

Kaiser Permanente Care at Home

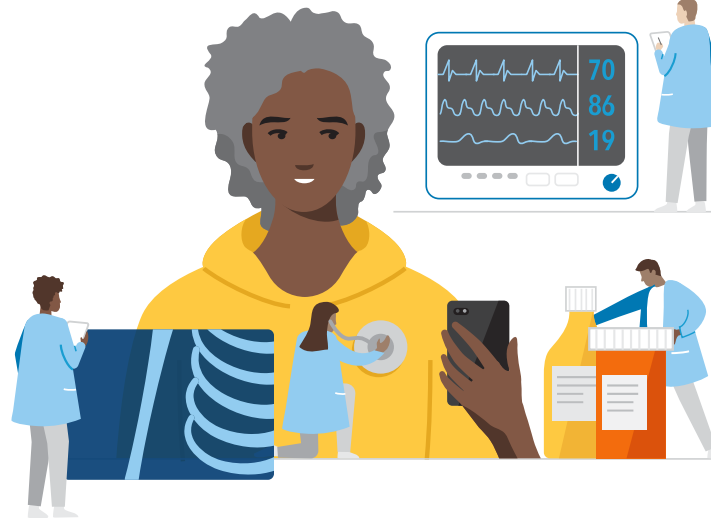
Safely meeting acute care needs of patients at home

Advanced care at home programs, referred to by some people as “hospital at home,” offer certain patients who qualify for hospital admission the opportunity to have their acute care needs met in the safety and comfort of their own homes, close to family and friends.

Enabled by a robust technology platform, Kaiser Permanente’s Care at Home program provides 24/7 patient care through home visits, telehealth encounters, and remote monitoring. Care is overseen by specialized

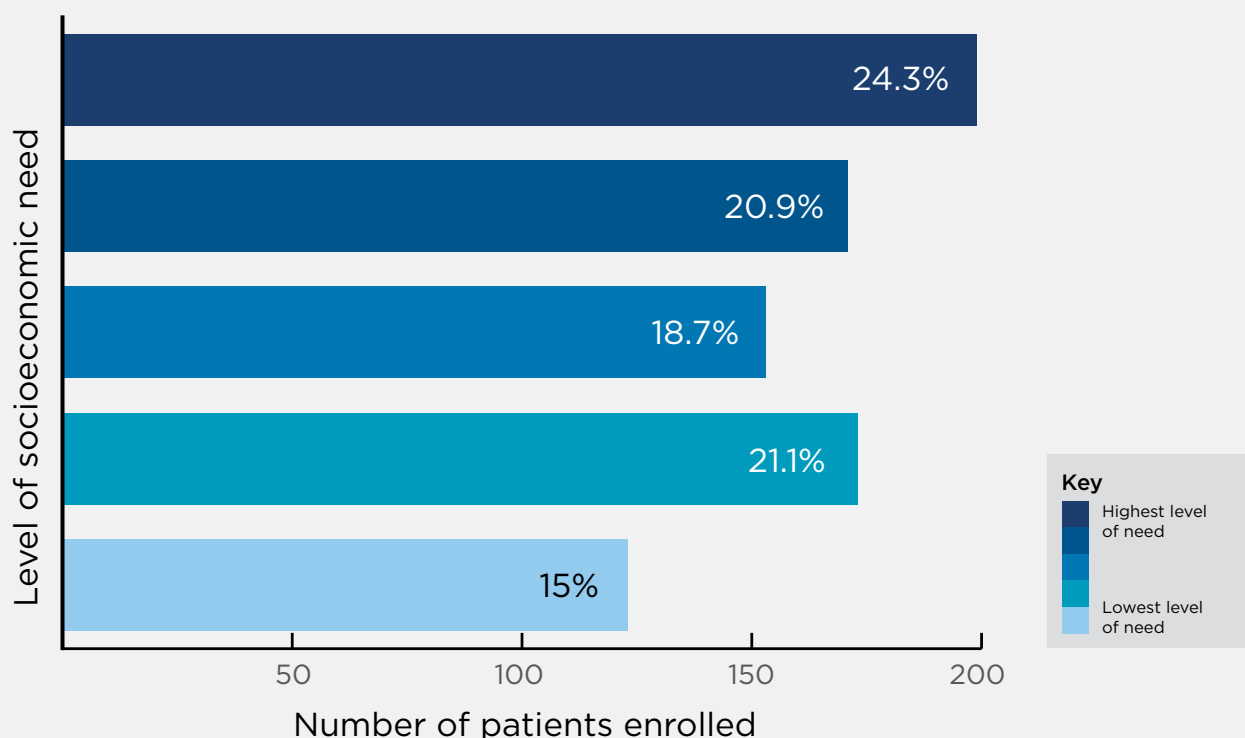
command centers and an onsite and virtual team of health care professionals directed by physicians.

Kaiser Permanente is accountable for at-home patients across the care continuum as part of our integrated delivery system, providing services such as medical equipment, oxygen, laboratory testing, medical meals and supplies, mobile diagnostics, pharmacy, blood draws, and transportation; and ensuring coordination with the patient’s primary care team.



Kaiser Permanente Care at Home (Northwest)

Program utilization by level of socioeconomic need, August 2020 to August 2021



In a Kaiser Permanente analysis of program data, patients with the highest level of socioeconomic need, or disadvantage, were most likely to utilize the Kaiser Permanente Care at Home program than patients with the lowest level of socioeconomic need.



Kaiser Permanente's Care at Home program*:

- ▲ Treats conditions such as cellulitis, chronic obstructive pulmonary disease (COPD), congestive heart failure, COVID-19, diverticulitis, and pneumonia.
- ▲ Prevents hospital-acquired infections.
- ▲ Has a 30-day hospital readmissions rate of 8%, compared with 13% for brick-and-mortar hospitals nationally.**
- ▲ Earned overall hospital rating composite score of 80 in patient surveys, compared with national score of 72.***

Person-centered and equitable care

Advanced care at home upholds our commitment to provide safe, accessible, high quality, and equitable care. If a patient needs additional support, we can use tools such as Kaiser Permanente's [Thrive Local](#) directory to connect patients with community-based resources such as food, medical equipment, and transportation assistance.

Advocating for at-home care

Kaiser Permanente is a proud co-founder of the Advanced Care at Home Coalition, which brings together industry leaders in home and hospital care to advocate for all patients treated in U.S. hospitals who could safely receive care in their homes.

During the COVID-19 pandemic, federal and state governments issued waivers that provided flexibility for hospitals to offer certain acute services at home; the Advanced Care at Home Coalition is working to extend these flexibilities beyond the duration of the public health emergency.

We are also advocating for a new acute care at-home demonstration model through the Centers for Medicare & Medicaid Services Innovation Center, with a carefully designed quality and patient safety framework to allow more patients to benefit from advanced care at home.

For more information, visit achcoalition.com.

* Data from Kaiser Permanente Northwest and Northern California regions

** AHRQ, "Characteristics of 30-Day All-Cause Hospital Readmissions, 2010-2016," Feb 2019

*** HCAHPS survey results, July-Dec 2020 discharges