



LMP BUSINESS LITERACY SERIES AT-A-GLANCE

Course	Learning Outcomes As a result of this course, frontline employees will...
KP's Integrated Business Model <i>With customization for regions with locally contracted hospitals</i> 40 to 45 minutes	<ul style="list-style-type: none"> • Improve ability to communicate with co-workers and members about KP's integrated business model • Be able to describe the benefits provided by KP to members and their social networks • Value the competitive advantage of the integrated business model
Revenues, Expenses and Margins 50 minutes	<ul style="list-style-type: none"> • Connect decisions and actions to impact on costs and members • Be better positioned to participate in affordability projects
Health Care Costs and Trends 55 minutes	<ul style="list-style-type: none"> • Gain empathy for the financial challenges our members face to afford health care services • Take a proactive and productive role in improving affordability of care
External Measures of Success 45 minutes	<ul style="list-style-type: none"> • Be able to connect their work to external measures • Take a proactive role in positively impacting external measures
Our Unit-Based Team Perspective 45 minutes	<ul style="list-style-type: none"> • Increase motivation and commitment to engage in improvement work • Aspire to become a high-performing team
KP History Timeline 55 minutes	<ul style="list-style-type: none"> • Increase commitment to KP's mission • Able to be an effective ambassador for Kaiser Permanente

Course Characteristics

Audiences and Delivery Method:

UBT team members and co-leads; sessions may be delivered at staff meetings, brown bag meetings or a dedicated training session.

Learning Method:

Just in Time (JIT), interactive, participatory learning, exercises and facilitated discussions.

Course	Content
<p>KP's Integrated Business Model (IBM) <i>With customization for regions with locally contracted hospitals</i> 40 to 45 minutes</p>	<ul style="list-style-type: none"> • Kaiser Permanente entities and how they interact with each other to achieve the organization's goals • KP's competitive edge in the market through business model and our LMP • How the integrated model impacts the member's care experience
<p>Revenues, Expenses and Margins (REM) 50 minutes</p>	<ul style="list-style-type: none"> • Kaiser Permanente's primary sources of revenue • How KP's revenues and expenses are allocated across the organization • Factors that help cause revenues to rise or fall • The importance of margin, and how it benefits the organization and our members
<p>Health Care Costs and Trends (HCCT) 55 minutes</p>	<ul style="list-style-type: none"> • Discuss current health care costs and key trends after implementation of the Affordable Care Act (2014 data) • "Changing Work, Changing Lives" video • Conduct a storyboard exercise to engage participants in understanding how their UBT work helps to decrease health care costs and discuss waste-reduction ideas • Refer team to waste-reduction tools. • <i>May allow the presentation of case studies directly from UBTs working on affordability (vs. examining case studies in the video)</i>
<p>External Measures of Success (EMS) 45 minutes</p> <p>Full title: "External Measures of Success: How UBTs Can Influence KP's Scores"</p>	<ul style="list-style-type: none"> • Overview of key external metrics (Five Stars Medicare, HCAHPS, CAHPS, HEDIS) • Examine evidence of how high-performing teams help achieve stronger service scores (HCAHPS and High-Performing UBTs 2014 data) • Establish relationship between external metrics and the work of teams and individuals (e.g., how improved attendance/workplace safety may positively impact service scores, 2014 data) • UBT case studies • <i>May allow the presentation of case studies directly from UBTs working on service (vs. examining case studies)</i>
<p>Our Unit-Based Team Perspective (UBTP) 45 minutes</p> <p>Full title: "Our Unit-Based Team Perspective and the People Pulse Survey"</p>	<ul style="list-style-type: none"> • Develop a visual symbol representing the team's UBT based on individual and group views • Scope, responsibilities and team's focus guide this activity • Discuss UBT Index People Pulse 2014 results for: <ul style="list-style-type: none"> - Team engagement levels and perceptions of work environment - Team engagement levels and business performance drivers
<p>A KP History Timeline (HT) 55 minutes</p>	<ul style="list-style-type: none"> • Overview of KP's history and development, which led to the current integrated business model and a health care model for the country • How partnership with organized labor impacted KP's development • KP's unique position in the industry • Connection of employees' personal stories with KP's history