

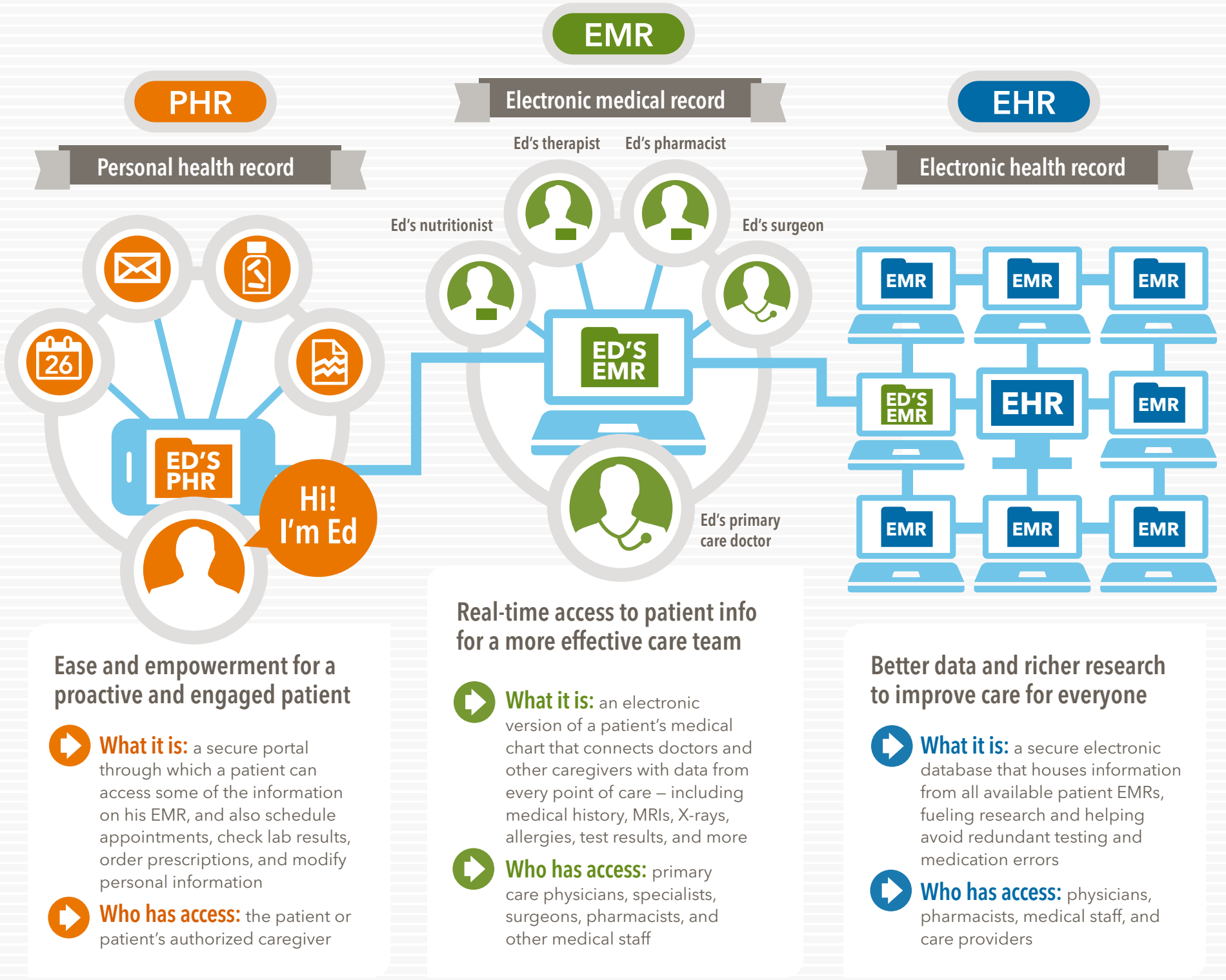
# Paper to pixels

## Understanding the language of digital health

Increased adoption of health information technology means smarter care for more people. But making sense of the language of digital health can be tricky. Although the terms personal health record (PHR), electronic medical record (EMR), and electronic health record (EHR) sound similar, they aren't interchangeable. And not all electronic records are created equal. Although nearly 70 percent of U.S. doctors report using some sort of EHR, only about a quarter of those use a sophisticated, multifunctional system.\* Here's an overview of how an ideal health IT system can empower patients, improve care delivery, and transform data into life-saving research. Does your system look like this?



### Visualizing an ideal system of digital health



\* Schoen and Osborn, The Commonwealth Fund, November 2012.

### How does your provider measure up?

**Can your employees schedule appointments, view lab results, and email their doctors, wherever they are?**

Yes  Somewhat  No  Don't know

Despite the millions of emails and texts people send every second in the United States, 90 percent of Americans have never emailed or texted their doctors.<sup>1</sup> Not only that, but 64 percent of people can't refill prescriptions online – and only 30 percent of doctors let their patients request appointments or referrals online.<sup>2</sup>

By comparison, in 2013, Kaiser Permanente members emailed their doctors 14.8 million times, refilled 14.8 million prescriptions online, and viewed 34.5 million lab tests online.<sup>3</sup> Using our digital PHR, My Health Manager, your employees can easily check lab results, refill prescriptions, avoid unnecessary visits, and take an active role in their own health.

**Are your employees' health records truly paperless?**

Yes  Somewhat  No  Don't know

Paper records and referrals are more likely to result in errors, waste, and repeat tests and procedures. And yet, less than 2 percent of hospitals are truly paperless.<sup>4</sup> Hospitals that have adopted basic EMRs often lack complete systems and can't share data electronically between physicians and Emergency Departments.

Your employees won't find paper records at Kaiser Permanente hospitals. By demonstrating a superior use of health information technology, our hospitals have earned distinction as having the most advanced levels of EMR adoption.<sup>5</sup> For members, that translates to a safer, more efficient, higher-quality experience.

**Are all of the physicians, specialists, and pharmacists connected on the same digital health platform?**

Yes  Somewhat  No  Don't know

Only 11 percent of primary care doctors say they always receive timely information when their patients visit specialists, and less than a third of doctors electronically share patient summaries and test results with doctors outside their practices.<sup>6</sup>

At Kaiser Permanente, every physician, pharmacist, and specialist uses our industry-leading electronic health record, Kaiser Permanente HealthConnect® – enabling doctors to electronically exchange key clinical information with a patient's other caregivers and get a total picture of a member's health.

**Can your provider deliver robust reporting on the health of your employees?**

Yes  Somewhat  No  Don't know

Understanding the behaviors and risk factors of their employees can help employers measure the success of their workforce health strategy – but less than half (47 percent) receive comprehensive reporting.<sup>7</sup>

Compare that to Kaiser Permanente, where you get detailed reports based on clinical data from our EMRs. Seeing the services your employees are using – and how they use them – will help you generate better outcomes, cost savings, and higher productivity.

**Does your health provider conduct its own research – and swiftly translate that research into best practices?**

Yes  Somewhat  No  Don't know

Most providers rely almost exclusively on outside research to learn about medical advancements, so it can take years for doctors to incorporate new best practices.

But with a database of more than 9 million members, all connected on a single EHR system, we can perform research on an unparalleled scale – allowing us to deliver new, innovative care techniques for your employees faster than any other provider.

<sup>1</sup> TheAtlantic.com, March 6, 2013; <sup>2</sup> Schoen and Osborn, The Commonwealth Fund, November 2012; <sup>3</sup> Kaiser Permanente Digital Metrics 2013 Annual Report, Kaiser Permanente Digital Analytics and Insights, February 14, 2014; <sup>4</sup> Forbes.com, January 16, 2013; <sup>5</sup> HIMSS, 2013; <sup>6</sup> See note 2; <sup>7</sup> Hewitt, 2009.

### Charting the evolution of medical records

**Before 1907**  
Most patient information is entered in daily ledgers.\*

**1907**  
The Mayo Clinic issues the first-ever "patient number," so individual patients have individual charts.\*

**1930**  
Standardized medical record forms are introduced.\*

**1970**  
In a landmark piece, "The Delivery of Medical Care," Sidney Garfield, MD, outlines a vision for the future of electronic health.

**1973**  
Kaiser Permanente's Division of Records begins storing records electronically for all members.

**Late 1960s**  
The University of Vermont's Lawrence L. Weed, MD, develops some of the world's first electronic records systems.\*

**2004**  
During his State of the Union address, President George W. Bush says every American must have an EMR by 2014.\*

**2004**  
Kaiser Permanente launches KP HealthConnect, now the largest civilian electronic health record system in the world.†

**2010**  
11.5% of hospitals use digital record-keeping.\*

**2011**  
57% of physicians and 18% of hospitals across the country use basic EMRs.\*

Not an actual Kaiser Permanente HealthConnect® screen view. Image simplified for presentation.

\* Fasano, Transforming Health Care, 2013; † McGee, InformationWeek.com, January 25, 2012.