

International Forum on Disability Management (IFDM)  
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Kaiser Permanente Strives for World Class Health & Productivity through Strong, Collaborative Partnerships: *Physicians, Labor and Management*

**Takeaways from this presentation**

- n Kaiser Permanente is committed to delivering Integrated Disability Management programs and services to its large, multi-state healthcare workforce for the good of its employees; in the interest of the organization’s productivity and performance improvement; and for the overall well-being of the communities it serves
- n An integrated healthcare delivery system can develop and provide unique, health-promoting opportunities and resources to its workforce including its physicians; and its members
- n Collaboration, engagement and safe, productive activity can be as good for your health as it is for the health & productivity of Kaiser Permanente

**1. Clinical Orientation toward Advising Activity**

Notes:

**How does KP’s clinical care support its Integrated Disability Management (IDM) Program while contributing to the overall Health & Productivity of KP’s Workforce?**

Crucial concepts of best clinical care in preventing medically unnecessary work disability:

**Counsel** safe activity within Treatment Plans

**Advocate** for safe Stay-at-Work/ Return-to-Work as a priority in achieving medical & functional recovery

**Deliver** timely, specific and useful activity recommendations (physician); **encourage** temporary transitional work assignments (provided by the employer)



**2. Labor’s Role in Health and Disability-related Programming for the Workforce**

- Practices related to improving workers' lives
- Unions often possess an in-depth understanding of the workplace, including knowledge of specific tasks, as well as responsibilities associated with a variety of jobs within a given occupation or industry.
- Labor’s interest is to keep the affected employee “whole.”
- Through joint support and empowerment among Labor and Management representatives, needless work disability and associated costs to individuals and the organization can be avoided

Notes:

### 3. KP Management -- Integrating Workforce Health with Workplace Productivity

#### Summary, Integrated Disability Management at KP:

- **Clinical orientation toward advising activity as part of healing:**
  - KP's physicians strive to become engaged in optimizing the total health and well-being of their patients, regardless of age or employment status: "Total Health" is embodied in each patient's unique experience of productive engagement at home, at work and within his/her community
- **Operational Readiness, Labor:**
  - KP's workforce strives to commit itself to integrate, cooperate, believe in, and take advantage of KP's IDM program, which in turn will result in optimizing each employee's health, productivity, social and financial well-being

#### KP's Vision and Mission of IDM depend upon the stability of its "3-Legged Stool"

**Readiness in Clinical Care**  
*(to encourage SAW-RTW)*

**Operational Readiness of Labor**  
*(to fully support it)*

**Operational Readiness of Management**  
*(to provide ample, timely and safe opportunities for it)*



- **Operational Readiness, Labor & Management:**
  - **Fully informed members** will promote the benefits and positive experience of IAM for all affected parties, demonstrating full workforce engagement.
  - **National policy, tools, training and resources** will support keeping KP employees safely and productively at work while healing from potentially disabling conditions.
  - **Data/Metrics:** Collection, analysis and reporting of data through compatible systems for relevant metrics will foster appropriate decision making among Labor, Management and Physicians

#### Notes:

#### What is Kaiser Permanente?

- n Established in 1945 by industrialist Henry J. Kaiser and physician Sidney R. Garfield, Kaiser Permanente is:
  - **An integrated, nonprofit, group-practice health plan model** (non-governmental)
  - **Representing a partnership** among Kaiser Foundation Health Plan, Kaiser Foundation Hospitals, the eight Permanente Medical Groups, and (as of 2000) the Coalition of Kaiser Permanente Unions.
  - **Healthcare is provided to our 8.6 million Kaiser Permanente members, nationwide.**
  - **Mission and Purpose:** Kaiser Permanente exists to provide affordable, high-quality healthcare services to improve the health of our members and the communities we serve.
- n **At Kaiser Permanente, physicians are responsible for medical decisions.** The Permanente Medical Groups, which provide healthcare for Kaiser Permanente members, continuously develop and refine medical practices to help ensure that healthcare is delivered in the most efficient and effective manner possible.

#### Presenters:

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- n **Claudine Salama, Program Lead, Coalition of Kaiser Permanente Unions, AFL-CIO**
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