Organizational Change and Learning

Complete Care at Kaiser Permanente: Transforming Chronic and Preventive Care

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The Chronic Care Model (CCM) aims to transform care for patients with chronic illnesses through six interrelated system changes: health system, delivery system design, decision support, clinical information systems, self-management support, and community resources. It has stimulated innovative models

Article-at-a-Glance

Background: In 2004 Kaiser Permanente Southern California (KPSC) recognized the potential to improve the quality of care. Healthcare Effectiveness Data and Information
Medical Complete Care
Prevention and Lifestyle Change
Health Education & Wellness
Proactive Encounter, Panel/Care Management
Regional Outreach
Medication Management
Safety Net
Clinical Information Systems & Decision Support
Practice Guidelines and CME
Asthma Breast Cancer Cervical Cancer CAD CKD Colon Cancer COPD CVD Depression Diabetes Geriatrics Hepatitis C HF HIV Hypertension MS Obesity Osteoporosis Pneumonia Rare Diseases Sepsis VTE
Hypertension Control Rate

Regional leadership made hypertension a “quality imperative” and attached a small financial incentive to both primary care and specialty care physicians.

Thaizide-naïve program targeting uncontrolled hypertension patients.
# Hypertension Recognition in Adults in Kaiser Permanente Southern California

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of patients with Hypertension</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>400,000</td>
</tr>
<tr>
<td>2012</td>
<td>670,000</td>
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</tbody>
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Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

CAHPS: Smoke/Chew Tobacco

<table>
<thead>
<tr>
<th></th>
<th>Result</th>
<th>HEDIS 10th Benchmark</th>
<th>Top 10th HP</th>
<th>Best HP</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>10.11%</td>
<td>10.11%</td>
<td>9.28%</td>
<td>7.43%</td>
</tr>
<tr>
<td>2012</td>
<td>9.11%</td>
<td>9.07%</td>
<td>8.67%</td>
<td>3.03%</td>
</tr>
<tr>
<td>2013</td>
<td>9.16%</td>
<td>8.83%</td>
<td>7.77%</td>
<td>5.59%</td>
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</tbody>
</table>
Diabetes: LDL-C Control (< 100 mg/dL)
Cholesterol Management for CVD Patients: LDL-C Control (<100 mg/dL)
What can be done besides delivery systems creating a system of care?

- Should we focusing on identification and diagnosis of HTN as well as control?
- Do we need a greater community approach to smoking cessation?
- Should there be more collaboration between health plans, medical groups, and public entities on stroke education?
- Is a HTN control rate at the 90th percentile good enough?
  - Is a control rate of 70% good enough?