Kaiser Permanente's mission is to provide high-quality, affordable health care and to improve the health of our members and the communities we serve. In our Washington region, we are honored to provide coverage to more than 651,000 members across the state.*

Our vision is simple: to be your trusted partner in total health. This means partnering with you to help you thrive, and creating communities that are among the healthiest in the nation. This report highlights just a few of the many ways we’re actively making our vision a reality.

*All medical plans offered and underwritten by Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc.
Ambitious Seattle clinic helps thousands with health care

Sports stadiums aren’t usually a place to get a mammogram or a root canal – except perhaps in Seattle. Since October 2014, thousands of volunteers have come together to produce the vast Seattle King County Clinic in Seattle Center’s KeyArena. The clinic brings medical, dental, and vision care to low-income uninsured and underinsured area residents, free of charge.

The clinic is held over four days for a broad mix of people: seniors, veterans, homeless people, and working families. In 2016, it helped almost 4,000 people get essential care valued at $3.9 million.

Kaiser Permanente was there – one of 115 organizations helping on the stadium floor. Some 160 staff members volunteered at the clinic, a number that has climbed steadily over the years.

David Efroymson, a leader of Kaiser Permanente’s supply chain, recruited volunteers leading up to the event. Onsite, he escorted patients to the triage area where doctors and nurses determined the types of care each patient needed.

He recalls one doctor calming down an agitated patient, which took some time. “I spoke to the doctor afterward and he said, ‘Sometimes patients need something medical. Sometimes they just want to talk to someone.’”

Later that afternoon, Efroymson encountered the patient who was happy and calm by then. “I thought to myself: ‘This clinic does so much good in so many ways. It’s the most gratifying work there is, and the very best of Seattle.’

“I am still in shock over the positivity this clinic provided me. I cannot express my gratitude over the experience. It was the most logical health-oriented event of my adult life.”

- Cassidy K., Patient

“As I vaccinated a patient she said ‘I’m going to get my life back today.’ I hugged her as she wept and spoke of the free dental care that would get her smile back.”

- Volunteer
Cycling is one of those sports that combines fitness with fun, and a carefree bike ride is something every young person deserves to enjoy.

The Major Taylor Project of the Cascade Bicycle Club brings recreational cycling to more than 500 youth annually in schools throughout South King County and Pierce County. The program chooses club locations in low-income and diverse neighborhoods where youth may not have access to bicycles or safe biking routes. In these communities, residents speak more than 70 languages and represent more than 80 nationalities.

In 2016, Kaiser Permanente funded the project’s expansion into four Tacoma schools. Students took weekly bike tours to explore their community and learn about bike safety and maintenance. They also got a chance to discover their potential, both physically and mentally.

Across the region, 442 students biked 147,300 miles and burned 9.47 million calories. More than 50 students also completed the STP, a 206-mile bike ride from Seattle to Portland, Oregon.

“Collaboration with Kaiser Permanente has allowed us to continue to expand our programs and deepen our engagement in the communities that we support,” says Rich Brown, Major Taylor’s project manager. “Their help gives us the confidence that we can deliver our programming successfully.”

“The Major Taylor Project shaped a community around me that otherwise wouldn’t be there. MTP brings out the best in people. A student can have an absolutely lousy day but still enjoy learning, riding, and connecting to their surroundings with a smile on their face every time.”

- Han Chen, Franklin High School alumni and MTP ride leader

### MAJOR TAYLOR CLUBS

- Academy of Citizenship and Empowerment (ACE) High School, SeaTac
- Cascade Middle School, White Center
- Chief Sealth High School, Seattle
- Cleveland High School, Seattle
- Denny International Middle School, Seattle
- First Creek Middle School, Tacoma
- Foss High School, Tacoma
- Foster High School, Tukwila
- Franklin High School, Seattle
- Tyee High School, SeaTac
- Highline High School, Burien
- Jason Lee Middle School, Tacoma
- Lincoln High School, Tacoma
- Mt. Tahoma High School, Tacoma
- Rainier Beach High School, Seattle
- Stewart Middle School, Tacoma
- YES! Foundation of White Center, White Center
Cooking classes stir up healthy questions

As a pot simmers on the stove, a healthy discussion is brewing. Registered dietitian Dawn Wilson has just shared information about low-salt diets with cooking class participants at the Tacoma Metro Parks’ Star Center. Now her students are preparing a meal of seared chicken, potato soup with brie and apples, and raspberry chocolate oatmeal for dessert.

Kaiser Permanente’s healthy cooking classes are held quarterly in Tacoma for members and the general public. The classes give area residents a chance to learn healthy cooking techniques and ways to eat well when they have a chronic illness such as diabetes.

Each class begins with an educational talk by a nutritionist, followed by an interactive cooking and tasting session. Attendees leave prepared to try the recipes at home.

Classes have space for 80 participants, and they fill up fast. Besides attracting families and members of the community center, about half of the attendees report having a chronic illness or living with someone who does.

“There’s a real desire for hands-on learning in the South Puget Sound region,” says Wilson. “A cooking class lends itself to holding good conversations about nutrition and how to meet specific health goals.”

“Helping a client explore ingredients and actually prepare a dish can be much more effective than a standard office visit where we simply tell a client to limit salt or fats in their diet,” she adds.

The classes are made possible by a sponsorship with Tacoma Metro Parks.

Starting good habits early

The American Heart Association (AHA) is changing the way Americans eat and think about food. Through its Kids Cook with Heart program, students throughout the Puget Sound region are developing the skills to cook at home and introduce heart-healthy dishes into their families’ diets.

Kaiser Permanente sponsors the free 6-week classes, which are taught by AHA instructors. In 2016, 117 students attended from 8 communities, including Seattle’s Mercer and Denny middle schools, Mercy Housing in Kent, and Lake Grove Middle School in Federal Way.

Kids learned basics like how to make smoothies and fruit pancakes, and how to swap less-healthy ingredients for healthier ones – such as substituting ground turkey for ground beef in a chili recipe.

By teaching students and families that cooking can be easy and fun, the AHA expects to see children’s nutrition – and their likelihood of adopting a long-term healthy lifestyle – improve.
Suicide-prevention training prepares caregivers to intervene

Suicide is devastating for everyone: family members, friends, and health care professionals. And regrettably, Washington state’s suicide rate is higher than the national average.

But there’s hope. Suicide can be prevented. In fact, health care professionals can play a pivotal role by noticing the warning signs in their patients and getting them help early.

In 2016, Washington state passed a requirement that all health care professionals receive between three and six hours of formal training in suicide prevention. As a longtime advocate for mental health and wellness, Kaiser Permanente jumped in. We developed a state-of-the-art course built on the guidelines of the U.S. Surgeon General – and we shared it with the public. The six-hour online Continuing Medical Education (CME) course is free to any health care professional via the Washington State Department of Health’s website.

The course uses video and actors to tell the story of a suicidal patient from her point of view. Then it highlights the many touchpoints where a health care professional could intervene. The team that developed the training included a psychologist, psychiatrist, social worker, family physician, and experienced educators.

“It’s the power of having teams at Kaiser Permanente that made this training so practical for caregivers,” says Bradley Steinfeld, PhD, interim medical director for Behavioral Health Services and the project’s leader. “Our planning team was able to look at what’s doable for a primary care doctor, a therapist, or a nurse or medical assistant when they see a patient who needs help.”

Course participants are taught how to assess their patients and build screening into their daily practice. They also learn how to develop a crisis response plan, remove lethal means from the patient’s environment, and screen special populations such as veterans.

Video partner Resources Online brought its technical savvy to produce modules that are interactive and user-friendly.

The site went live in November 2016 after 10 months of production. By year end, 74 community clinicians and 575 Kaiser Permanente clinicians had completed the course, and hundreds of signups were occurring each week.

“Our planning team was able to look at what’s doable for a primary care doctor, a therapist, or a nurse or medical assistant when they see a patient who needs help.”

– Bradley Steinfeld, PhD
Kaiser Permanente Washington Health Research Institute

The scientific teams at Kaiser Permanente Washington Health Research Institute (KPWHRI) are constantly searching for the best ways to deliver care effectively and efficiently and improve health and wellness for all.

In 2016, we published 367 articles in peer-reviewed medical journals and shared our discoveries with other scientists, health professionals, and the public. Our findings were wide-ranging, advancing the cause of total health for Kaiser Permanente members and people everywhere. Here are just a few of those discoveries:

- **A better way to treat teen depression lowers costs**: After proving that a team-based approach to treating adolescent depression improved outcomes, our researchers also found the approach was cost-effective.

- **Pharmacy outreach may improve heart health**: In an effort to improve preventive care for members at risk for heart disease and stroke, we found that having pharmacists reach out to members with diabetes increased their use of lifesaving statin drugs — without increasing the total cost of their care. Our researchers believe that higher medication costs were offset by less need for treatment of cardiovascular events.

- **Low-dose aspirin may help prevent colon cancer**: An evidence review showed that low-dose aspirin not only lowered the risk of heart attacks and stroke in middle-aged people at risk for heart disease — it also reduced their risk for colon cancer.

- **Increasing doctors’ awareness of opioid hazards helps**: While new state guidelines appeared to lower opioid doses for people with non-cancer-related chronic pain, Kaiser Permanente’s extra steps to make physicians more aware of the risks and limited benefits of using high opioid doses reduced them even more.

- **There’s power in community partnerships**: Our Center for Community Health and Evaluation led a review of a $25.5 million initiative by Public Health – Seattle & King County to reduce obesity, tobacco use, and tobacco exposure in seven low-income communities. They found the initiative made significant progress and identified the most common success factor: having a consultant or health department staff member work closely with a champion from each participating organization, which included schools, local government, and community groups.
2016 Kaiser Permanente Washington Snapshot

Kaiser Foundation Health Plan of Washington
2016 Community Contributions

The programs and services highlighted in this report, plus other efforts, all support Kaiser Permanente’s commitment to enrich people’s lives by improving health. In 2016, they totaled a $50.6 million value to the community.

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Kaiser Permanente Washington Health Research Institute

In 2016, Kaiser Permanente Washington Health Research Institute (KPWHRI) continued to conduct practical research that improves the lives of people everywhere. Total revenue for the year was $54.4 million.

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