Community Health: Improving Health for All

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Kaiser Permanente International
Kaiser Permanente Mission

Our Mission

To provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.
Our National Community Health Priorities
We work to ensure health access, improve community conditions for health and equity, and advance the future of community health through innovation.
Vision: In partnership with communities, Kaiser Permanente should predict, identify and address individuals’ most pressing basic human needs as a standard part of quality healthcare, and to achieve health equity.
Shaping Public Policy

Supporting 40 largest U.S. cities for policies for health and quality of life

- Complete streets
- Clean indoor air
- Food safety/restaurant inspection rating
- Healthy food procurement
- Tobacco 21
- Paid sick leave
- Alcohol sales zoning
- Affordable housing/inclusionary zoning
Kaiser Permanente members have unmet social needs. Across the program, the most commonly reported needs are financial strain (41.2%), food insecurity (25.3%) and housing (23.3%).¹ Need prevalence varies across patient populations.

1. Source: Your Current Life Situation Survey, Care Management Institute, May 2018
Social Needs in America

- Highlights from a spring 2019 survey of 1000+ Americans on their views of social needs, health impacts and usage of community resources.
Thrive Local: Addressing Social Needs for Total Health

- Thrive Local consists of:
  - **Resource Directory** that provides information on social services and public benefits
  - **Geographic Community Partner Networks** that healthcare providers can refer to, and
  - A **technology platform** allowing for two-way, closed loop referrals and integration into electronic health records and community based organizations’ client management systems.
Affordable Housing and Homelessness

- End Chronic Homelessness in Our Communities through unique partnerships and programs
- Increase Affordable Housing Supply in the regions and cities that need it most
- Shape Policy on Federal and Local Levels by working with national, state and city leaders
- Transform Health Care and Housing with social care interventions
- Catalyze Innovation Across Programs through technology and partnerships
Affordable Housing and Homelessness: End Chronic Homelessness

Complex social problems can’t be solved only through better technical solutions. Communities need new skills for more flexible and collaborative problem solving.

DATA ANALYTICS
Zoom in on the heart of the problem

HUMAN-CENTERED DESIGN
Engage people experiencing the problem to surface ideas

QUALITY IMPROVEMENT
Test and evaluate each idea with objective data

FACILITATION
Create the conditions for groups to innovate collaboratively
Affordable Housing and Homelessness: Increase Supply

This healthcare giant invests millions in affordable housing to keep people healthy

Kaiser Permanente realized that investment in housing is an investment in health, and so it’s offering funds to help keep apartment buildings affordable and finding housing for homeless residents.
“We are going to end homelessness in Oakland”

- Kaiser Permanente partnered with Bay Area Community Services to provide housing for 515 Oakland residents over the age of 50 and living with at least 1 chronic condition.
- Since January, 300 of these residents have moved into stable housing.
- Kaiser Permanente has also purchased a 41-unit building to be used as homeless housing.

Formerly homeless Victor Nelson shows off the keys to his new Oakland house, courtesy of a partnership between Kaiser Permanente and Bay Area Community Services. Nelson became homeless and moved into his car after falling behind on rent and being evicted. He eventually ended up in the hospital and was connected with Bay Area Community Services.
Making Lives Better