



The Power of Personal Health Records Friends of National Library of Medicine

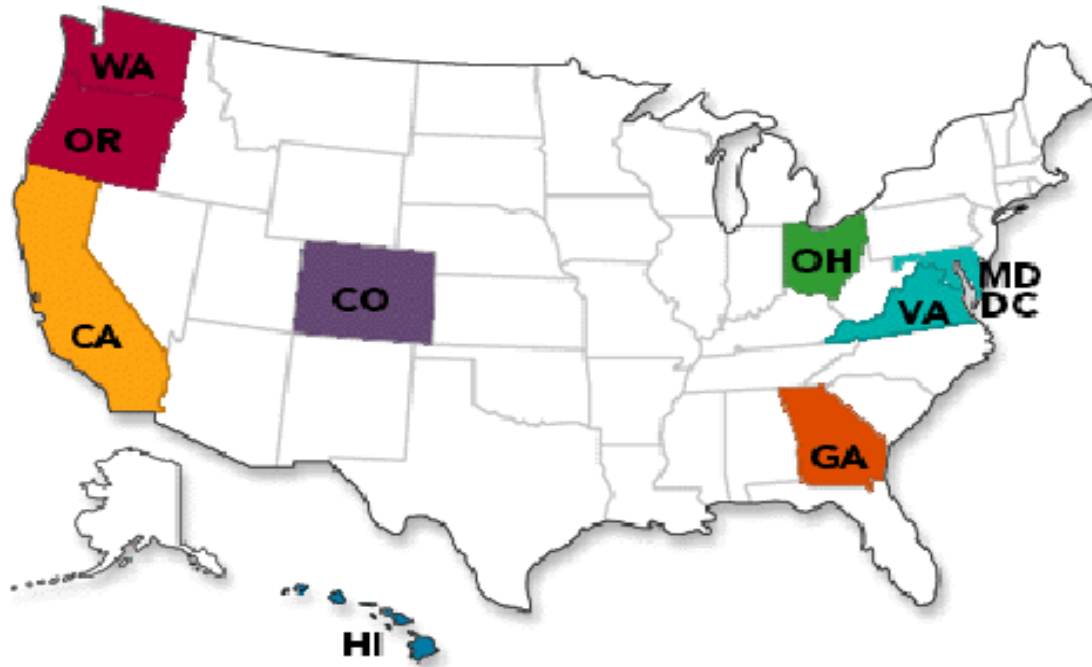
Anna-Lisa Silvestre
Vice President, Internet Services Group
Kaiser Permanente

Outline



- Overview of Kaiser Permanente
- About My Health Manager
- Consumer adoption
- Information that enables action

About Kaiser Permanente



- Nation's largest nonprofit health plan
- Integrated health care delivery system
- 8.7 million members
- 14,000 physicians
- 165,000 employees
- Serving 9 states and the District of Columbia
- 36 hospitals and medical centers
- 416 medical offices
- \$37.8 billion annual revenues (2007)



Our Structure



Kaiser Foundation Health Plans

Nonprofit, public-benefit corporations that contract with individuals and groups to arrange comprehensive medical and hospital services. Kaiser Foundation Health Plans contract with Kaiser Foundation Hospitals and medical groups to provide services.

Kaiser Foundation Hospitals

A nonprofit, public-benefit corporation that owns and operates community hospitals in California, Oregon, and Hawaii; owns outpatient facilities in several states; provides or arranges hospital services; and sponsors charitable, educational, and research activities.

Permanente Medical Groups

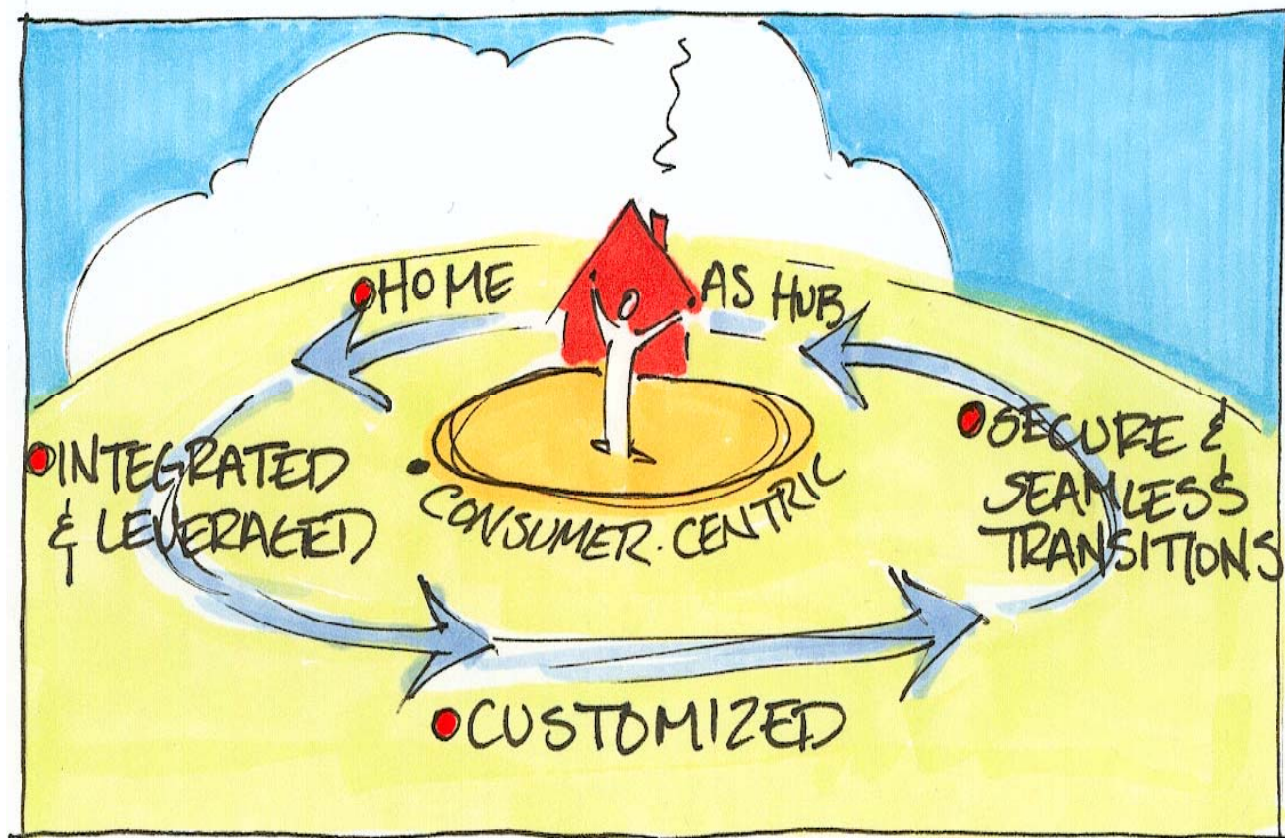
Partnerships or professional corporations of physicians. Each region has its own Permanente Medical Group. The Permanente Medical Groups assume full responsibility for providing and arranging necessary medical care in each region.

Our Mission



To provide affordable, quality health care services and to improve the health of our members and the communities we serve

Our Vision for the Future: "Blue Sky"



Kaiser Permanente HealthConnect™



- More than just an electronic medical record
- The development and deployment of a highly-sophisticated information management and delivery system
- A program-wide system that will integrate the clinical record with appointments, registration and billing
- A complete health care business system that will enhance the quality of patient care

My Health Manager on kp.org



The screenshot shows the Kaiser Permanente website's 'My Health Manager' section. At the top, there is a navigation bar with 'Home', 'Guía en español', and a search box. Below this is a main navigation menu with 'My health manager', 'Health & wellness', 'Health plans & services', and 'Locate our services'. The 'My health manager' section is highlighted and contains a 'Members sign on' form with fields for 'User ID' and 'Password', a 'Sign on' button, and links for 'Forgot your user ID or password?' and 'Online security'. Below the sign-on form, there is a section for 'Don't have a user ID yet?' with links to 'Find out how to register' and 'Take a site tour'. A large image of a person's hands resting on a chair back is visible in the background. Below the sign-on form, there are navigation links for 'Prospective Members', 'Employers/Administrators', 'Media Representatives', 'Brokers', and 'Job Seekers'. The main content area is divided into four sections: 'Health and wellness' (with a carrot icon), 'Health plans and services' (with a pea icon), 'My health manager' (with a cherry icon), and 'KP in the news' (with a book icon). Each section contains links to various articles and services. At the bottom, there is a footer with links for 'Terms & conditions', 'Privacy practices', 'Site policies', 'About us', 'Contact Web manager', 'Web awards & accreditations', 'Careers', 'Technical information', 'Home kp.org', and 'Web site map'.

- Kaiser Permanente's personal health record (PHR)
- Linked directly to KP HealthConnect, My Health Manager is the patient's view into their medical record.
- Provides information and the ability to *act* on that information

Member focused services



My Health Manager

email your doctor

Refill prescriptions

View lab results

Manage appointments

Online programs

Act for family members

Manage benefits



Connecting members to:

- My doctor
- My health record
- Healthy lifestyle programs
- My health care team
- Appointments and refills

Adoption and usage



- Available to all 8.7 million members, including Act for a Family Member
- Universal adoption by providers
- More than 3 million members actively using My Health Manager
 - In first quarter of 2009:
 - 5 million test results viewed
 - 1.9 million emails sent to providers
 - 1.5 million refills completed
 - 1 million visits to the health encyclopedia
 - 960k past office visit viewed

View your personal clinical information



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Change your region: California - Northern

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My immunizations

Help

My immunizations

steps towards preventive care

Printer-friendly

The information listed below is a summary of the immunizations in your Kaiser Permanente medical record. Keep in mind, not all of your immunizations may be listed below.

For general information about a type of immunization, click a link in the "immunization" column. For help with the abbreviations, see our [immunization terms](#).

Immunization	Date
HAV (Hepatitis A)	08/04/2000
HAV adult (Hepatitis A)	04/02/2001
HBV (Hepatitis B)	04/17/1998
INfs (Influenza split virus)	10/16/2006, 10/14/2003, 11/13/2002, 11/14/2001, 11/08/2000, 10/13/1999, 10/25/1994
INfs 4yrs and over (influenza)	10/19/2007
Td 7yrs-adult (Tetanus, diphtheria)	05/04/1998

Related links:
 Preventive care
 Health encyclopedia

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My medical record

My test results
View select test results, including the date the test was completed and information about the results.

Act for a family member
Access portions of your child's or family member's medical record and use other features on his or her behalf. (Age limits and access vary by state.)

My allergies
View a list of your allergies, including the name of the allergen, the reaction you've had, and the date the allergy was first noted in your medical record.

My immunizations
View a list of your immunizations, including the name of the immunization and the date(s) it was administered.

Past visit information
Review past visit information, including recommended follow-up steps.

Related links:
 E-mail my doctor
 Appointment center
 Refill prescriptions
 Health encyclopedia

Lab test results



- Most popular feature
- Links to health encyclopedia

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My test results

[Help](#)

For details about one of your test results, click the "Test" link below. For more information about which test results are included in this list, please see the [help](#) section. Keep in mind that not all of your test results may be listed below.

Date	Test	Ordered By
10/15/2007	CARBAMAZEPINE	EKATERINA MALINOVSKY MD
10/15/2007	AST (ASPARTATE AMINOTRANSFERASE), SERUM	EKATERINA MALINOVSKY MD
10/15/2007	ALT (ALANINE AMINOTRANSFERASE), SERUM	EKATERINA MALINOVSKY MD
10/15/2007	VITAMIN D, 25-HYDROXY	LILLY DIANE CHEN
07/31/2007	VITAMIN D, 25-HYDROXY	LILLY DIANE CHEN
07/31/2007	GLIADIN ANTIBODY	LILLY DIANE CHEN
07/31/2007	CBC (COMPLETE BLOOD COUNT) WITHOUT DIFFERENTIAL	LILLY DIANE CHEN
07/31/2007	HEMOGLOBIN ELECTROPHORESIS	LILLY DIANE CHEN
07/31/2007	TISSUE TRANSGLUTAMINASE IGA, IGG	LILLY DIANE CHEN
07/31/2007	COMPLETE BLOOD COUNT WITH DIFFERENTIAL	EKATERINA MALINOVSKY MD

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My test results

[Help](#)
[Print-friendly version](#)

TSH (THYROID STIMULATING HORMONE)

[About this test](#)

For general information about a type of test, click "About this test."

Minor differences in test results from the usual range are not uncommon and likely represent acceptable individual or lab variation. Test results outside the usual range are subject to interpretation by your health care practitioner.

Component Results		
Component	Your Value	Standard Range
TSH	1.6	0.2-5.5 uIU/mL

[View Past Results](#)

General Information

Collected:
7/18/2007 9:55 AM

Resulted:
7/19/2007 1:36 AM

Ordered By:
EKATERINA MALINOVSKY MD

Kp.org member survey: View lab test results



Did viewing your lab test results online save you a visit, phone call (or didn't save anything)?

- Saved a phone call – 59%
- Saved a doctor's visit – 30%

96% said it was valuable to see lab tests online before visiting doctor

80% felt their lab results were secure

Promoting self-management



Getting things done

- Online appointments
- Rx Refill with medication instruction
- Email your doctor

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Appointment center

[Make appointments](#)
Schedule, view, or cancel

[Past visit information](#)
Review past visit information and follow-up steps.

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Related links:
[E-mail my doctor](#)

Terms & conditions Privacy

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Pharmacy center

[Refill prescriptions](#)
Order prescription refills online or check the status of a prescription refill for yourself or another member.

[Contact a pharmacist](#)
E-mail secure, nonurgent questions about prescription or nonprescription drugs or dietary supplements to a Kaiser Permanente pharmacist.

[Formulary \(covered drugs\)](#)
View a list of drugs that have been approved for our members.

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My doctor

[E-mail my doctor](#)
Send nonurgent health questions to your doctor's office.

[View messages](#)
See e-mail messages from your doctor's office.

[Medical staff directory](#)
Find personal physicians who are accepting new patients, and learn more about the background and qualifications of our health care practitioners.

[Selecting a physician](#)
Learn how to choose your personal physician.

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Related links:
[Act for a family member](#)
[Appointment center](#)
[Facility directory](#)
[My medical record](#)
[Physician home pages](#)
[Health encyclopedia](#)

Email your doctor: Connecting with members at their convenience



- 14,000+ Permanente physicians using email with their patients
- More than 600,000 emails sent by patients to their providers every month
- High patient and clinician satisfaction

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Contact my physician's office

Help

Send a message to my doctor's office

Important: If you think you have a [medical or psychiatric emergency](#), call 911 or go to the nearest hospital. Do not attempt to access emergency care through this Web site. Need to know what a medical or psychiatric emergency is? View [help](#) for more information.

If you have an [urgent symptom](#) or you want to speak with a nurse, do not use this Web site. Instead, please call your local [Kaiser Permanente facility](#).

We will notify you via e-mail at kate.christensen@kp.org when there is a reply to your nonurgent question in your secure Kaiser Permanente mailbox. If this e-mail address is incorrect, please [update your e-mail profile](#).

Send a nonurgent e-mail to a practitioner you, or the person you care for, year. Please note that not all e-mails are answered at this time using [mail your child's doctor](#).

When there is a reply to your question, we will send the notification at the e-mail address you provided. If the e-mail address is incorrect, please [update your information](#), we will send the notification to the e-mail address you provided.

If your inquiry is about a prescription, please use the [prescriptions](#) feature. To make an appointment, please use the [appointments](#) feature.

From: Kate T Christensen

Related links:

- Recommended tests & shots
- Health encyclopedia

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Change your region: California - Northern

Your health record Get health advice Appointments/Rx refills Your plan Locate our services Mailbox

Contact your physician's office

Help

Send a message to your physician

From: Laura Chan

Send to the office of: Dr. Petersen

Subject: Question for my doctor?

I noticed a rash on my left arm last week after my aerobics class. The rash went away on its own after a couple of days. Could it have been from my medications? I haven't started anything new. Thanks

Send Cancel

Email your doctor: Our approach



- Everyone participates
- Expectation that this is part of modern practice of medicine
- Expectation of appropriate response time

Email your doctor: The benefits



- Members more likely to stay with Kaiser Permanente if using My Health Manager's online services
- Physicians and patients find it more convenient than phone
- Strengthens patient-physician bond
- Communication is documented verbatim in the chart
- Patients love it and, increasingly, expect it

Benefits of e-mail your doctor's office



- Help patient prepare for visit
- Follow-up after a patient visit
- Answer common questions
- Help in managing chronic conditions
- Link patients to educational resources
- Sending messages to entire panel or parts of panel
- Attaching photos, questionnaires

Emails from members are clinically relevant



- 66% of member-initiated encounters require clinical assessments or decisions
- 25% of encounters require clinical actions (orders, tests results)

Notes we took for you: My past visit information



Questions with answers

- Heat or ice?
- How long to I take these pills?
- Who do I follow-up with?

A summary of my visit after each visit

- Tests ordered
- Vitals taken
- Medications
- Patient Instructions

The screenshot shows the Kaiser Permanente website interface for 'My past visit information'. The page title is 'Information about my past visits'. It includes a 'Printer-friendly version' link and a note that details are available by clicking on the 'Date/Time' link in the table below. The table lists three visits with their dates, descriptions, and departments.

Date/Time	Description	Department
Friday 03/07/2008 12:00 pm	Office Visit with SHABNAM MADANI MD	COSMETIC DERMATOLOGY
Thursday 01/10/2008 4:50 pm	Office Visit with CYNTHIA SASAKI MATES MD	DERMATOLOGY
Wednesday 11/21/2007 2:45 pm	Office Visit with CYNTHIA SASAKI MATES MD	DERMATOLOGY

| Past Appointments 1 - 3 |

For more information about what types of visits are included in this list, please see the [help](#) section. Keep in mind, not all of your past visit information may be listed.

For information about your child's visits, see our [act for a family member](#) feature.

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PHRs are most powerful when they help people take action



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Diabetes

- Topic overview
- Basic facts
- Are you at risk for diabetes?
- Do you have diabetes?
- Managing your diabetes
- Medications
- Complications
- Healthy living resources in Northern California

Related links:
 Featured health topics

Healthier living with diabetes

[Información en español sobre la diabetes](#)

Know your numbers

Diabetes is a rapidly growing health problem. Currently, more than 18 million people in the United States have diabetes. Unfortunately, close to one-third (5.2 million) of those don't realize they have it. Find out about the [symptoms of diabetes](#), and if you are [at risk for developing it](#).

Diabetes is a life-long condition. With proper treatment, however, people with diabetes can continue to lead a healthy life.

So, in addition to the care and guidance you receive from your physician, use these resources to help you manage diabetes day-to-day:

- Were you recently diagnosed? Find out more about [type 1](#) or [type 2](#) diabetes.
- Learn about living with complications of [type 1](#) or [type 2](#) diabetes (eye, kidney, heart, nerve, or blood vessel disease).
- Find out how to care for a child with [type 1](#) or [type 2](#) diabetes.

Select any of the diabetes-related topics on the left to learn more, or continue on to [basic facts about diabetes](#).

Reviewed by: Jim Dudl, MD and Kate Christensen, MD
[Complete list of reviewers](#)
Last updated: March 2007

Online resources

- Take control of your diabetes with our [HealthMedia@Care™ for Your Health online program](#).
- Check your risk using the [Diabetes Personal Health Decisions tool](#).
- Reduce your risk for obesity and diabetes with our [step-by-step video](#).

- Health and Drug Encyclopedias
- Featured Health Topics: Diabetes, weight, depression and more
- Personal online behavior change tools
- Regional programs and classes
- Step-by-step video (English/Spanish)

Summary

