



Helping hearts stay healthy.



How do we at Kaiser Permanente take care of our members with high risk conditions?

Here's how we tackle the problem to help ensure our members get the care they need.

Disease Management Programs

Get to Know Your Members

If we think we have a group of members who may be at increased risk of health problems, we begin by learning more about them. We evaluate data from and determine who is at increased risk of adverse health outcomes. We often create a registry of members who share similar health risks and could potentially benefit from health interventions.

Develop and Agree on the Best Clinical Care

Once we have identified groups of individuals who are at increased health risks, we convene a multidisciplinary panel of experts to develop guidelines for clinical care. We review the available recommendations and evidence and invite broad participation in the review of the materials. We share these guidelines with many different medical specialist groups and eventually endorse a single clinical evidence based guideline.

Design, Test, then Disseminate a Program

After we know who is in need of services and what is clinically recommended for these individuals, we create a system for care delivery. Usually we have a few sites that have been testing innovative care delivery models and these early sites share their successes with the rest of the organization. We review the various programs and then make the most effective programs available for other sites to use. Once we have a successful model identified, we create tools for patients and clinicians that support these successful programs.

Educate Your Members

After successful programs and practices are identified, we then use many ways to educate our patients about the health benefits of these services. We use many methods to share this information, such as printed materials, lectures, web site information, classes, etc.

Educate Your Staff

We also spend a great deal of effort informing our colleagues about the new clinical practices and the new ways to deliver care. This may take the form of lectures, video conferences, CME programs, etc.

Measure Your Members' Success

To make sure we are implementing an effective program, we regularly review the data and report to our leaders how our members are doing. Some of these measurements are set by external regulatory agencies and others are developed internally to help us monitor our progress.

Key Elements	Tools
Know Your Membership	Registry
Agree to Best Practices	Evidence-based guidelines
Develop System for Implementation	Reminders, prompts, outreach, inreach
Educate Your Members	Tip sheets, posters, self-management plans, classes (content, format and materials)
Educate Your Staff	Presentations, pocket cards, CME
Measurement and Reporting	Quality reporting structure