab Services
 - ✓Expanded: Phone, video and e-visits
 - ✓New: Imaging services
 - ✓New: Pharmacy services


CONVENIENT CARE

care essentials[®]
by KAISER PERMANENTE[®]

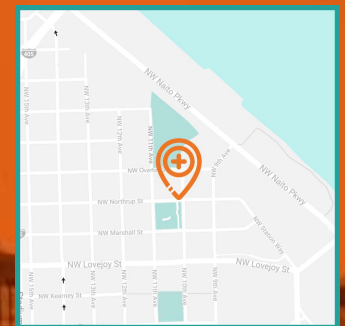
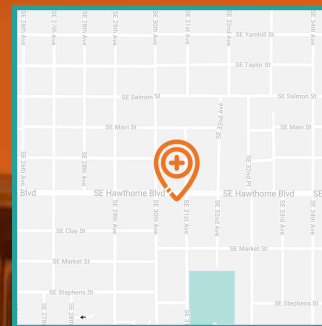
HAWTHORNE

PEARL DISTRICT

Slide 7

 KAISER PERMANENTE[®]

PEARL DISTRICT

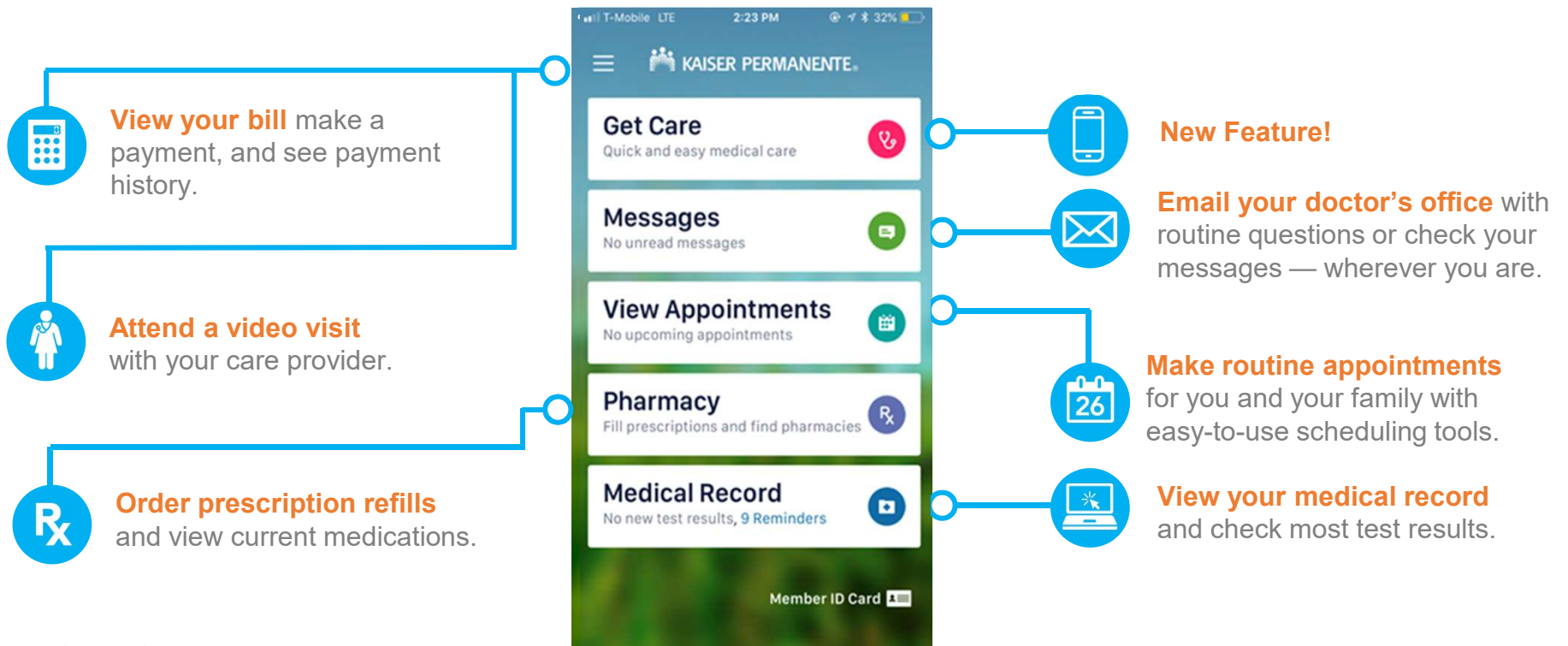


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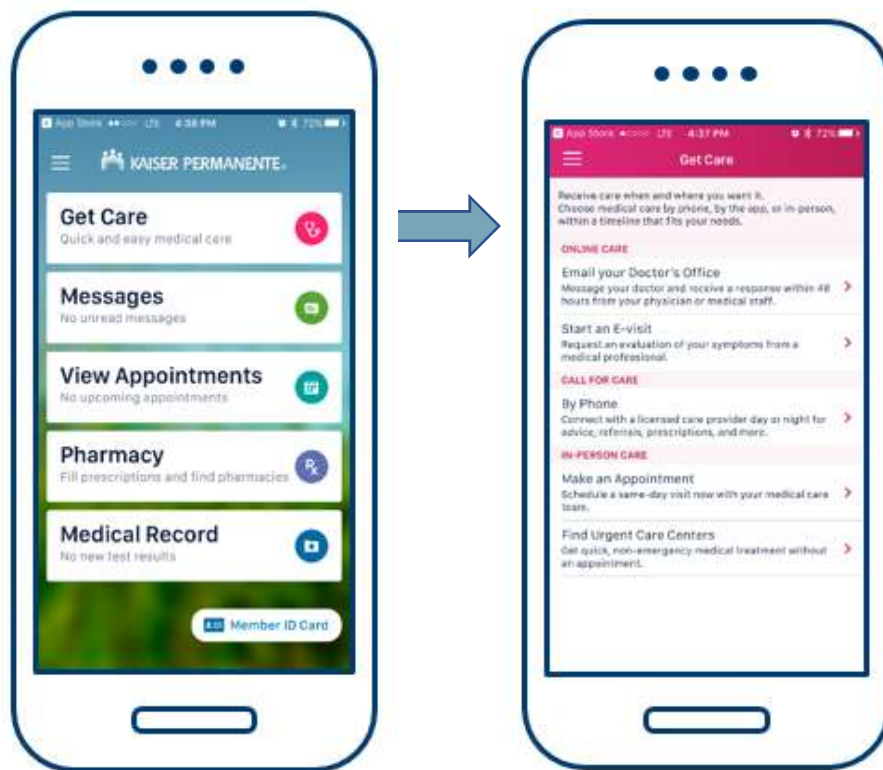


MANAGE YOUR CARE ANYTIME, ANYWHERE

Download the Kaiser Permanente app today, or visit m.kp.org to learn more.



Get Care



E-Visit

- Questionnaire
- Provider: diagnosis and treatment plan
- After-Visit Summary
- Medication pick up at the pharmacy
- Hours of Operation: 8:00 AM – 11:00 PM

Virtual Care

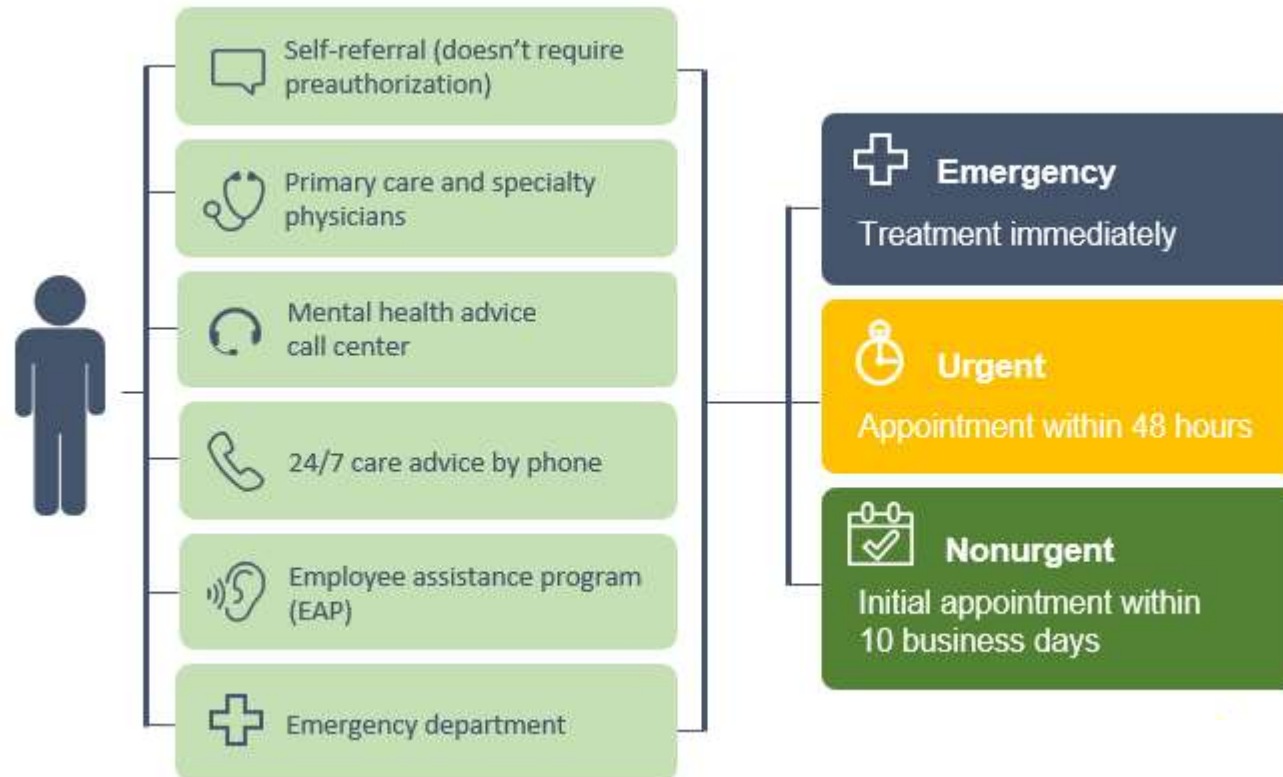
PEBB

TIME PERIOD	OFFICE VISITS	TELEPHONE APPOINTMENTS	CODED UNSCHEDULED CALLS	VIDEO VISITS	VDA	% Virtual
2017	94,593	13,798	3,830	730	802	17%
2018	95,183	16,076	6,059	1,252	882	20%
2019 YTD	57,057	11,766	2,879	1,015	804	22%

Commercial

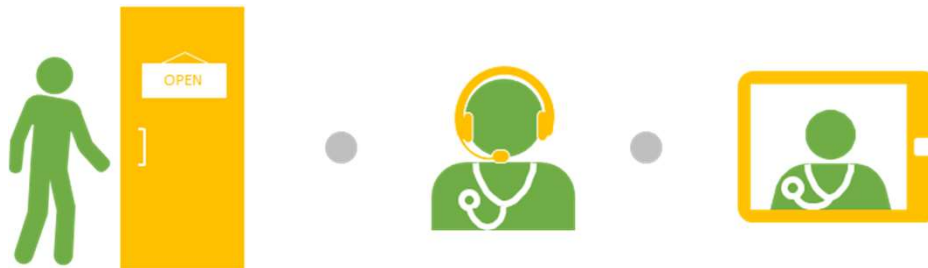
TIME PERIOD	OFFICE VISITS	TELEPHONE APPOINTMENTS	CODED UNSCHEDULED CALLS	VIDEO VISITS	VDA	% Virtual
2017	2,128,441	342,426	101,864	13,226	19,524	18%
2018	220,1143	416,874	132,215	22,261	23,858	21%
2019 YTD	132,3496	288,051	72,768	18,573	21,624	23%

Behavioral Health Access



Behavioral Health Access Expansion

- Aggressively hiring additional mental health providers
- Contracting with other trusted providers
- Offering telephone and video visits
- Adding Self Care Apps
- Continued integration of mental health services into primary care and other specialties



What's Next?

- Continued Medical/Dental Integration
- Convenient Care Clinic Opportunities
- Chat with a Doc
- Remote Patient Monitoring (pilot)
- Expanded Urgent Care Hours

Thank You!