



Care Coordination & Navigation Capabilities

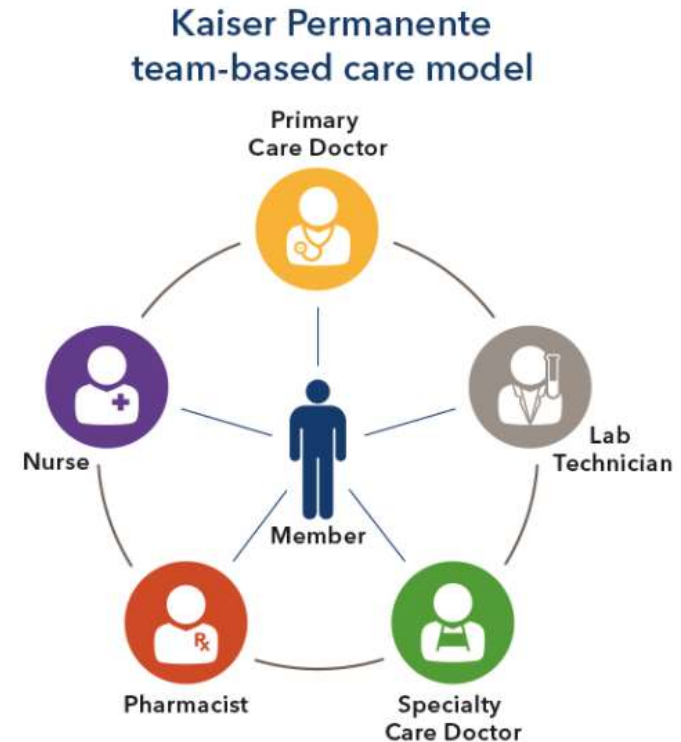
**SFHSS Board Meeting
August 8, 2019**

Integrated Care Coordination

With our coordinated, team-based model, we're able to provide the right care at the right time, which helps reduce unnecessary treatments and improves patient engagement.

This leads to lower costs, as well as better population health outcomes.

This approach is a key reason why we're able to bring high-quality, affordable care to our more than 12 million members across the country.



Care Coordination and Navigation

Clinical care at Kaiser Permanente is coordinated with the member at the center of our team-based care model.

KP's integrated "whole person" continuum of care is coordinated by a physician-led care team and disease-specific clinical care coordinators that create a seamless member experience, all linked by our electronic health record system.

Our single platform **electronic health record** allows for real-time documentation. As a result, physicians, nurses, and other health care professionals have a total picture of a member's health, leading to a coordinated clinical approach and optimal outcomes.

Patient-centered Care:

Every Kaiser Permanente member has unique care needs. When a member is diagnosed, their primary care physician works with the care team and the member to create a **tailored treatment plan**. Care teams coordinate across locations and specialties to deliver seamless, effective care.

Care Navigation:

KP's physician-led care teams have a total picture of a member's health which allows them to help members **navigate their healthcare** and provide a seamless member experience through **proactive care team collaboration and coordination**

Navigation & Advocacy Support

Member Services



- Benefit support
- Plan selection
- Finding a Specialist
- Care navigation
- Advocacy
- Assistance with getting second opinions
- Claims support
- Interpreting and paying bills

Tools & Resources



- KP.org
- Mobile device apps
- Video visits
- Email your Doctor
- Free wellness coaching
- Classes
- Cost estimator tools
- Rx orders/refills online

Clinical Support

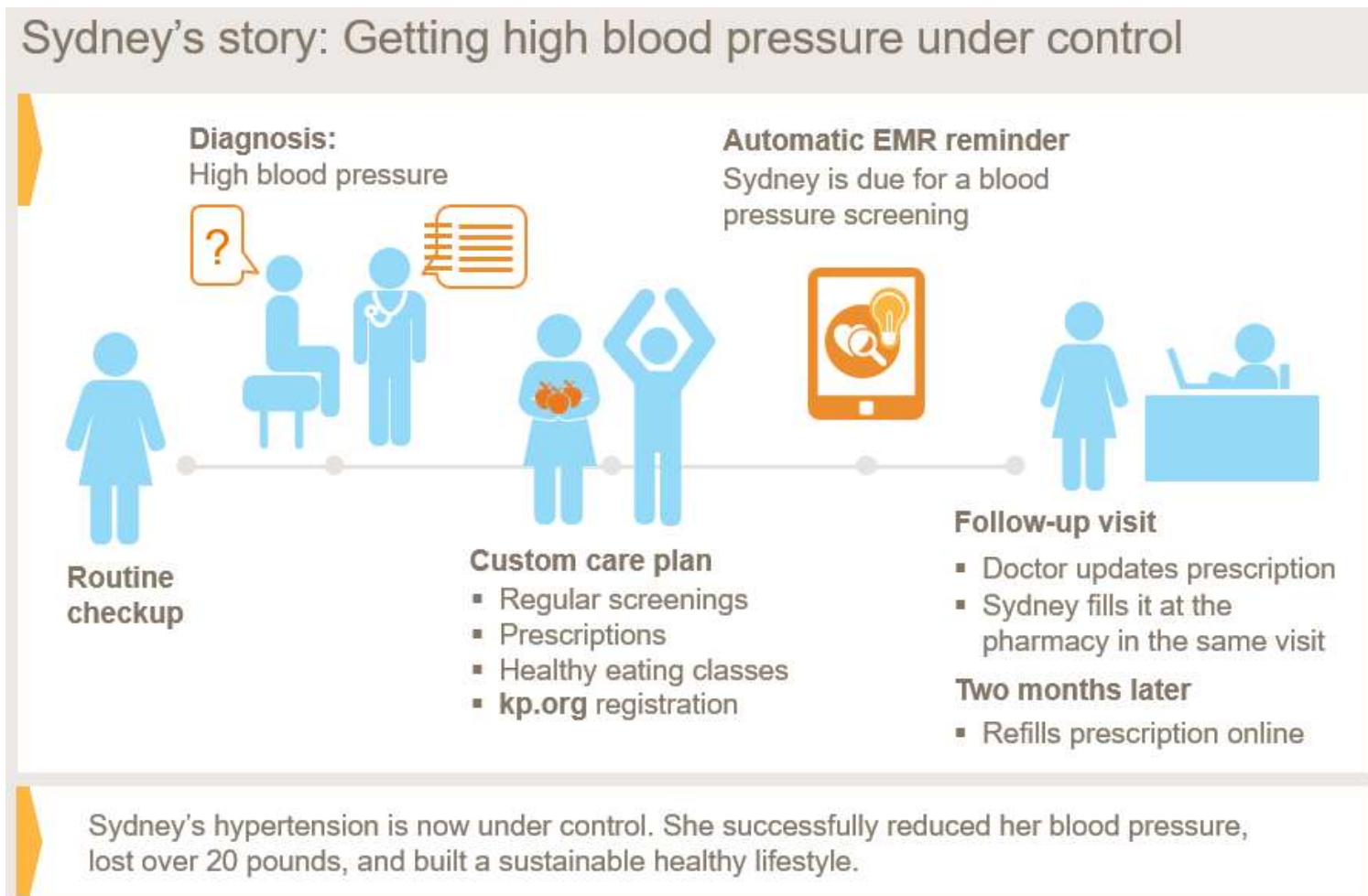


- Appointment & Advice Line with access to a doctor or nurse 24/7
- Embedded Mental Health clinicians at medical facilities for emotional support
- Proactive outreach by clinical care team to help members with chronic conditions
- PCPs to help with referrals to Specialists and getting second opinions



Examples of How an Integrated Model Works

Example 1 of Care Coordination



Example 2 of Care Coordination

