



INTERNATIONAL

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## Learnings from the Kaiser Permanente Model

October 17 to 19, 2016  
Oakland, California

Facilitated by Molly Porter, Director  
Kaiser Permanente International  
(510) 918-4432

### Agenda (draft as of 7/1/2016)

**Abstract:** Kaiser Permanente International's educational programs attract global health care leaders from more than 80 countries on six continents. These programs aim to bring the knowledge of Kaiser Permanente – one of the largest and most successful health care delivery systems in the world – to governments, health plans, and other international organizations that are striving to improve their health care systems. This program agenda covers Kaiser Permanente's integrated care delivery system, physician accountability, digital health and information technology, transparency in quality reporting, patient perspectives, total health, population care management, innovation and advanced technology, and clinical technology.

*You Are Cordially Invited to the  
Kaiser Permanente International  
Welcome Reception*

*Sunday, October 16, 2016  
5:30 to 7:30 p.m.*

*Location to be announced  
Berkeley, California*

**Monday, October 17 — 7:45 a.m. to 4:45 p.m.**

**Kaiser Permanente Overview, Change Management, Total Health,  
Physician Leadership, and Developing a Strategy**

Location: Cathedral Conference Center (room \_\_\_\_\_), 2121 Harrison Street, Oakland  
located across the plaza and downstairs from One Kaiser Plaza, Oakland

<b>Time</b>	<b>Topic</b>	<b>Presenter</b>
Please arrive at 7:45 a.m. The bus will depart at 8:00 a.m.	Meet Molly Porter in front of the <b>Hotel Shattuck Plaza</b> , 2086 Allston Way, Berkeley. Board the bus for Kaiser Permanente, One Kaiser Plaza, Oakland	
8:30 to 9:00 a.m.	Group breakfast <b>Welcome and introductions</b>	<b>Molly Porter, MS</b> Director, Kaiser Permanente International
9:00 to 10:00 a.m.	<b>An overview of Kaiser Permanente: Integration and innovation in health care</b>	<b>Nnenna Ozobia, MA</b> Manager, Kaiser Permanente International
10:00 to 10:15 a.m.	Break	
10:15 to 11:15 a.m.	<b>Change management and health information technology</b>	<b>Molly Porter, MS</b> Director, Kaiser Permanente International <b>Hassan Movahedi, MD, PhD</b> Chief, Department of Medicine Kaiser Permanente Orange County
11:15 a.m. to 12:15 p.m.	<b>Total Health as part of Kaiser Permanente's strategy</b>	<b>John Vu, MPH</b> , Vice President, Strategy, Community Benefit, Research, and Health Policy
12:15 to 1:15 p.m.	Group lunch	
1:15 to 2:15 p.m.	<b>Physician leadership in transforming care and improving population health</b>	<b>Jeff Convissar, MD</b> Medical Director, Care Management Institute
2:30 to 3:00 p.m.	Walking break (in groups of two or three to discuss key takeaways)	
3:00 to 4:00 p.m.	<b>How Kaiser Permanente develops and updates its strategy and vision</b>	<b>Paul Swenson, MBA</b> , Senior Vice President and Chief Strategy Officer
4:00 to 4:15 p.m.	<b>Debrief and evaluations</b>	
4:15 p.m.	Board the bus and travel to the Hotel Shattuck Plaza, 2086 Allston Way, Berkeley	
Approximately 4:45 p.m.	<b>Arrive at the hotel – free evening</b> If you wish to take BART to San Francisco, the Downtown Berkeley station is located on Shattuck Avenue, half a block from the Hotel Shattuck Plaza. Taxis are available in front of the hotel.	

<b>Tuesday, October 18 — 8:00 a.m. to 9:00 p.m.</b> <b>Site Visit to an Integrated Care Facility, and Networking Dinner</b>	
Time	Activity
Please arrive a few minutes before departure time. <b>Find your bus and departure time here</b> →	Meet Molly Porter, Nnenna Ozobia, and Christine Aguilar in the lobby of the Hotel Shattuck Plaza, 2086 Allston Way, Berkeley. You may have time for coffee or a light snack, but you will not need to eat breakfast, as breakfast will be served at the medical center. Board the bus and travel to your assigned Kaiser Permanente medical center. <i>Your tour assignment is indicated on the Participant List.</i> <ul style="list-style-type: none"> <li>• <b>Redwood City</b> (Christine – site contacts Stacey Wagner and Timothy Wong, MD) – Bus #1 departs at 8:00 a.m.</li> <li>• <b>San Rafael</b> (Nnenna – site contact Myrna Rivas) – Bus #2 departs at 8:15 a.m.</li> </ul>
<b>Special note about the medical center visit:</b> Patient privacy regulations must be respected at all times. Photography is <b>never</b> allowed in patient care areas. All participants must remain on the tour with the tour guide and are not allowed contact with patients or confidential patient information in patient care areas. Thank you for your understanding.	
<b>9:00 a.m.</b> 60 minutes (start time 9:30 for Redwood City)	<b>Arrive at Kaiser Permanente medical center for breakfast:</b> Leaders from The Permanente Medical Group and Kaiser Foundation Health Plan/Hospitals will welcome you to the facility and provide you with a basic overview of their service area and working relationship. Different medical centers may highlight different areas of excellence and pride.
<b>10:00 a.m.</b> 60 minutes (start time 10:30 for Redwood City)	<b>A Permanente physician will demonstrate how our clinicians use KP HealthConnect,</b> including video visits – but no real patient data can be shared.
<b>11:00 to 12:30</b> 90 minutes (11:30 to 1:00 for Redwood City)	<b>Group of 16 will divide into two tour groups of 8;</b> each group will spend 45 minutes with one tour (inpatient and emergency) and then switch to the other tour (outpatient, pharmacy, and Health Education). There should be plenty of time for questions during these tours.
<b>12:30 p.m.</b> 60 minutes (start time 1:00 for Redwood City)	<b>Lunch and informal questions and answers with selected medical center leaders;</b> practicing clinicians may join to meet with their counterparts among international participants
<b>1:30 p.m.</b> 60 minutes (start time 2:00 for Redwood City)	<b>How KP delivers proactive population care in teams,</b> using registries and report cards to improve quality, service, and access (to include physicians, nurses, and possibly pharmacists)
Approximately 3:00 to 3:30 p.m.	<b>Debrief and evaluations</b> Board the bus and return to the Hotel Shattuck Plaza. Arrive by 5:00 (Redwood City trip may take longer depending on commute hour traffic). Free time until dinner -- see next page.

7:00 to 9:00 p.m.	<p><b>Kaiser Permanente International networking dinner</b> Revival Bar + Kitchen, 2102 Shattuck Avenue, Berkeley. The restaurant is located in downtown Berkeley at the corner of Shattuck and Addison (two blocks from the Hotel Shattuck Plaza, near the Berkeley BART station).</p> <p><b>LKPM participants are assumed to be attending the dinner (at no charge).</b> If you change your mind about attending the dinner, please notify christine.e.aguilar@kp.org at once so that she can change the reservation.</p>
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**Wednesday, October 19 — 7:30 a.m. to 4:00 p.m.**

**Garfield Innovation Center Visit, U.S. Health Care, Performance Improvement, and Interactive Group Exercises**

Locations: The Garfield Innovation Center, 590 Whitney Street, San Leandro and the Cathedral Conference Center (room \_\_\_\_\_), 2121 Harrison Street, Oakland located across the plaza and downstairs from One Kaiser Plaza, Oakland

Time	Topic	Presenter
7:30 a.m.	Meet in front of the Hotel Shattuck Plaza, 2086 Allston Way, Berkeley and board the bus. Bring your luggage if you are leaving for the airport after the program adjourns.	
7:45 to 8:45 a.m.	Group breakfast at Z Café, 2735 Broadway, Oakland	
8:45 a.m.	Board the bus and travel to the Garfield Innovation Center, 590 Whitney Street, San Leandro	
9:30 a.m. to 11:30 a.m.	<b>Garfield Innovation Center tour</b>	Tour guides from Innovation and Advanced Technology: <b>Julie Vilardi, RN</b> <b>Gloria Zaionz</b> <b>Roger Lam</b>
11:30 a.m.	Board the bus to One Kaiser Plaza in Oakland	
12:00 to 1:00 p.m.	Group lunch. Nirav Shah from Southern California will join us.	
1:00 to 2:00 p.m.	<b>How Kaiser Permanente fits into the larger U.S. health care picture</b>	<b>Nirav R. Shah, MD, MPH</b> Senior Vice President and Chief Operating Officer, Southern California Region
2:00 to 2:15 p.m.	Break	
2:15 to 3:15 p.m.	<b>Performance improvement and innovation at Kaiser Permanente</b>	<b>Lisa Schilling, MPH</b> Vice President, Health Care Performance Improvement, Center for Health System Performance
3:15 to 3:45 p.m.	<b>Interactive group exercises</b>	<b>Molly Porter, MS</b> Director, Kaiser Permanente International
3:45 to 4:00 p.m.	<b>Debrief and evaluations</b>	
4:00 p.m.	Program adjourns. Board the bus and return to the Hotel Shattuck Plaza (arrive approximately 4:30 p.m.). If you are going to the airport, you may catch a taxi in front of the Kaiser Permanente building.	