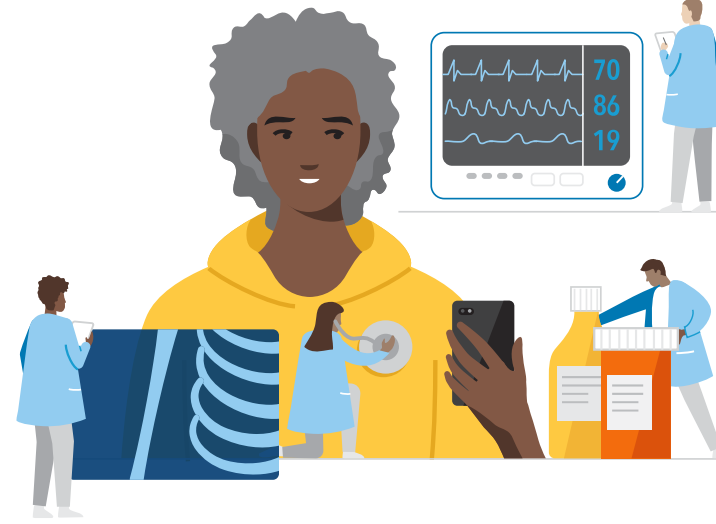


Kaiser Permanente Care at Home

Safely meeting acute care needs of patients at home



Advanced care at home programs 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.

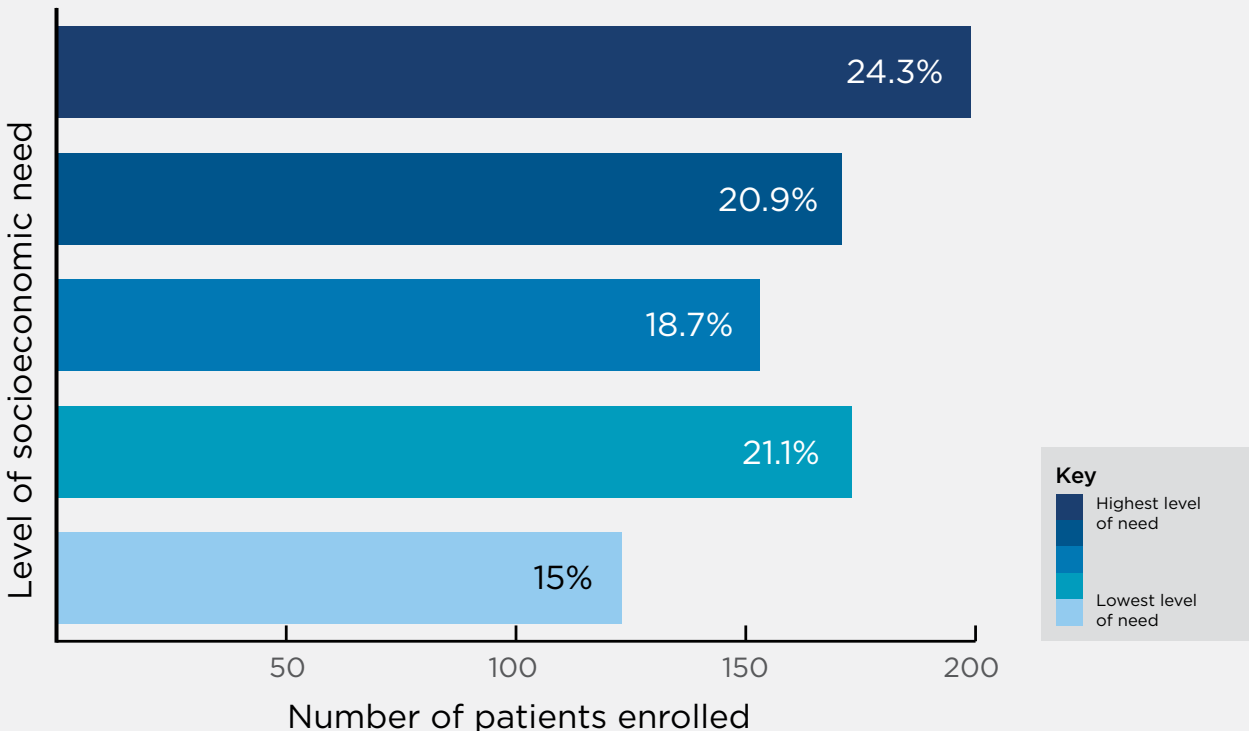
Enabled by a robust technology platform, Kaiser Permanente's Care at Home program provides 24/7 patient care through home visits, telehealth encounters, and remote monitoring. Care is overseen by specialized command

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 devices 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 Community Support Hub 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. These waivers, however, were temporary and tied to the pandemic public health emergency. The Advanced Care at Home Coalition successfully worked to extend these flexibilities for two years, until the end of calendar year 2024.

We are working with the coalition and other stakeholders to renew the Centers for Medicare & Medicaid Services waiver, allowing for home-based care to continue beyond the current expiration date. This is an important next step to allow participating hospitals to continue providing advanced care at home services to Medicare beneficiaries and permit further evidence to support a more permanent solution.

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