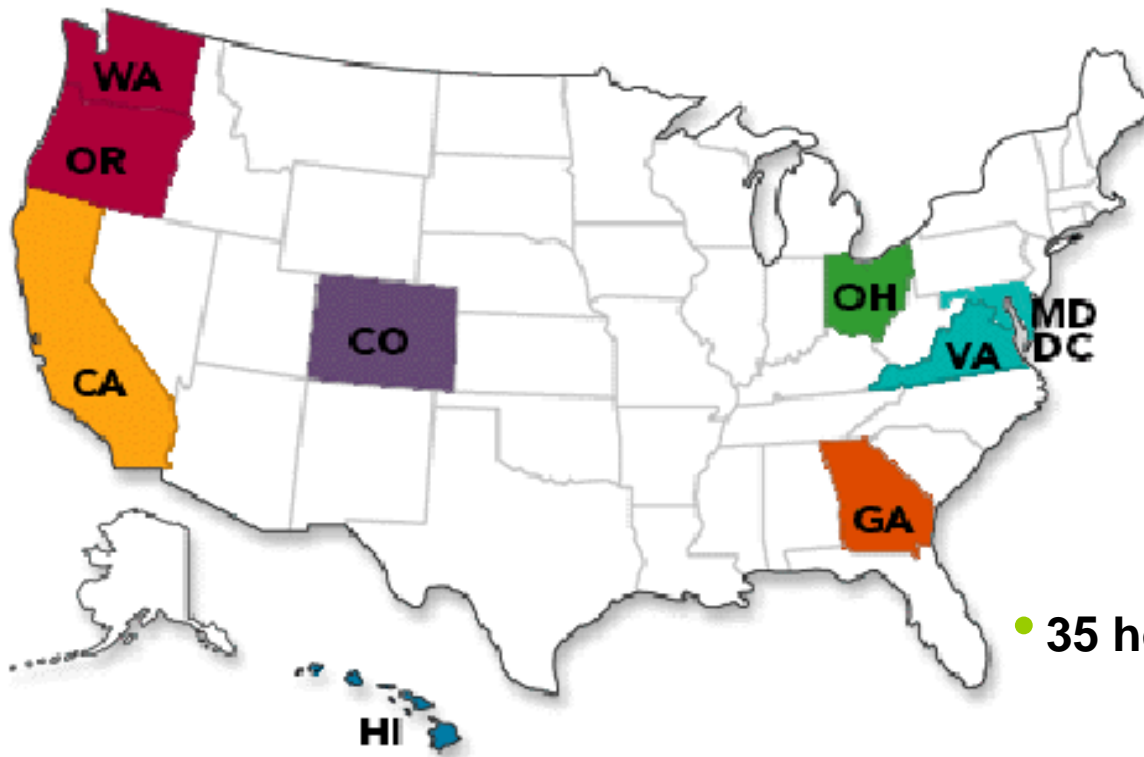


Implementing Large Scale Programmes to Reengineer Care at Kaiser Permanente

Health Executive Summit
Paris, France
May 19, 2010

Jack Cochran, MD
Executive Director
The Permanente Federation, LLC



- Nation's largest nonprofit health plan
- Integrated health care delivery system
- 8.6 million members
- 14,600+ physicians
- 167,000+ employees
- Serving 9 states and the District of Columbia
- 35 hospitals and medical centers
- 431 medical offices
- \$40.3 billion annual revenues

Source: 2008 Kaiser Permanente Annual Report

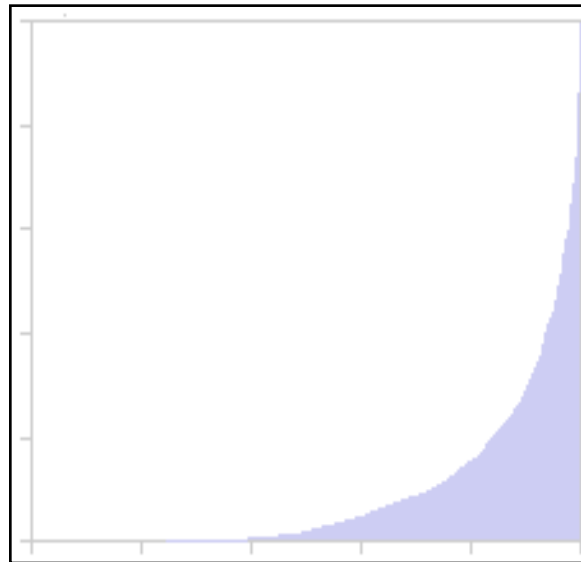
“Organizations will need to negotiate successfully six major challenges.”

- **Redesigned care processes based on best evidence**
- **Effective use of information technology**
- **Knowledge and skills management**
- **Development of effective teams**
- **Coordination of care across conditions, services, and settings**
- **Use of performance and outcomes measurement for continuous improvement and accountability**

Cost Distribution of Care – Medicare Members (2005)

1% of people

**% of
Health Care
Costs**



20% total
cost

0% 20% 40% 60% 80% 100%

**% of
People**



America's Best Health Plans 2009-2010

Medicare (NCQA Rankings)



Rank	Plan Name	Type	Score	States
1	Kaiser Foundation Health Plan of Colorado	HMO	89.0	CO
2	Fallon Community Health Plan	HMO	88.8	MA
3	Geisinger Health Plan	HMO	88.1	PA
4	Tufts Associated Health Maintenance Organization	HMO	88.0	MA
5	Capital Health Plan	HMO	87.6	FL
6	MVP Health Care (Rochester Area)	HMO	87.3	NY
7	Kaiser Foundation Health Plan of the Northwest	HMO	87.2	OR, WA
8	Kaiser Foundation Health Plan of Southern California	HMO	87.2	CA
9	Kaiser Foundation Health Plan of the Northwest (Demonstration Project)	HMO	87.1	OR, WA
10	Capital District Physicians' Health Plan	HMO	87.0	NY
11	Group Health Cooperative	HMO	87.0	WA
12	Blue Cross and Blue Shield of Massachusetts	HMO	86.9	MA
13	Kaiser Foundation Health Plan of Northern California	HMO	86.5	CA
14	Kaiser Foundation Health Plan of Hawaii	HMO	86.5	HI
15	Kaiser Foundation Health Plan of the Mid-Atlantic States	HMO	86.4	DC, MD, VA

- **Comprehensive outreach campaign to reach and screen all women meeting HEDIS age criteria for mammograms not screened in last 18 months**

- **Key Features:**
 - Information availability
 - Monitoring by team
 - Connection with patient

- **Impact:**
 - **2008: KP Southern CA ranked #1 nationally in breast cancer screening by NCQA**
 - **All KP Regions at or near 90th percentile**
 - **Time between screening result and diagnosis decreased from 19 to 9 days**

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