

# KP Mobile App Portfolio





## About Mobility Center of Excellence

Kaiser Permanente believes that pairing the same tools and information available online with the convenience of mobile devices will more deeply engage patients in their health care, resulting in better health outcomes and patient-physician relationships. This new level of connectivity extends the reach of information to our patients in a more convenient and user-friendly format.

Our team is accountable for the mobile platform and core capabilities to develop and deploy mobile applications for Kaiser Permanente. We collaborate with all our stakeholders and provide direction to help move our mobility efforts forward from concept through launch. The Center of Excellence model allows our organization to scale mobile capabilities in an efficient and standardized manner for all of our audiences: members, clinicians, and workforce.

We ensure each mobile application we build, buy, and/or use adheres to our mobile standards. We also certify it prior to production use to ensure it adheres to our standards.

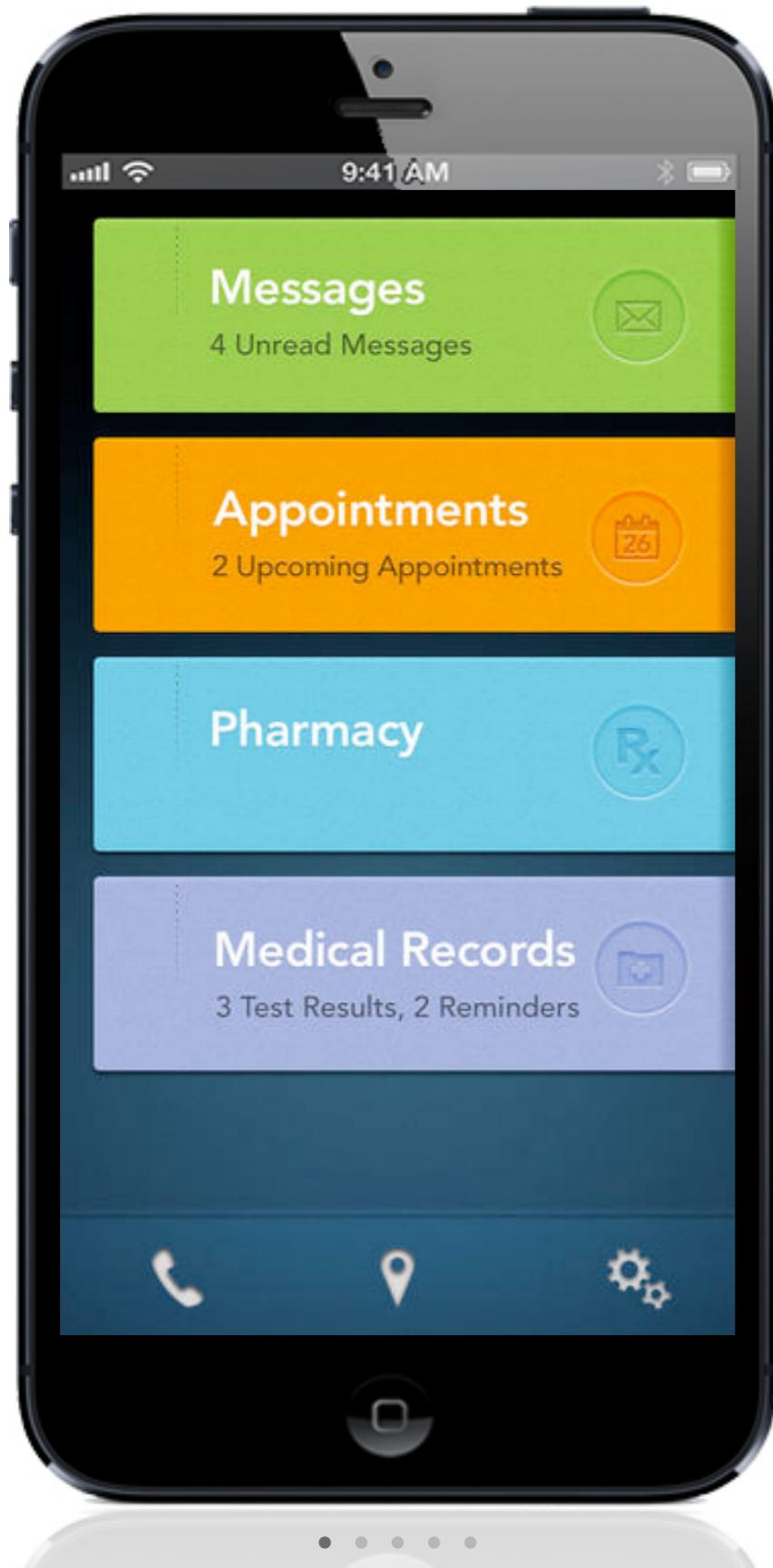


# Apps in production

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KAISER PERMANENTE®



## WHAT IT DOES:

Kaiser Permanente flagship mobile application which provides our members with tools to locate facilities, access medical records, refill prescriptions, make appointments, email caregivers and most importantly, view test results from anywhere in the world for them and their family members.

## FACTS:

Current Version: 3.1.5 (iOS)

Original Release: July 2013

Downloads: 905,000+

Average Rating: 3.5 out of 5

## BUSINESS SPONSOR:

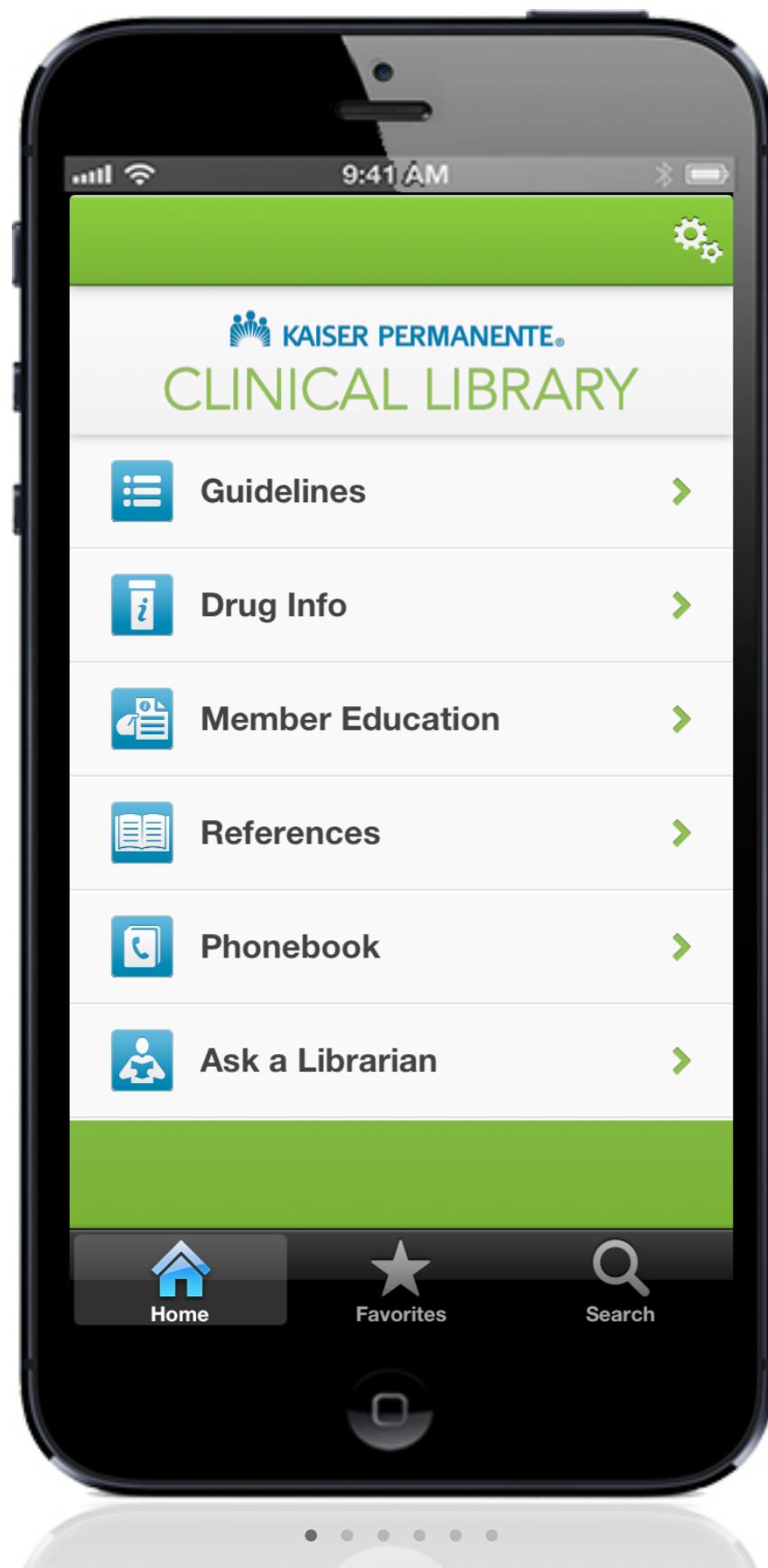
### Christine Paige

Senior Vice President

Marketing & Internet Services

Program Offices





## WHAT IT DOES:

Provides access to KP developed clinical information such as evidence based guidelines, member education materials, pharmacy information, clinical calculators, contacts and schedules.

Clinical content includes:

- 2,500+ Kaiser Permanente care guidelines
- 4,300+ medical textbooks
- 1,800+ medical journals

System integrated with Referral system, KP HealthConnect® and a network of KP librarians across 38 health sciences libraries nation-wide.

## FACTS:

Current Version: 2.2  
Original Release: Dec 2012  
Downloads: 1,400+  
Average Rating: 4 out of 5

## BUSINESS SPONSOR:

**Jed Weissberg**

Senior Vice President  
Quality and Care Delivery Excellence

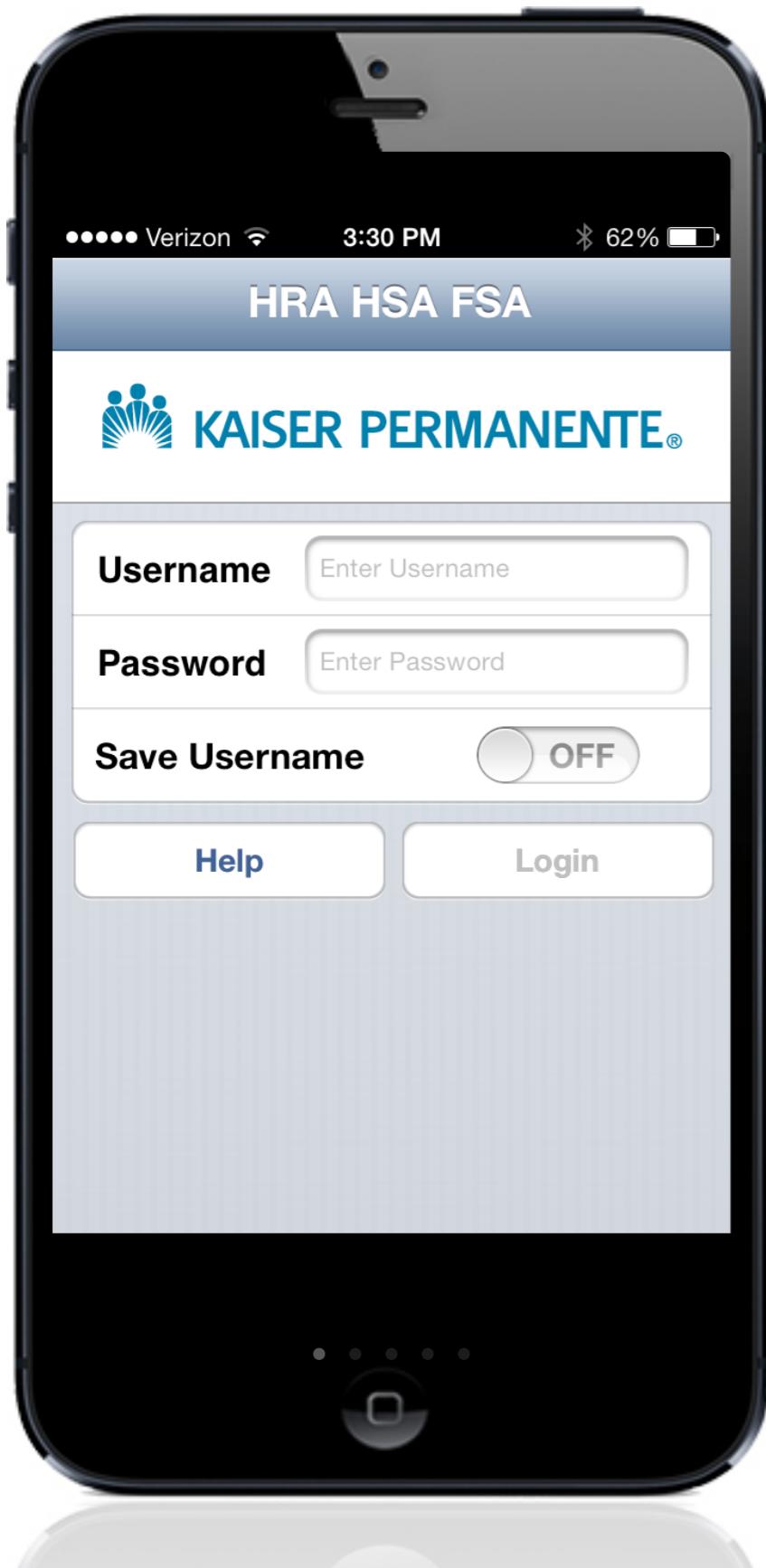




# KP Balance Checker



Consumer



## WHAT IT DOES:

Track health care spending for individuals on the go. Administer health reimbursement arrangement (HRA), health savings account (HAS) and flexible spending accounts (FSA) using this mobile application through Kaiser Permanente.

## FACTS:

Current Version: 3.5.3

Original Release: Dec 2012

Downloads: 4,500+

Average Rating: 1 out of 5

## BUSINESS SPONSOR:

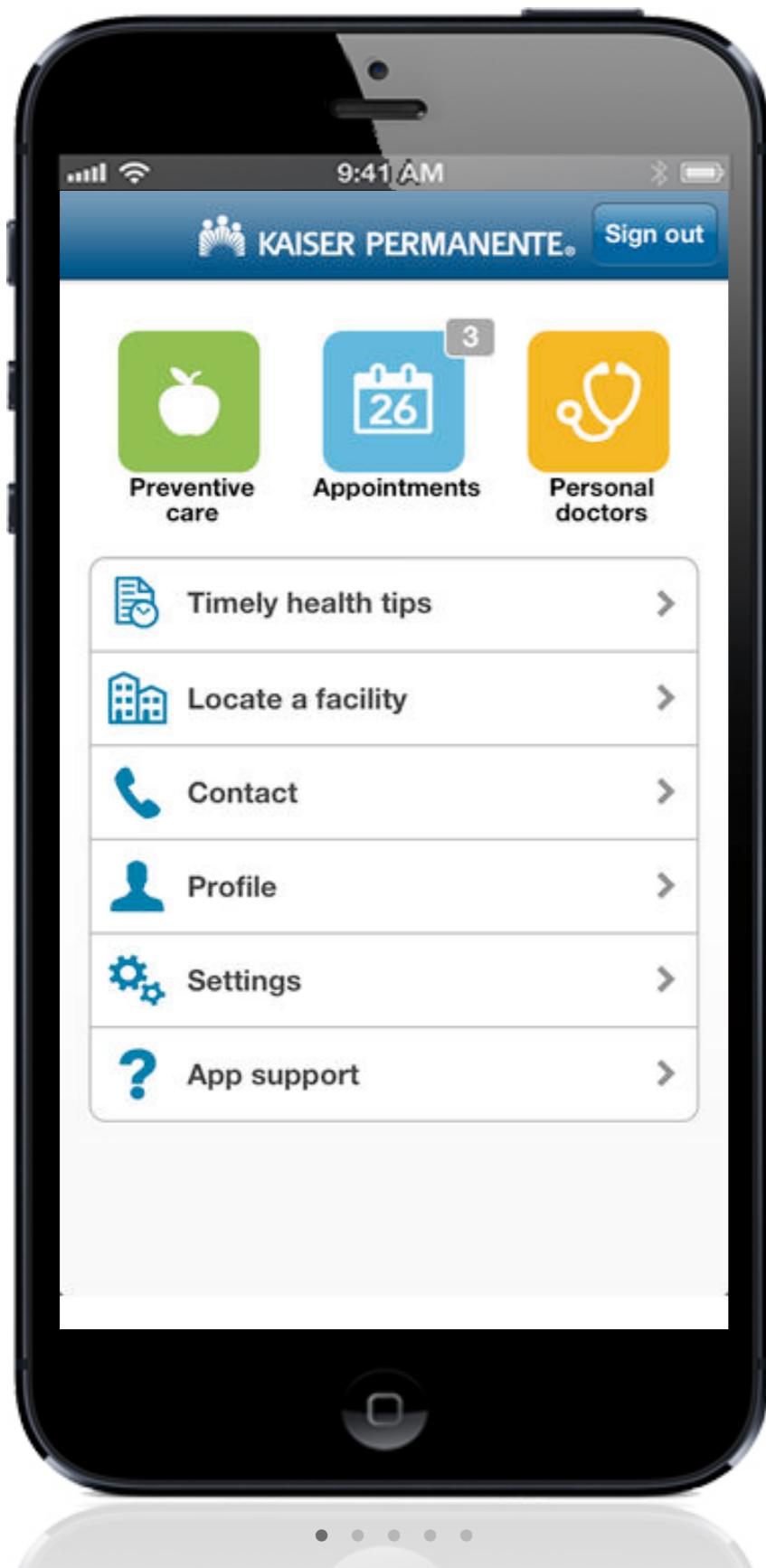
### Chuck Larsen

Vice President

National Product Management

Program Office





## WHAT IT DOES:

Offers Northern California members personalized health reminders with convenience in mind. Members receive appointment reminders, cancel appointments with the ease of one-click, in addition to screening tests and immunization reminders. Other features include scheduling appointments for preventive care services for women, such as mammograms, etc. and timely health tips.

## FACTS:

Current Version: 3.0

Original Release: Jan 2012 (updated Nov 2012)

Downloads: 82,000+

Average Rating: 3.5 out of 5

## BUSINESS SPONSOR:

**Patricia Conolly, M.D.**

Associate Executive Director

TPMG

Northern California



## WHAT IT DOES:

This app enables you to personalize your walking plan, connect with walking communities, learn about the latest fitness trends and tips, and more.

- Track and save your walking routes, build your walking history—share progress on Facebook
- Discover walking groups and paths near you with an interactive map
- Read the latest news about walking, health news, trends and more
- Watch videos on walking tips, how communities are embracing walking, advice from experts and more

## FACTS:

Version: 2.1

Release: March 7, 2015

Downloads: 164,000+

Average Rating: 4.5 out of 5

## BUSINESS SPONSOR:

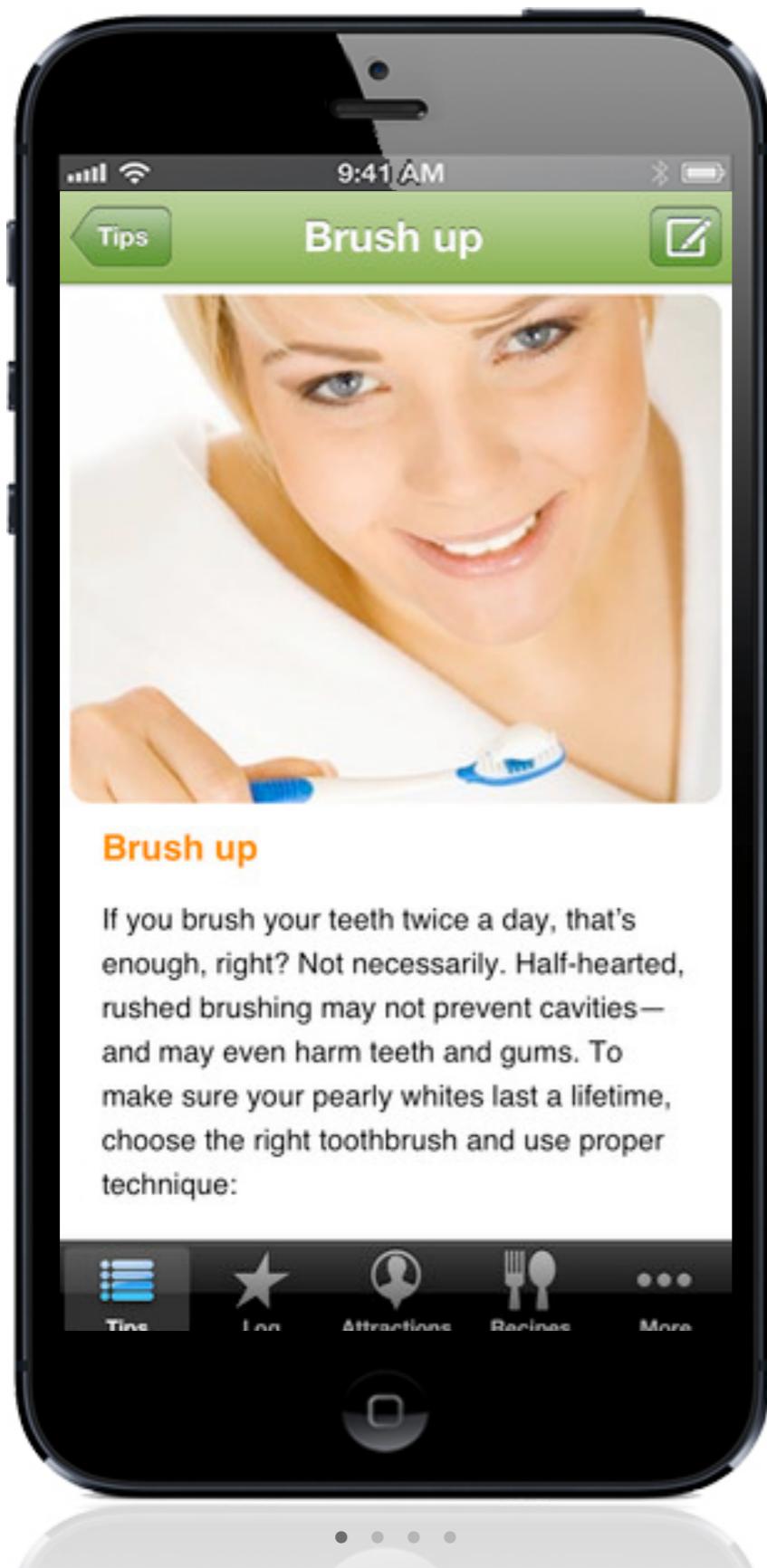
### Tyler Norris

Vice President  
Total Health Partnerships  
Program Office  
Community Benefits

### Patrice Smith

Director of Stakeholder Mgmt.  
Program Office  
Brand Strategy,  
Communications & PR





## WHAT IT DOES:

Thrive Across America is an online physical activity program where you travel through all eight Kaiser Permanente regions and Program Offices by recording exercise minutes and moving across a virtual trail. Along the way you'll learn about the people and places that help us thrive as well as great sites to visit in each region.

## FACTS:

Current Version: 1.1

Original Release: Dec 2011

Downloads: 18,000+

Average Rating: 2.5 out of 5

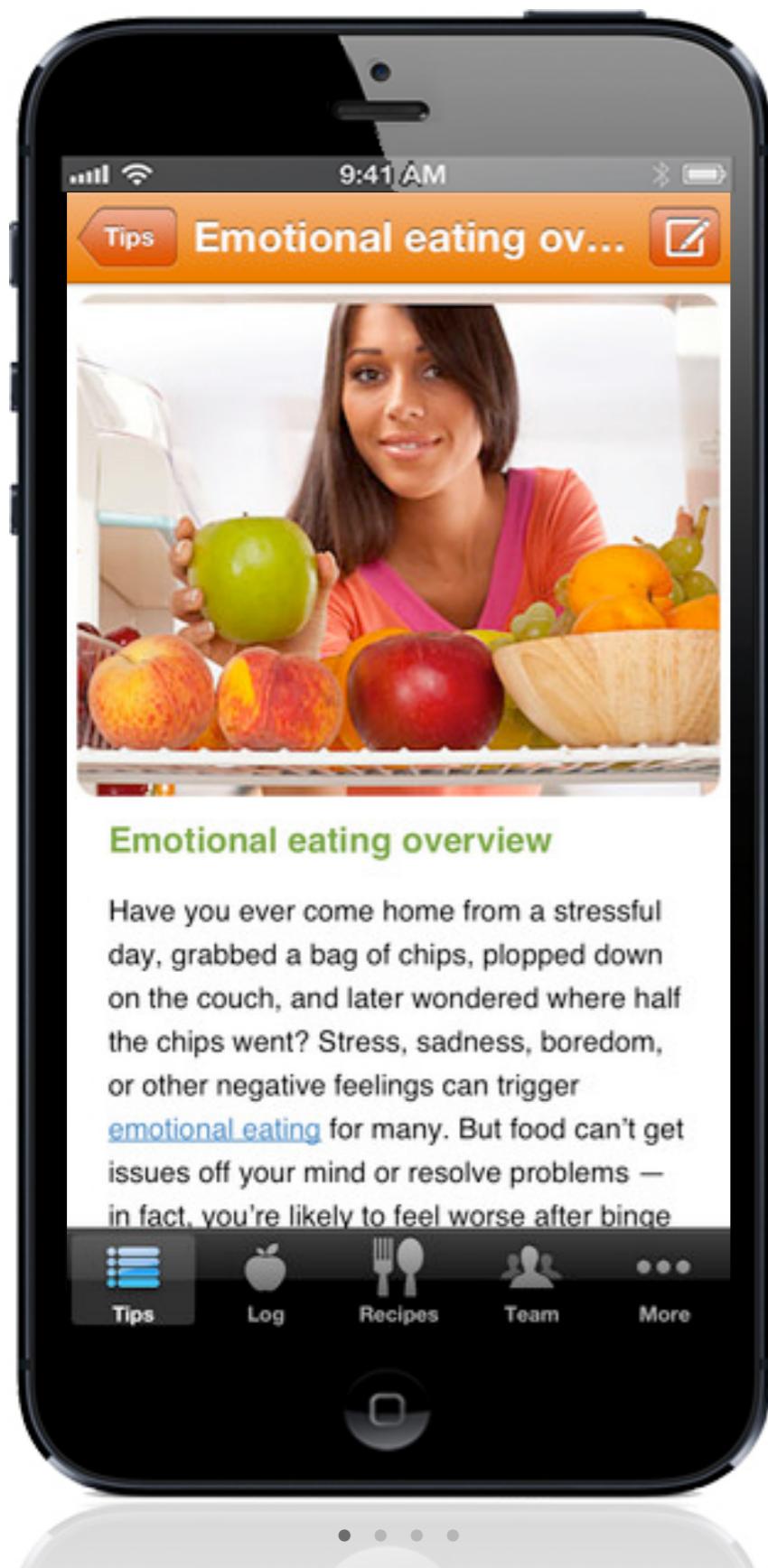
## BUSINESS SPONSOR:

### Elisa Mendel

National Vice President  
Southern California

Healthworks and Product Innovation





## WHAT IT DOES:

A simple online nutrition program that encourages users to eat more fruits and vegetables. One of the simplest nutrition programs ever, no calorie counting, no fat gram tabulating and no weighing or measuring. Logging tools, healthy recipes including a little healthy competition.

## FACTS:

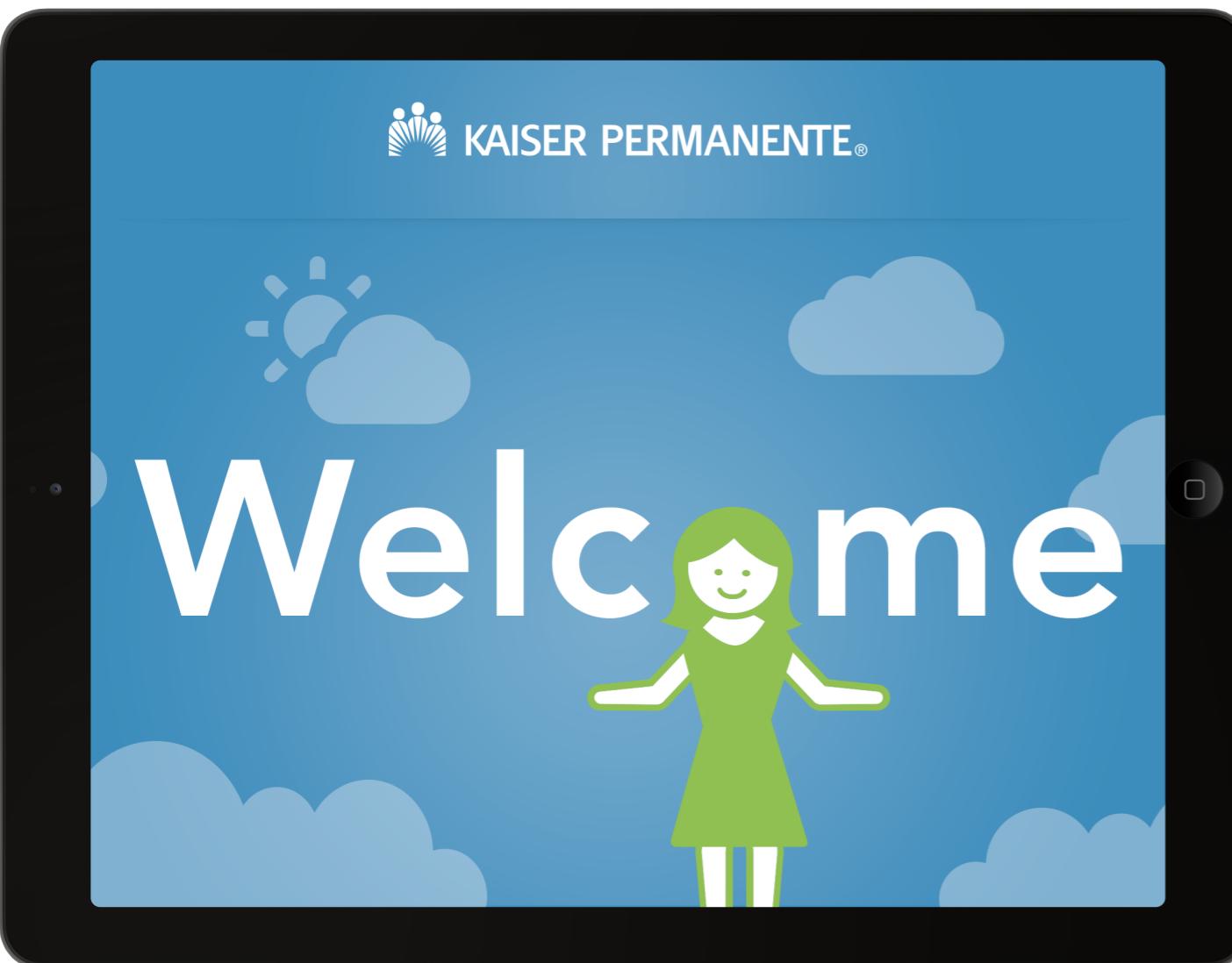
Current Version: 1.1  
Original Release: April 2012  
Downloads: 10,000+  
Average Rating: 2 out of 5

## BUSINESS SPONSOR:

### Elisa Mendel

National Vice President  
Southern California  
Healthworks and Product Innovation





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### WHAT IT DOES:

The KP Retail iPad supports the KP Retail space as part of the Health Care Transformation project. The app provides the following:

- Lead generation capture
- Access to Thrive collateral including KP Podcasts,
- Plan and pricing information for Individual and Family plans as well as Medicare plans
- Healthcare reform information

### FACTS:

Version: 3.0

Release: November 2012

Downloads: 12 – San Francisco Metreon, Roseville Galeria

Average Rating: N/A

### BUSINESS SPONSORS:

**Millicent Cox-Edwards**

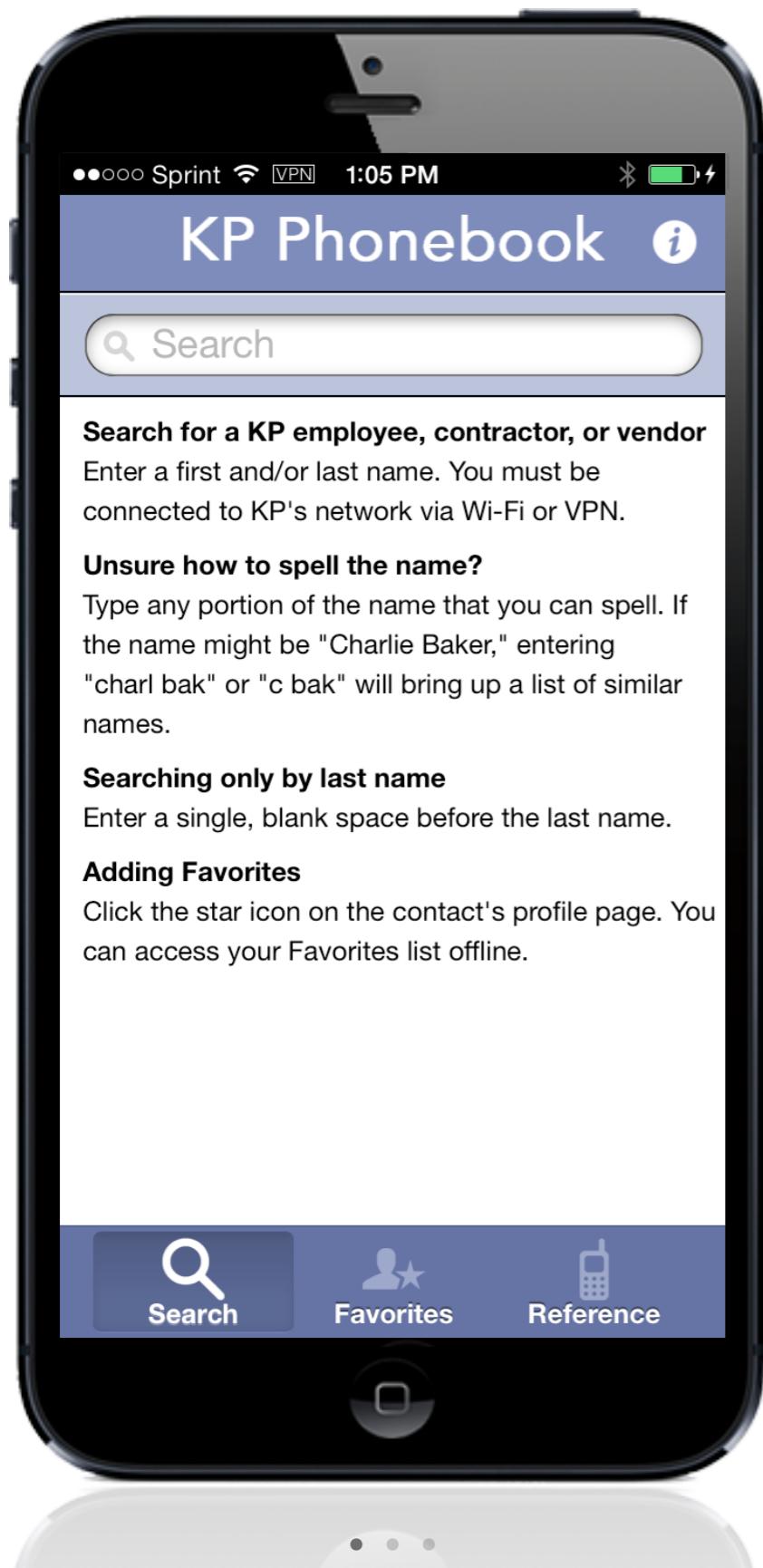
Director, Healthworks and Product Innovation



# KP Phonebook



Workforce



## WHAT IT DOES:

Connect with employees, contractors, and vendors, right from your KP-issued iPhone. The KP Phonebook app lets you search for members of the KP workforce while you are connected to KP's network via enterprise Wi-Fi or remote access (VPN).

## FEATURES

Search for and view contact and profile information including office phone, mobile phone, email, location, department, and job title

View an employee or contractor's manager and direct reports

Add frequently used contacts to your Favorites, which stores their info directly to your phone

Have quick, convenient access to important support phone numbers for each region

## FACTS:

Version: 2.0

Release: December 13, 2013

Downloads: N/A

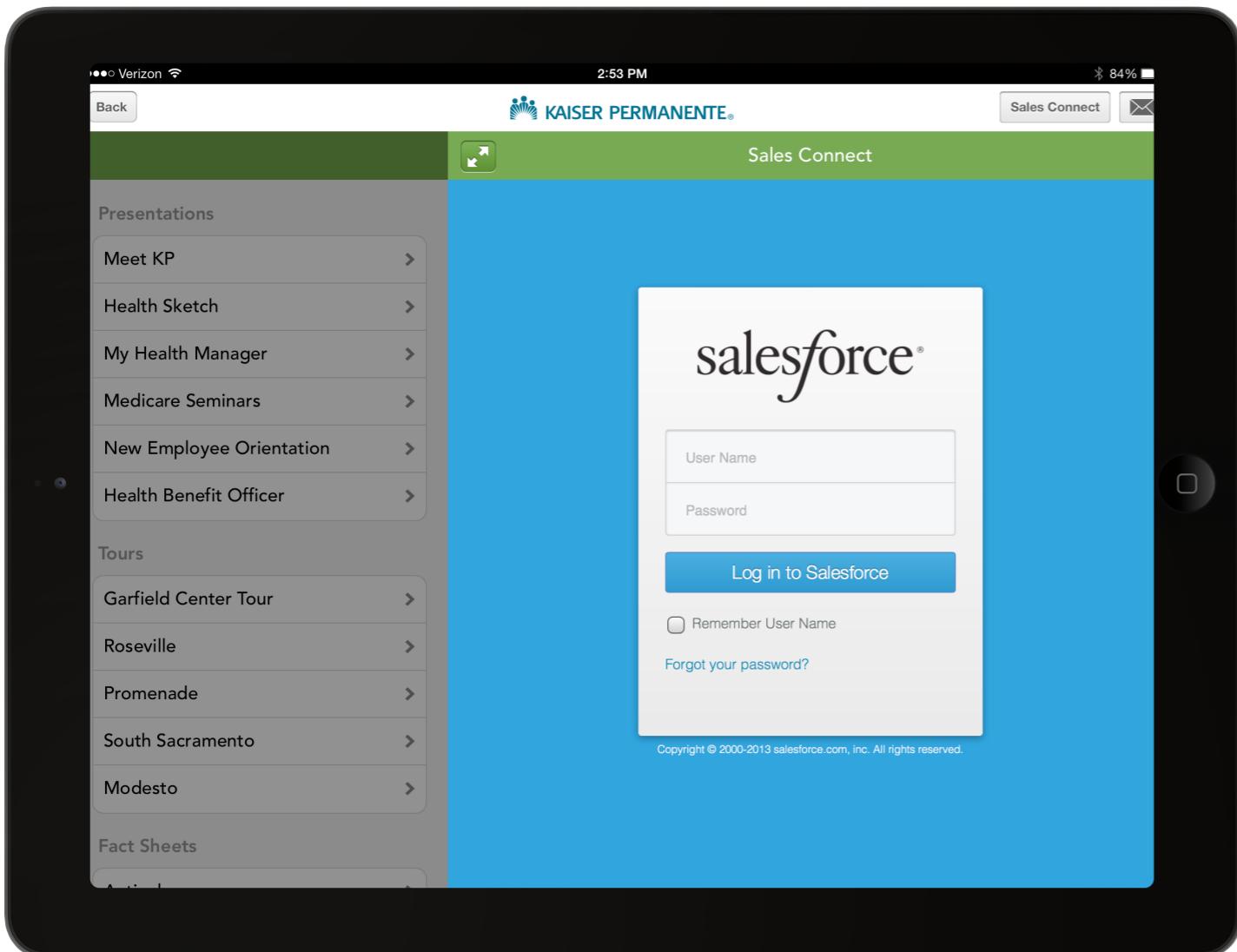
Average Rating: N/A

## BUSINESS SPONSORS:

### Melina Linder

Senior Director  
Digital Workforce Group





## WHAT IT DOES:

The Federal Sales presentation and lead generation app full offline capability, as the Federal Health Benefits AMs often meet with customers in facilities with no WiFi coverage. Business objectives - Use of KP Feds by AMs will allow them to make presentations and offer virtual tours; increase number of leads generated by AMs at meetings; and increase conversion of those leads at Open Season (match back).

This tablet application will be piloted by select Federal Health Plan Account Managers from mid-May through August 2013.

## FACTS:

Version: 1.0

Release: (Planned Pilot May 15 – August 2013)

Downloads: 25 Account Managers

Average Rating: N/A

## BUSINESS SPONSORS:

**Michelle L. Richter**

VP Federal Health Benefits Line of Business



## WHAT IT DOES:

Mobile application that provides self service functionality to our members in managing their medication, including

- Setting up alerts and reminders for medication adherence
- Receiving information on the medication
- Viewing images of the medication – to validate what the member is taking
- Critical information, such as dosage, instructions

## FACTS:

Release: My Medications; Production Planned Q4 2013  
SCAL Pharmacy Mobile App; Pilot planned Q4 2013  
Downloads: N/A  
Average Rating: N/A

## BUSINESS SPONSOR:

**NCAL My Medications Mobile App    SCAL Pharmacy Mobile App**

**Patricia Conolly, M.D.**

Associate Executive Director

TPMG

Northern California

**David Kvancz**

VP, National Pharmacy

# Pilot Apps

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# Nurse Manager Rounding App



## WHAT IT DOES:

Kaiser Permanente's first Microsoft Windows 8 tablet mobile application. Nurse Managers to use for rounding and real-time tracking of patient's outstanding issues. Features to include surveying patients about their daily experiences to improve member satisfaction, logging, tracking and resolving of service issues and a dashboard for quick status.

## FACTS:

Version: Pilot

Release: 1.0 Pilot (March – April 2013)

Downloads: 6 pilot users

Average Rating: N/A

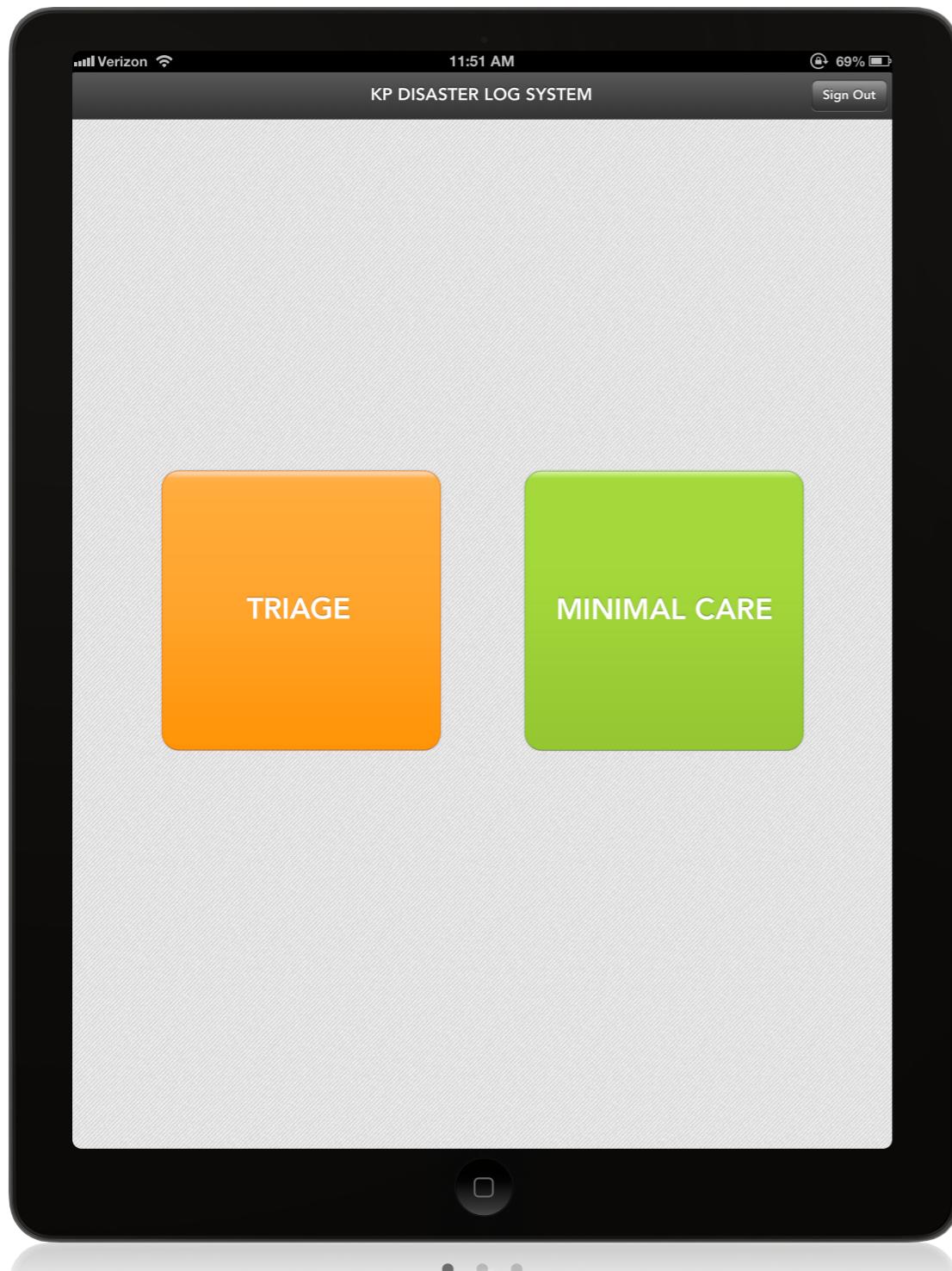
## BUSINESS SPONSOR:

**Marilyn Chow**

Vice President

Patient Care Services

Program Office



## WHAT IT DOES:

The Disaster Log System iPad tablet application will be used by medical personnel to triage or perform minimal care during emergency situations. This app will be used when care may be provided in a parking lot and there is no network connections (i.e. Chevron Refinery fire near the Richmond Medical Center).

This tablet application will be piloted during the America's Cup in San Francisco, July 2013 to September 2013.

## FACTS:

Version: In Development

Release: (Planned Pilot for July 2013)

Downloads: N/A

Average Rating: N/A

## BUSINESS SPONSOR:

**Vivian M. Reyes, MD**

Physician

San Francisco Medical Center - Emergency

**Eric Dilda, MD**

Physician

South San Francisco Medical Center



## WHAT IT DOES:

KP Language Connect is a mobile cloud application that uses the video capabilities of an iPad for language services translation. Using the Language Connect application from an iPad, Kaiser clinical staff can connect patients to an on demand video session with a translator to help increase understanding and satisfaction during a patient's stay. KP Language Connect is a white label branding of the Stratus Video application available on iTunes.

## FACTS:

Version: 1.10

Original Release: October 1, 2013

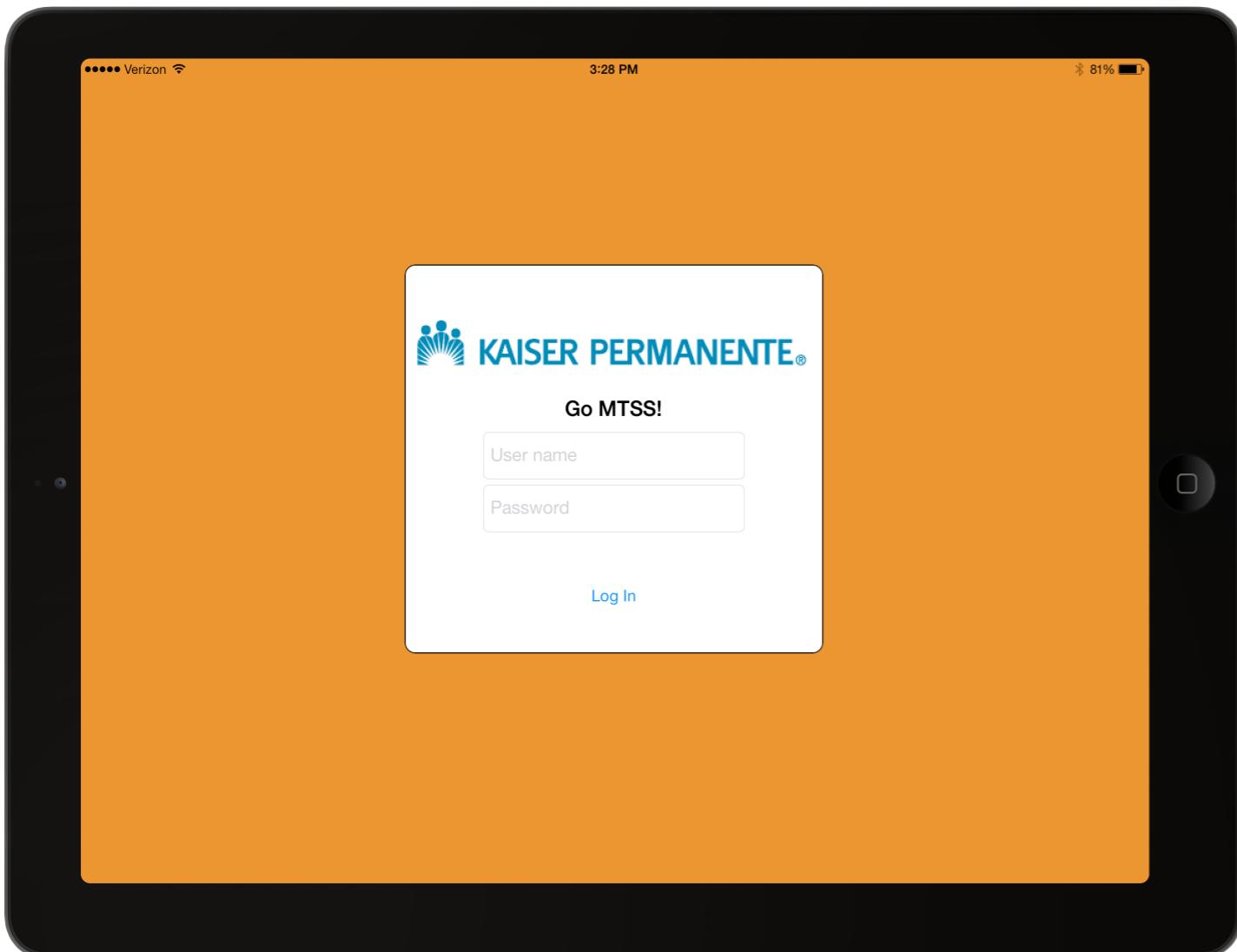
Downloads: 50

Average Rating: N/A

## BUSINESS SPONSOR:

**Peggy Tanacha**

Director, Innovation & Solution consulting  
Northern California



## WHAT IT DOES:

This iPad mobile application is focused on supporting direct sales representatives in the Medicare line of business. The primary purpose of the application is to support sales reps manage appointments, as well as provide access to the KP Medicare sales system, Medicare Total Sales Solution (MTSS). The app will be run as a proof of concept for 60 days.

## FACTS:

Version: 1.0

Release: 60-day pilot starting May 15, 2013

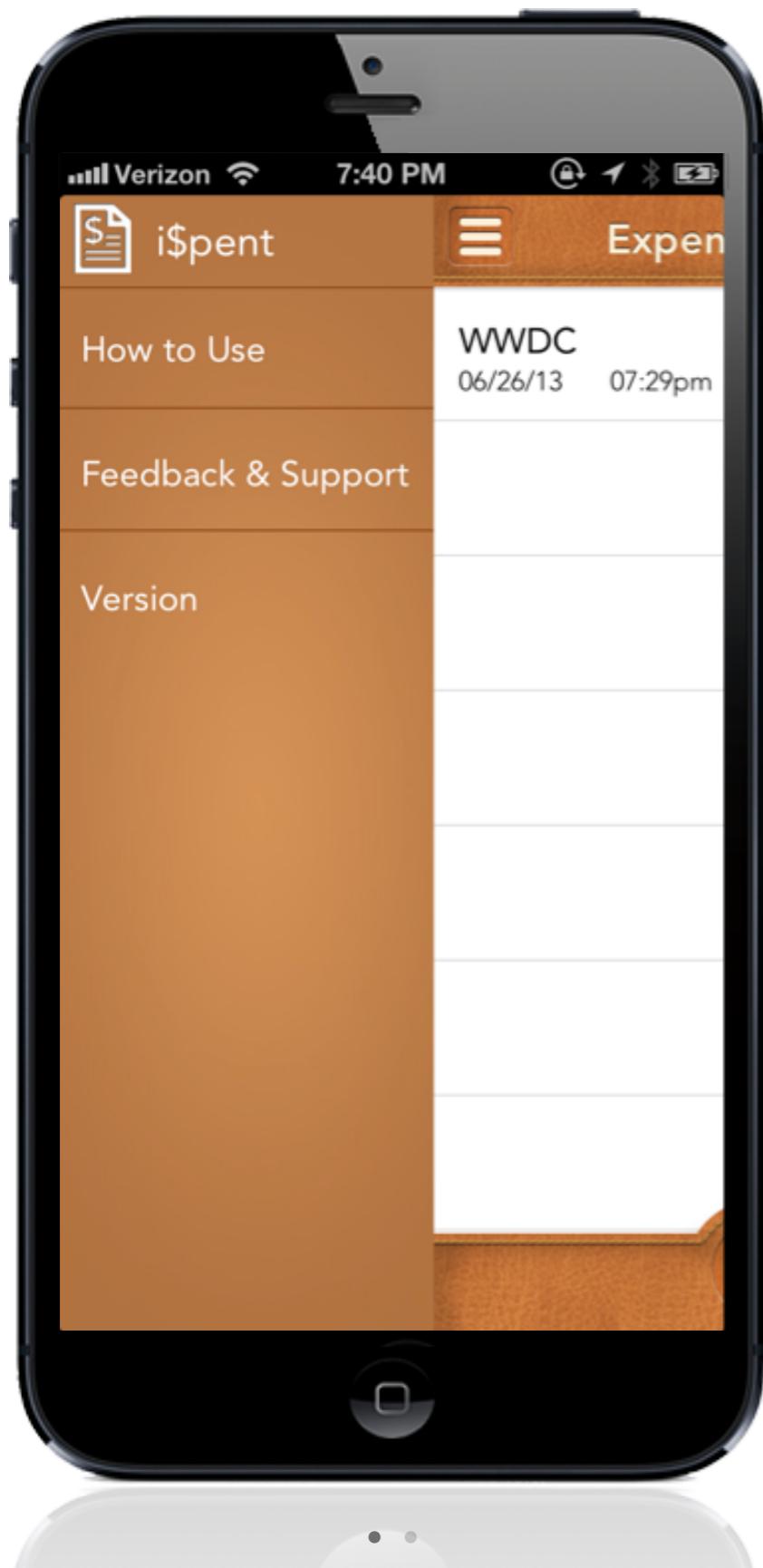
Downloads: 15 sales representatives

Average Rating: N/A

## BUSINESS SPONSORS:

**Sheila Rankin**

Vice President, Medicare Administration



## WHAT IT DOES:

The i\$pent app allows user to take a picture of expense receipts and associate them with a KP expense report via bar code scan or report number. Multiple receipts can be combined into a single PDF document and emailed to OneLink team (KP address), which will append the receipt file to the proper KP expense report.

## FACTS:

Version: 1.0 incubation  
Release: January 2014  
Downloads: N/A  
Average Rating: N/A

## BUSINESS SPONSORS:

TBD

# KP Event Apps

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## WHAT IT DOES:

The Kaiser Permanente IT Summit event app is a fully customized tool that provides attending employees with access to their agenda and breakout sessions, as well as information on speakers and exhibits. The app also facilitates networking by allowing users to view a list of attending guests and add them to their iPhone contact list seamlessly. Also handy, the app enables attending guests to rate sessions and provide feedback or submit follow up questions to speakers.

## FACTS:

Version: 2.0

Release: November 13-15, 2013

Downloads: N/A

Average Rating: N/A

## BUSINESS SPONSORS:

### Phil Fasano

Executive Vice President  
and Chief Information Officer  
Program Office



# National Diversity & Inclusion



Workforce



## WHAT IT DOES:

The Kaiser Permanente National Diversity and Inclusion event app is a fully customized tool that provides attending employees with access to their agenda and breakout sessions, as well as information on speakers and exhibits. The app also facilitates networking by allowing users to view a list of attending guests and add them to their iPhone contact list seamlessly. Also handy, the app enables attending guests to rate sessions and provide feedback or submit follow up questions to speakers.

## FACTS:

Version: 2.0

Release: November 20, 2013

Downloads: N/A

Average Rating: N/A

## BUSINESS SPONSORS:

**Christine Talbot**

Vice President

HR National Diversity





# Kaiser Permanente Brand Conference



Workforce



## WHAT IT DOES:

The Kaiser Permanente Brand Conference app is a fully customized tool that provides attending employees with access to their agenda and breakout sessions, as well as information on speakers and exhibits. The app also facilitates networking by allowing users to view a list of attending guests and add them to their iPhone contact list seamlessly. Also handy, the app enables attending guests to rate sessions and provide feedback or submit follow up questions to speakers.

## FACTS:

Version: 2.0

Release: June 24, 2013)

Downloads: 50

Average Rating: N/A

## BUSINESS SPONSORS:

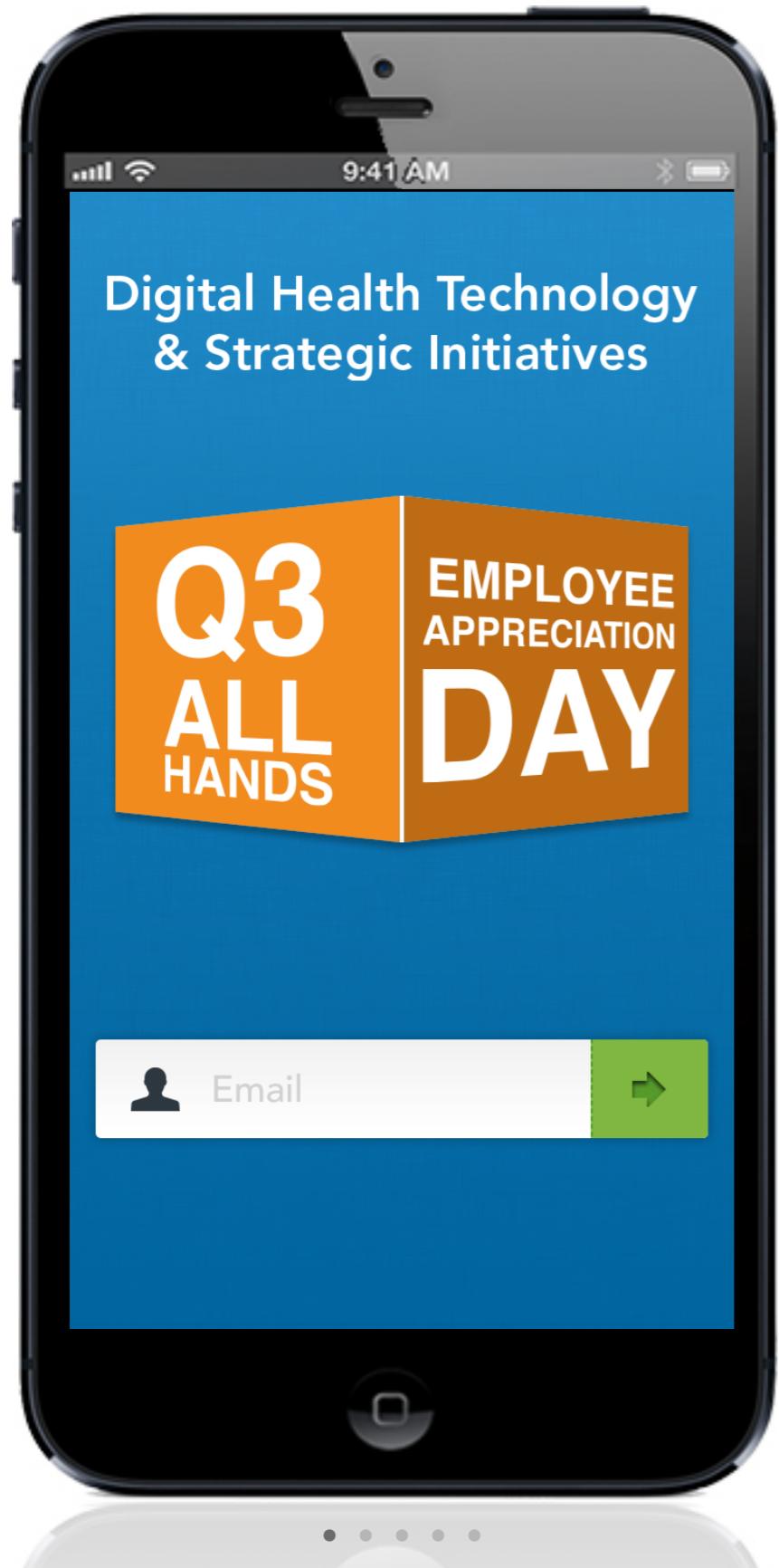
### **Christine Paige**

Senior Vice President

Marketing & Internet Services

Program Offices





## WHAT IT DOES:

The Kaiser Permanente DHTS&I Q3 All Hands event app is a fully customized tool that provides attending employees with access to their agenda and breakout sessions, as well as information on speakers and exhibits. The app also facilitates networking by allowing users to view a list of attending guests and add them to their iPhone contact list seamlessly. Also handy, the app enables attending guests to rate sessions and provide feedback or submit follow up questions to speakers.

## FACTS:

Version: 2.0

Release: July 23rd, 2013

Downloads: N/A

Average Rating: N/A

## BUSINESS SPONSORS:

### Wendy Lee

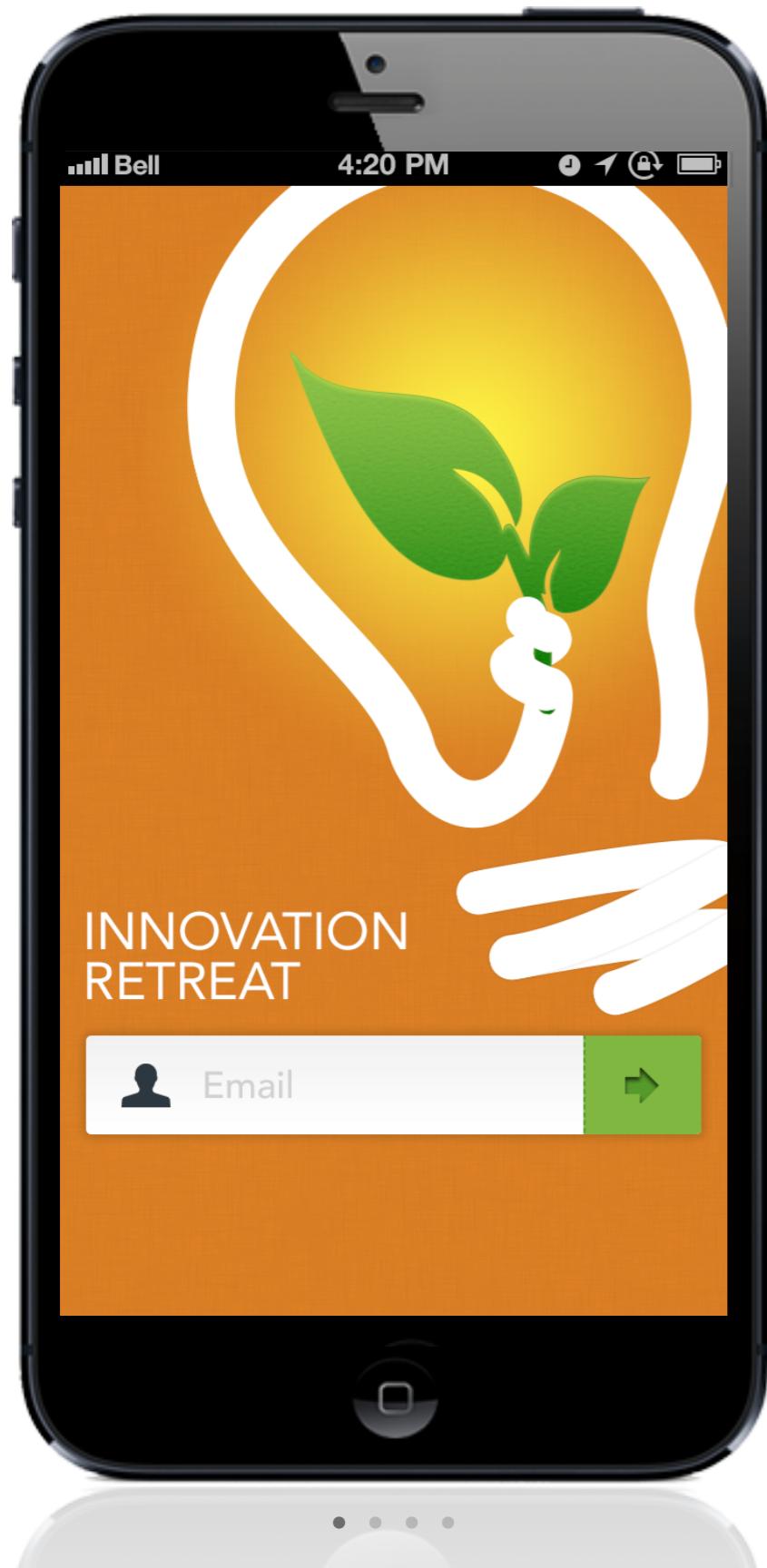
Senior Vice President  
and CIO Chief of Staff  
Digital Health Technology  
and Strategic Initiatives



# Innovation Retreat



Workforce



## WHAT IT DOES:

The Innovation Retreat app is a custom iOS app for the attendees of the upcoming annual KPIIT Innovation Retreat. This event app builds off the successful IT Summit mobile app from September 2012. Additions include:  
Live Twitter feed specific to the retreat  
Details on Innovation Awards and winner profiles  
Every Body Walk! competition and mobile app promotion

The app will be available for download prior to the event via the internal KP App Store.

## FACTS:

Version: 2.0  
Original Release: May 25, 2013  
Downloads: 126  
Average Rating: N/A

## BUSINESS SPONSORS:

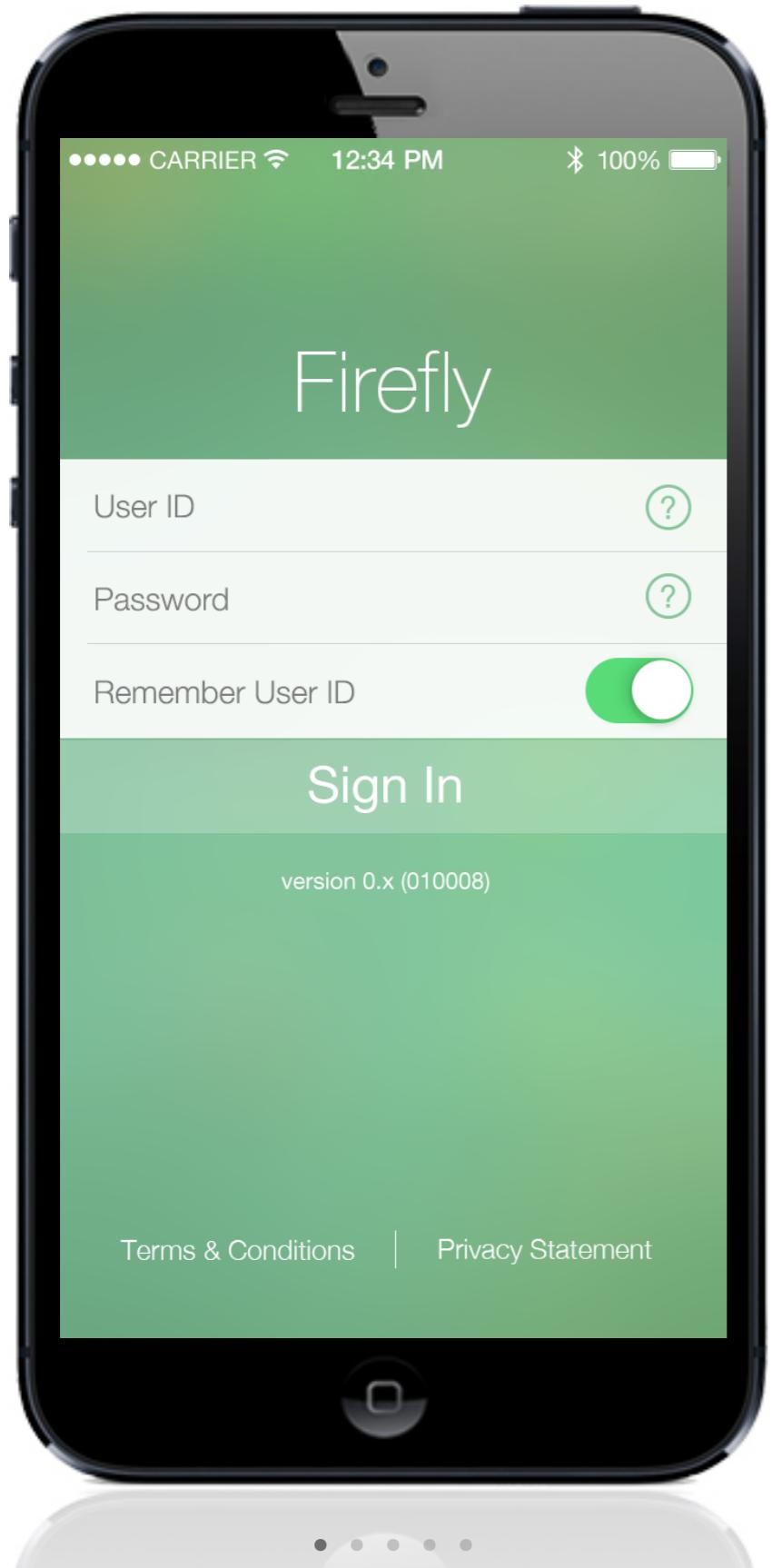
### Phil Fasano

Executive Vice President  
and Chief Information Officer  
Program Office





A look ahead...



## WHAT IT DOES:

A “personalized real-time map” for supplies, staff, care teams and members.

KP Firefly makes integrated information from people, devices, and systems accessible for care teams to optimize individual workflows. For example, physicians and nurses can coordinate time to meet in-person with a patient to discuss a care plan. Improving overall care team workflows decreases wasted resources and helps predict asset utilization and service needs. In addition, in-person staff collaboration enhances the member experience by improving safety and making care more personal.

## FACTS:

Version: 1.0

Release: SCAL Pilot Q1 2014

Downloads: N/A

Average Rating: N/A

## BUSINESS SPONSOR:

### Tad Funahashi, M.D.

Chief Innovation and Transformation Officer  
Assistant Regional Medical Director  
Chair, Inter-regional Implant Registries  
Kaiser Permanente





## WHAT IT DOES:

This app extends the KP Walk Healthy Workforce program to your mobile device! Employee's can log activity, see progress on trails, set walking goals, track walks in time, calories and distance and share progress on Facebook and Twitter.

## FACTS:

Version: 1.0  
Release: TBD  
Downloads: N/A  
Average Rating: N/A

## BUSINESS SPONSOR:

**Wendy Lee**  
Senior Vice President  
Digital Technologies & Operations





# Inspire! (production)



Consumer



## WHAT IT DOES:

The SCAL Community Benefit mobile app (KP Inspire!) is designed to go hand in hand with Community Benefit SoCal's new website. This is an app with a very specific audience, which is the grantees of SCAL Community Benefit programs (members of the public) and the KP workforce members who work with the SCAL Community Benefit program.

The purpose of both website and mobile app is to promote greater internal and external awareness, understanding and support for Kaiser Permanente's community benefit work to improve the health of the people and communities we serve.

## FACTS:

Version: 1.0

Release: February 2014

Downloads: N/A

Average Rating: N/A

## BUSINESS SPONSOR:

**John Yamamoto**

Vice President

Legal & Government Relations





# Gaming to Thrive (pilot)



Consumer



## WHAT IT DOES:

A mobile gaming App to assist with the behavior change needed by our pre-bariatric surgery patients. The pilot on android platform is scheduled to begin in February at the Downey Medical Center during the 12 week options class. At the end of the pilot, team will determine if behavior change occurred and if mobile game is the correct format to assist and determine if game warrants larger pilot.

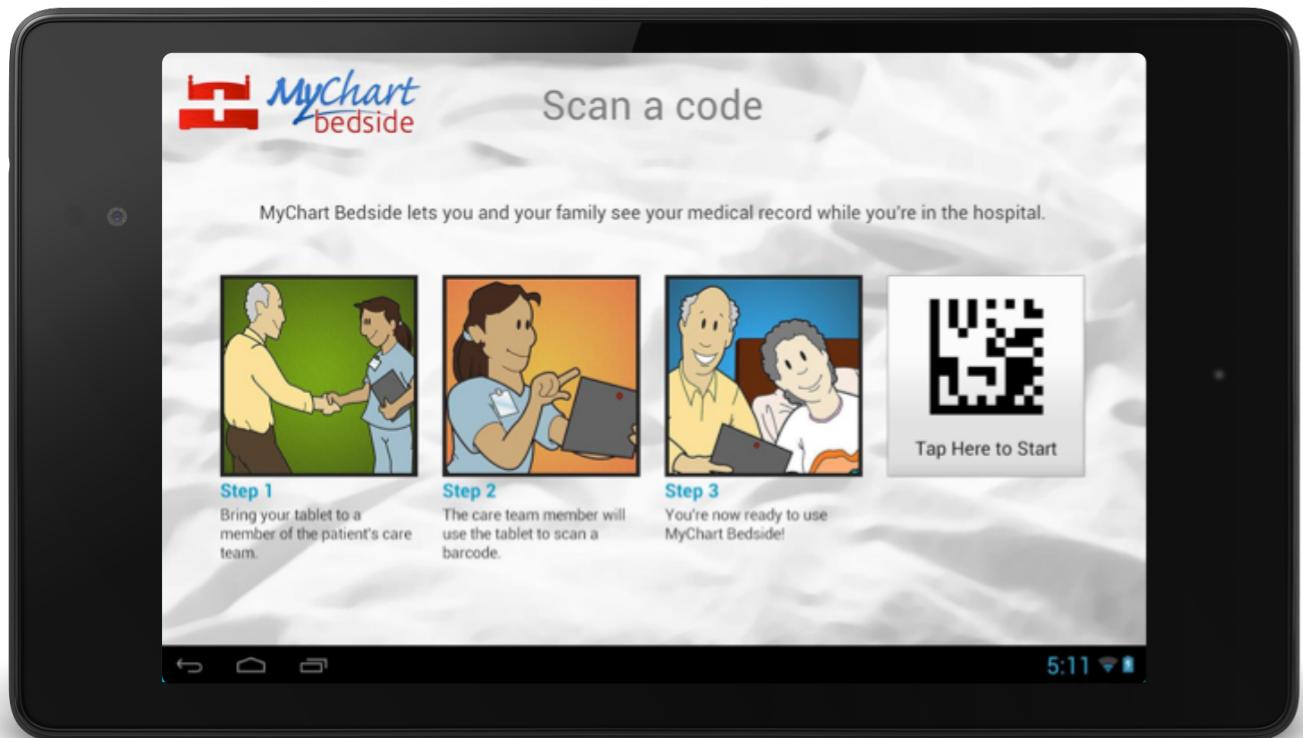
## FACTS:

Version: 1.0  
Release: TBD  
Downloads: N/A  
Average Rating: N/A

## BUSINESS SPONSOR:

**Karin Cooke**  
Director  
Digital Technologies & Operations





## WHAT IT DOES:

MyChart Bedside gives you and your family access to the same information your doctors and nurses use to care for you while you are hospitalized, all available from your tablet.

With Bedside, you can:

- View your health information, lab results, and plan for the day
- See pictures and profiles of the team that's caring for you and exchange messages with them
- Review educational videos or create your own notes

Bedside uses your hospital's medical records system to securely show you this information, so check with your nurse or doctor to see if the system supports it. If it does, someone at your hospital can connect your tablet and get you started.

## FACTS:

Version: 3.0.1

Release: TBD

Downloads: N/A

Average Rating: N/A

## BUSINESS SPONSOR:

**Lisa Caplan**

Senior Vice President  
Care Delivery Bio

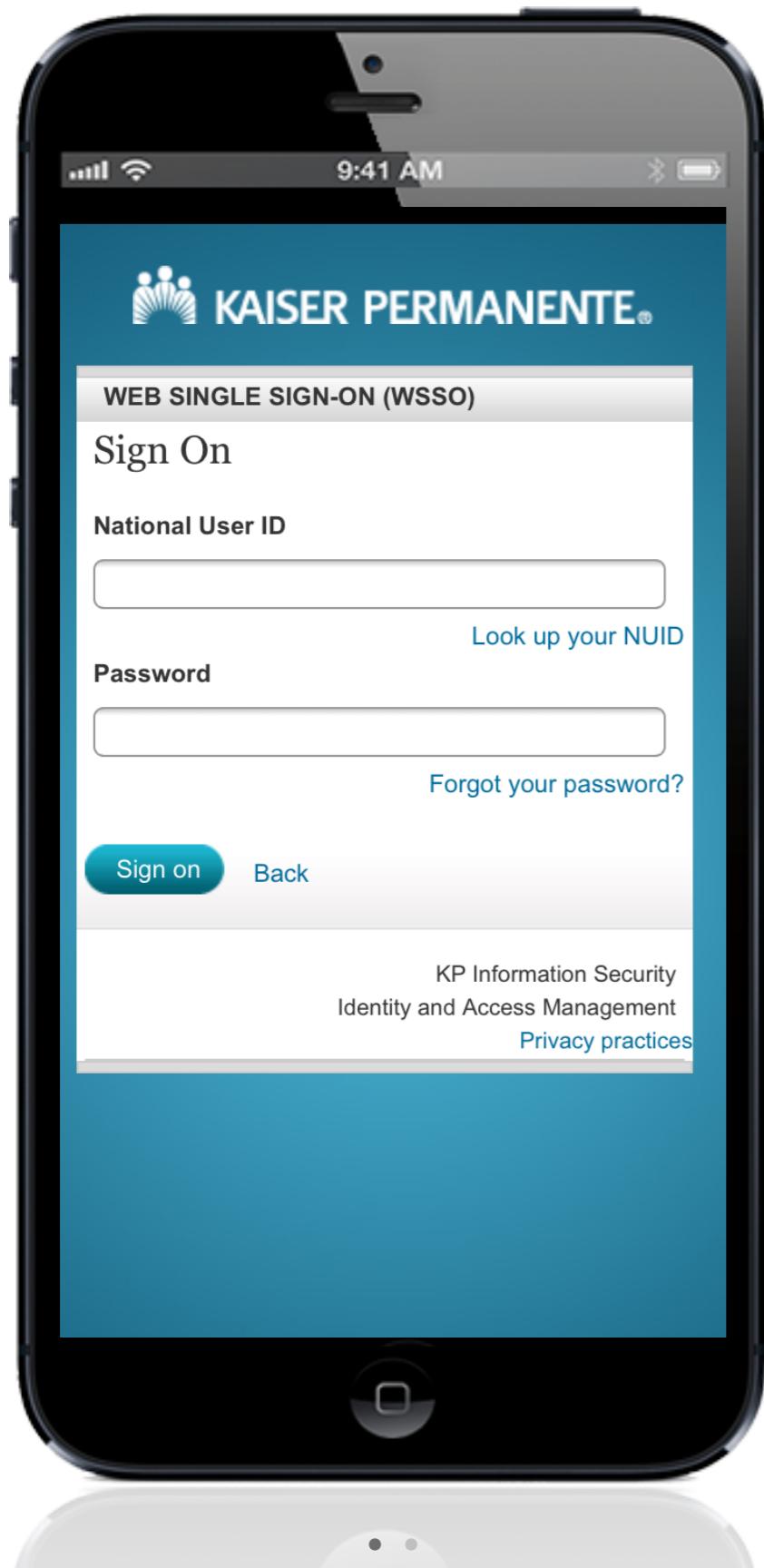




# KP Identity Manager Mobile Approvals (pilot)



Workforce



## WHAT IT DOES:

The Kaiser Permanente Identity Manager Mobile Approvals app from Identity & Access Management is a first generation hybrid app that provides KP Managers with the ability to quickly approve KP IAM requests. Future plans for the app include adding the capability for all KP employees to view their requests, and for employees to manage KP access and identity profiles for themselves and their FTE and contingent workers.

## FACTS:

Version: 1.0

Release: December xx, 2013

Downloads: N/A

Average Rating: N/A

## BUSINESS SPONSORS:

**Kurt Lieber**

Vice President

Technology Risk Office

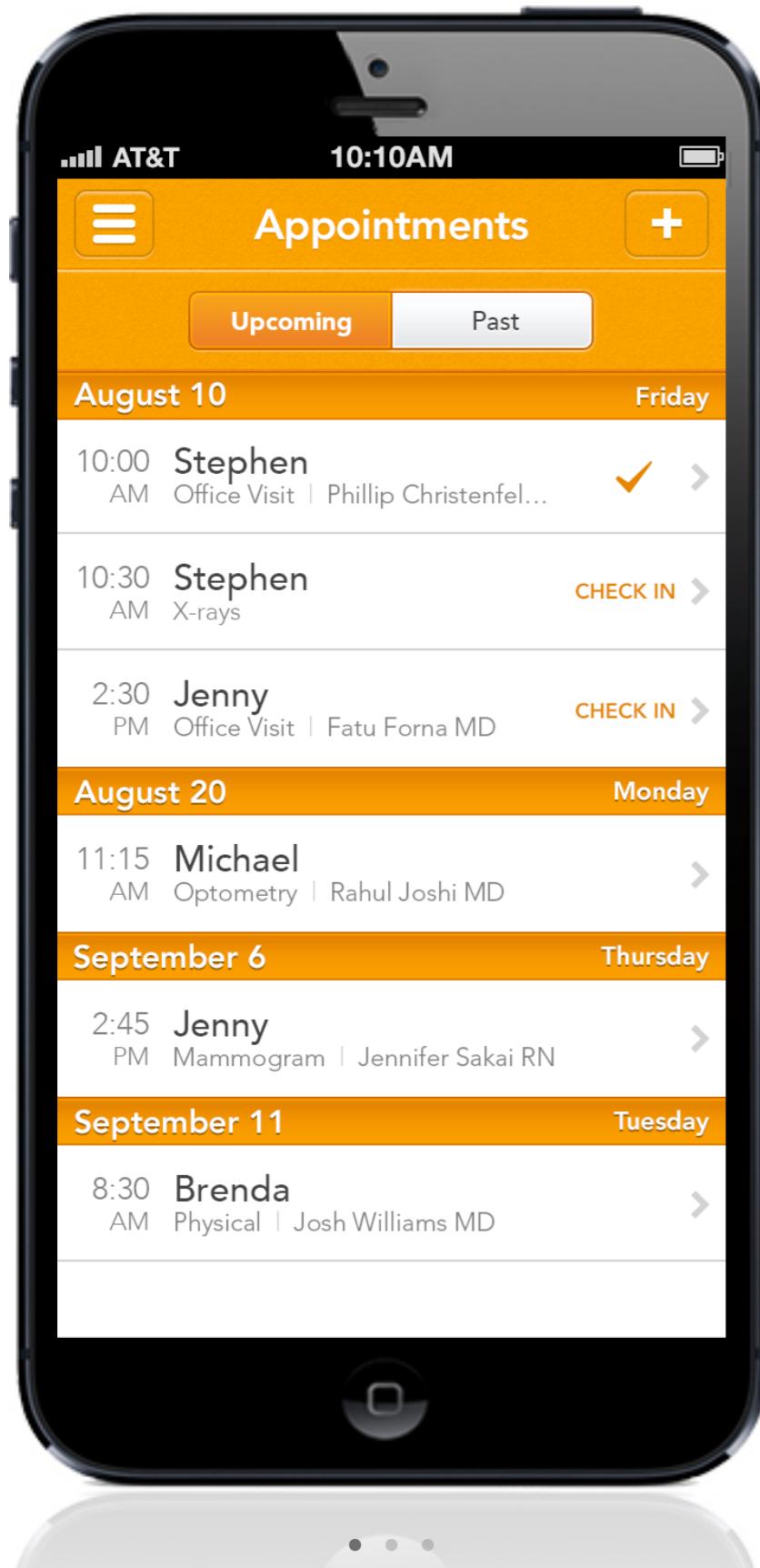




# No More Lines (pilot)



Consumer



## WHAT IT DOES:

The No More Lines project is a joint project between TPMG and KPIT to improve the member appointment check in and payment process. The goal of the mobile capability is to simplify the appointment check-in process and ensure co-pay collection without the requiring members to stand in line. Additionally, this capability will decouple the member care experience from the payment experience.

## FACTS:

Version: 1.0

Release: pilot January 2014

Downloads:

Average Rating:

## BUSINESS SPONSOR:

**Phil Fasano**

Executive Vice President  
and Chief Information Officer  
Program Office

**Robert Pearl, M.D.**

Executive Director and CEO, The Permanente Medical Group  
President and CEO , Mid-Atlantic Permanente Medical Group

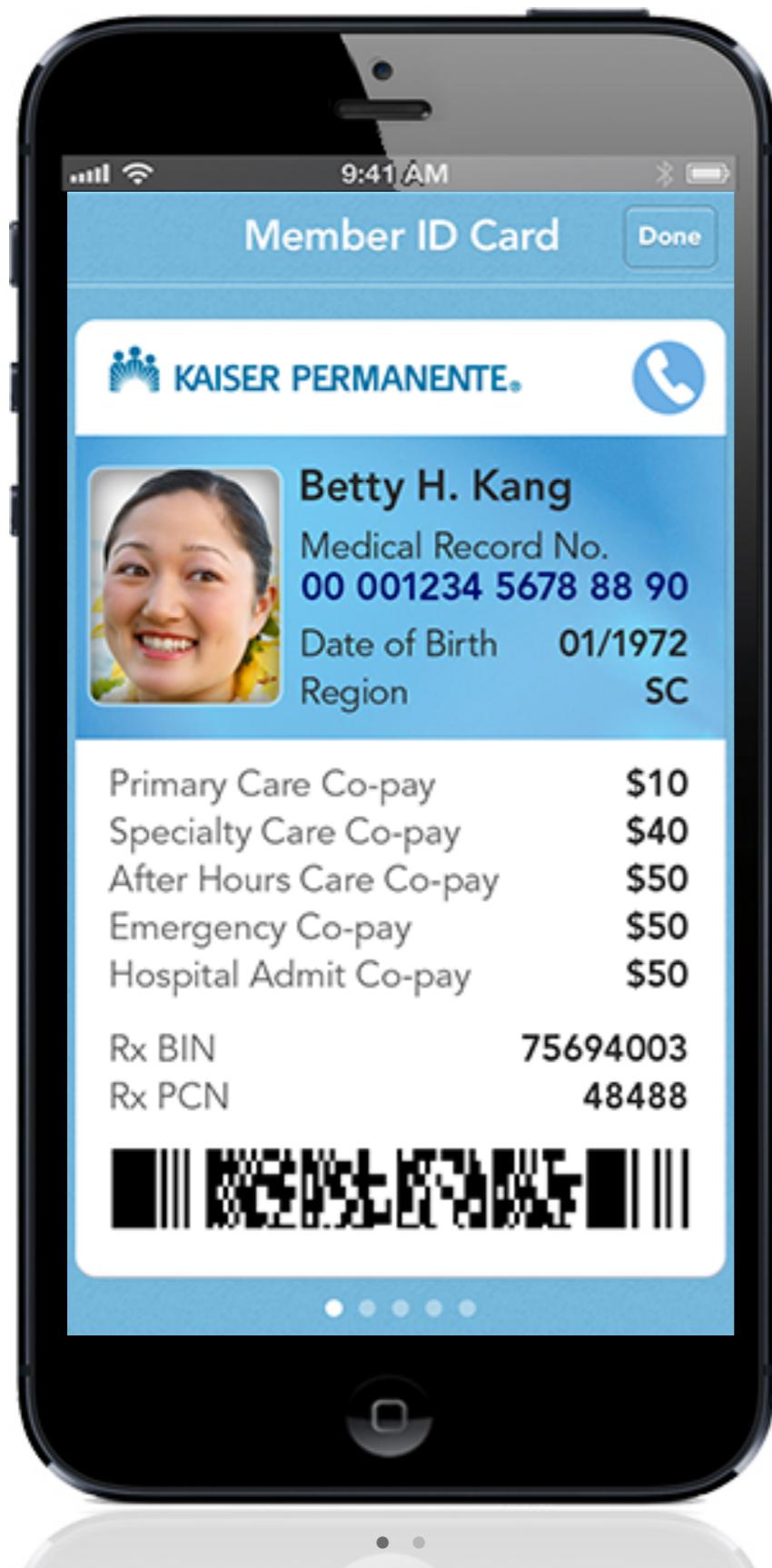




# KP Digital Membership Card (proof of concept)



Consumer



## WHAT IT DOES:

Incubation and testing of a membership card that will be digitally integrated within the KP Mobile flagship app.

## FACTS:

Version: Proof of Concept (POC)

Release: POC release March – April 2013

Downloads: 25 POC users

Average Rating: N/A

## BUSINESS SPONSORS:

### **Jerry Coy**

Senior Vice President  
Customer Service, HPSA

### **Christine Paige**

Senior Vice President  
Marketing & Internet Services

### **Robert Venema**

Asst. Treasurer & Executive Director  
Cash Management

### **Mary Ann Barnes**

Senior Vice President  
KFH Administration (SCAL)

### **Paul Bernstein, MD**

Area Medical Director (SCAL)  
San Diego Administration

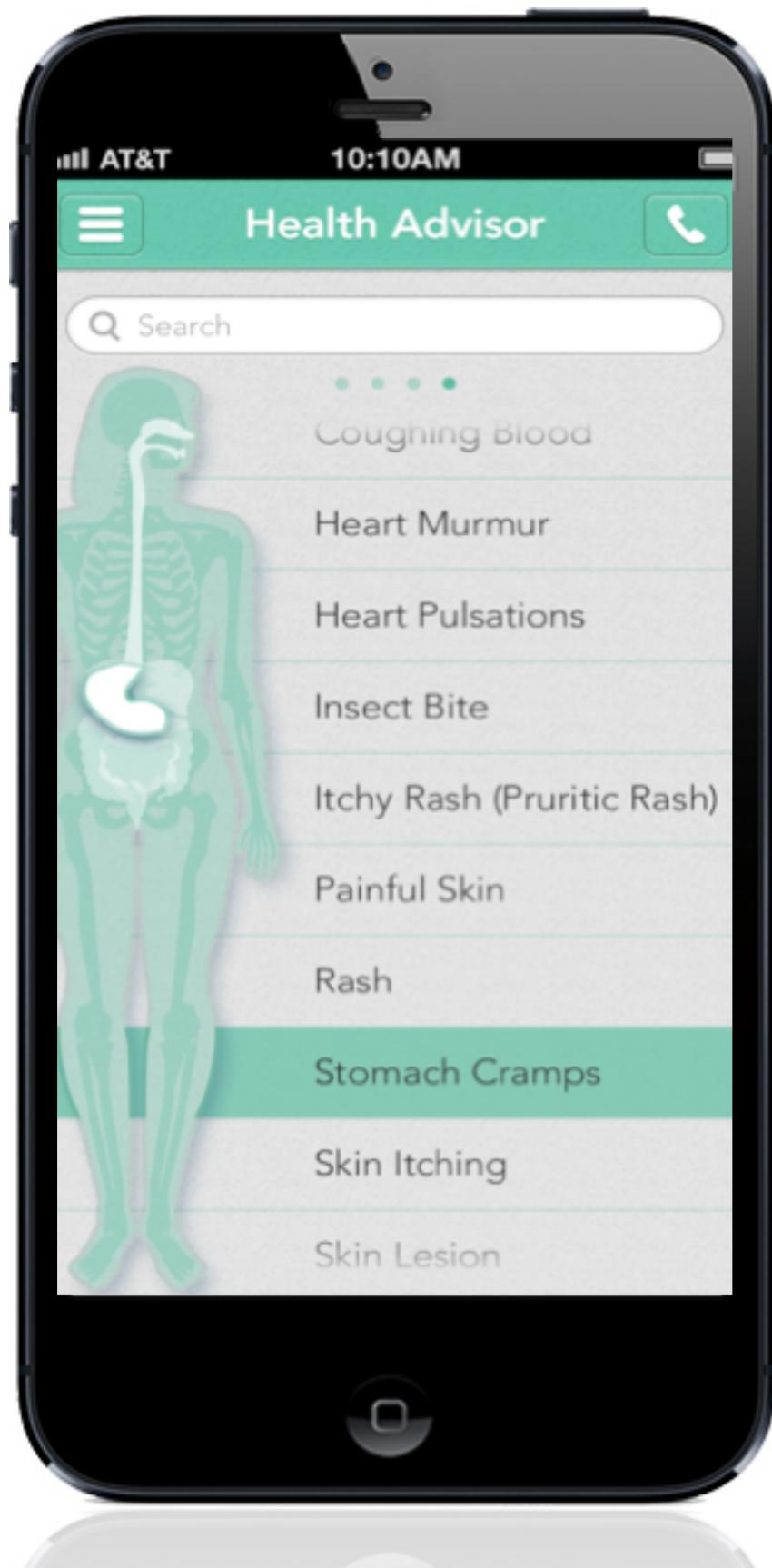




# KP Symptom Checker (proof of concept)



Consumer



## WHAT IT DOES:

Delivering a symptom checker capability for patients to enter health concern information in an easy and intuitive mobile application and direct them to the appropriate care channel.

The proof of concept will create a member experience that supports self care for common symptoms and direct members to the appropriate channel using self triage and smart routing – self care online, make an appointment, send a secure message to your physician, or transfer to an advice nurse.

The Clinical Advisory Group is responsible for creating, vetting and implementing clinical algorithms that will be utilized by this solution.

## FACTS:

Version: Proof of Concept

Release: Q1 2014

Downloads: N/A

Average Rating: N/A

## BUSINESS SPONSORS:

### **Patricia Conolly, M.D.**

Associate Executive Director

TPMG

Northern California

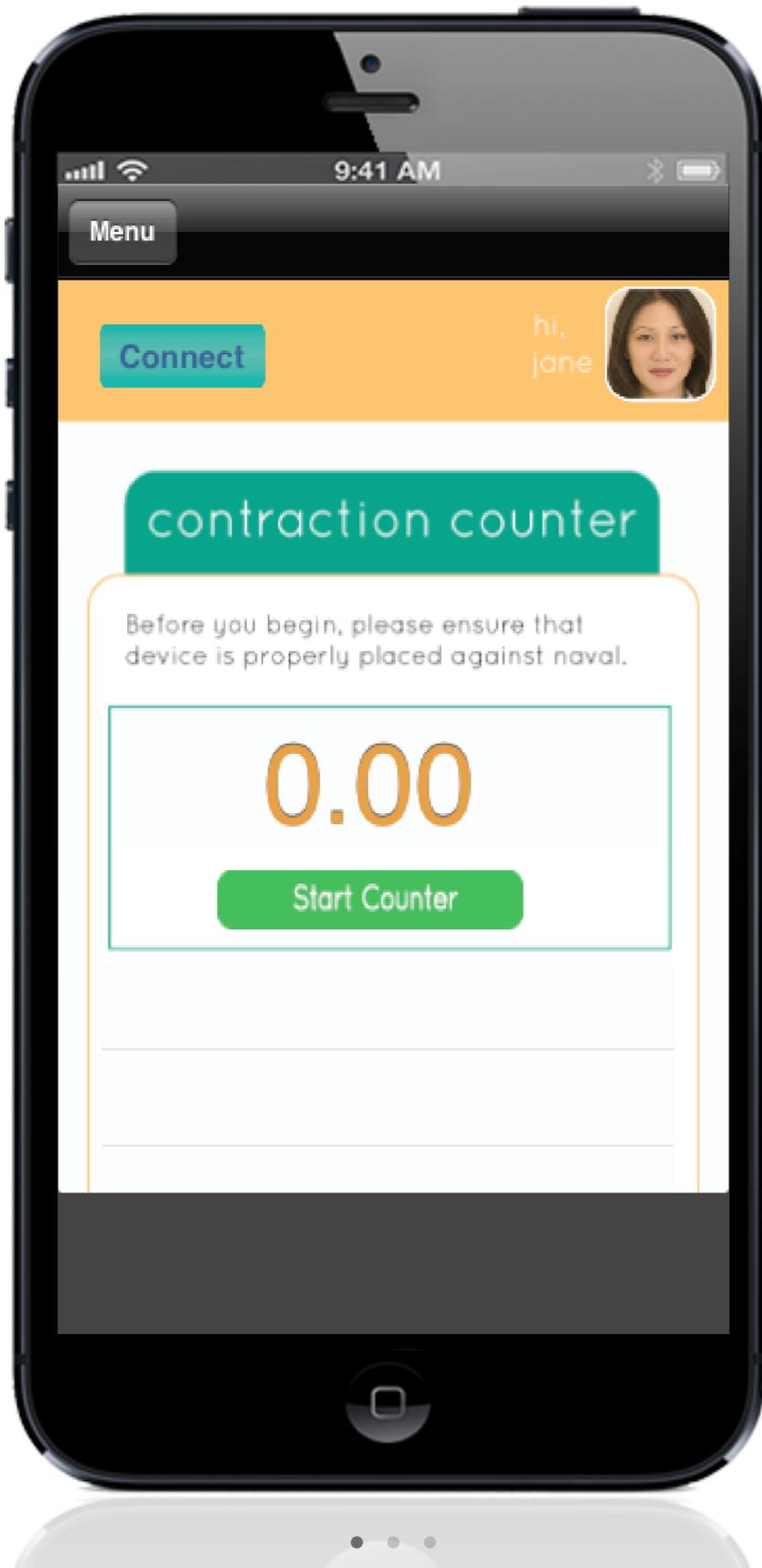
### **Lesley Levine, M.D.**

Regional Clinical Director

Appointment & Advice Call Center, TPMG

Northern California





## WHAT IT DOES:

- My Baby: Week by week description of baby's bio & Mom's Stats
- Mom's Stats: symptom check list
- Baby Thoughts: Upload pictures and enter diary comments
- Primary Care Team: contact information for primary care team
- Contractions: Blue tooth device which counts contractions
- Charts: Chart of all the biological data and symptoms detected
- To Do's: A list of recommended to do's from care team providers and self

## FACTS:

In October, 2012 during the San Diego Code-a-Thon two pregnancy app prototypes were created incorporating requirements from the Ideation Session in SCAL

## BUSINESS SPONSORS:

### **Pat Conolly, MD**

Associate Medical Director  
NCAL

### **Paul Kander, MD**

SVP, Quality and Care Delivery Excellence  
SCAL

# Retired Apps

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## WHAT IT DOES:

Hopp2IT empowers individuals to be healthier with the use of incentives and gamification. Includes a social media component to partner up with individuals and teams for "Healthy Opportunities" in a fun and easy way. Mobile app piloting internally within IT workforce beginning Jan 2013.

## FACTS:

Version: Production in IT organization  
Original Release: February 14, 2013  
Downloads: 1,500+  
Average Rating: N/A

## BUSINESS SPONSORS:

### Phil Fasano

Executive Vice President  
and Chief Information Officer  
Program Office

### Wendy Lee

Senior Vice President  
and CIO Chief of Staff  
Digital Health Technology