

# World Health Care Congress

Building the 21<sup>st</sup> Century Health System

April 14, 2009



GolinHarris

**Moderator**

**Lane Bailey**

**President, Global Public Affairs**

**GolinHarris**

**email: [lbailey@golinharris.com](mailto:lbailey@golinharris.com)**

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**April 14, 2009**

**Jack Cochran, MD, FACS**

**Executive Director**

**The Permanente  
Federation**

## KP HealthConnect™ is the largest civilian deployment of an electronic health record

**Complete**

**8.6** million members covered  
**36** million records

**Accessible**

**90** thousand daily users (physicians, nurses, staff, etc.)  
**2.7** million active online users

**Connected**

**1.3** million lab results online monthly  
**500** thousand emails monthly

- **Registries**
- **Prompts and Alerts**
- **Guideline Reminders**
- **Decision Support**
- **Predictive Modeling**

## Coordination among:

- Nursing team
- Cardiac rehabilitation program
- Pharmacy team

**Patients enrolled in CCCS experienced a reduced incidence of all-cause mortality by 89%.**



# **Jack Cochran, MD, FACS**

**Executive Director  
The Permanente Federation**

**(510) 271-5886**

**fax: (510) 267-2194**

**email: [jack.h.cochran@kp.org](mailto:jack.h.cochran@kp.org)**

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## Building the 21<sup>st</sup> Century Health System

April 14, 2009

**Phil Fasano**

Chief Information Officer  
Kaiser Permanente

# Our Health IT Vision

(tools that spread health)

**Smart**



**Research capabilities** for internal experts and external agencies

**Networked**



**Infrastructure** that is pervasive and resilient and supports interoperability

**Collaborative**



**Video and voice** on-demand to enable real-time collaboration

**Affordable**



**New technologies** integrated with workflows that create efficiencies

**Preventive**



**Proactive identification** of and outreach to at-risk populations



# Our Health IT Journey

(all the data, about all the patients, all the time)

KAISER PERMANENTE  
HEALTHCONNECT™



## Real-Time, Personalized Health Care



This is our journey and our obligation

**Phil Fasano**  
**Chief Information Officer**  
**Kaiser Permanente**

**email: [philip.fasano@kp.org](mailto:philip.fasano@kp.org)**



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## Building the 21<sup>st</sup> Century Health System

April 14, 2009

Scott Shreeve, MD

CEO & Founder  
Crossover Healthcare

## Fully Capitated

- Provider Risk
- Preventive Care
- Coordination of care
- Some navigation help
- Results
- *Better Quality*
- *Lower Cost*
- *Better Outcomes*

## Fee for Service

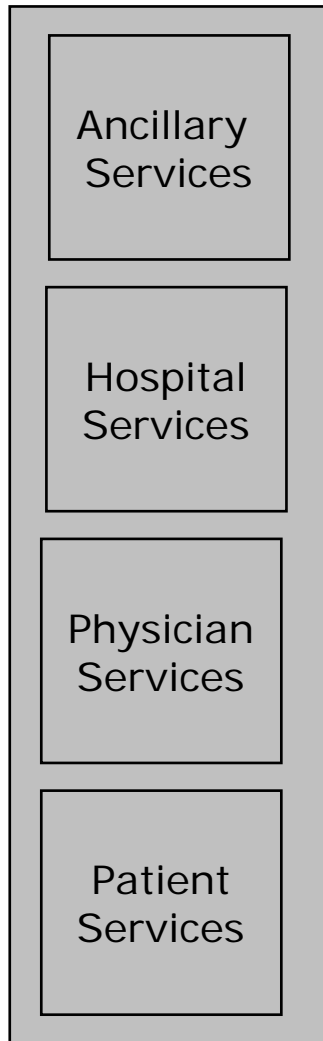
- Payor Risk
- Disease Care
- Lack of coordination
- Consumer left to navigate
- Results
- *Highly variable quality*
- *High costs*
- *Worse outcomes*



VS



## Vertical



## Characteristics:

- Kaiser, Mayo, Intermountain, VA, etc.
- Optimization at the system level
- Full coordination of care
- Information technology supports
- Incentives aligned for outcomes
- Reward for results
- Patient consumer for life
- Consumer is guided through process

## Non - Integrated Characteristics:

Ancillary  
Services

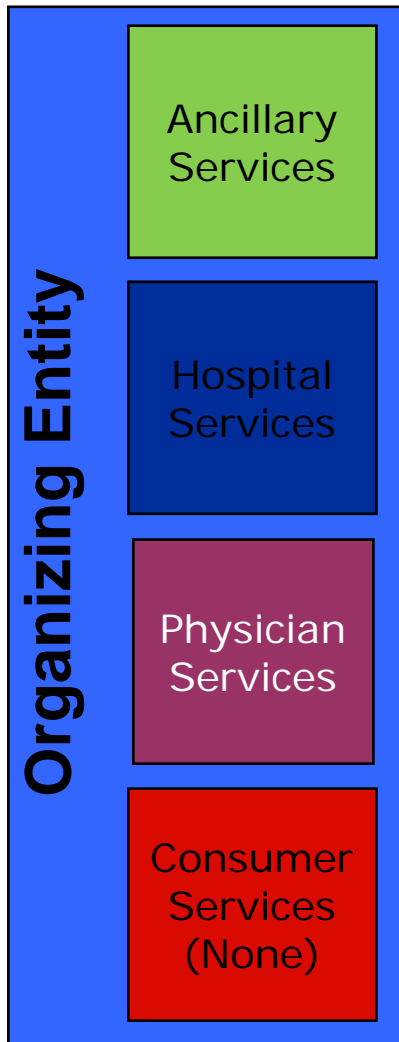
Hospital  
Services

Physician  
Services

Consumer  
Services  
(None)

- Fee for Service
- Optimization at the component level
- Disease Care
- Lack of coordination
- No Accountability
- Consumer left to navigate
- Incented for volume not value
- Churn and burn; “treat ‘em & street ‘em”

## Virtually



## Comments:

- Can you create a software and services integration layer that coordinates patients, provides, and payment that can dramatically improve health value?
- Virtualization accomplished through **financing** (payment / business models), **delivery**, (new types of arrangements), and **incentives** (increased payment for high value) innovation
- **Medical Home -> Accountable Care -> Health Vitality** organizations

Bazthedral or Cathzaar



**crossover**<sup>™</sup>  
HEALTH

The background of the slide features a semi-transparent image of a human skeleton on the left and a close-up of a human eye on the right.

**XPRIZE**  
FOUNDATION

**Scott Shreeve, MD**

**CEO and Founder**

**Crossover Healthcare**

**email: [scott.shreeve@crossoverhealth.com](mailto:scott.shreeve@crossoverhealth.com)**

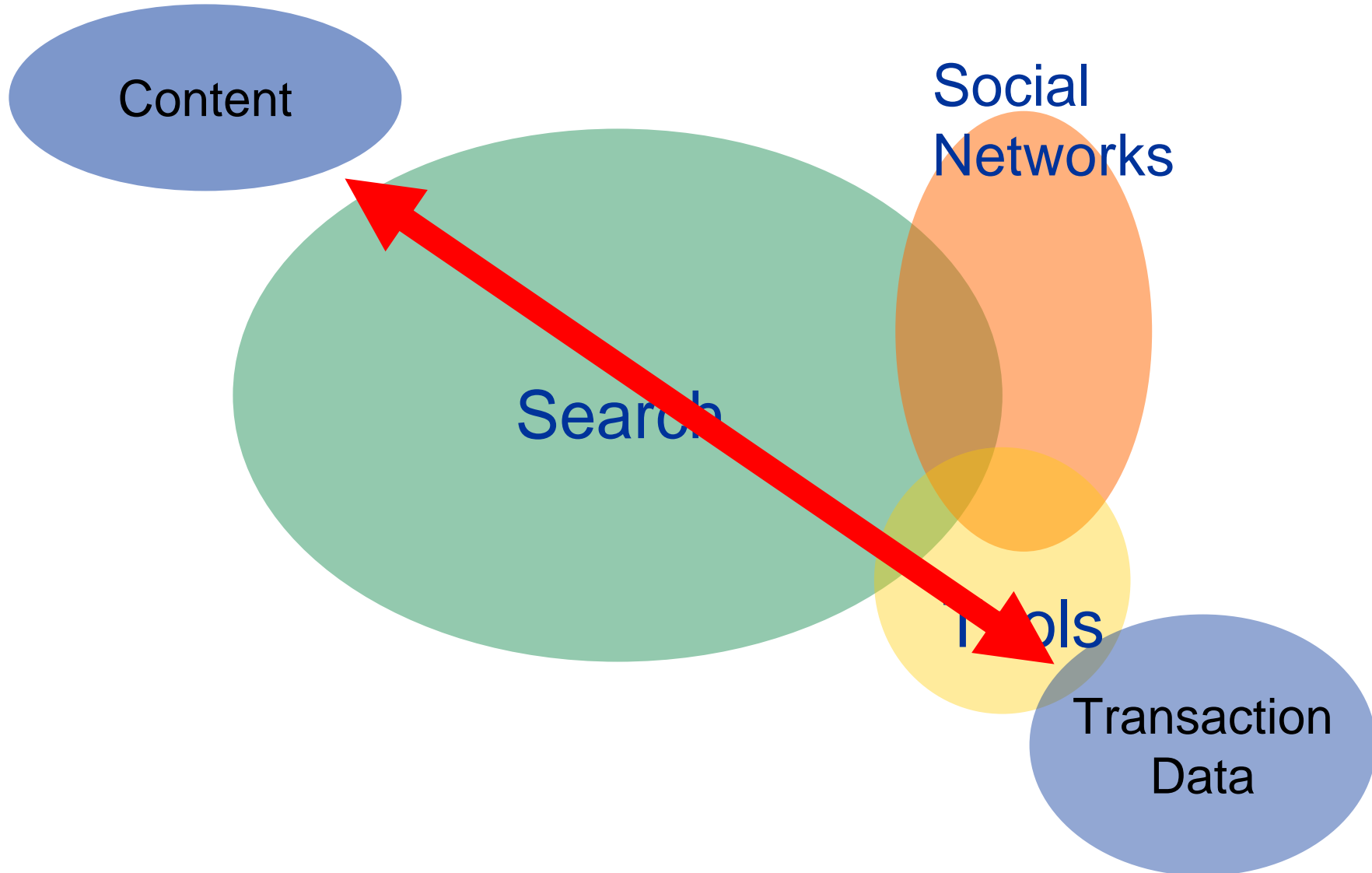
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## Building the 21<sup>st</sup> Century Health System

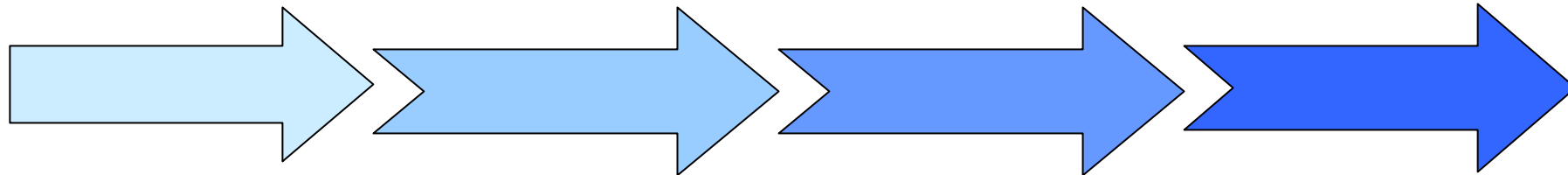
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**Matthew Holt**

**Author**  
*The Health Care Blog*



## A continuum of Health 2.0?



### User-generated health care

Use of Web 2.0 technologies for patients and physicians to communicate and investigate **without connecting** to the health care system

### Users connect to providers

Tools and communities created as part of Web 2.0 in health care, which then becoming connected to the system (i.e. creating appointments, conducting transactions, managing clinical events)

### Partnerships to reform delivery

Reforms in payment structures, transparency, and technology produce changes in delivery structure and process around chronic care treatment, excellence centers for particular procedures, etc.

### Data drives discovery

All the data collected in a combination of a, b & c produces leaps ahead in the process of care and eventually in drug and procedure discovery.

**Matthew Holt**

**Author**

***The Health Care Blog***

**email: [matthew@health2con.com](mailto:matthew@health2con.com)**

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