The advantages of integrated care delivery may be new to some, but not to us. We did it first and we still do it best. And that’s not just our opinion. Consistently Kaiser Permanente has been recognized nationally by business coalitions, health care advocacy groups, and the media as a leader in prevention, best-in-class care, cost-efficiency, and innovation. It’s because keeping members healthy is what we do, and we do that very well.

After caring for employees for more than 65 years, we’re recognized as today’s gold standard in high-quality, cost-effective care—delivering value that other health care organizations just can’t match.

Benchmark for cost-effectiveness

In a comparison of health plans across the United States, the national consulting firm Aon Hewitt reported that we’re the most cost-efficient plan across all markets we serve—10% more cost-effective than the average HMO, 19% more cost-effective than the average PPO/POS plans, and 15% more cost-effective than the all-plan average.
Care and quality

Ranked among the nation’s elite hospitals

Twelve Kaiser Permanente hospitals were recognized among the nation’s elite in the U.S. News & World Report “Best Hospitals by Metro Area” rankings. Completed for the first time in 2011, these rankings evaluate hospitals in metropolitan areas with at least 1 million people. Nationwide, nearly 5,000 hospitals were considered, and in California, Hawaii, and Oregon, Kaiser Permanente hospitals ranked among the top 10.

Among the nation’s best

According to the National Committee for Quality Assurance (NCQA), Kaiser Permanente commercial plans in six regions are among the top 50 highest-ranked plans in the nation. Out of nearly 400 private health plans across the country, Kaiser Permanente Colorado ranked 6th, Southern California ranked 12th, and Northern California ranked 14th in NCQA’s Health Insurance Plan Rankings 2011-12. Reporting categories include consumer experience, preventive services, and treatment.

Best in clinical quality

In a comparison of all health plans in the markets we serve, the national consulting firm Aon Hewitt reported that we consistently outperform other plans in clinical quality, scoring 40% better than the average HMO and 126% better than the all-plan average.

Taking the gold in employee health

The National Business Group on Health presented a “Best Employers for Healthy Lifestyles” gold award to Kaiser Permanente’s national office for its employee wellness program. Kaiser Permanente’s Northern California regional office has also been recognized with a gold award for Live Well, Be Well—its workplace-wellness program.

Highly accomplished doctors recognized

Nearly 200 Kaiser Permanente physicians are listed among the nation’s most accomplished and most highly recommended, according to the just-released U.S. News & World Report “Top Doctors” searchable directory.

Higher clinical quality than other California health plans

In the 2011 edition of the Office of the Patient Advocate’s Health Care Quality Report Card, Kaiser Permanente Northern and Southern California scored a perfect four stars for clinical quality for the third year in a row—the only perfect scores in the history of the HMO quality report card.
Innovation

Pioneering tomorrow’s care
Our Sidney R. Garfield Health Care Innovation Center is a living laboratory that researches better technologies, new products, and hospital protocols. The facility has been featured in stories by the New York Times, Fast Company, Harvard Business Review, InformationWeek, the California HealthCare Foundation, CNET News, and The Economist, among others. Take a virtual tour at kp.org/innovationcenter.

Member satisfaction

First in customer loyalty
In the Satmetrix 2011 Net Promoter® Benchmark Study, a survey of more than 22,000 consumers, Kaiser Permanente was ranked first in customer loyalty among health insurance providers—30 points higher than the nearest carrier.8

High-quality customer service
According to the 2011 Forrester Research Customer Experience Index for Health Insurance Plans, Kaiser Permanente scored as many as 19 percentage points above the industry average in meeting customer needs and ease of access.9

Members love kp.org
• A recent study shows that members who can securely email their doctors schedule 26% fewer office visits and make 14% fewer phone calls to their providers than those not online.10
• In 2010, members used kp.org to view 25.8 million lab tests and refill 8.3 million prescriptions.11
• 92% of members are satisfied with their experience at kp.org—and 92% would recommend the site to friends and relatives.12

Dominating national awards

The eValue8™ 2010 Innovations Awards recognize plans for developing and implementing creative programs to address critical health care issues. Kaiser Permanente Southern California was a winner for its proactive office encounters, while our plans in the Mid-Atlantic States, Northern California, and the Northwest were all finalists for their work in areas such as improving quality of life for those with complex health conditions, HIV care, screenings, and reductions in hospital admissions.13
Promoting national health

A new location for healthy discussion
In the spring of 2011, the Kaiser Permanente Center for Total Health opened in the heart of Washington, D.C., adjacent to Union Station. This exhibit and conference facility provides a state-of-the-art location for thought leaders, physicians, the public, and the media to explore the possibilities for the future of health. The center features interactive exhibits that explain the concept of “total health” within the broader context of health care. To schedule a tour or an event, please contact the center at 202-346-3370, or kpcth@kp.org.

Reducing heart attacks across the country
In October 2010, the Care Continuum Alliance honored Kaiser Permanente’s ALL/PHASE* initiative with its Quality Impact Award for the “Greatest Impact on Health.” The ALL/PHASE protocol uses low-cost and generic medications and clinical interventions to reduce heart attacks. Kaiser Permanente has shared this initiative with community clinics, public hospitals, and health systems. As of the end of 2010, there were 46 locations using this program across the country.*

Sharing technology to enhance care for all
Believing that better data is critical to better health, we’ve made our Convergent Medical Terminology software available to all health care professionals and hospitals in the United States at no cost. Developed after years of work by clinicians and technologists, the software will help ensure that all medical record systems share a common language—standardizing patient data and improving care.*

Faster adoption of new treatments
According to the Institute of Medicine, it takes an average of 17 years before a new best-care practice becomes the standard for even 50% of specialists in a given area. However, in Kaiser Permanente’s integrated delivery system, we can go from cutting-edge knowledge to implementation in just one year.*

Groundbreaking research
to stop diseases
The National Institutes of Health awarded 22 grants to Kaiser Permanente researchers, including $25 million to support our Research Program on Genes, Environment, and Health. One of the largest studies of its kind, it could lead to more effective treatments, cures for diseases like cancer or diabetes, and more personalized health care delivery.*

* The ALL/PHASE (aspirin, lisinopril, and lovastatin/Preventing Heart Attacks and Strokes Everyday) protocol uses low-cost and generic medications.

Kaiser Foundation Health Plan received the highest numerical score among fully insured commercial health plans in the proprietary J.D. Power and Associates 2011 Employer Health Insurance Plan Study™ Study based on 7,024 employer responses measuring 6 plans. Proprietary study results are based on experiences and perceptions of employers surveyed in March–April 2011. Your experiences may vary. Visit jdpower.com.


See note 1.


Crossing the Quality Chasm: A New Health System for the 21st Century, Institute of Medicine, March 2001; ALL Initiative PowerPoint, Kaiser Permanente Care Management Institute, delivered at Institute for Healthcare conference, 2005.


Information in this publication was accurate at the time of production. However, details may have changed since our release date. For the most current information, contact your sales executive or account manager.