Homeward Bound
Enhancing the Home Care Journey

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INTERGRATED HEALTH CARE SYSTEM

KAISER PERMANENTE

39
Hospitals

695
Medical Offices

12.2M
Members

59,127
Nurses

22,914
Physicians

217,415
Employees

$72.7B
Operating Revenue

Kaiser Foundation Hospitals
Kaiser Foundation Health Plan, Inc.
The Permanente Medical Groups

Founded 1945

Northern California: 4,299,586
Southern California: 4,535,389
Colorado: 647,155
Georgia: 350,393
Hawaii: 251,659
Mid-Atlantic States (Va., Md., D.C.): 766,331
Northwest (Oregon/Washington): 609,761
Washington 701,519
Home Health and Hospice agencies are reinventing their delivery systems and patient engagement strategies to respond to the ever-increasing shift of care to the home environment.

Our leadership work veered away from traditional didactic delivery to human-centered design framed by the Kaiser Permanente Experience Standards.

Join us for an interactive session that details how patient partners and field staff worked side-by-side with front-line managers to create reliable standard practices along the home care journey.
The value of collaborating with patient partners and front-line staff to map the patient journey.

How to leverage and apply experience standards within a specific care setting.

The operational benefits for shifting from didactic delivery to human-centered design.

The importance of weaving key leadership skills into a care experience improvement journey.
An interactive experience that will provide a feel for our home care team’s learning journey.

Video highlights, short discussions, and text polling.

A comprehensive slide deck (with poll results) provided after the conference.

Don’t miss out on the fun. Join us!