

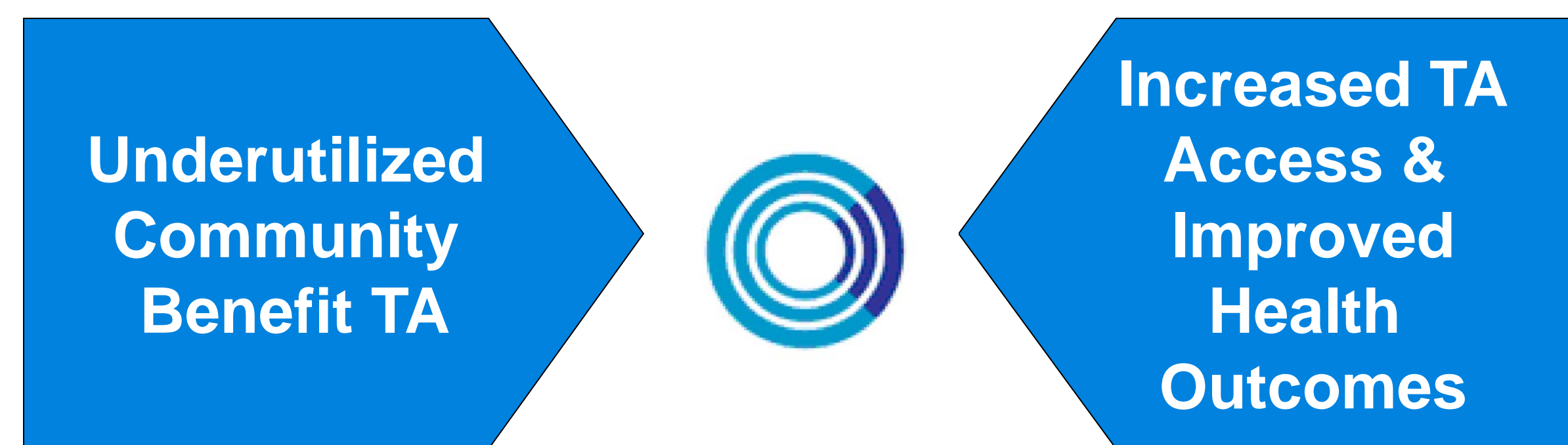
California Health Improvement Project (CHIP) The Kaiser Permanente Technical Assistance Program

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Problem Statement and Underlying Causes

Problem: Community Benefits technical assistance programs often times go underutilized by current grantees.

Underlying Causes: Lack of access, lack of awareness of existent programs, lack of resources



Project Description

To formalize the existing Technical Assistance Program and develop an organized, inclusive, structured application process by which the Safety Net is able to apply for technical assistance and grant dollars available to them.

Goal and Objectives

Goal: Through the Southern California Kaiser Permanente Technical Assistance Program participants will be provided with a structured approach on accessing technical assistance from which guidance and support will be provided to the Safety Net in meeting the Triple Aim, decreasing disparities in care, reducing Emergency Room utilization, improving patient clinical outcomes and narrow existing care gaps.

Output-oriented Objective:

The Southern California Technical Assistance Program will be formalized within Community Benefits by September 2014

Outcome-oriented Objective:

- 1-To demonstrate clinical outcome improvements by site from participation in the KP CB technical assistance program.
- 2-To demonstrate a decrease in ER utilization of Non KP members at local KP emergency rooms related to Diabetes.

Outputs & Outcomes

Outcomes Achieved

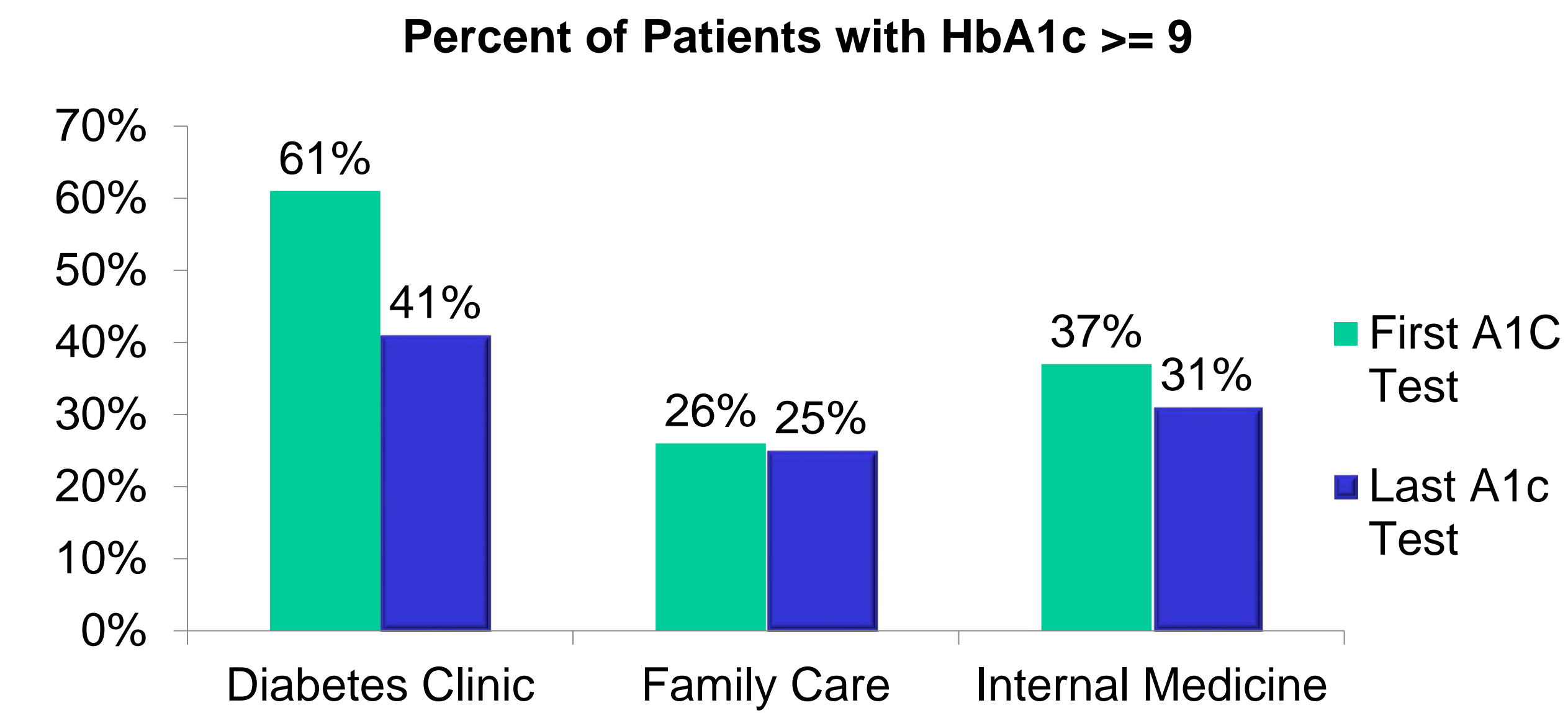
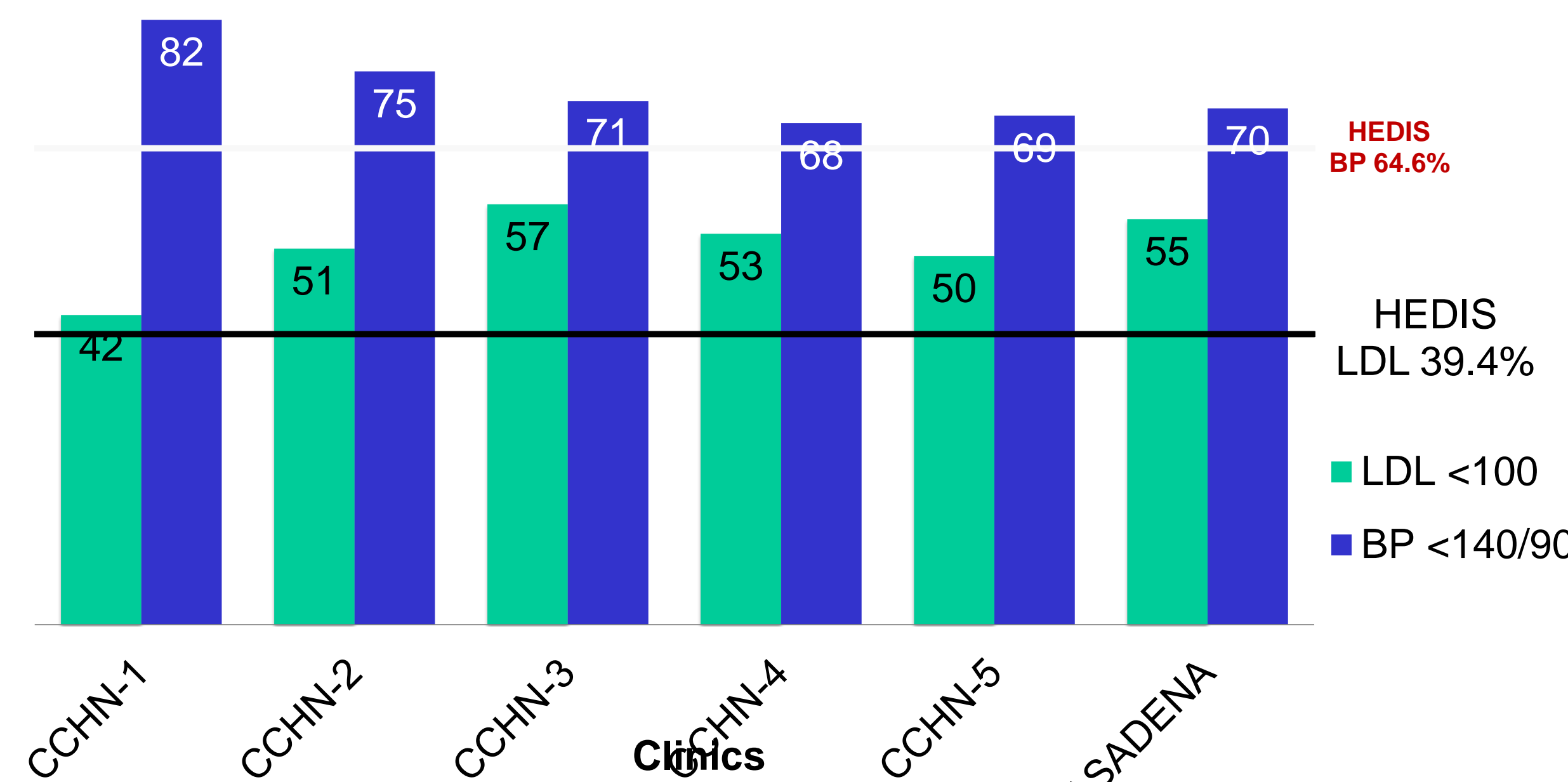
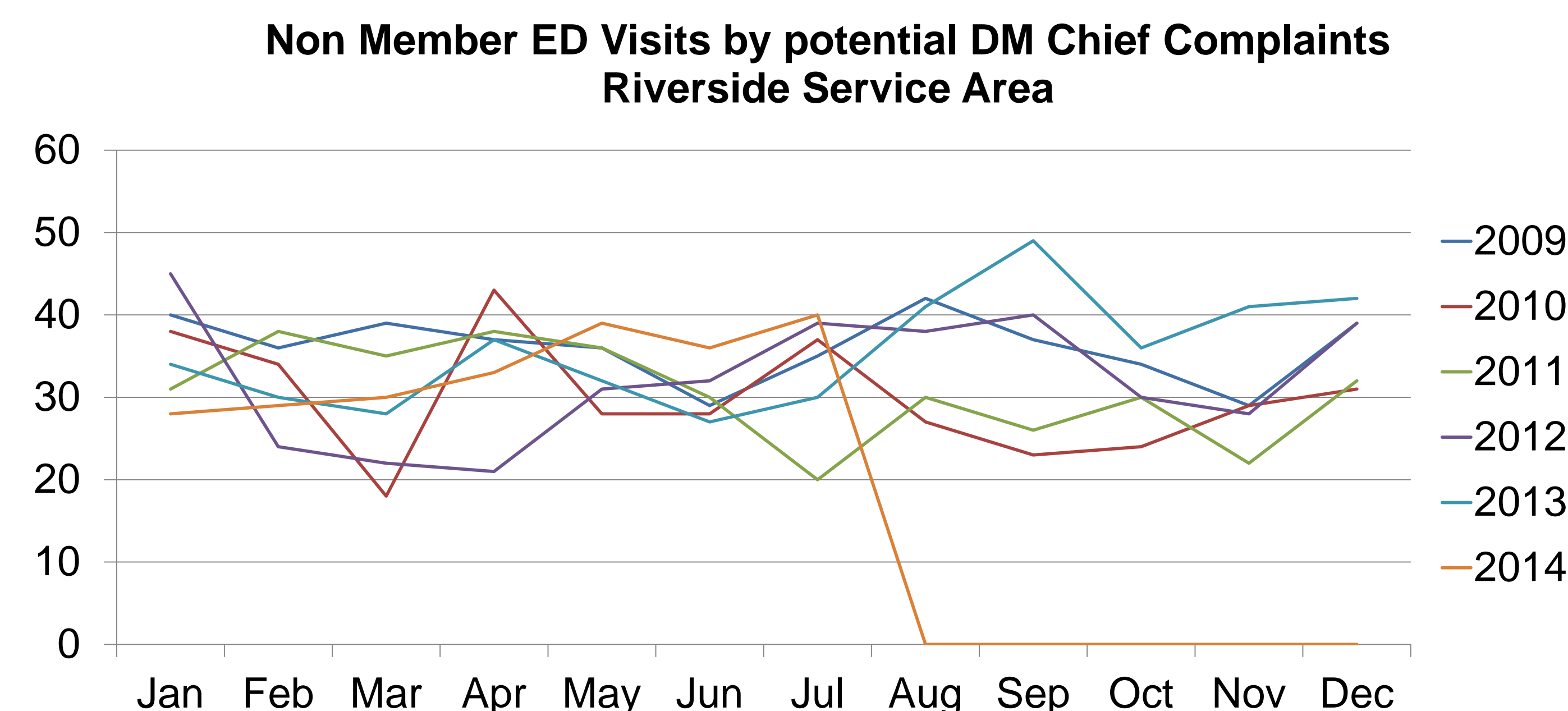


Figure 4. Percentage of ALL & ALL HEART patients with LDL <100 & BP <140/90



NOTE: ALL and ALL HEART patient outcomes are compared to HEDIS California Managed Care MediCal 2011 averages.

*NOTE: The Medi-Cal sample includes diabetic patients 18-75 years of age, while ALL & ALL HEART includes patients 50 years & older



Non KP member Utilization rate for a diabetes related complaint ages 45-83 years of age in a KP service area with active Technical Assistance support.

Lessons Learned

Need to remain focused
Need for articulation of problem, solution, action steps, implementation, presentation.

This project helps to better define the strengths of a technical assistance program within KP.

Support to the Safety Net is critical and necessary to support gains.



About Kaiser Permanente

Kaiser Permanente exists to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

Kaiser Permanente was founded in 1945 and is one of the nations largest not for profit health plans. It consists of six regions and serves more than 9.1 million members with the largest member base in Southern California with approximately 3,594,848. Kaiser Permanente is comprised of the Kaiser Permanente Hospital, the Kaiser Permanente Health Plan and the Permanente Medical Group. With headquarters in Oakland, California they own 37 hospitals, 611 medical offices, employ 17,157 physicians, 175,668 employees and operate a \$50.6 billion dollar budget.

Contact Me

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CHCF HEALTH CARE LEADERSHIP PROGRAM

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