

Kaiser Permanente Mid-Atlantic States Journey Over the Past 5 years



HSCRC Care Coordination Workgroup 12/12/14

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Associate Medical Director

Integrated Care across the region

Kaiser Permanente Locations

Virginia

- Ashburn
- Burke
- Fair Oaks
- Falls Church
- Fredericksburg
(Not available for Medicare Plus enrollees)
- Manassas
- Reston
- Springfield
- Tysons Corner
- Woodbridge

Maryland

- Annapolis
- Camp Springs
- City Plaza
- Columbia Gateway
- Frederick
- Gaithersburg
- Kensington
- Largo
- Marlow Heights
- Prince George's
- Severna Park
- Shady Grove
- Silver Spring
- South Baltimore County
- Towson
- White Marsh
- Woodlawn

Washington, D.C.

- Capitol Hill
- Northwest D.C. Medical Office Building

Kaiser Permanente Core Hospitals

Virginia

- Reston Hospital Center
- Stafford Hospital Center (available early 2014)
- Virginia Hospital Center

Maryland

- Greater Baltimore Medical Center
- Holy Cross Hospital
- St. Agnes Hospital
- Suburban Hospital

Washington, D.C.

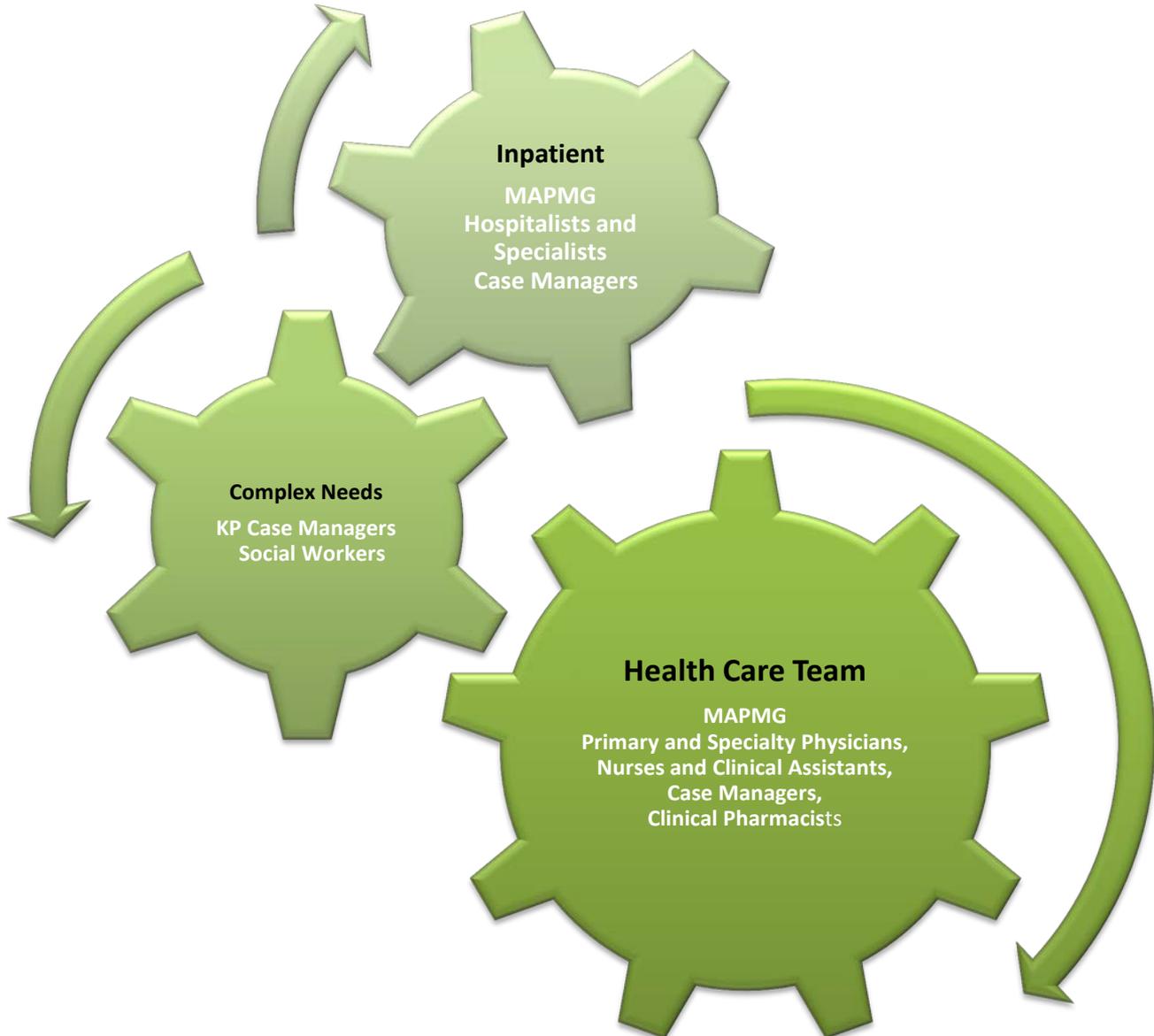
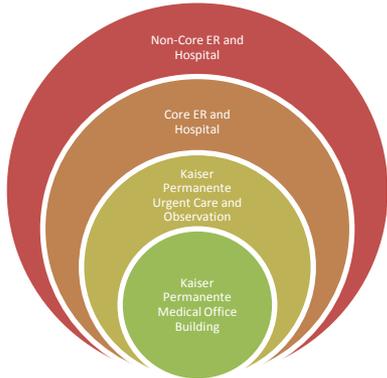
- Children's National Medical Center
- Sibley Memorial Hospital (labor and delivery only)
- Washington Hospital Center



Integrated Care across the region

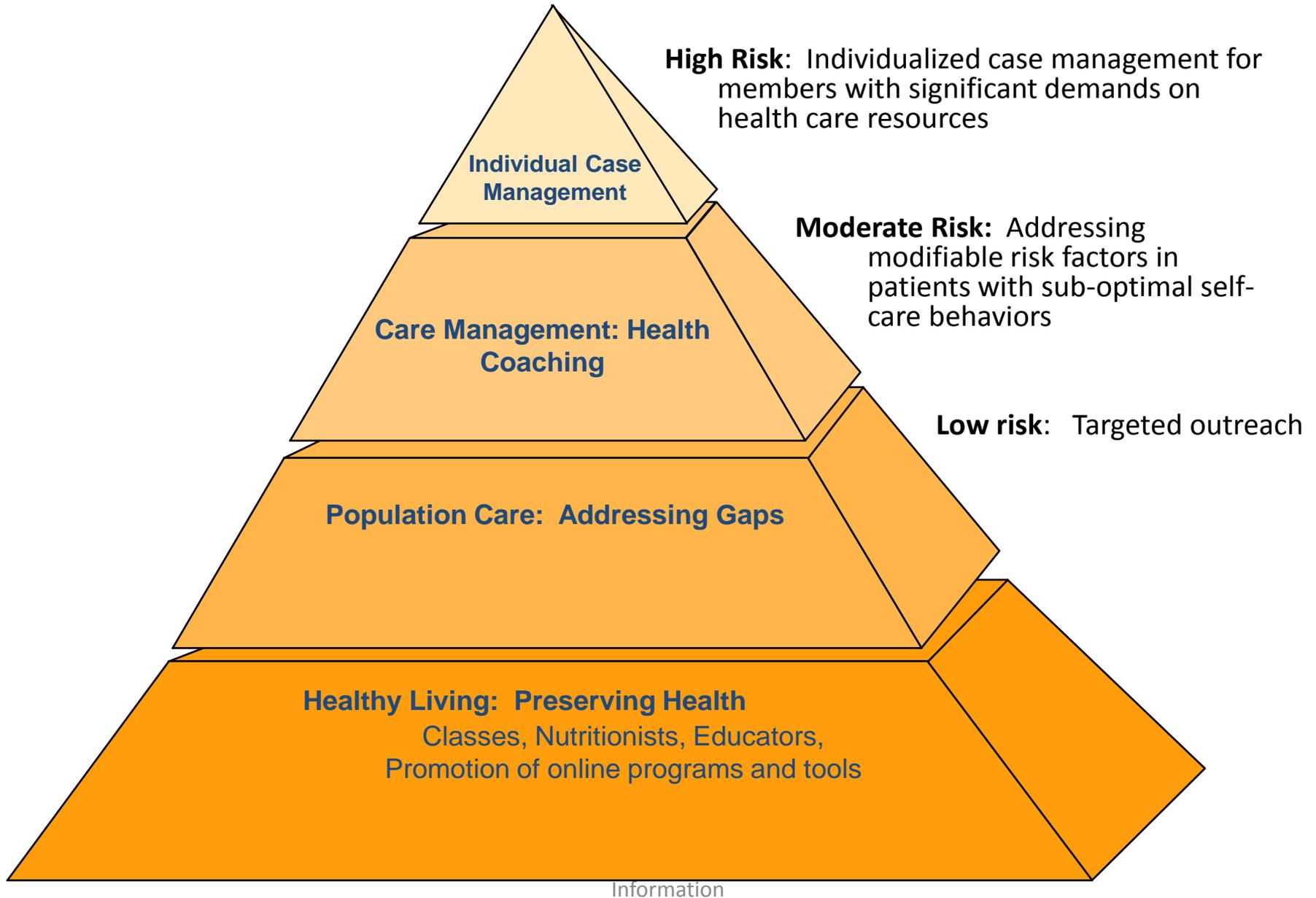


Integrated Care across the region



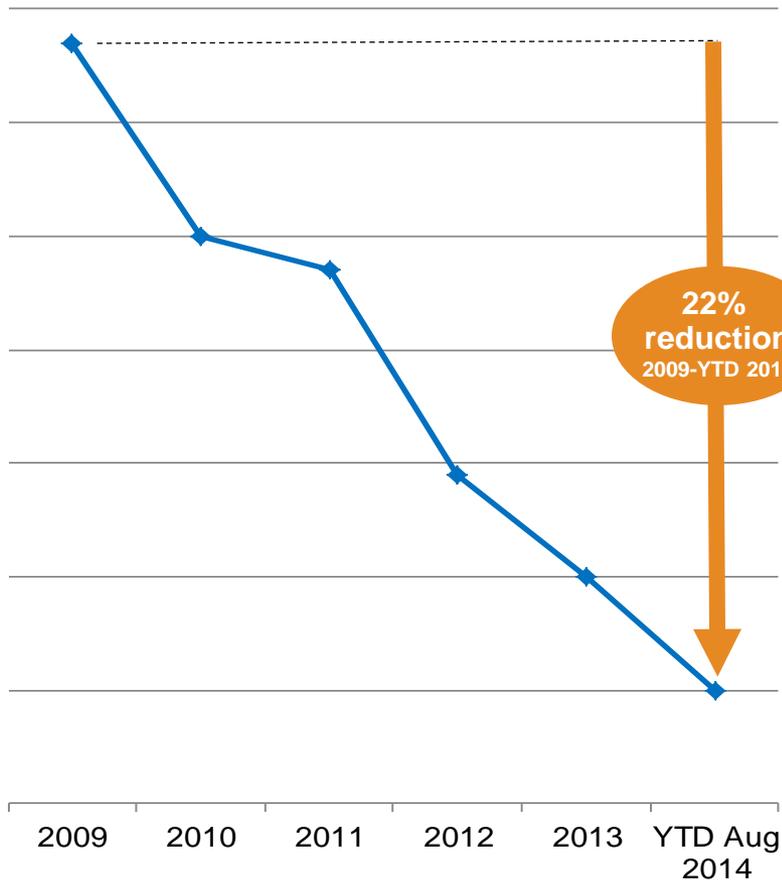
Integrated Care across the region

Without the integration between primary, behavioral, and specialty care, this traditional model does not work.

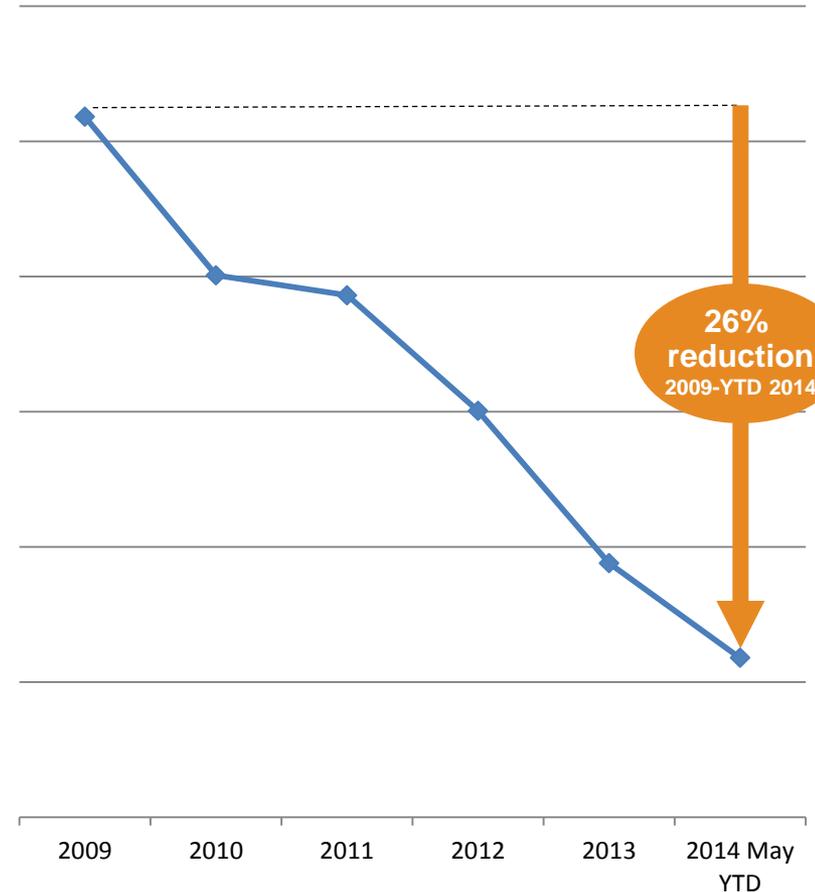


Cost – Hospital Days and ED Utilization

**Hospital Days*/1,000
2009 – YTD August 2014**



ED Rate/1000
2009 - YTD May 2014**



6 Note:
*Commercial with Psychiatry.
** Total ED Visits

Delivering Results

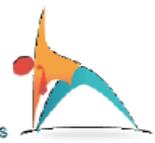
MEMBER SATISFACTION



Consumer Reports
Highest member satisfaction
6 years in a row

Top health plan in MD, VA, and DC

EMPLOYEE SATISFACTION



Greater Washington's
Healthiest Employers

MID-ATLANTIC STATES

PROVIDERS



29
59
137

Best of Prince George's
2013

Super Doctors
2013
Washington, DC • Baltimore • Northern Virginia

QUALITY



Best rated health plan
in MD, VA, and DC

Highest accreditation
status of Excellent

★★★★★

KP Medicare Plus (Cost) is the
Highest-Rated Medicare Health Plan
in MD, VA, and DC for 2014.

Care Coordination per CAHPS

In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Never
- Sometimes
- Usually
- Always

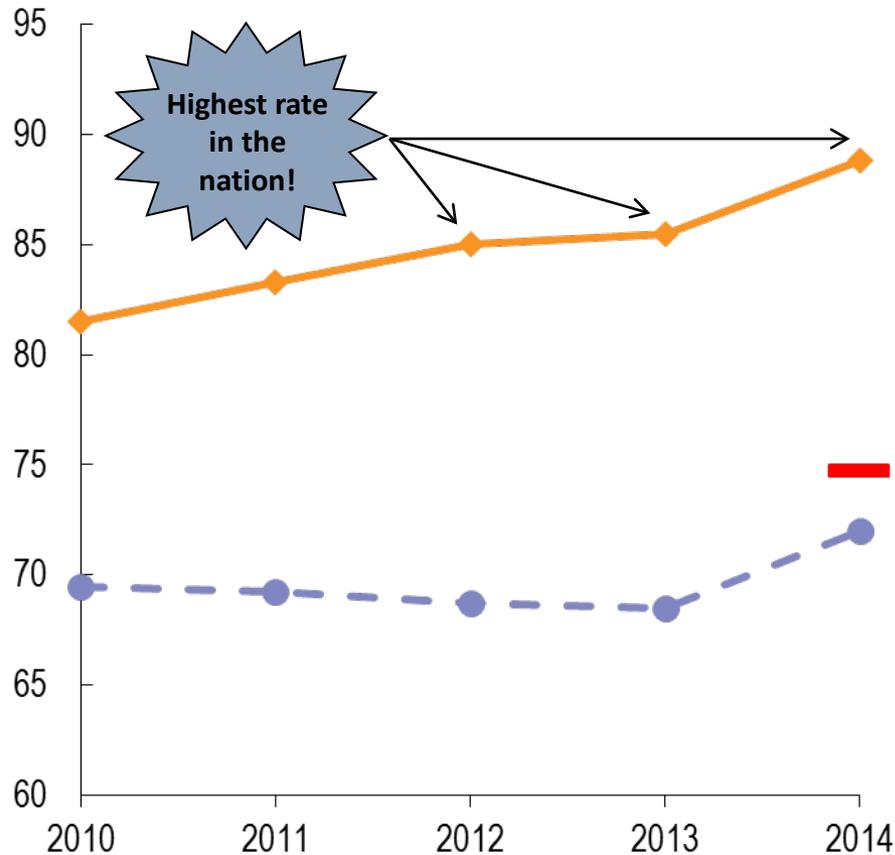
**Kaiser Permanente Mid Atlantic States
Care Coordination
#28 (out of approximately 500) in the Nation
#1 among all KP programs**



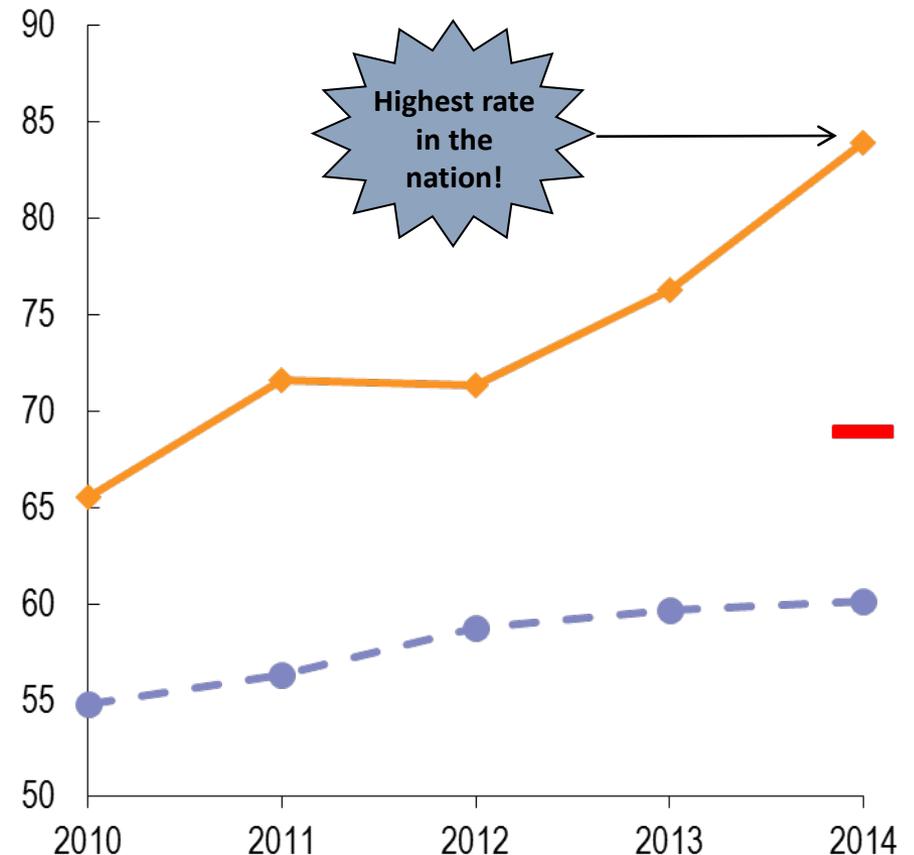
Quality Cancer Screening

- ◆ Kaiser Foundation Health Plan of the Mid-Atlantic States
- All Plan/All Line of Business National Average
- ▬ 2014 Rate of 2nd highest commercially available local competitor

Breast – Total (%)



Colorectal (%)

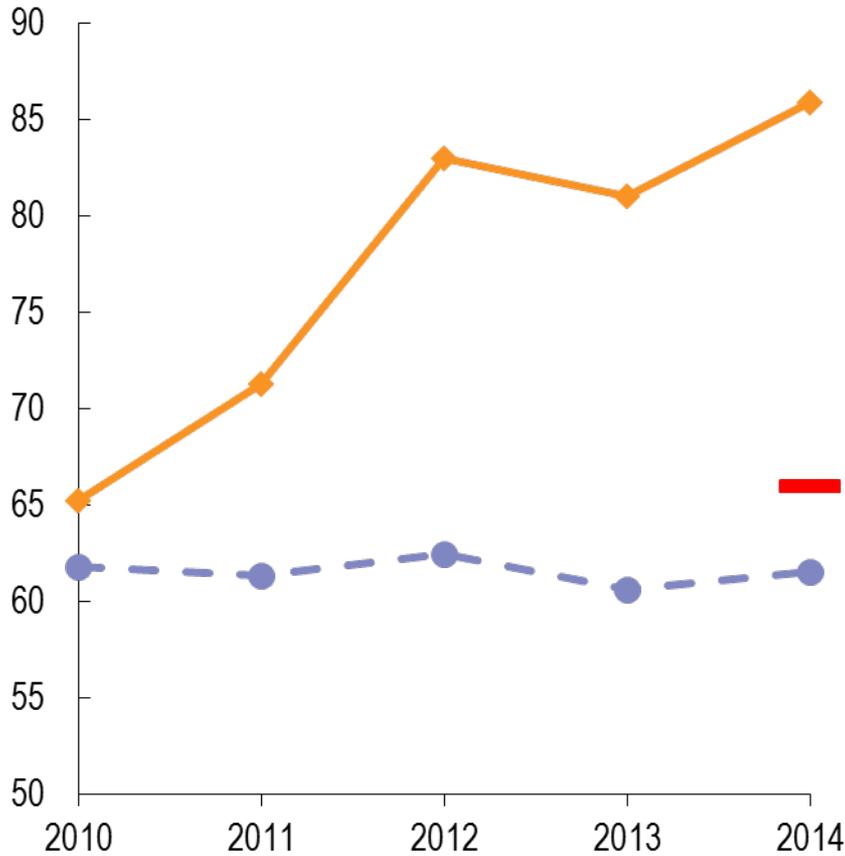


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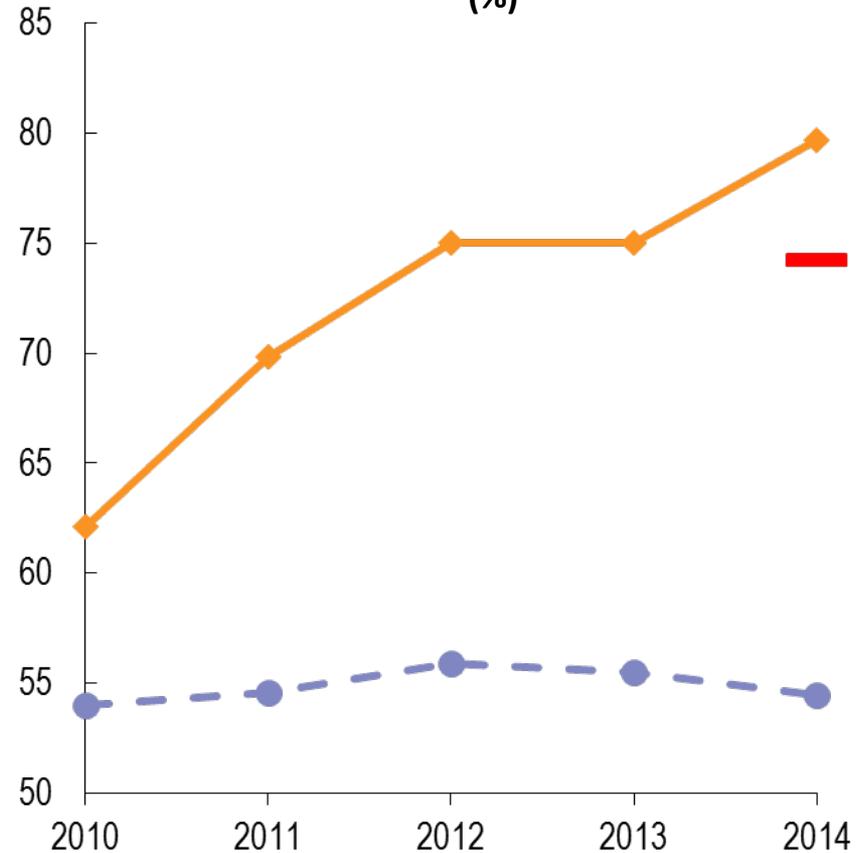
Quality Chronic Conditions

- ◆ Kaiser Foundation Health Plan of the Mid-Atlantic States
- All Plan/All Line of Business National Average
- 2014 Rate of 2nd highest commercially available local comp

Controlling High Blood Pressure – Total (%)



LDL-C <100; Patients with Cardiovascular Conditions (%)

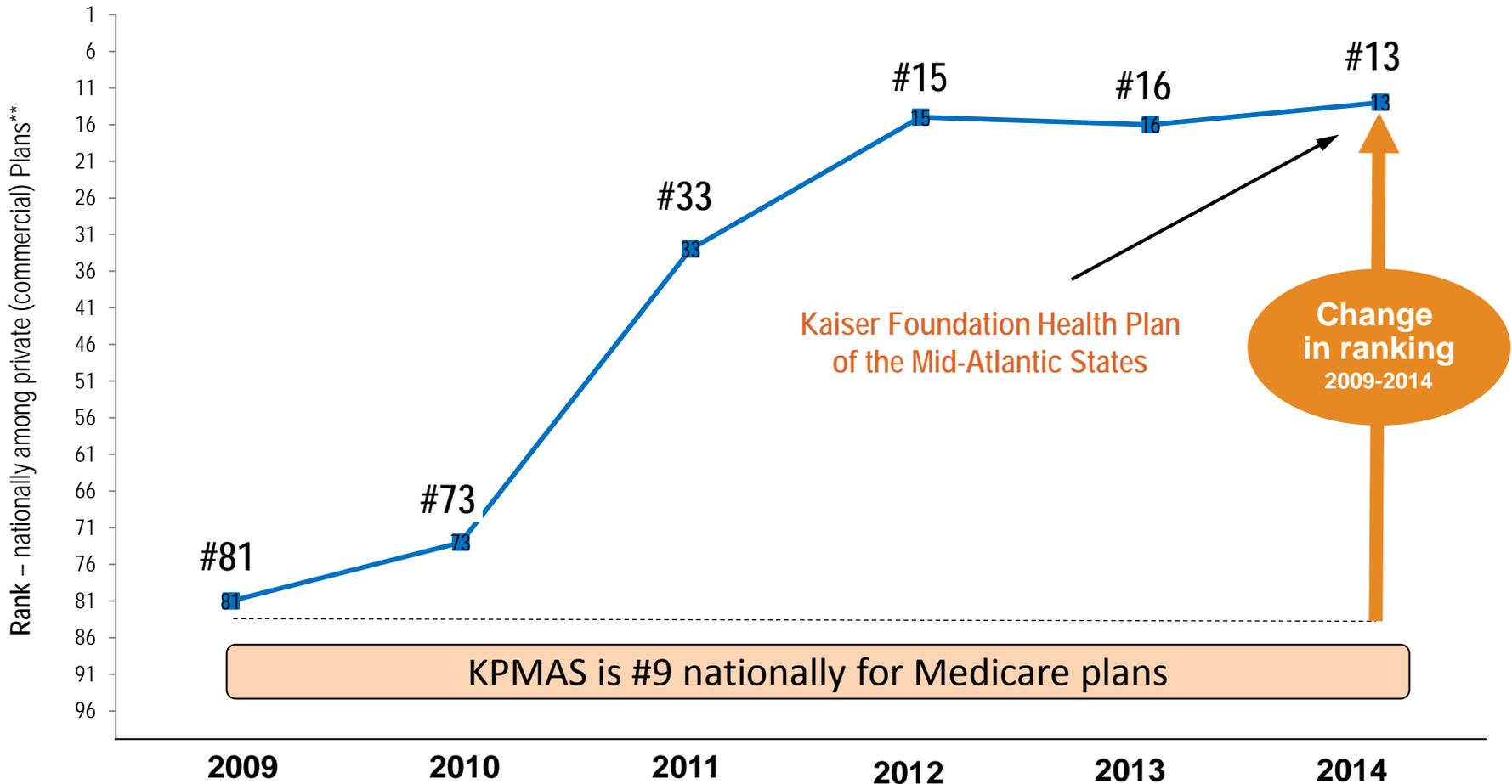


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Quality Outcomes

KP Mid-Atlantic: Climbing the National Rankings

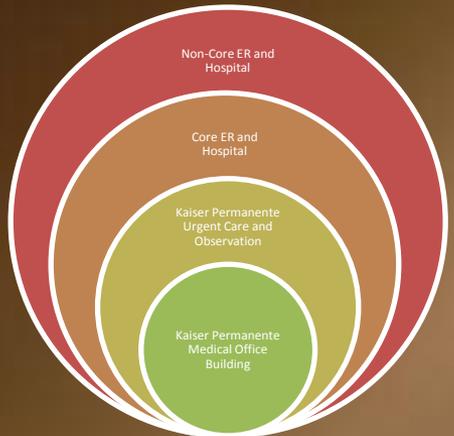
NCQA National Rankings* – based on Quality (HEDIS) and Service (CAHPS)



* NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

** NCQA's Private Health Insurance Plan Rankings 2009-2013

Care Coordination Across the State of Maryland



Advanced Directives

2. Behavioral Health

Narcotics Contract

Snapshot
PMH, PSH, Allergies, Meds

1. Care Plans

Sharing data

