



Member and Family Engagement

Digital Workforce Group

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The Permanente Federation

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Photo: Ted Eytan : <http://www.flickr.com/photos/22526649@N03/15038274933>

Hi. I'm Ted.



@tedeytan

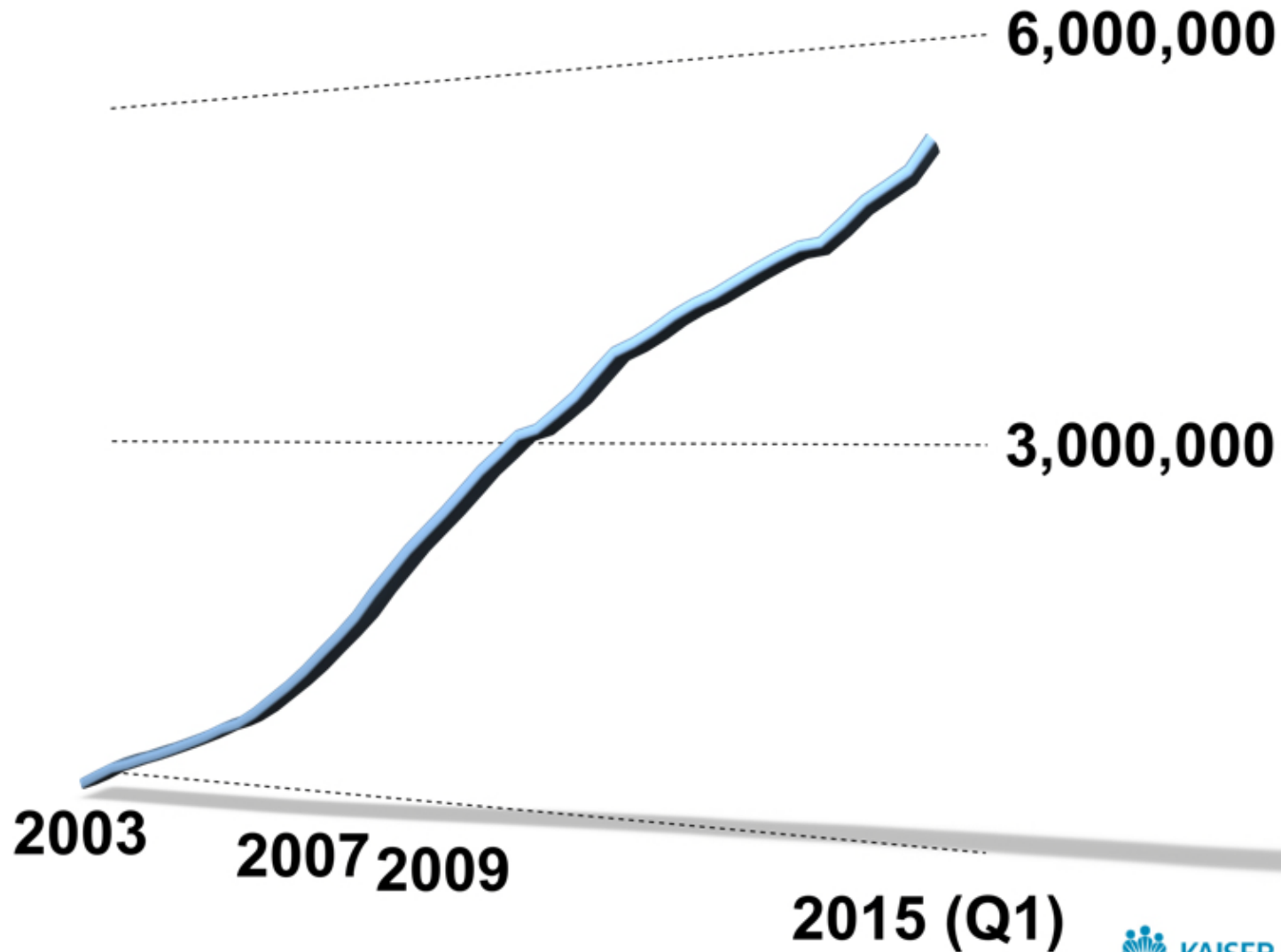
We're here from the future



Exterior: Total Health Across America Digital Wall
Kaiser Permanente Center for Total Health • @KPTotalHealth
June, 2015



5.1 million members connected, via kp.org



Source: Kaiser Permanente Web Analytics, updated 07/22/2015



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Recently Launched Capabilities

The screenshot displays the 'My medical record' section with a 'Test results' overlay. The test results table shows:

Date	Test
08/18/2014	CBC (COMPLETE BLOOD COUNT) WITHOUT DIFFERENTIAL
08/19/2014	POTASSIUM BLOOD

Below the table, there are 'Related links' for family members and a 'Go mobile' section encouraging users to download the mobile app.

Non-Member Accounts

The screenshot shows the 'Billing details' section with a 'Bill payment' overlay. A table lists payment information:

Customer account number	Account type	Last billing date	Amount you owe as of last bill	Payment amount
6200080103	Regular billing	07/28/2012	\$1.22	\$6.22
	Physician billing	07/27/2012	\$2.32	\$6.76
Total:			\$6.76	\$6.76

Medical Bill Pay

The screenshot features the 'Find a Doctor' and 'Find a Facility' sections. Below these, there is a 'Meet Our Doctors' section with a photo of a woman and text: 'Whether you're already a member or thinking of becoming one, browse our doctor profiles to see everything you need to know to find the right doctor for you.' There is also an 'Important!' notice about medical or psychiatric emergencies.

Find Doctors & Locations

The screenshot shows the 'Document delivery' section with a 'Change your delivery preference' overlay. The overlay has a green checkmark and the text: 'Your change was saved. You have successfully updated your document delivery preferences.' Below this, there are radio buttons for 'Clinical' and 'Health Plan' under the heading 'Select all documents'.

Documents Online (Paperless)

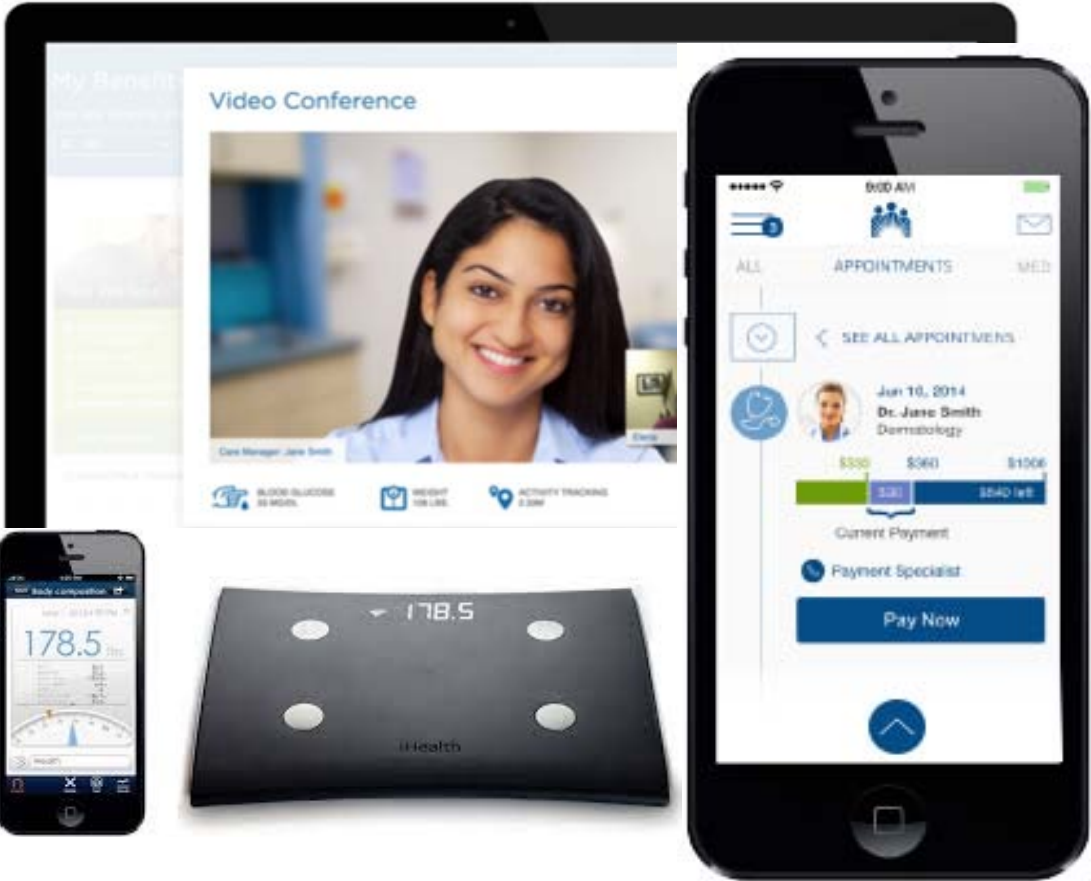
The screenshot displays the 'TREATMENT COST CALCULATOR' and 'Estimates' sections. The 'Estimates' section shows information for 'CORNELIUS HARRIS' and includes a table for 'Estimate health costs'.

Cost Estimates



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Fueling the future of care



Why



“Dream Grounds for a Dream Hospital”

Source: <http://kaiserpermanentehistory.org> ; Joe Bialowitz, MS, HEM, Senior Environmental Stewardship Consultant, Kaiser Permanente

Why



“Showcases of modern, green hospital design”

Source: <http://www.businesswire.com/news/home/20130819005270/en/Mazzetti-Congratulates-Kaiser-Permanente-Opening-Westside-Medical> ; <http://xnet.kp.org/newscenter/pressreleases/scal/2012/011712sandiegosolar.html>

To heal, you have to not harm

ENERGY STAR LOW CARBON IT CHAMPION: Kaiser Permanente

SAVES ENERGY BY: Using efficiently designed and operated cooling equipment and a comprehensive monitoring network to become the **first health care provider to earn ENERGY STAR certification for a data center.**

SAVINGS: Approximately 6,900,000 kWh a year compared to the original data center.

CARBON REDUCED: 4,630 tons of CO₂ annually, equal to annual emissions of over 851 cars.

GOAL: 30 percent absolute reduction in greenhouse gas emissions by 2020 compared to 2008 emissions.



JOIN KAISER PERMANENTE AND BECOME A LOW CARBON IT CHAMPION
Kaiser Permanente is cutting costs in one of the fastest growing energy uses in the country – information technology. To learn more about what you can do, visit www.energystar.gov/lowcarbonit.



ENERGY STAR

kp.org/green

Kaiser Permanente's Commitment to RENEWABLE ENERGY

Concerned about climate change and its threat to human health, Kaiser Permanente will expand its use of renewable energy with several new significant wind and solar energy projects.

What's the BIG DEAL?

Offsite Energy



110 MW Solar
power capacity to be purchased from Blythe solar plant in Riverside, CA



43 MW Wind
power capacity to be purchased from turbines at Golden Hills wind farm in Altamont Pass, CA

Onsite Energy



70 MW Solar
power capacity to be installed via new solar arrays added to as many as 170 hospitals & other facilities in CA

What's the IMPACT?

With equity for all



Chris McCarthy, KP Innovation
Consultancy
Arli Christian, JD, National
Center for Transgender Equality

Help Kaiser Permanente become a leader in providing Trans*-inclusive care.

Kaiser Permanente is looking at transgender, gender-expansive, and gender non-conforming person care in a new way, and we want to partner with you to create high quality care that meets you where you're at.

We are starting an exciting project that will provide insight directly to our nurses, doctors, leaders, and staff to inspire us to focus on your total health, so you can focus on a great life. We are not just looking to provide the best clinical care possible, we want to understand and address your needs, goals, and

We are interested in:

- Meeting trans-identified, gender-expansive, and gender non-conforming people who are, or have been, Kaiser Permanente members.
- Interviewing you in your home or another comfortable place for 2-3 hours.
- Interviewing you along with a close friend or family member so that you can both provide your perspectives together.
- Learning what it's like to be you by shadowing you through part of your day.
- Seeing Kaiser Permanente from your perspective by shadowing you on a visit.

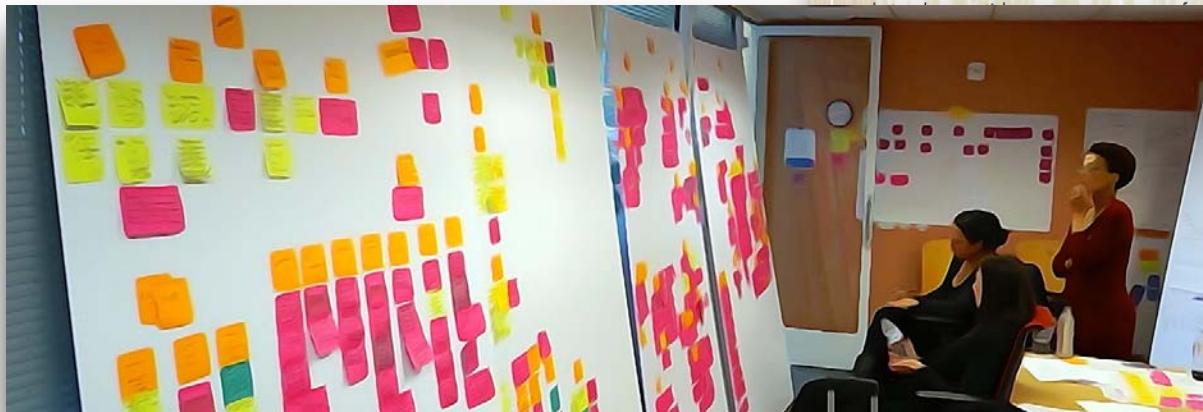
Who are we? We are the Innovation Consultancy at Kaiser Permanente. We work with people in a human-centered, empathic way to understand their experiences and design new and better ways for Kaiser Permanente to meet their health and wellness goals and needs.

The tentative dates for our fieldwork are as follows. If you do these dates, we can be flexible:

February 24-27, March 10-13, March 17-20

If you are interested, please contact
Duong: katherine.t.duong@kp.org or
Duong: dana.n.ragouzeos@kp.org

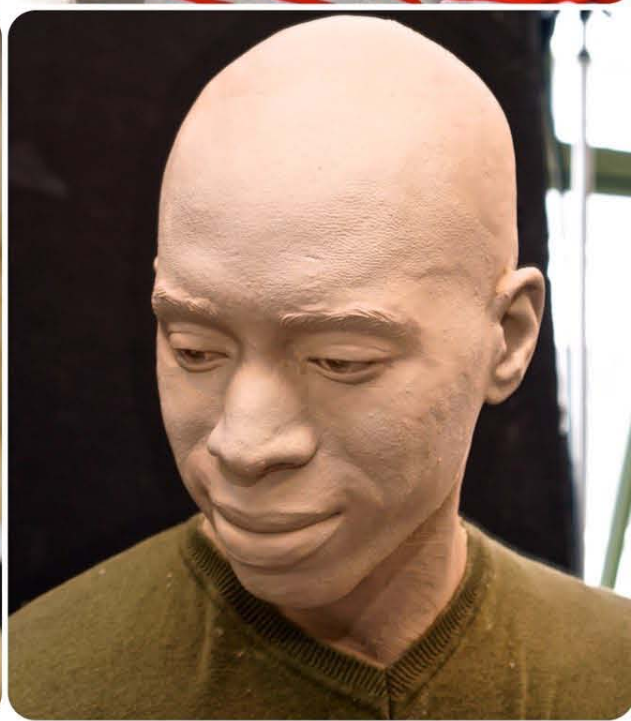
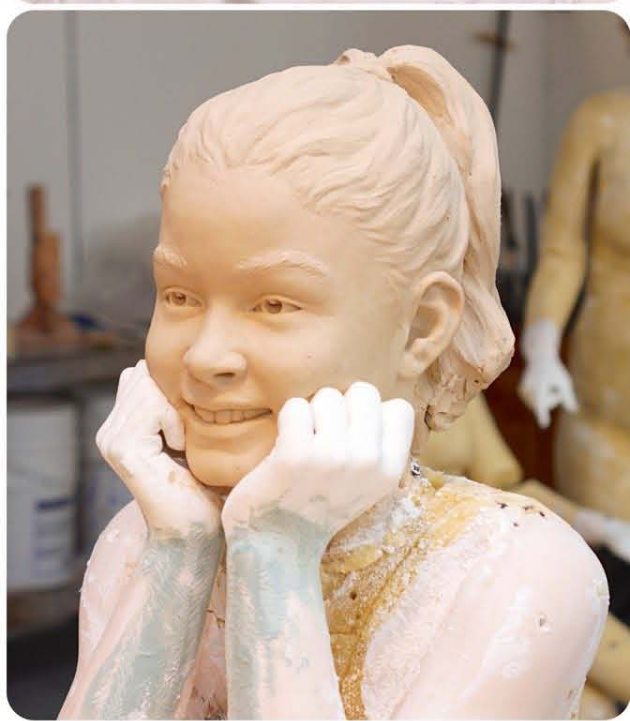
innovation consultancy
kaiserpermanente.com



Synthesis Room, Oakland, CA USA



Social Innovation: #CTHNext





Thank you