

Kaiser Permanente Colorado Regional Integrated Care Collaborative

Presentation to the Legislative Health Care Task Force



Monday, October 19, 2009

Project Goals

To reduce medical costs and improve patient satisfaction and quality of life by:

- Reducing avoidable hospitalizations and emergency room visits
- Reducing avoidable inpatient readmissions
- Improving access to primary care and wellness services
- Improving use of appropriate medications (over and under utilization)
- Increasing coordination with external providers such as for behavioral health and waiver services
- Increasing access to “social services” resources

Project Population & Structure

Who Is in the Project

- Medicaid Old Age Pension and Aged, Needy, Disabled, Blind eligibility categories
- Over age 18 and under age 65
- Jefferson and Denver Counties only
- Members followed for two years or as long as enrolled

How the Project is Structured

- Primary Care Case Management model
- Two specialized care teams of 1 each: RN, LCSW, Community Specialist
- Supported through Care and Case Coordination Unit within Population and Prevention Services Dept.
- Launched August 1, 2009

What We've Done / Learned So Far

Enrollees

- Approximately 300 individuals enrolled to date
- June – enrolled eligible individuals who were already with Kaiser Permanente
- August & ongoing - enrolling eligible individuals new to Kaiser Permanente

Top Medical Conditions

- Diabetes
- Heart failure
- Hypertension
- Mental retardation
- Obesity
- Seizures

Key Efforts

- Connection with the care teams
- Bonding new members with a PCP
- Health Risk Assessments for each person
- Initial health exams as soon after enrollment as possible
- Individual care plans
- Coordination with external providers such as behavioral health providers

Top Challenges

- Tweaking workflows for maximum efficiency and effectiveness
- Reaching new members (no phone number or address, incorrect information, no phone, lack of interest to engage, etc.)
- Helping new members learn about being in the Kaiser Permanente system and how to use it



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Success Stories So Far

Woman with pre-diabetes and major mental illness, problems walking, severe peripheral edema and hypertension. She saw her new PCP within a few days of initial care team contact, got new medication and can now walk better because she got a walker.

Woman with a long history of noncompliance with her medications for diabetes. She is now being seen by cardiology, is using her glucometer, and better controlling her hypertension.

Woman with pre-diabetes, eye problems, seizures, obesity, and sleep apnea. Within two days of initial contact, she saw ophthalmologist and her new PCP. Care team also got her a cane and a handicapped parking permit.

Young woman with a glycogen storage disease who is unable to maintain a good body weight. The care team got her in right away for a health maintenance exam, helped to get Medicaid payment for her dietary supplement, and connected her with a dietician. She is now gaining weight and has more energy.

