Standard Programs and Services: provided to all members

Coordinated by the **Kaiser Permanente Care Connections** (KPCC) team and provided through proactive outreach, member self-referral, and physician referral. KPCC can be reached at 719-282-2560 or 970-207-7180 (Toll-free:1-877-870-6735) Monday-Friday, 7 a.m. to 7 p.m.

**Transition Management for high risk members: Hospital, Emergency Department (ED) and Skilled Nursing Facility (SNF)**
- All high risk members discharged from the hospital, frequent ED visits and discharges from SNF to home will receive the following care coordination:
  - Follow up phone call within 48-72 hours
  - Medication reconciliation
  - PCP follow-up appointment scheduled within 7 days (evidence supports PCP visit within 7 days post hospitalization)

**Care Coordination**
- Our nurses will coordinate care for members with complex medical needs, helping members to access the care they need, when and where they need it.

**Disease Management**
- Our team of nurses and clinical pharmacists provide ongoing support for managing chronic conditions including diabetes, asthma, Coronary Artery Disease (CAD), Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD), and Hypertension.
  - Routine outreach by letter and/or telephone
  - Education, counseling, and/or reminders for members on:
    - Important monitoring, tests, or screenings
    - Preventing complications
    - Understanding test results
    - Lifestyle modification
    - Managing medications

**Preventive Care**
- Our clinical prevention team provides reminders to our members addressing gaps in preventive care through routine outreach by letter and/or telephone regarding:
  - Cholesterol
  - Breast and Cervical Cancer
  - Colon Cancer
  - Immunizations and flu shots
  - Blood pressure
  - Bone mineral density

**Nutritional Support Services and Consultations**
- Our team of Registered Dieticians can provide our members with healthy eating support, medical nutrition therapy and effective, evidence-based weight management programs in a variety of formats. They can also provide support to pediatric patients with a family history of early coronary artery disease.

**Health Education**
- Our [kp.org](http://kp.org), [kpwebinar.org](http://kpwebinar.org), and [kphealthyme.com](http://kphealthyme.com) websites provide our members with a variety of live and self-paced online learning options including web-based classes, videos, podcasts, and individually tailored programs to help members learn about their health and practice better self-care and self-management.

**Health Coaching**
- Telephonic wellness coaching to support members in identifying and meeting wellness goals.

**Palliative Care**
- Our team of healthcare professionals provides support to our members with serious illnesses, helping them manage symptoms, pain or side effects of treatment as well as helping them to make future plans around their health and medical care.
Optional Programs and Services
Provided to affiliated provider practices upon request. Contact Kaiser Permanente Care Connections for additional information.

Nurse on Location
- Onsite care coordination support by a Kaiser Permanente RN to provide care coordination for complex, high risk Kaiser Permanente members including members with:
  - Frequent hospitalizations
  - Frequent ED visits
- The Nurse on Location can also identify complex members and provide care coordination and development of care plans in collaboration with the PCP.

Clinical Pharmacy Anticoagulation Service
- Our clinical pharmacy specialists provide evidence-based anticoagulation therapy management via telephone in collaboration with referring physicians.

Clinical Pharmacy Cardiac Risk Service
- Our clinical pharmacy specialists work in partnership with primary and specialty care providers to optimize outcomes of patients with CVD. Outreach is focused on long-term management to ensure appropriate cholesterol-lowering, antiplatelet, cardioprotective, anti-hypertensive, and smoking cessation medications are initiated and adjusted as necessary.

Virtual Geriatrician
- Our team provides chart based consultations between Geropsychiatry, the Geriatrician and clinical pharmacy team for complex elderly members, providing a recommended care plan to be implemented by the primary care provider.

Memory Clinic
- This referral based program provides evaluation, consultation and diagnosis around memory issues for members and their families. Care plan development, family education and follow-up care as needed are provided.

DriveAble
- Our team of physical therapists conducts computerized tests to evaluate cognitive ability of our members to drive safely.

Other Programs and Services
Employer group programs available as part of a Kaiser Permanente health plan.
- **Wellness Counts** - available to employer groups, may include prevention screening outreach, health and wellness tools and classes, health assessments/biometric screenings, and more.