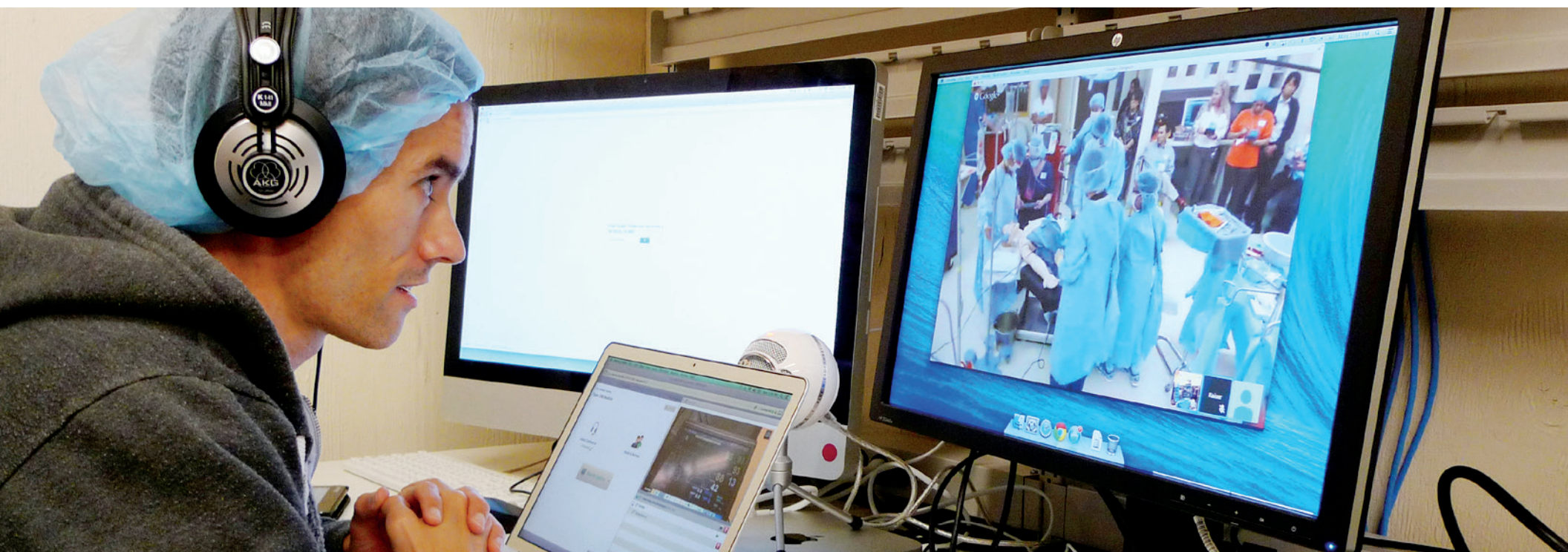


> GARFIELD INNOVATION CENTER



Designing tomorrow's health care today

BUILDING HEALTHIER TOMORROWS



Breaking new ground to shape a better future

Imagine a hospital “smart bed” that can sense and alert the nurse if you’re in danger of falling. Where you can turn off the lights, Skype your brother, and text your cardiologist from a bedside screen. At Kaiser Permanente’s Garfield Innovation Center – one of the world’s most dynamic simulated care delivery environments – we’re exploring inventions just like these to raise the bar in care technology.

Using techniques that seem like science fiction, high- and low-tech innovations are prototyped, tested, and often implemented throughout our facilities – sometimes around the world. And it all enables us to fulfill our mission to improve the health of our members and the communities we serve.



At the Garfield Innovation Center, our vision for the future of health is all about thinking outside our walls and creating new tools today to build a healthier tomorrow. Visit **garfieldcenter.kp.org** to learn more.

INTERACTIVE PATIENT CARE TECHNOLOGY

The results¹

80% of patients
better understood their condition

90% patient satisfaction
with hospital

Bringing a hospital room to life

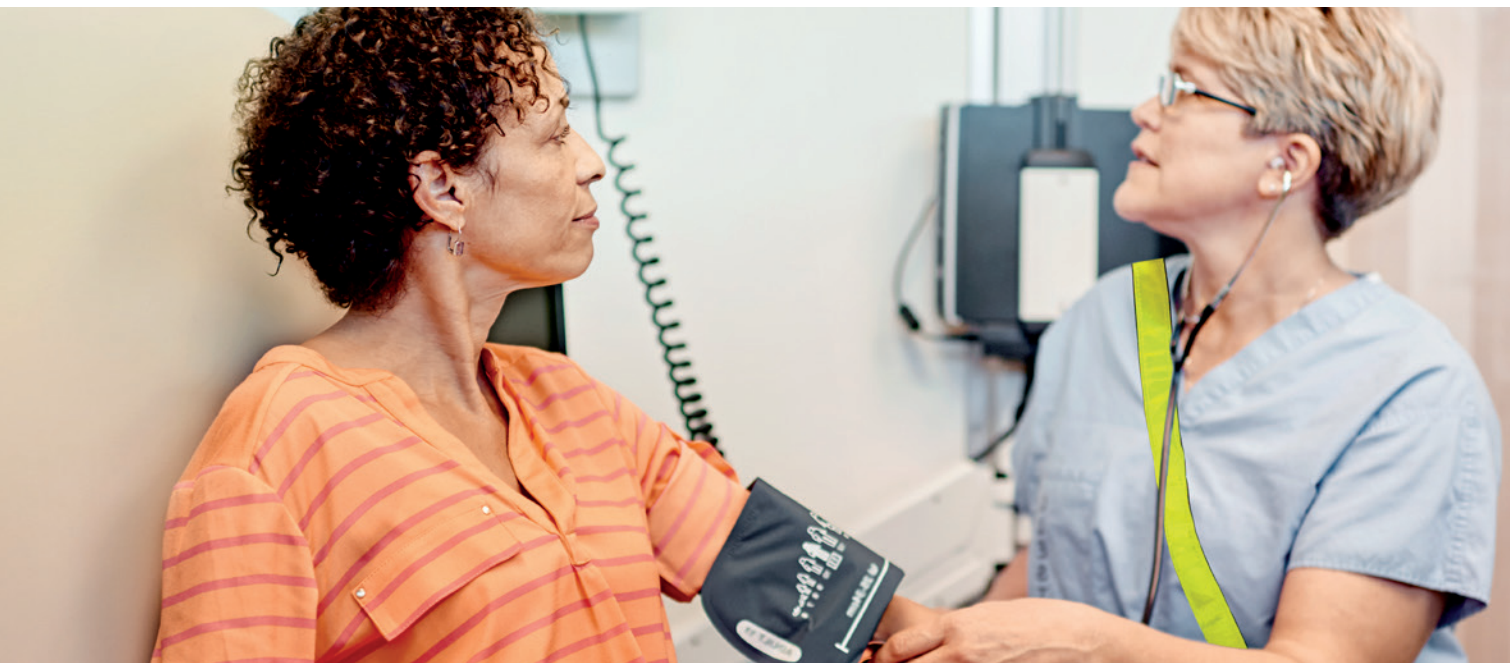
When you visit a hotel these days, you can pay your bill, schedule activities, even order room service – all through your television. Imagine doing the same at your hospital. The Garfield Innovation Center is making that experience a reality, using interactive patient care technology to engage patients and streamline workflows.

First tested at Kaiser Permanente's Panorama City Medical Center in California, patients could access a complete library of educational resources, view personalized education plans, take tests on what they learned, submit surveys, and more. It was a huge success.

More new and exciting features are being developed, including:

- ▶ access to games, movies, music, Internet, and email
- ▶ programs tailored to the patient's age, culture, religion, and condition
- ▶ videoconferencing with caregivers
- ▶ real-time digital response to questions

SAFER MEDICATION PROTOCOLS



Adopting KP MedRite resulted in:⁴

- ▶ 50% reduction in the number of staff interruptions
- ▶ 15% faster medication administration
- ▶ 18% increase in on-time medication administration

Small change, big results

KP MedRite is one example of an extremely effective yet low-cost protocol developed at the center. It involves three simple procedures to make medication delivery safer.



Step-by-step workflow – Consistent protocol for administering medications



"No interruption" wear – Sash or vest a nurse wears while preparing and administering drugs that signals others to not interrupt



Sacred zones – Clearly outlined "do not disturb" areas where nurses prepare medications to be administered

Since its launch, KP MedRite has been implemented in most of our hospitals and adopted by outside health care agencies.² And the program has been recognized by the Institute for Healthcare Improvement and *Harvard Business Review* for its popularity as a low-tech, high-return investment in innovation.³

IMAGINING CARE ANYWHERE



Watch the video

See how we're bringing this vision to life in our "Imagining Care Anywhere" video.

Good health everywhere you go

In a groundbreaking new approach, teams across Kaiser Permanente are coming together to build an accessible and continuous vision of care delivery. We call it "Imagining Care Anywhere." It fosters a singular experience through techniques and concepts that enable real-time, personalized care – whether members are at home, in one of our facilities, or on the go.

Pictured: "Imagining Care Anywhere" is about taking care delivery to the next level – and telemedicine clinics are one innovative new way members can access care on their own terms.



¹ Kaiser Panorama City Hospital, TeleHealth Services, 2011.

² "MedRite Draws High Demand," Labor Management Partnership, Impartnership.org/stories-videos/medrite-draws-high-demand, February 4, 2009.

³ "Kaiser Permanente MedRite Program," Institute for Healthcare Improvement, ihi.org/resources/Pages/Tools/KPMedRiteProgram.aspx, accessed January 5, 2015; Lew McCreary, "Kaiser Permanente's Innovation on the Front Lines," *Harvard Business Review*, September 2010.

⁴ "Sanctifying Medication Administration," Kaiser Permanente Innovation Consultancy, 2007.

Available programs vary by region. Information may have changed since publication.

Kaiser Foundation Health Plan, Inc., 1950 Franklin St., Oakland, CA 94612, 510-987-1000 • Kaiser Foundation Health Plan, Inc., 393 E. Walnut St., Pasadena, CA 91188, 626-405-5000 • Kaiser Foundation Health Plan of Colorado, 10350 E. Dakota Ave., Denver, CO 80247, 303-338-3800 • Kaiser Foundation Health Plan of Colorado, 1975 Research Pkwy., Ste. 250, Colorado Springs, CO 80920, 719-867-2100 • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Rd. NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan, Inc., 711 Kapiolani Blvd., Honolulu, HI 96813, 808-432-5955 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., 2101 E. Jefferson St., Rockville, MD 20852, 301-816-2424 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Ste. 100, Portland, OR 97232, 503-813-2000