



Partnership in Health

kp.org Member Activity report

Created for Lithographers & Photoengravers

Commercial | Members

Measurement period: JUL-01-2021 through JUN-30-2022

Report date: OCT-03-2022

Industry: 31 - 33 Manufacturing

Better outcomes, powered by engagement

Health engagement can help your employees avoid unnecessary office visits and time away from work — resulting in a bigger return on investment for your health care dollars.

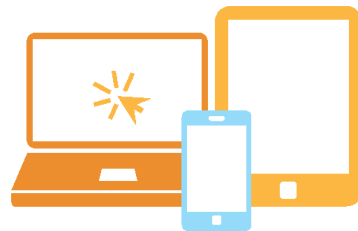
Employers can save up to

\$1,685

per employee per year
by reducing absenteeism.

Source: CDC.gov, accessed January 4, 2018

The Kaiser Permanente app and kp.org give your employees tools to remove hurdles and take charge of their care anytime, anywhere.



Your group at a glance

Here's how your population's demographics — for example, age and gender — 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	87	--	--	--
Members	165	--	--	--
Average subscriber age	55.0	39.6	15.4 years older	43.6
Average member age	44.1	35.7	8.4 years older	34.8
Gender (% female)	38.8%	52.5%	13.7% pts lower	44.6%
Average family size	1.9	1.5	0.4 higher	1.9
Enrollment stability index ³	88.5%	84.4%	--	85.5%

¹The 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. ²The industry average reflects results for Kaiser Permanente members in a specific industry sector, as defined by the North American Industry Classification System. ³Percentage 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 group's kp.org summary

Employee engagement starts with registering on kp.org. When employees register, they can access a variety of services to help them take care of their health without leaving the office. Here's an overview of your workforce:

Your group's registration and activity	Q2 2021	Q2 2022	Change
Eligible member count (age >=13)	161	161	0.0%
Registered on kp.org at end of the measurement period	119	122	2.5%
Members signing on	124	116	-6.5%

NOTE: As our organization continues to advance the kp.org capabilities and ways to access care, we are working with our upstream data sources to accurately reflect those advancements in our suite of reporting. Due to this complex effort, as of Q2 2022 measurement period, we are suppressing the 'Sign-ons to kp.org' and 'Sign-ons using mobile application' metrics to update and expand the evolving capabilities.



*1 in 3 Americans say they've delayed getting care because they're too busy or because it takes too long to see a doctor or nurse.**

✓ AT KAISER PERMANENTE

Members take full advantage of our digital care options to stay healthy without disrupting their workdays. From scheduling in-person visits on our mobile app to connecting with doctors by phone, video, or email, millions are getting care when and where it works for them — on the devices they already use.

*Telehealth Index Consumer Survey, American Well, 2017.

Registration and sign-in rates

Here's a look at kp.org registration and sign-in numbers as percentages of your workforce — and a comparison to all members across your region and industry.

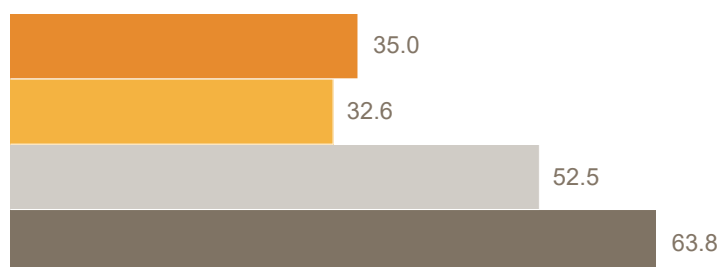


More than half of patients have access to a health portal, but only 28% are using them.³

Eligible members registered on kp.org¹(%)



Registered members who signed on to kp.org at least once²(%)



■ Your group Q2 2021 ■ Your group Q2 2022 ■ Regional avg. Q2 2022 ■ Industry benchmark Q2 2022

¹Based on members who were enrolled at the end of the measurement period. ²Includes kp.org activity for members regardless of whether they were enrolled at the end of the measurement period. Note: Regional and industry averages are based on Kaiser Permanente membership. **NOTE:** As of Q1 2022 measurement period, the internet usage adjustment is no longer applied in the rate calculation. Due to the expanded denominator, you may observe a slight drop in kp.org registration rates and may not directly be comparable to prior periods.

✓ AT KAISER PERMANENTE

In 2017, 73% of our eligible members were registered on kp.org — and they visited the site more than 290 million times. They also signed in more than 200 million times to use online tools, such as emailing their doctor's office, refilling prescriptions, and scheduling appointments. And more than half of these visits were made on mobile devices.⁴

³ONC Data Brief No. 40, April 2018.

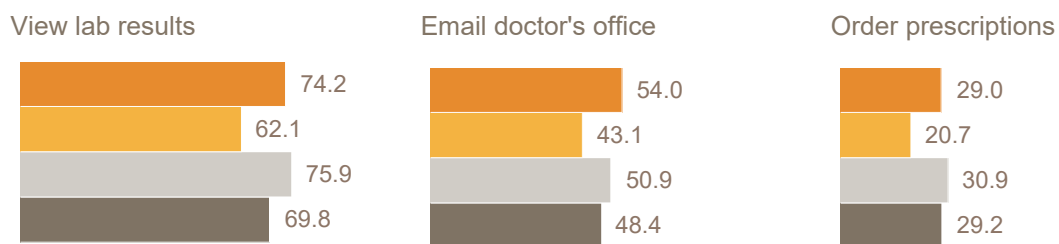
⁴Kaiser Permanente, 2017 Annual Digital Metrics Report, 2018.

Your group's kp.org activity



Less than half of U.S. patients use email to communicate with their doctor.⁵

Total unique member activity divided by total unique sign-ons¹(%)



■ Your group Q2 2021 ■ Your group Q2 2022 ■ Regional avg. Q2 2022 ■ Industry benchmark Q2 2022

Measure ²	Q2 2021	Q2 2022	Change
Online prescription refill orders	141	160	13.5%
Total prescription refills ³	383	454	18.5%
Unique members ordering prescriptions	36	24	-33.3%
Online prescription orders sent via U.S. mail	79	52	-34.2%
Lab tests results viewed online ⁴	879	967	10.0%
Unique members viewing lab results	92	72	-21.7%
Email messages sent to health care providers	657	531	-19.2%
Unique members sending email messages	67	50	-25.4%

NOTE regarding prescription metrics: Data may be understated in Dec 2021 and Apr 2022 due to data capture issues.

¹Includes kp.org activity for members regardless of whether they were enrolled at the end of the measurement period. ²See note 1. ³One prescription order can have multiple refills. ⁴The types of lab test results members can view on kp.org may vary slightly by region. Sensitive results (like HIV test results) can't be viewed online. However, other results may be released at the discretion of your physician. Note: Regional and industry averages are based on Kaiser Permanente membership.

✓ AT KAISER PERMANENTE

Members can email their doctor, refill prescriptions, schedule routine appointments, and get most lab results online.

In 2017, members sent more than 26 million secure emails to their doctors' offices.⁶

⁵ONC Data Brief No. 40, April 2018.

⁶Kaiser Permanente, 2017 Annual Digital Metrics Report, 2018.