

Breast Cancer Care at Kaiser Permanente

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How Kaiser Permanente Approaches Breast Cancer Care

Kaiser Permanente's integrated solution allows us to proactively identify our members at greater risk for certain types of cancer. Once that risk is identified, the member received targeted outreach and in-reach for those at risk for the condition. Reminders for screenings, mailers, and electronic communications are delivered to the member to allow them to engage with care when and where it is needed.

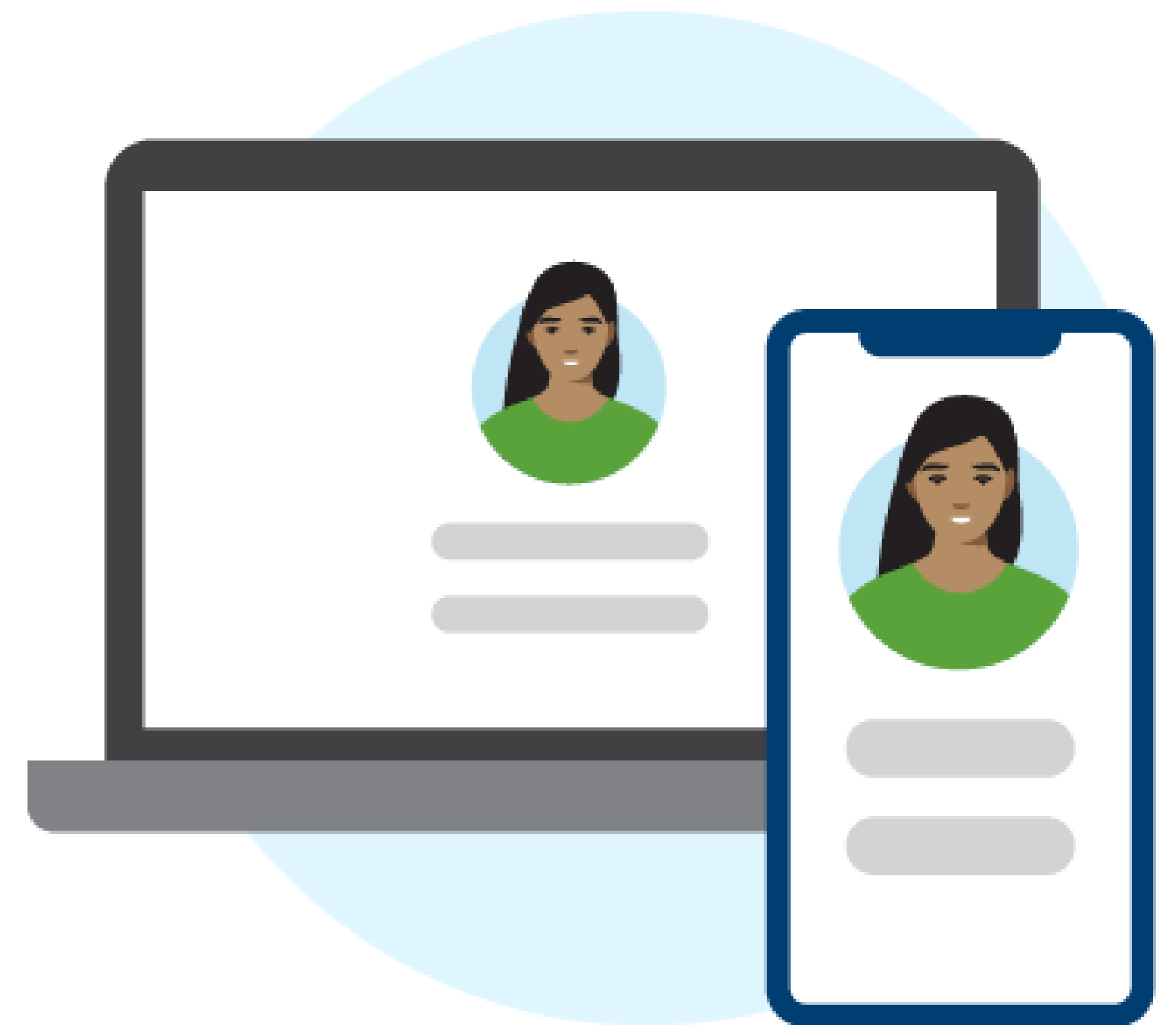


Ways member can engage

- Engage with their provider to schedule a meeting to discuss their risk factors
- Call Nurse Advice to determine the correct venue of care for any acute issues
- Learn about Kaiser Permanente's early detection efforts, advanced treatment options, and support during recovery from cancer
- Access support groups and classes for those recently diagnosed, continuing treatment, or in recovery
- Learn about preventive actions - nutrition and healthy lifestyle choices
- Access information about screening guidelines to ensure they are taking the most active role in prevention and early detection

Targeted Outreach for Breast Care

- Provide prevention alerts for clinicians and members during the clinic visit
- Collect and maintain specific risk data for member populations (via risk surveys and pathology information)
- Identify members by gender, age (via membership data), and/or risk (family and personal history or prior medical event) who are due for routine mammograms
- Check appointment/radiology records of occurrence of mammogram based on specific timeframes
- Generate automatic notification tools (lists, computer alerts, outreach letters)
- Track and identify patients requiring educational materials
- Perform updates to identify members (via lists, alerts or automatic notification) who have not received care to receive additional prompts based on timeframes
- Provide members with written notification of results





Timeline of Targeted Outreach

- When a patient is due soon for screening (60 days before due/overdue) we send a text or IVR call to members letting them know they are due and how to schedule.
- If they do not schedule or complete the screening we have a team of medical assistants who will then outreach to members ~30 days later.
- If a patient remains due/overdue they are eligible for outreach again every 6 months.
- Patients who are active on kp.org will also get notifications through our online personal action plan that they are due and reminders if they do not schedule.
- If a patient is not active on kp.org they will get a letter the month of their birthday with the same information.

Questions?