



Partnership in Health

Engagement Profile

Created for FELRA

Medicare | Members

Measurement period: JAN-01-2021 through DEC-31-2021

Report Date: APR-20-2022

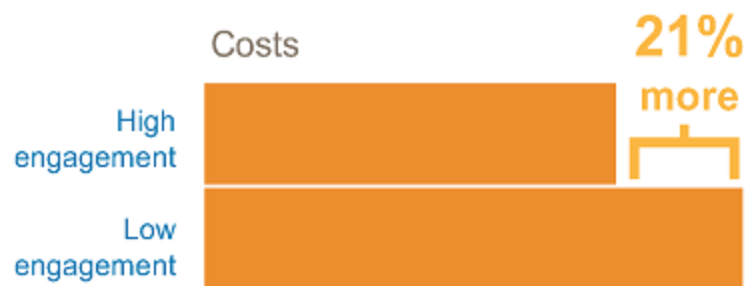
Industry: 44 - 45 Retail

ENGAGEMENT PROFILE

The value of engagement

Higher engagement, lower costs

Studies show that engaged patients experience better health outcomes at lower costs — one analysis found health care costs were **up to 21% greater** for less engaged patients.*



* Hibbard and Greene, *Health Affairs*, February 2013.



At Kaiser Permanente, our integrated care delivery and industry-leading electronic health record make it easier for members to actively participate in and manage their care — and allow us to track and share engagement results with you.

Engagement data in this report

Members who complete at least one action in the categories below are considered “engaged” for that category.

- getting connected
- knowing your numbers
- staying up to date
- seeking care
- improving health

ENGAGEMENT PROFILE

Your group at a glance

Your population's demographics — for example, age and gender — may play an important role in how your group compares to Kaiser Permanente regional and industry benchmarks.

	Your group	Kaiser Permanente regional average ¹	Comparison to regional average	Kaiser Permanente industry average ²
Subscribers	2,145	--	--	--
Members	2,145	--	--	--
Average subscriber age	75.8	72.4	3.4 yrs older	74.7
Average member age	75.8	72.4	3.4 yrs older	74.3
Gender (% female)	52.4%	56.1%	3.7% pts lower	53.2%
Average family size	1.0	1.0	0.0 lower	1.3
Enrollment stability index ³	97.2%	89.1%	--	99.1%

¹ The Kaiser Permanente regional averages are based on the weighted average of the group's distribution of members across the Kaiser Permanente regions for the time period being measured. ² The industry average reflects results for Kaiser Permanente members in a specific industry sector, as defined by the North American Industry Classification System. ³ Percentage of members enrolled at the end of the measurement period who were "continuously enrolled" (enrolled for at least 11 months of the 12-month reporting period).

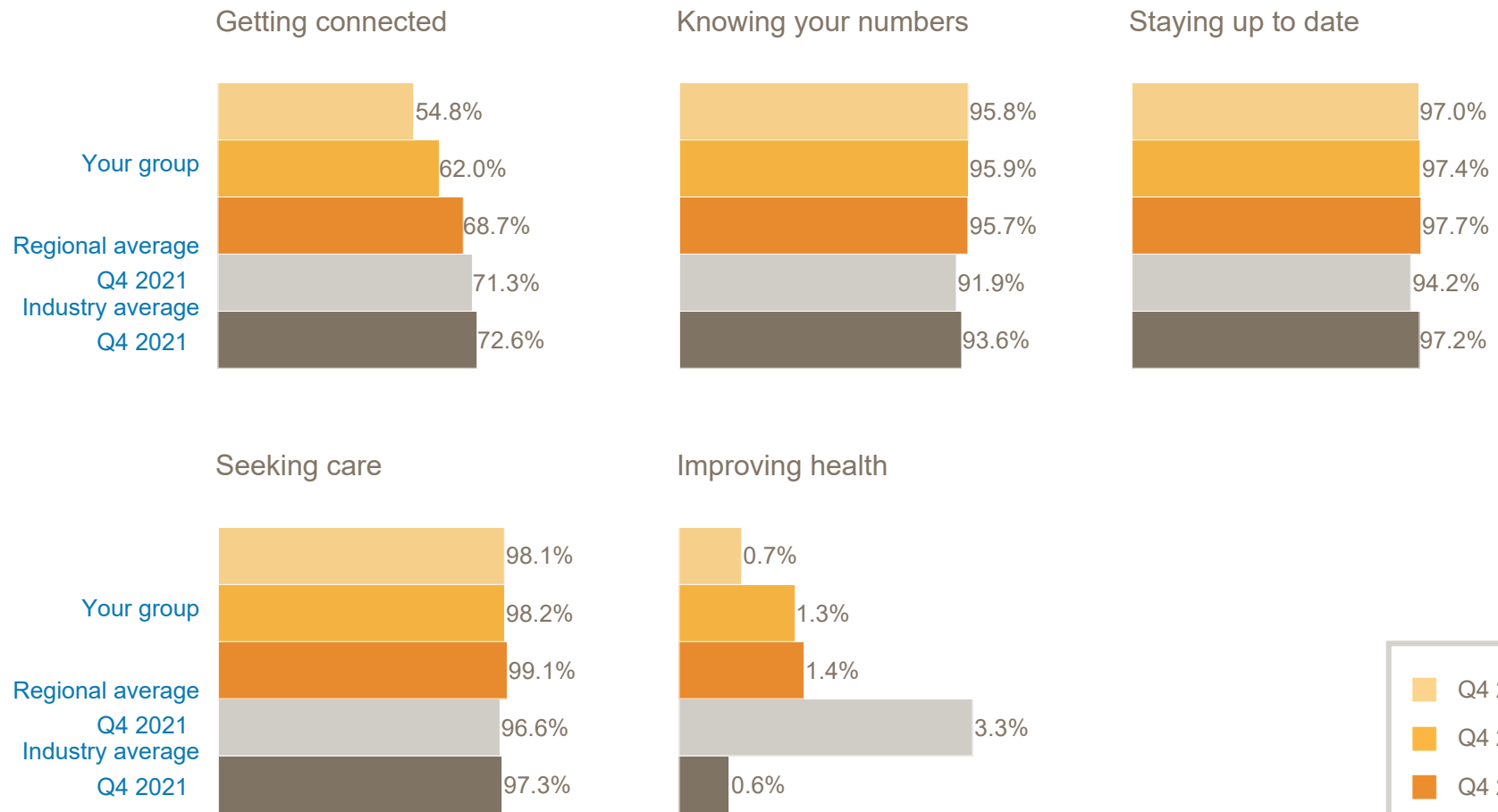
Your results: overview

The percentages below represent the members who are engaged in each category.

Member engagement category	Member for 1 year or less			Member for longer than 1 year		
	Your group	Regional average	Industry average	Your group	Regional average	Industry average
Getting connected Registering and signing on to kp.org	69.0%	44.8%	71.3%	68.7%	76.2%	72.6%
Knowing your numbers Body mass index, blood pressure, exercise as a vital sign	84.5%	72.3%	85.1%	96.0%	95.5%	93.7%
Staying up to date Cancer screenings, flu shots, cholesterol, glucose	87.3%	76.3%	90.6%	98.0%	97.5%	97.3%
Seeking care Outpatient visits, nurse advice, secure messaging, filling prescriptions	81.7%	81.1%	81.7%	99.7%	99.5%	97.5%
Improving health Total Health Assessment, healthy lifestyle programs, Wellness Coaching by Phone	2.8%	2.5%	1.5%	1.3%	3.4%	0.5%

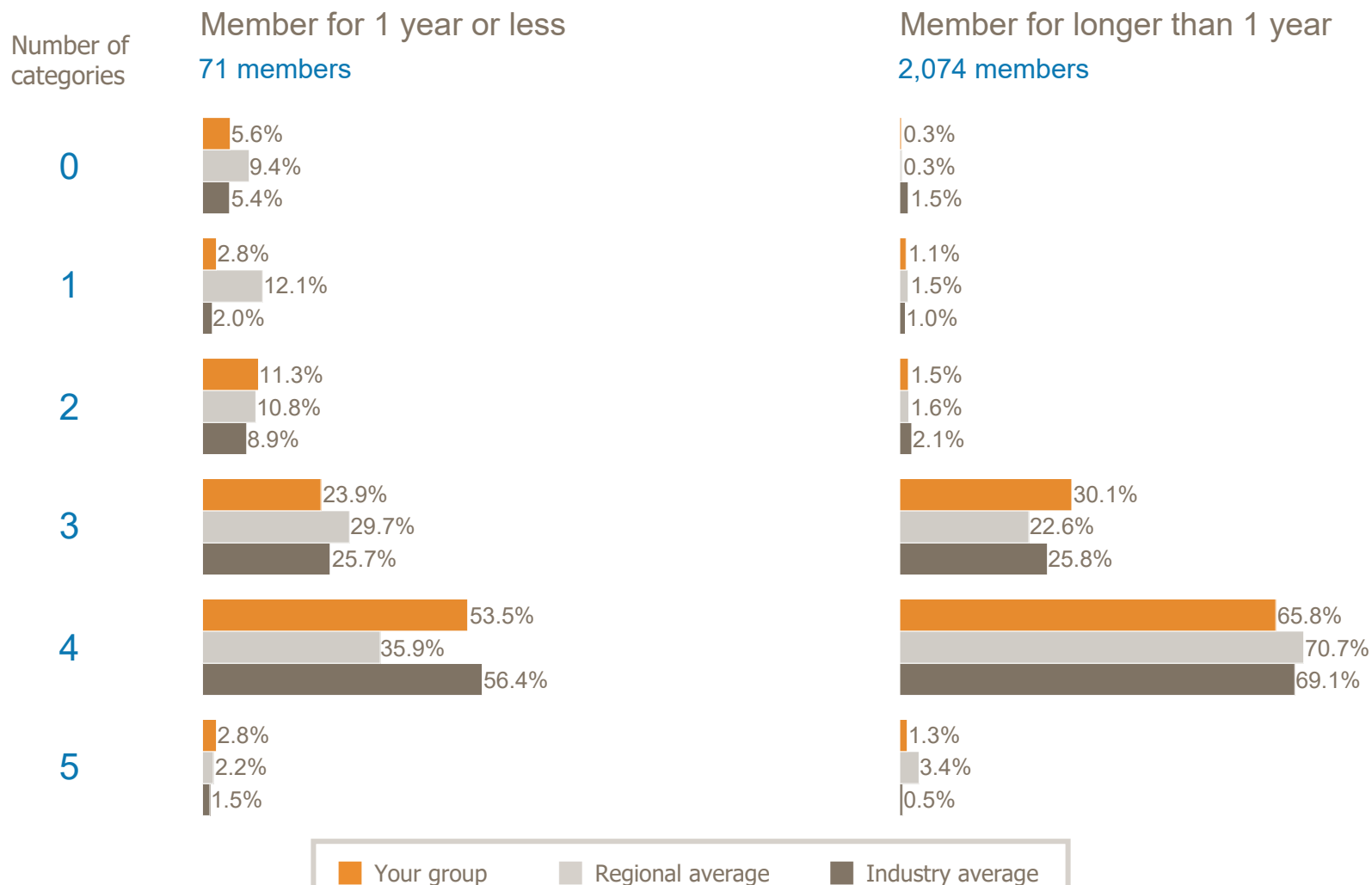
Note: Regional and industry averages are based on Kaiser Permanente membership.

Your group's overall engagement over time



Note: Regional and industry averages are based on Kaiser Permanente membership.

Your results: How many categories are your members engaged in?



Note: Regional and industry averages are based on Kaiser Permanente membership.



Detailed results

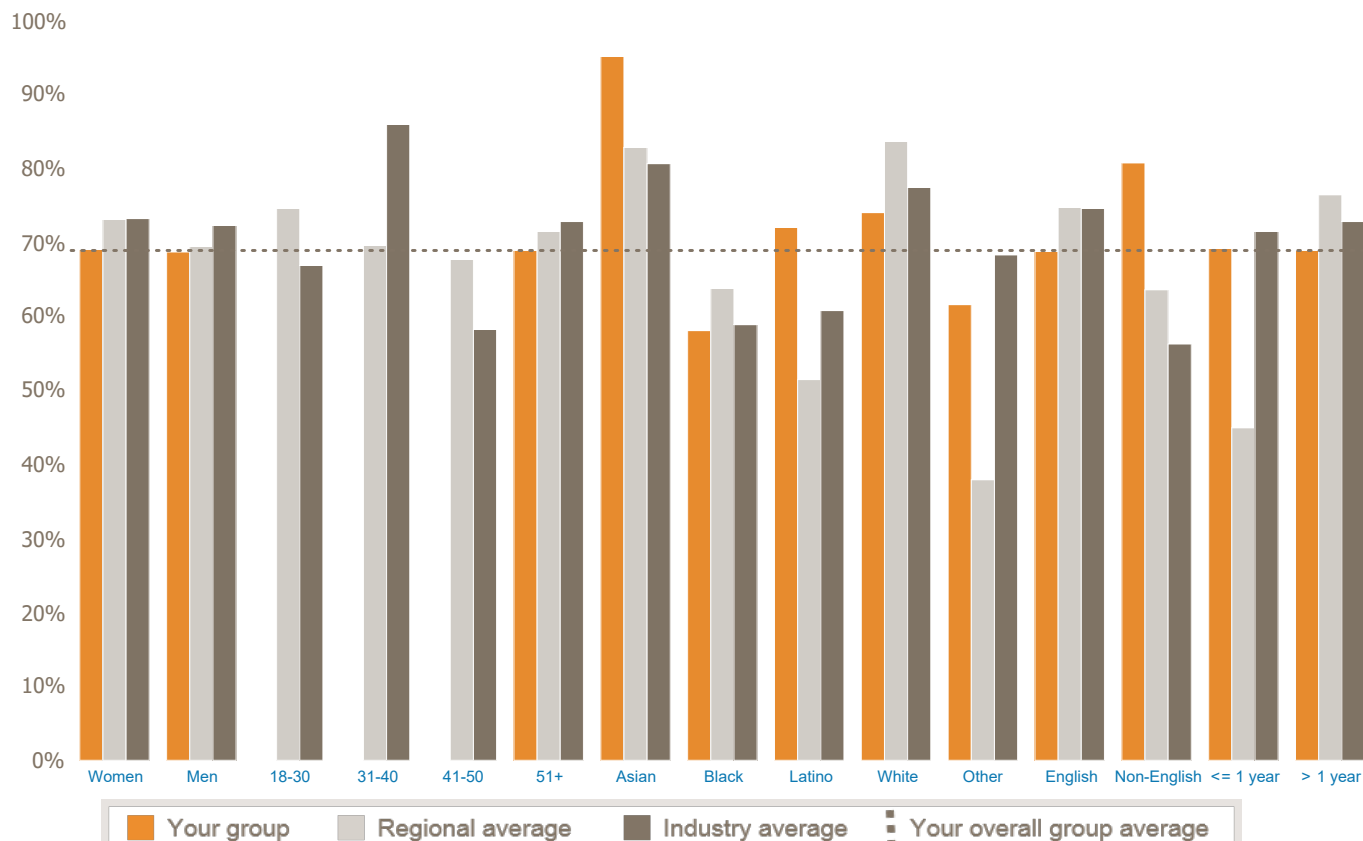
Getting connected: Your group's demographics

This table shows the demographic breakdown of your members who registered and signed on to **kp.org**, compared to Kaiser Permanente regional and industry averages.

	Gender		Age				Race/ethnicity					Language spoken ²		Tenure with Kaiser Permanente	
	Women	Men	18-30	31-40	41-50	51+	Asian	Black	Latino	White	Other ¹	English	Non-English	<= 1 yr	> 1 yr
Engagement in this category															
Your group	68.9%	68.5%	ISS	ISS	ISS	68.7%	94.9%	57.9%	71.8%	73.8%	61.4%	68.6%	80.5%	69.0%	68.7%
Regional average	72.9%	69.3%	74.4%	69.4%	67.5%	71.3%	82.6%	63.6%	51.3%	83.4%	37.8%	74.5%	63.4%	44.8%	76.2%
Industry average	73.0%	72.1%	66.7%	85.7%	58.1%	72.6%	80.4%	58.7%	60.6%	77.2%	68.1%	74.4%	56.1%	71.3%	72.6%
Overall demographics															
Your group	52.4%	47.6%	0.0%	0.0%	0.0%	99.9%	2.1%	34.0%	1.8%	61.1%	1.0%	98.1%	1.9%	3.3%	96.7%
Regional average	56.1%	43.9%	0.3%	0.7%	1.1%	97.9%	12.4%	39.2%	7.6%	36.8%	4.0%	89.4%	10.6%	15.6%	84.4%
Industry average	53.2%	46.8%	0.0%	0.0%	0.2%	99.8%	10.5%	10.1%	18.0%	60.1%	1.3%	92.2%	7.8%	1.2%	98.8%

¹ Includes members who identify themselves as Native American or multiracial, or whose race/ethnicity is not recorded. ² Does not include members whose spoken language preference is not recorded. Note: ISS (insufficient sample size) will be displayed if the eligible member population for a given metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

Getting connected: Your group's demographics



Note: Results will not be displayed if the eligible member population for a given metric is fewer than 20 people. Regional and industry averages are based on Kaiser Permanente membership.

69% of your members registered and signed on to kp.org in the last 12 months, compared to the Kaiser Permanente regional average of 71%.



*People with online access to their medical records who said it increased their desire to improve their health. And 62% said it had a positive impact on quality of care.**

✓ AT KAISER PERMANENTE

By the end of 2015, more than 70% of Kaiser Permanente members were registered at kp.org. And members signed on 159.3 million times that year to view and manage the details of their care.**

* National Partnership for Women & Families, December 2014.

** Kaiser Permanente Digital Metrics, 2015 Annual Report, Kaiser Permanente Digital Services Group, March 2016.

Knowing your numbers: Your group's demographics

This table shows the demographic breakdown of your members who were measured for body mass index or blood pressure, or screened for exercise as a vital sign, compared to Kaiser Permanente regional and industry averages.

	Gender		Age				Race/ethnicity					Language spoken ²		Tenure with Kaiser Permanente	
	Women	Men	18-30	31-40	41-50	51+	Asian	Black	Latino	White	Other ¹	English	Non-English	<= 1 yr	> 1 yr
Engagement in this category															
Your group	96.7%	94.5%	ISS	ISS	ISS	95.7%	99.7%	96.4%	87.6%	95.7%	74.6%	96.0%	95.1%	84.5%	96.0%
Regional average	93.1%	90.3%	80.6%	78.3%	80.3%	92.1%	94.1%	93.0%	94.9%	93.3%	54.0%	94.2%	94.9%	72.3%	95.5%
Industry average	93.9%	93.3%	100.0%	100.0%	87.1%	93.7%	93.7%	96.0%	93.9%	93.3%	87.6%	94.1%	95.7%	85.1%	93.7%
Overall demographics															
Your group	52.4%	47.6%	0.0%	0.0%	0.0%	99.9%	2.1%	34.0%	1.8%	61.1%	1.0%	98.1%	1.9%	3.3%	96.7%
Regional average	56.1%	43.9%	0.3%	0.7%	1.1%	97.9%	12.4%	39.2%	7.6%	36.8%	4.0%	89.4%	10.6%	15.6%	84.4%
Industry average	53.2%	46.8%	0.0%	0.0%	0.2%	99.8%	10.5%	10.1%	18.0%	60.1%	1.3%	92.2%	7.8%	1.2%	98.8%

¹ Includes members who identify themselves as Native American or multiracial, or whose race/ethnicity is not recorded. ² Does not include members whose spoken language preference is not recorded. Note: ISS (insufficient sample size) will be displayed if the eligible member population for a given metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

Knowing your numbers: Your group's demographics

*Obesity can dramatically increase the impact of workers' compensation claims:**

Average medical costs

Obese	\$68,468
Non-obese	\$35,091

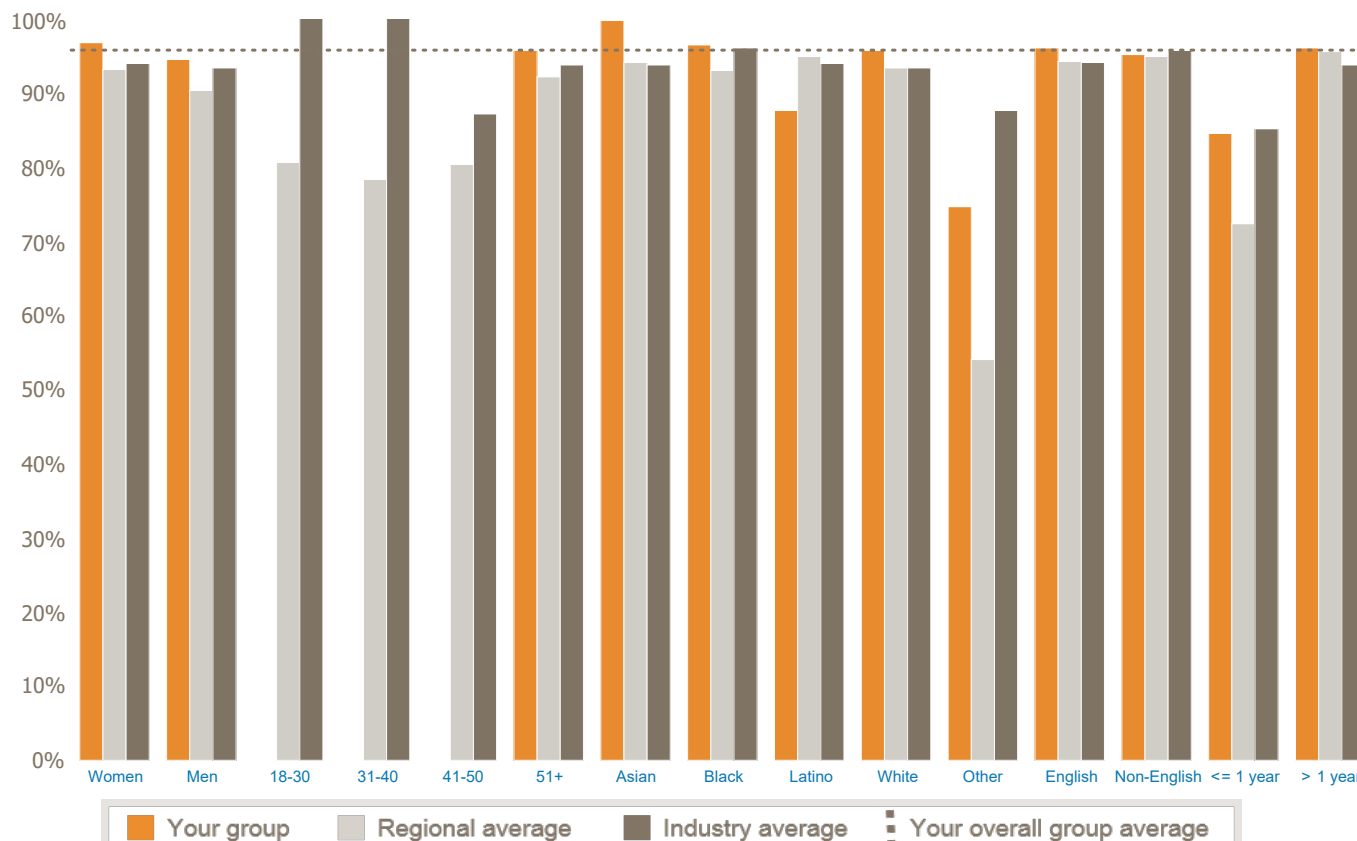
Average time off work

Obese	35 weeks
Non-obese	19 weeks

✓ AT KAISER PERMANENTE

During routine office visits, caregivers ask members about their lifestyle habits and encourage them to take advantage of lifestyle improvement resources.

* Young and Swedlow, California Workers' Compensation Institute, August 2013.



Note: Results will not be displayed if the eligible member population for a given metric is fewer than 20 people. Regional and industry averages are based on Kaiser Permanente membership.

96%

of your members completed at least one "knowing your numbers" activity in the last 12 months, compared to the Kaiser Permanente regional average of 92%.

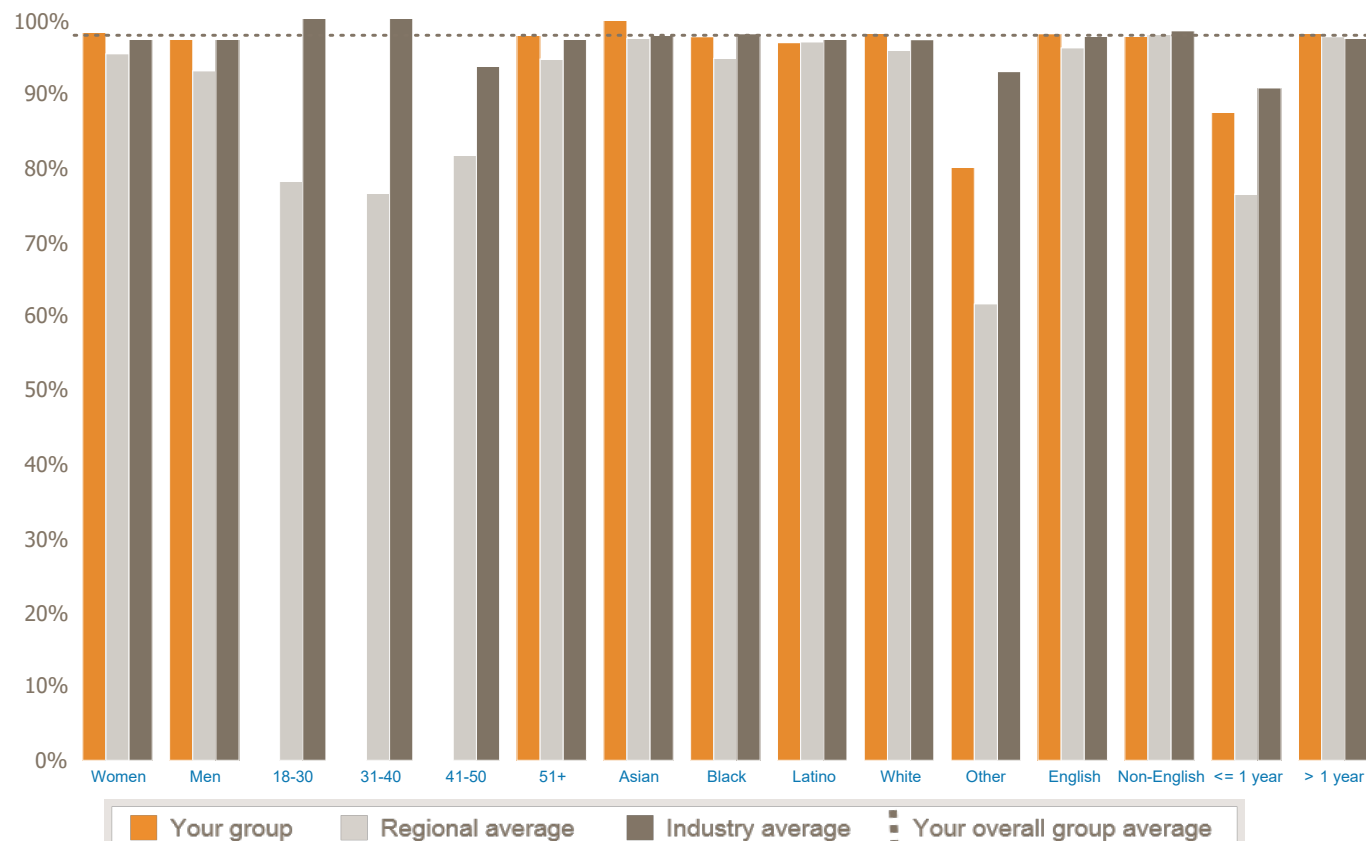
Staying up to date: Your group's demographics

This table shows the demographic breakdown of your members who got yearly flu shots or received scheduled cancer, cholesterol, or glucose screenings, compared to Kaiser Permanente regional and industry averages.

	Gender		Age				Race/ethnicity					Language spoken ²		Tenure with Kaiser Permanente	
	Women	Men	18-30	31-40	41-50	51+	Asian	Black	Latino	White	Other ¹	English	Non-English	<= 1 yr	> 1 yr
Engagement in this category															
Your group	98.1%	97.2%	ISS	ISS	ISS	97.7%	99.7%	97.5%	96.7%	98.0%	79.9%	97.9%	97.6%	87.3%	98.0%
Regional average	95.2%	92.9%	78.0%	76.4%	81.5%	94.5%	97.3%	94.6%	96.8%	95.7%	61.5%	96.0%	97.8%	76.3%	97.5%
Industry average	97.2%	97.2%	100.0%	100.0%	93.5%	97.2%	97.7%	97.9%	97.2%	97.1%	92.8%	97.6%	98.3%	90.6%	97.3%
Overall demographics															
Your group	52.4%	47.6%	0.0%	0.0%	0.0%	99.9%	2.1%	34.0%	1.8%	61.1%	1.0%	98.1%	1.9%	3.3%	96.7%
Regional average	56.1%	43.9%	0.3%	0.7%	1.1%	97.9%	12.4%	39.2%	7.6%	36.8%	4.0%	89.4%	10.6%	15.6%	84.4%
Industry average	53.2%	46.8%	0.0%	0.0%	0.2%	99.8%	10.5%	10.1%	18.0%	60.1%	1.3%	92.2%	7.8%	1.2%	98.8%

¹ Includes members who identify themselves as Native American or multiracial, or whose race/ethnicity is not recorded. ² Does not include members whose spoken language preference is not recorded. Note: ISS (insufficient sample size) will be displayed if the eligible member population for a given metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

Staying up to date: Your group's demographics



Note: Results will not be displayed if the eligible member population for a given metric is fewer than 20 people. Regional and industry averages are based on Kaiser Permanente membership.

98%

of your members completed at least one "staying up to date" activity in the last 12 months, compared to the Kaiser Permanente regional average of 94%.



*Colon cancer costs considerably less to treat at early stages.**

✓ AT KAISER PERMANENTE

In 2015, all Kaiser Permanente regions combined scored at or above the 95th percentile in seven HEDIS® (Healthcare Effectiveness Data and Information Set) prevention and screening measures, including cancer screenings.**

* Zimmerman and Mehr, *The American Journal of Managed Care*, December 2012. ** Kaiser Permanente 2015 HEDIS scores. HEDIS is registered trademark of NCQA.

Seeking care: Your group's demographics

This table shows the demographic breakdown of your members who made outpatient visits, consulted our nurse advice line, used secure messaging, or filled prescriptions, compared to Kaiser Permanente regional and industry averages.

	Gender		Age				Race/ethnicity					Language spoken ²		Tenure with Kaiser Permanente	
	Women	Men	18-30	31-40	41-50	51+	Asian	Black	Latino	White	Other ¹	English	Non-English	<= 1 yr	> 1 yr
Engagement in this category															
Your group	99.4%	98.7%	ISS	ISS	ISS	99.1%	99.9%	99.5%	99.6%	99.6%	53.4%	99.6%	100.0%	81.7%	99.7%
Regional average	97.1%	96.0%	91.2%	92.1%	91.6%	96.7%	99.1%	98.6%	98.9%	98.9%	43.3%	98.9%	99.2%	81.1%	99.5%
Industry average	97.5%	97.1%	100.0%	100.0%	90.3%	97.3%	97.4%	98.6%	97.3%	97.3%	86.4%	97.9%	97.8%	81.7%	97.5%
Overall demographics															
Your group	52.4%	47.6%	0.0%	0.0%	0.0%	99.9%	2.1%	34.0%	1.8%	61.1%	1.0%	98.1%	1.9%	3.3%	96.7%
Regional average	56.1%	43.9%	0.3%	0.7%	1.1%	97.9%	12.4%	39.2%	7.6%	36.8%	4.0%	89.4%	10.6%	15.6%	84.4%
Industry average	53.2%	46.8%	0.0%	0.0%	0.2%	99.8%	10.5%	10.1%	18.0%	60.1%	1.3%	92.2%	7.8%	1.2%	98.8%

¹ Includes members who identify themselves as Native American or multiracial, or whose race/ethnicity is not recorded. ² Does not include members whose spoken language preference is not recorded. Note: ISS (insufficient sample size) will be displayed if the eligible member population for a given metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

Seeking care: Your group's demographics



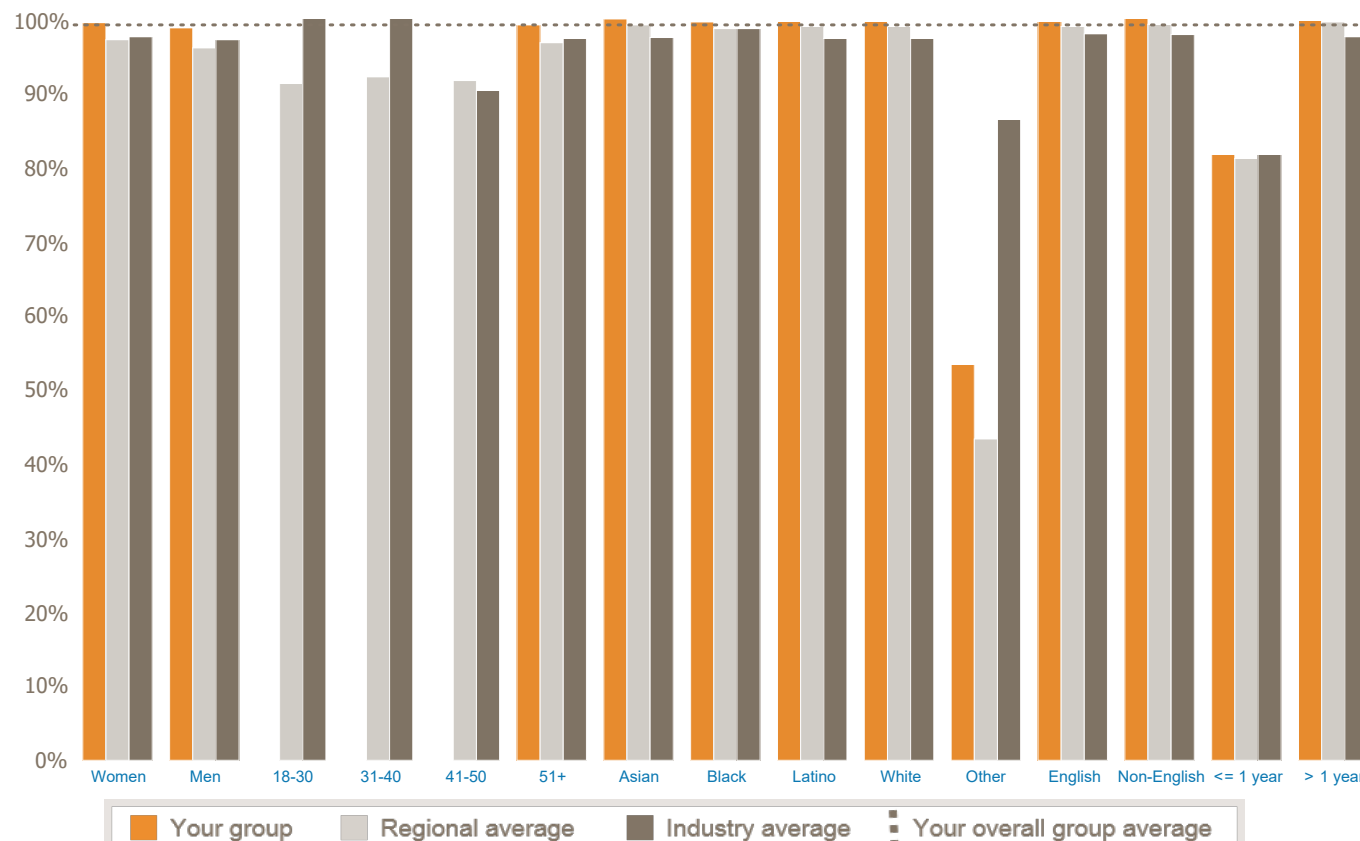
Unnecessary visits to the Emergency Department cost 3.5 times more than clinic visits. Calling a nurse advice line can help patients get care in the right setting.*

Employees who take their medications as prescribed are absent from work seven fewer days per year than those who aren't current with their medications.**

✓ AT KAISER PERMANENTE

Kaiser Permanente members can email their doctor's office with nonurgent questions — often saving an appointment as well as a copay. They can also refill most prescriptions online.

* Soltas, Bloomberg View, December 6, 2013. ** Carls et al., JOEM, July 2012.



Note: Results will not be displayed if the eligible member population for a given metric is fewer than 20 people. Regional and industry averages are based on Kaiser Permanente membership.

99%

of your members completed at least one "seeking care" activity in the last 12 months, compared to the Kaiser Permanente regional average of 97%.

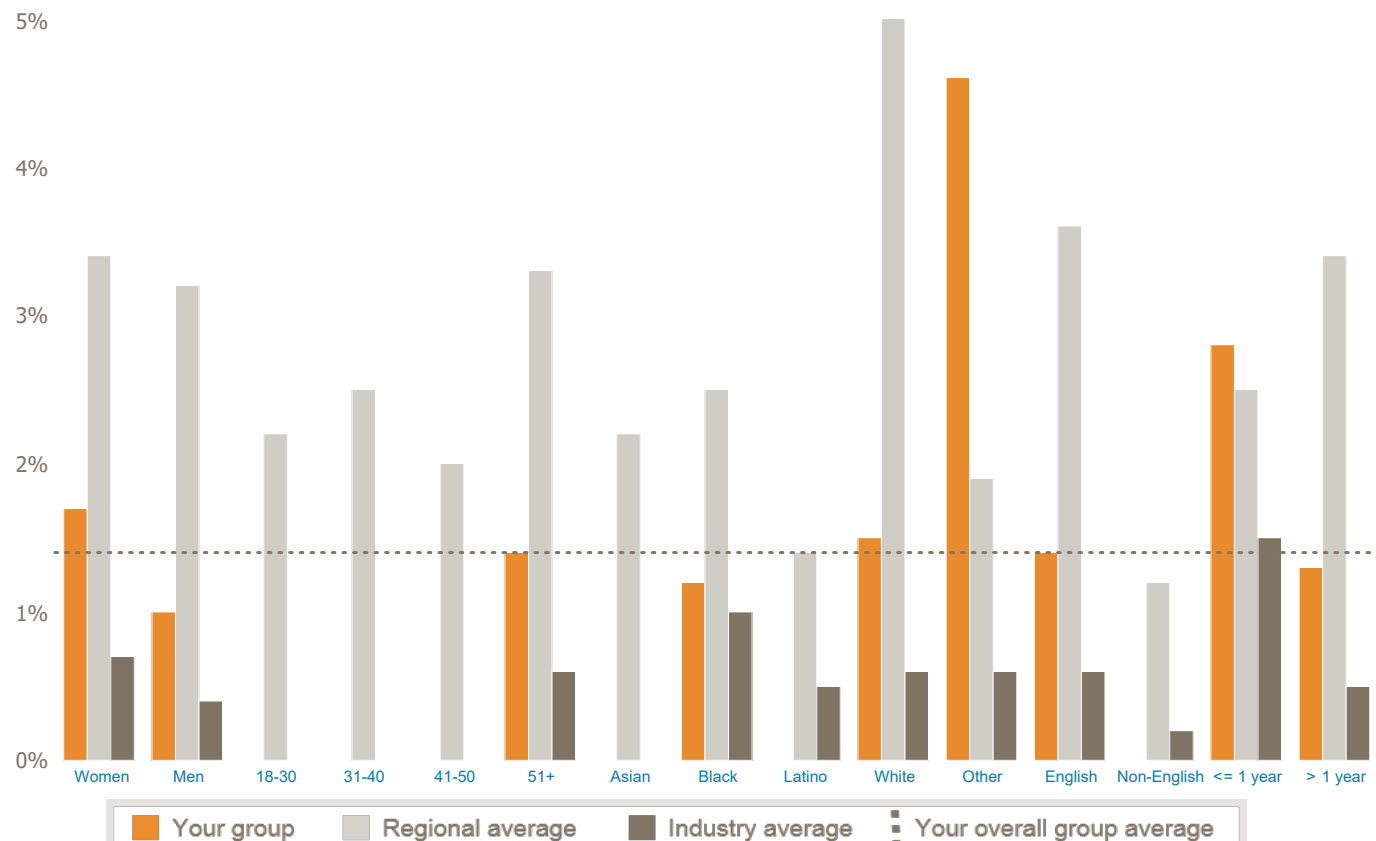
Improving health: Your group's demographics

This table shows the demographic breakdown of your members who took the Total Health Assessment, completed a healthy lifestyle program, or used Wellness Coaching by Phone, compared to Kaiser Permanente regional and industry averages.

	Gender		Age				Race/ethnicity					Language spoken ²		Tenure with Kaiser Permanente	
	Women	Men	18-30	31-40	41-50	51+	Asian	Black	Latino	White	Other ¹	English	Non-English	<= 1 yr	> 1 yr
Engagement in this category															
Your group	1.7%	1.0%	ISS	ISS	ISS	1.4%	0.0%	1.2%	0.0%	1.5%	4.6%	1.4%	0.0%	2.8%	1.3%
Regional average	3.4%	3.2%	2.2%	2.5%	2.0%	3.3%	2.2%	2.5%	1.4%	5.0%	1.9%	3.6%	1.2%	2.5%	3.4%
Industry average	0.7%	0.4%	--	--	--	0.6%	0.0%	1.0%	0.5%	0.6%	0.6%	0.6%	0.2%	1.5%	0.5%
Overall demographics															
Your group	52.4%	47.6%	0.0%	0.0%	0.0%	99.9%	2.1%	34.0%	1.8%	61.1%	1.0%	98.1%	1.9%	3.3%	96.7%
Regional average	56.1%	43.9%	0.3%	0.7%	1.1%	97.9%	12.4%	39.2%	7.6%	36.8%	4.0%	89.4%	10.6%	15.6%	84.4%
Industry average	53.2%	46.8%	0.0%	0.0%	0.2%	99.8%	10.5%	10.1%	18.0%	60.1%	1.3%	92.2%	7.8%	1.2%	98.8%

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Improving health: Your group's demographics



Note: Results will not be displayed if the eligible member population for a given metric is fewer than 20 people. Regional and industry averages are based on Kaiser Permanente membership.

1% of your members completed at least one "improving health" activity in the last 12 months, compared to the Kaiser Permanente regional average of 3%.



*73% of people who had two or more sessions of health coaching said it helped them achieve a weight goal.**

✓ AT KAISER PERMANENTE

Members enrolled in our healthy lifestyle programs have reported significant progress:**

- **chronic conditions:** 82% of participants said their health improved
- **nutrition:** 61% of participants improved their eating habits
- **smoking:** 58% of participants reported quitting

* Adams et al., *Preventing Chronic Disease*, October 31, 2013. ** "Healthy Lifestyle Programs Outcomes," Kaiser Permanente Digital Services Group, December 31, 2015.