

UNLEASHING THE POWER OF CONNECTIVITY IN HEALTH CARE.

A health care crisis of communication.

Over the last 50 years medical science has advanced exponentially. Yet the ability of caregivers to access and apply both science and complete patient information is repeatedly impeded by the paper system that contains it. Patient data typically sits in static, inert and functionally truncated paper records. Paper medical records are often incomplete and out of date. Sharing evidence, research findings and simple patient information is usually an arduous, inconsistent and often inaccurate task when paper records produce the data.

Handicapped by a paper-based information non-system that just about every other industry has left behind, health care is in a massive communication morass that cries out for technological intervention and help.

Connectivity. The overdue next step.

Caregivers should be linked to one another for every patient. Patients should have consistent access to both caregivers and medical information. The 21st century health care system should build a continuous loop of information around the patient that will give clinicians secure access to all data, on all relevant patients, all of the time.

The power and value of complete connectedness should be self-evident. Full and secure access to data will give physicians visibility into patient status and health history, improving diagnosis and delivery of care. Information retrieval that took days, will take minutes. Or less.

The future system should open unprecedented new diagnostic tools. Physicians should be able to instantly share imaging and test results with colleagues across the hall or across the country. Patients should have instant access to their own records and be able to send, transmit or carry it from one provider to another. Secure, computerized data sharing can reduce errors, redundancies, lost information and costs.

A culture of continuous learning and connected care.

Today, we're a mobile and connected society in everything except healthcare. At Kaiser Permanente we believe in a future healthcare system where patient information is accessible, instantaneous, constantly

improving, secure and accurate. And we've invested \$4 billion to build and install a system that we believe this generation of patients and caregivers needs.

Our integrated system now connects 8.6 million members with their clinicians. It allows care to be focused on the patient. Our clinical teams are using our new systems and processes to help prevent manageable diseases from becoming life threatening crises. In one computer supported pilot study, we reduced coronary artery disease deaths by 76 percent. Chronic conditions like coronary artery disease account for 75 percent of healthcare costs and most deaths.

A new standard of personalized care.

We believe our path will take personalized care to new levels. Our goal is to use a full array of data — ultimately including secure DNA databases — so that doctors will be able to focus better on each patient. We will also use customized computer models tailored to individual patients to predict risk factors and treatment benefits. Our members can already go online at kp.org to view their health histories and lab results, schedule appointments and e-mail clinicians. More than 160,000 Kaiser Permanente members connect electronically every day — including more than 20,000 secure e-messages between clinicians and patients every single day.

Maximizing information for the clinician means optimizing care for the patient. Done well, we believe a computerized care support system can help both to restore and enhance each physician's original mission. The right system provides more time with patients, better information about care and less time with traditional paperwork. The right system also needs to be focused on the patient's need for affordable, well informed, customized and compassionate care. We believe new computer systems are needed to lead our nation's health care reform agenda into the 21st century. For us, right now, it's a work in progress and progress is being made.

Get more information at kp.org/future

