



# Protecting Your Employees from the Pandemic

## Lessons from the Field

# For Today's Discussion

- COVID-19 Review
- Mental Health & Wellness
- “Social Health”
- Resources
- Discussion

# Bend the COVID Surge Curve

- Hawaii has only had two waves while many parts of the mainland are on its third way.
- Residents have an opportunity to change the trend by adopting easy-to-do behaviors



Wear a mask



Wash your hands



Stay 6 feet apart



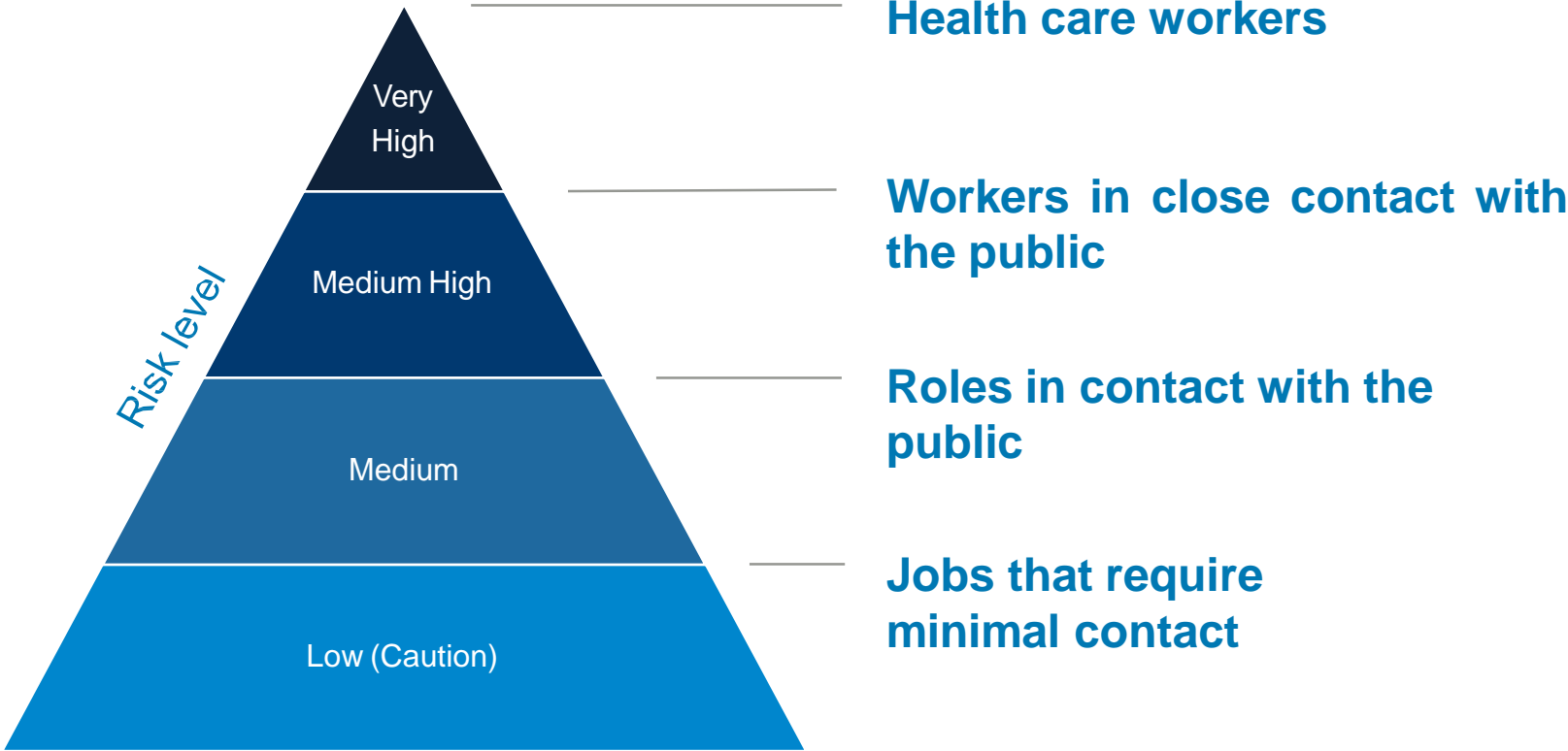
Avoid crowds



Get a flu shot

# Assessing safety when returning to work

As you plan employees' return to the workplace, consider the levels of employee health risk.



### Risk mitigation strategies

- Practice physical distancing
- Minimize shared objects
- Limit in-person gatherings
- Limit travel
- Promote and support sanitation/hygiene measures
- Align company policies to support mitigation
- Develop and communicate containment protocols

Source: [OSHA](https://www.osha-slc.gov).

# Return-to-work timelines for people with COVID-19 symptoms or exposure



## Individuals **with** symptoms\*

Employees who have tested positive and have experienced symptoms can return to work:

- **>1 day from recovery**
- or
- **>10 days from symptom onset**



## Individuals **without** symptoms

Employees who tested positive without symptoms can return to work:

- **>10 days since first positive test**

Employees who have had exposure to COVID-19, but haven't tested positive or experienced symptoms, can return to work:

- **>14 days since last exposure, even after a negative test\*\***

[For more information on workplace guidance, visit: https://hawaiiicovid19.com/workplace-guidance/](https://hawaiiicovid19.com/workplace-guidance/)

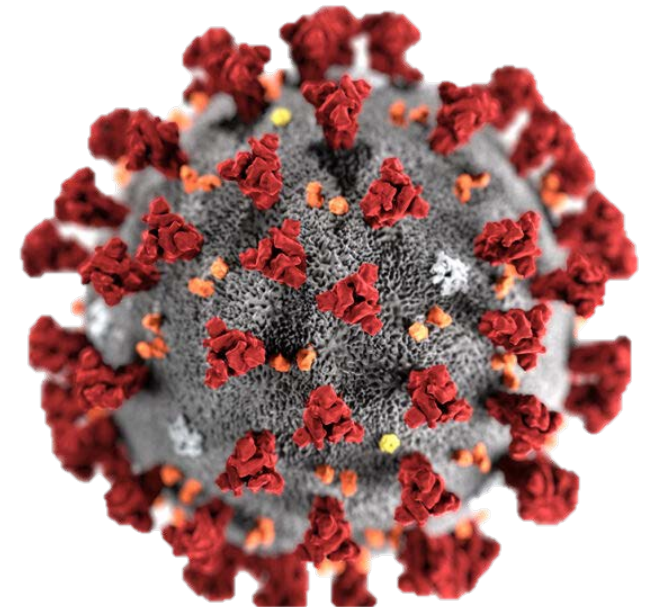
\*A test-based strategy is no longer recommended to determine when to discontinue home isolation, [except in certain circumstances](#).  
\*\*Based on local recommendations, the CDC is also allowing some health departments to choose a 10-day quarantine time or a 7-day quarantine time with a negative test. Check with your local officials for the latest guidance.

Sources: [Duration of Isolation and Precautions for Adults With COVID-19](#), October 19, 2020; [Ending Home Isolation for Persons With COVID-19 Not in Healthcare Settings](#), December 3, 2020; [Return-to-Work Criteria for Healthcare Personnel With SARS-CoV-2 Infection](#), August 10, 2020; [When to Quarantine](#), December 2, 2020.

# For more clinical info on COVID

## Webinar: COVID-19 update #13 – Vaccine Update

- Dr. Deb Friesen will speak about the scientific realities of coronaviruses and COVID-19, control measures, and Kaiser Permanente's response on **Thursday, December 17, 1 – 2:00 p.m.**
- Register here:  
<https://kponline.webex.com/kponline/onstage/g.php?MTID=e978829e7f0def63be6aa240a1d1d9e8e>
- You'll learn about:
  - ✓ COVID-19 updates and trends — Insights on the current state of the pandemic, including treatment and testing
  - ✓ Emerging vaccine developments — Relevant information regarding the development, FDA review, and distribution of recently approved COVID-19 vaccines

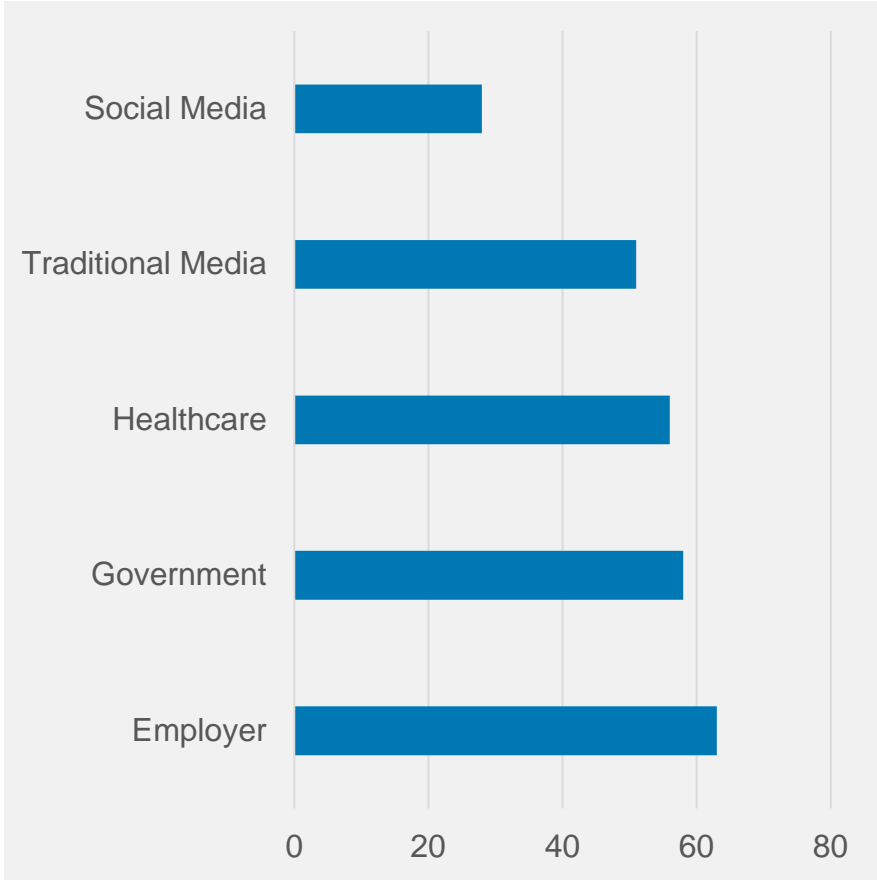


# Communicate health and safety guidelines clearly and frequently

Strategies for communicating could include a campaign focused on:

- **Hand hygiene, physical distancing, and mask-wearing** to stop the spread of COVID-19 and other illnesses
- The importance of getting a **flu shot**, especially during the COVID-19 pandemic
- What employees should do if they or a coworker have **COVID-19 symptoms.**
- A centralized COVID -19 **website or resource** to house up-to-date workplace procedures and policies
- How to access **health care** when they need it, be it COVID-19-related or otherwise

Percent who report they believe COVID info from each source



Source: [https://www.edelman.com/sites/g/files/aatuss191/files/2020-03/2020%20Edelman%20Trust%20Barometer%20Coronavirus%20Special%20Report\\_0.pdf](https://www.edelman.com/sites/g/files/aatuss191/files/2020-03/2020%20Edelman%20Trust%20Barometer%20Coronavirus%20Special%20Report_0.pdf)

# Customer Story

- Identify a workplace coordinator to keep track of COVID-19 issues that impact the workplace.
- Company scheduled organizational meeting with staff on a frequency basis to provide updates (including most current CDC guidelines, policy changes etc.).
- Scheduled team meetings and check-ins
- Use multiple platforms to communicate COVID-19 information and well-being topics. (Teams, Zoom, Text messaging, email, intranet)
- Shared and reminded employees on benefits such as EAP, Health plan benefits, financial support, community resources. How to access care etc.
- Sharing of information and creating a section for wellness in a section on the company intranet.
- Health plans also provided ways they can access care and resources while during COVID
- Employer built a communication campaign that focuses on topics each quarter.





# Help your team manage pandemic-related fear and anxiety

Fear and anxiety are manageable with clinical support.

Telehealth and online mental healthcare resources:

- 24/7 advice
- Video visits
- Phone appointments
- Online resources available through [kp.org](https://kp.org)



# Planning for the “next normal”

## Offer and promote available resources



**Ensure access to robust mental health services**



**Promote and optimize EAP services**



**Provide self-care tools for resilience**



# Planning for the “next normal” *(continued)*

## Build or reinforce a psychologically healthy workplace



**Awareness of mental health and resources**



**Strengthen your workforce health strategy**



**Reduce stigma for mental health**



**Promote a sense of purpose.**



**Address workplace bullying and discrimination.**



**Provide managers with training for the current situation**

# Customer Story – MHW

- Employer HR and leadership revisited company policies and procedures to include safety and precautionary measure for employees
- EAP – reinforcing the EAP benefits that employees have available.
- Implementing a wellness program that focuses on overall health and well-being. Focusing on a well-being topic each month or quarter. Example: Emotional health, stress management, etc.
- Ongoing communication on resources available that is provided by the health plans and community resources.
- Quarterly webinars provided by the employer to focus on relevant topics that will help employees during challenging times.
- Formation of social groups in the workforce based on common interest or check-in groups.



# Kaiser Permanente's Approach



Health is everything



Physical health



Mental health



Social health

# What drives health outcomes?

## What percentage of an individual's overall health outcome is attributable to clinical care?

- a. 5%
- b. 20%
- c. 40%
- d. 80%

# Social drivers of health account for ~40% of health outcomes

**The social drivers of health** are the conditions in which people live, work, and play.

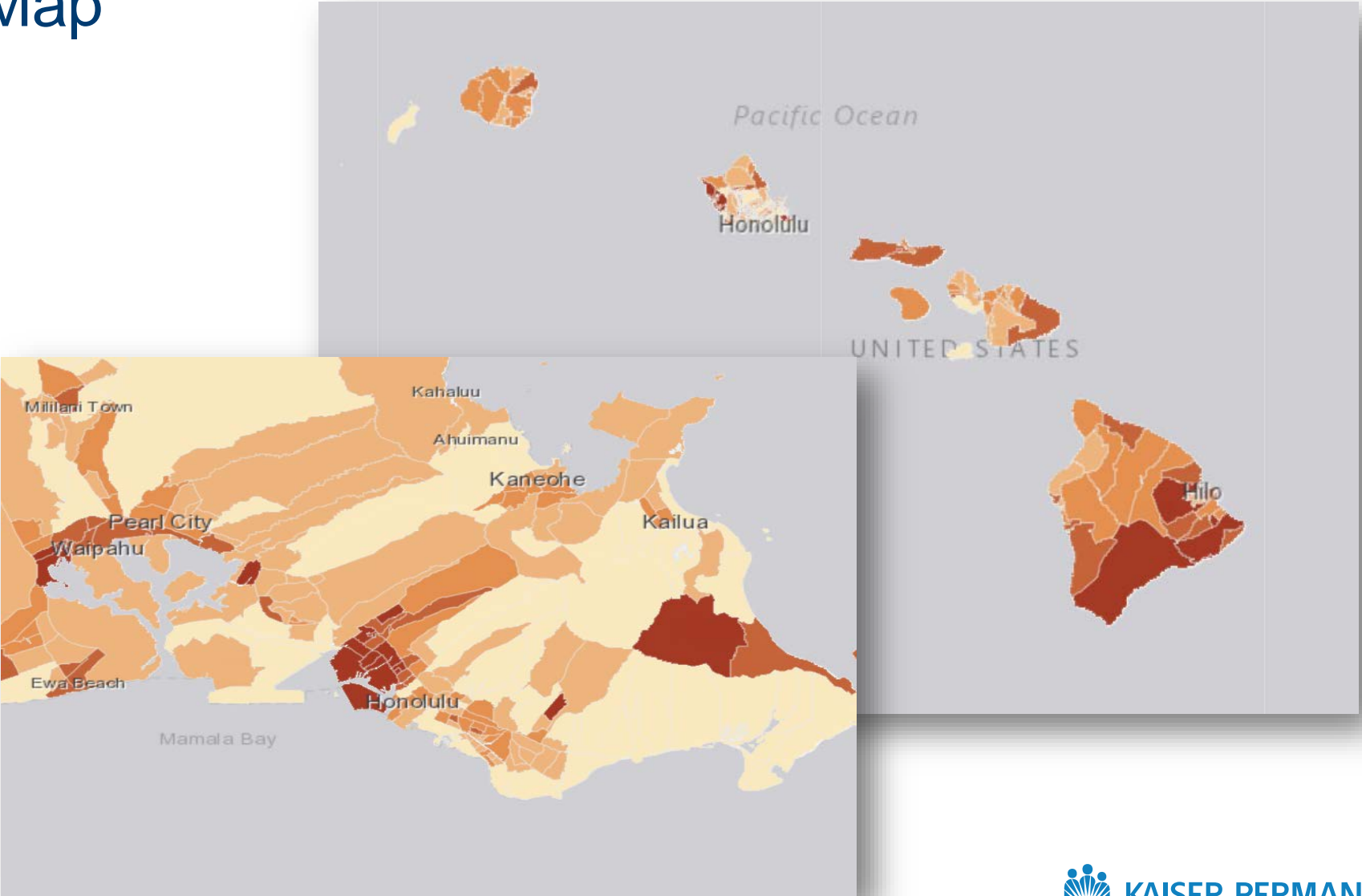
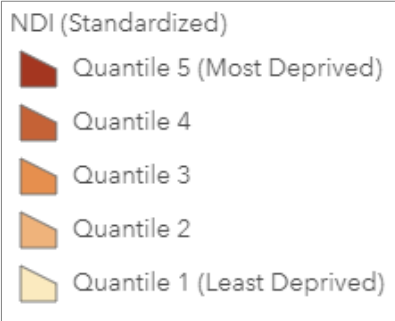
**Social and economic factors** include access to basic nutrition, a place to live, and economic opportunities all play a role in health.<sup>1</sup>



Source: University of Wisconsin, County Health Ranking Model, 2018.  
1. Also known as basic human needs.

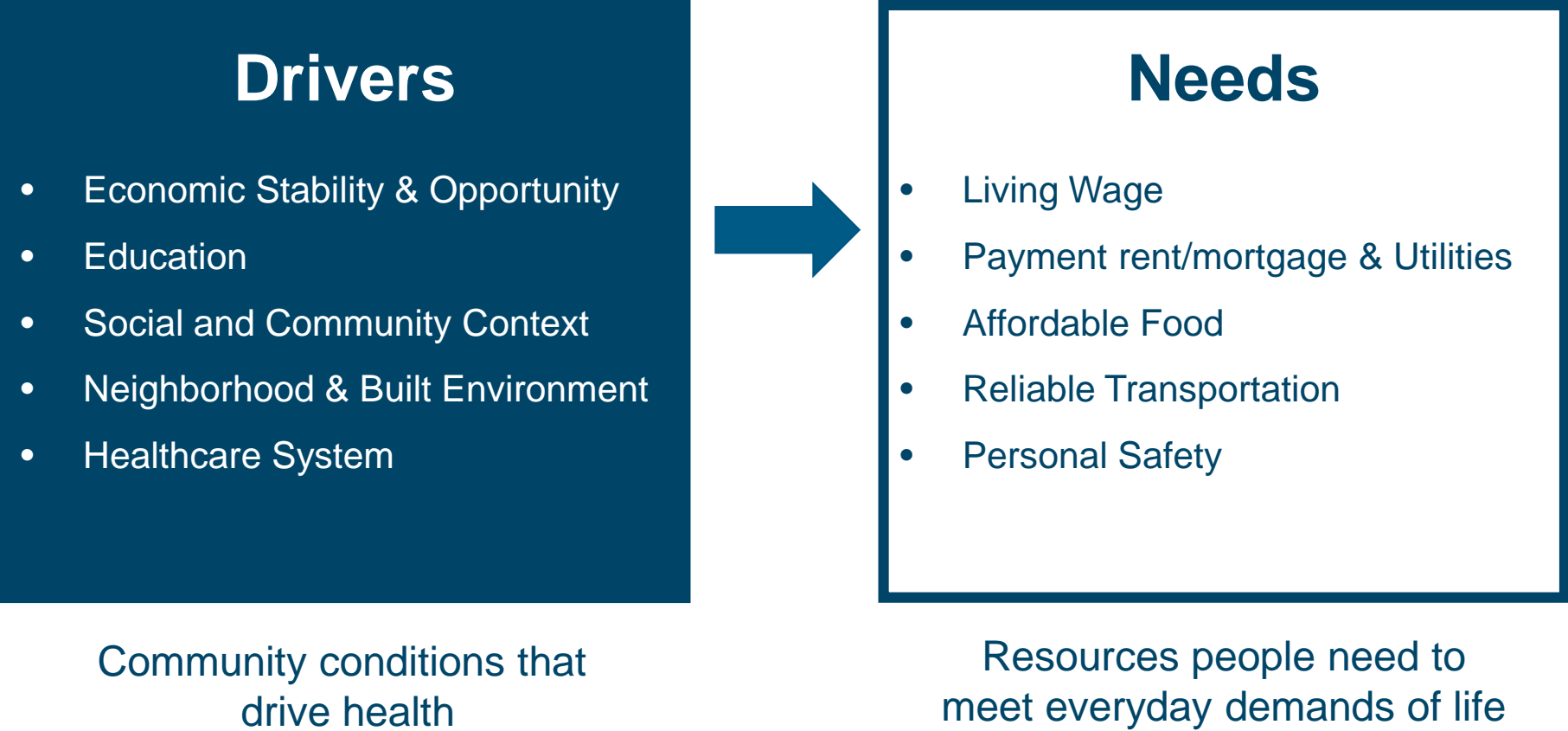
# Hawaii Heat Map

Using NDI, each census tract is assigned one of five levels. Level 1 indicates the least deprived (i.e. most well-off by education, income, housing and employment standards), and Level 5 indicates the most deprived.





# Social Health: Social Drivers vs. Social Needs



# Social Needs Prevalence

- **68%** of Americans have trouble meeting at least one social need such as food, financial strain, housing or social isolation<sup>1</sup>
- **38%** of commercially insured individuals had at least one unmet need<sup>2</sup>
- **40%** of Americans surveyed could not pay for an unexpected \$400 expense<sup>3</sup>

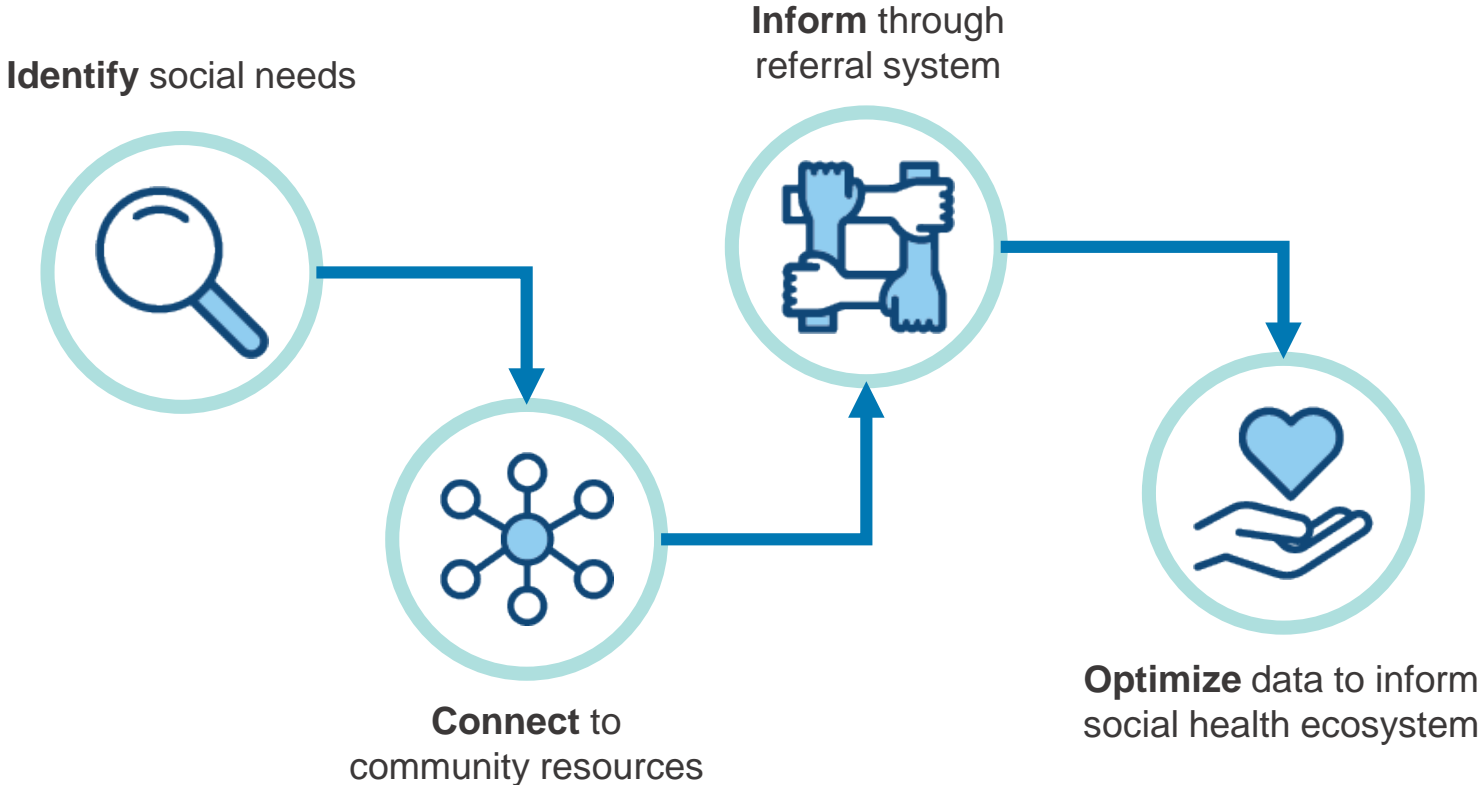
1. 2019 Social Needs in America Survey, Kaiser Permanente

2. Berkowitz, S., et al., (2017). Addressing Unmet Basic Resource Needs as Part of Chronic Cardiometabolic Disease Management, JAMA Internal Medicine. 177(2):244-252.

3. 2018 Survey of Household Economics and Decision Making, US Federal Reserve

# Thrive Local: How KP Supports Community Health

Helping the communities where your employees work and live is part of our DNA



By 2022, Thrive Local will be fully available to all Kaiser Permanente members and 68M people in our communities.

# Community Resources

Hawaii Resources as of April 2020 V2

## Resources in Times of Need Hawaii

---

Below you will find a set of resources in Hawaii that can help you get connected to tangible supports:

**Food Assistance**

**Hawaii Food Bank**  
<http://www.hawaiifoodbank.org/covid-19>  
800-836-3600

**Supplemental Nutritional Assistance Program (SNAP)**  
<https://hawaii.services.hawaii.gov/bswd/hanf/>  
855-643-1643

**Women, Infant, and Children (WIC)**  
<https://health.hawaii.gov/wic/>  
(808) 622-6458

**Financial Resources**

**Apply for Unemployment**  
<https://labor.hawaii.gov/ui/>

**Temporary Assistance for Needy Families (TANF)**  
<https://hawaii.services.hawaii.gov/bswd/hanf/>

**Apply for Public Assistance**  
<https://hawaii.services.hawaii.gov/>

**Interpersonal Violence**

**National Domestic Violence Hotline**  
1-800-799-7233 or 1-800-799-SAFE

**HI Domestic Violence Action Center**  
<https://domesticviolenceactioncenter.org/>

**Housing**

**Office of Housing & Community Development**  
<https://www.hawaii.gov/housing/department-office-of-housing/>  
808-961-8379

**Utilities and Mobile Phone Resources**

**Low-income Home Energy Assistance Program (LIHEAP)**  
<https://hawaii.services.hawaii.gov/wp-content/uploads/2019/09/LIHEAP-Flyer-2020.pdf>

**Dept of Consumer Affairs - Consumer Advocacy – Public Utilities**  
<https://cca.hawaii.gov/dca/telecommunications/difeline/>  
Check your provider’s website for more information.

**Childcare**

**National database of resources in local communities**  
<https://www.childcareaware.org/resources/ccm-search-form/>

**School-age programs at local YMCAs & YWCAs**  
**Find your YMCA and Find Your YWCA**

**PATCH Hawaii**  
<https://www.patchhawaii.org/find-child-care/>

**Other Resources**

**How to apply for coverage**  
[www.hip.org/medicaid/in](http://www.hip.org/medicaid/in)  
<https://communitycoverage.kaiserpermanente.org/losing-job-coverage/>


**State of Hawaii, Department of Health Updates**  
<https://health.hawaii.gov/news/covid-19-updates/>

**Mental Health**  
<https://findyourvoice.org/>

**Hawaii 211**  
<https://www.hawaii211.org/>  
Phone: Dial 211

**American Job Centers**  
<https://www.dol.gov/general/topic/training/onestop>

 KAISER PERMANENTE.



## Guide to Community Resources


As part of Kaiser Permanente’s commitment to high quality care, facilities are evaluated for quality and resource use. This information is assessed as part of your discharge and care planning along with consideration of your goals of care and treatment preferences.

For more information on quality and resource use, please visit: <https://www.medicare.gov>. Search for: nursing home, home health, hospice, or long-term hospital to find and compare agencies.

This information is being provided as a service by Kaiser Permanente. Kaiser Permanente does not warrant, recommend or otherwise guarantee the service or products offered here or by any other non-Kaiser Permanente personnel mentioned in this booklet.

**INFORMATION AND GUIDANCE**

Aloha United Way 211 ( <a href="http://auw211.org">auw211.org</a> )	211 or 808-536-1951
Alzheimer’s Association – 24hrs ( <a href="http://alz.org/Hawaii">alz.org/Hawaii</a> )	1-800-272-3900
American Cancer Society ( <a href="http://cancer.org">cancer.org</a> )	808-595-7544
Hawaii SHIP (State Health Insurance Program)	808-586-7299
Medicare	1-800-633-4227
Senior Helpline (City & County Elderly Affairs Division) ( <a href="http://elderlyaffairs.com">elderlyaffairs.com</a> )	808-768-7700
Social Security Administration ( <a href="http://ssa.gov">ssa.gov</a> )	1-800-772-1213
Veterans Affairs (VA) ( <a href="http://va.gov">va.gov</a> )	1-800-827-1000
Pacific Islands Health Care System-health benefits	1-800-214-1306
Administration Regional Benefits Office	1-800-827-1000

 KAISER PERMANENTE.

# Gather insights into your employee population

Anticipate and identify your employees' potential social needs by looking into your demographic and utilization data.

**Work with your business partners to identify the:**

- # requests for early paycheck release
- # EAP utilizations and types of assistance needed
- % of employees earning \$25,000 or less ([U.S Bureau of Labor Statistics](#)).
- % of employees who access their 401(k)/retirement funds early
- Trends in requests for time-off, vacation days, or flexible work schedules
- Types of unmet social needs your employees may share with wellness champions, their unions, employee resource groups; you can also survey them anonymously



# COVID-19 Among the Filipino Community

- The Filipino Community of Hawaii is disproportionately impacted by COVID-19
  - 16% of Hawaii's Population
  - 21% of COVID-19 cases
  - 22% of COVID-19 deaths
- Factors contributing to these disparities
  - Higher number of essential and health care workers
  - Higher occupancy in homes
  - Education and use of PPE
  - Higher rates of health disparities (impact survival and recovery)

Source: <https://health.hawaii.gov/coronavirusdisease2019/what-you-should-know/current-situation-in-hawaii/#race>

# Customer Story

- Employer understood the need and support by conducting a survey in the workforce during COVID-19.
- KP partnered with group and did a virtual presentation to the staff to talk about how to access care during the pandemic and available resources readily available at their fingertips. Example: Telehealth, wellness coaching, virtual offered class, etc.
- Education around Mental Health and Wellness and how to get support and raise awareness of programs. Helped group to align resources based on challenges.
- Community resources directory provided to employer to share with company or to enhance their booklet of resources to help employees navigate support during COVID-19 and challenges faces on top of life.
- Promotion of KP programs that addresses the support around social determinants of health – example: pharmacy mail order, Class Pass to work out safely in their home, etc.



# Key Learnings

- Consider **policies and practices** need to be created, maintained, or updated to create a safe and healthy workplace
- **Communicate** often these policies and procedures
- Promote physical and mental health **resources**
  - Consider creating **paid sick leave** for employees with COVID-19
- Strengthen your **workforce health** offerings
- Better understand **social health** and factors impacting your employees
  - Support employees' **childcare needs** so they can come back to work

Additional resource: [Coronavirus \(COVID-19\): Benefits Checklist](#) — Business Group on Health





# Connect with and rely on your partners

These teams will bring expertise to your specific needs, guide you as you consider various options, and be trusted thought partners. They will help you consider and implement business process changes where plans, policies, or protocols are updated.

- **Legal counsel**
- **Health and welfare benefit partners, including brokers**
- **Cross-functional department leaders**
- **Union leaders**
- **Industry colleagues**



A BETTER WAY TO TAKE CARE OF BUSINESS

# How Kaiser Permanente can support you



- **Industry assessments**



- **Webinars**



- **Quality care and consultations**



- **Thinking beyond physical health**



- **Data insights**

# Small business guidance and considerations

---

General small business considerations that can help reduce risk of exposure to the coronavirus:

- Identify and provide leadership support for a **workplace coordinator** who will be responsible for COVID-19 issues
- Research and apply for all possible funding and **financial relief options** available to you and your business.
  - [Emergency relief measures](#)
  - [New funding options](#)
- Establish an **emergency communications plan**.
- Evaluate **Family and Medical Leave Act (FMLA)** and **Families First Coronavirus Response Act (FFCRA)**
- Use these unprecedented times as a new opportunity to **innovate with your business**.



# Hawaii regional guidance

## Shelter-in-place and reopening guidance

- On June 20, Governor David Ige signed the [Ninth Supplementary Proclamation Related to the COVID-19 Emergency](#).
- On May 13, Mayor Kirk Caldwell signed [Executive Order 2020-11, “Ho’oulu i Honolulu 2.0” or “Restore Honolulu 2.0”](#) — it extends the city and county of Honolulu’s stay-at-home/work-from-home order through June 30 and permits additional activities to resume.
- [Beyond Recovery: Reopening Hawai’i: A Strategy to Reopen and Reshape Hawaii’s Economy](#)
- <https://hawaiiicovid19.com/>

## Workplace resources

- <https://hawaiiicovid19.com/workplace-guidance/>
- <https://hawaiiicovid19.com/wp-content/uploads/2020/10/Close-Contacts-of-Person-with-COVID19-090320.pdf>

## Additional resources

- [State Department of Health COVID-19 website](#)
- [State Department of Labor COVID-19 website](#)
- [State Department of Human Services COVID-19 website](#)
- [State Department of Transportation: Airports COVID-19 website](#)
- [Economic and Community Navigator website](#)
- [FEMA Public Assistance Program via HI-EMA website](#)

## Planning for the Next Normal Playbook:

<https://business.kaiserpermanente.org/thrive/resource-center/covid-19-return-to-work-playbook>

Charlayne Ranchez, Workforce Health Consultant

[charlayne.d.ranchez@kp.org](mailto:charlayne.d.ranchez@kp.org)

808-208-9090

Questions?

# How to get care during COVID-19



## CORONAVIRUS (COVID-19): HOW TO GET CARE

You have many ways to get care without leaving the comfort and safety of your home – including same-day phone, video, and E-visit appointments. This allows you to access high-quality care while helping to address the community spread of COVID-19. If you need to come in, we're here for you – and we're taking every precaution to keep our facilities safe.

### PHONE AND ONLINE CARE:

No cost virtual care is available through the following options:

#### Coronavirus (COVID-19) E-Visits:

Get care for possible coronavirus symptoms by conducting a coronavirus E-Visit using [kp.org](https://kp.org) or via the Kaiser Permanente app.

You will be asked questions about your situation which will help us determine the best way to treat your symptoms.

#### Phone Appointments:

Make an appointment online at [kp.org](https://kp.org) or use the Kaiser Permanente app to receive medical care or advice from a doctor over the phone. The doctor will call you by the end of the day. If you need care sooner, you can call us for 24/7 advice.

#### 24/7 Advice:

Call us 24/7 to talk with a licensed care provider day or night for medical and mental health care advice.

#### Video Visits:

Make a same or next day appointment to see your doctor or care team by video to get care from anywhere online by computer, smartphone, or tablet.<sup>1,2,3</sup>

#### Email:

Message your doctor's office with nonurgent questions anytime. You can also exchange photos and documents to help your care team stay informed about your health.

Go to our secure Message Center on [kp.org](https://kp.org) or use the Kaiser Permanente app and get a reply usually within two business days.

You have many ways to get care by phone or online. Visit [kp.org/getcare](https://kp.org/getcare) to learn more. For more help choosing the care that's right for you, call us 24/7 at:

Oahu: **808-432-2000**  
Maui/Molokai/Lanai: **808-243-6000**  
Hawaii Island: **808-334-4400**  
Kauai: **808-246-5600**  
TTY: **711**

[kp.org](https://kp.org)



## CORONAVIRUS (COVID-19): HOW TO GET CARE

### MEDICATION REFILLS AND ADVICE:

Call us anytime at **808-643-7979** (TTY **711**) for refills and advice on medications and supplements. You can also refill most medications online at [kp.org/refill](https://kp.org/refill) or use the Kaiser Permanente app.

### IN-PERSON CARE:

#### Call If You Think You Have Symptoms

It's important to call us first if you think you have COVID-19 symptoms or believe you've been exposed. Calling ahead helps us direct you to the most appropriate care, and helps us take precautions to protect other members, patients, and employees.

To schedule an in-person appointment or if you're concerned about your specific health condition, call us at the following numbers:

Oahu: **808-432-2000**  
Maui/Molokai/Lanai: **808-243-6000**  
Hawaii Island: **808-334-4400**  
Kauai: **808-246-5600**  
TTY: **711**

### After-Hours Care:

After-hours care will remain open at the following locations:

#### OAHU

Moanalua Medical Center  
3288 Moanalua Road  
Honolulu, HI 96819  
Monday through Friday, 5 to 10 p.m.  
Saturday, Sunday, and most holidays,  
8 a.m. to 10 p.m.

**Appointment required for after-hours care**  
**808-432-7700**

#### MAUI

Maui Lani Medical Office  
55 Maui Lani Parkway  
Wailuku, HI 96793  
Monday through Friday, 5 to 8 p.m.  
Saturday, Sunday, and most holidays,  
8 a.m. to 5 p.m.

**Walk-ins welcome, no appointment needed for after-hours care**  
**808-243-6000**

You can also visit our affiliated urgent care partners on Maui, Hawaii Island, and Kauai. Before getting care from our affiliated providers, we recommend you call the 24/7 advice line.

Visit [kp.org/coronavirus](https://kp.org/coronavirus) for information to help protect yourself and your loved ones and get the latest updates and guidance on COVID-19.

<sup>1</sup>These features are available when you receive care at Kaiser Permanente medical offices.

<sup>2</sup>To schedule most appointments, you must be 18 years or older.

<sup>3</sup>Check with your doctor's office to find out if video visits are available to you.

# Care during COVID-19



## CORONAVIRUS (COVID-19): HOW TO GET CARE

You have many ways to get care without leaving the comfort and safety of your home – including same-day phone, video, and E-visit appointments. This allows you to access high-quality care while helping to address the community spread of COVID-19. If you need to come in, we're here for you – and we're taking every precaution to keep our facilities safe.

### PHONE AND ONLINE CARE:

No cost virtual care is available through the following options:

#### Coronavirus (COVID-19) E-Visits:

Get care for possible coronavirus symptoms by conducting a coronavirus E-Visit using [kp.org](https://kp.org) or via the Kaiser Permanente app.

You will be asked questions about your situation which will help us determine the best way to treat your symptoms.

#### Phone Appointments:

Make an appointment online at [kp.org](https://kp.org) or use the Kaiser Permanente app to receive medical care or advice from a doctor over the phone. The doctor will call you by the end of the day. If you need care sooner, you can call us for 24/7 advice.

#### 24/7 Advice:

Call us 24/7 to talk with a licensed care provider day or night for medical and mental health care advice.

#### Video Visits:

Make a same or next day appointment to see your doctor or care team by video to get care from anywhere online by computer, smartphone, or tablet.<sup>1,2,3</sup>

#### Email:

Message your doctor's office with nonurgent questions anytime. You can also exchange photos and documents to help your care team stay informed about your health.

Go to our secure Message Center on [kp.org](https://kp.org) or use the Kaiser Permanente app and get a reply usually within two business days.

You have many ways to get care by phone or online. Visit [kp.org/getcare](https://kp.org/getcare) to learn more. For more help choosing the care that's right for you, call us 24/7 at:

Oahu: **808-432-2000**  
Maui/Molokai/Lanai: **808-243-6000**  
Hawaii Island: **808-334-4400**  
Kauai: **808-246-5600**  
TTY: **711**

[kp.org](https://kp.org)



## CORONAVIRUS (COVID-19): HOW TO GET CARE

### MEDICATION REFILLS AND ADVICE:

Call us anytime at **808-643-7979** (TTY **711**) for refills and advice on medications and supplements. You can also refill most medications online at [kp.org/refill](https://kp.org/refill) or use the Kaiser Permanente app.

### IN-PERSON CARE:

#### Call If You Think You Have Symptoms

It's important to call us first if you think you have COVID-19 symptoms or believe you've been exposed. Calling ahead helps us direct you to the most appropriate care, and helps us take precautions to protect other members, patients, and employees.

To schedule an in-person appointment or if you're concerned about your specific health condition, call us at the following numbers:

Oahu: **808-432-2000**  
Maui/Molokai/Lanai: **808-243-6000**  
Hawaii Island: **808-334-4400**  
Kauai: **808-246-5600**  
TTY: **711**

### After-Hours Care:

After-hours care will remain open at the following locations:

#### OAHU

Moanalua Medical Center  
3288 Moanalua Road  
Honolulu, HI 96819  
Monday through Friday, 5 to 10 p.m.  
Saturday, Sunday, and most holidays,  
8 a.m. to 10 p.m.

**Appointment required for after-hours care**  
**808-432-7700**

#### MAUI

Maui Lani Medical Office  
55 Maui Lani Parkway  
Wailuku, HI 96793  
Monday through Friday, 5 to 8 p.m.  
Saturday, Sunday, and most holidays,  
8 a.m. to 5 p.m.

**Walk-ins welcome, no appointment needed for after-hours care**  
**808-243-6000**

You can also visit our affiliated urgent care partners on Maui, Hawaii Island, and Kauai. Before getting care from our affiliated providers, we recommend you call the 24/7 advice line.

Visit [kp.org/coronavirus](https://kp.org/coronavirus) for information to help protect yourself and your loved ones and get the latest updates and guidance on COVID-19.

<sup>1</sup>These features are available when you receive care at Kaiser Permanente medical offices.

<sup>2</sup>To schedule most appointments, you must be 18 years or older.

<sup>3</sup>Check with your doctor's office to find out if video visits are available to you.



# Virtual Visits – Telehealth



## VIDEO VISITS



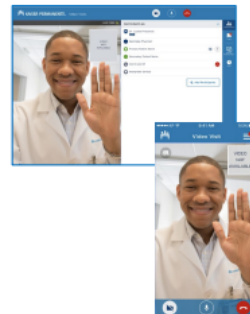
Online appointments with your primary care provider from anywhere.

### What is a video visit?

A video visit from your Kaiser Permanente primary care provider is easy. You can be anywhere – at home, work or on the go!

Simply log on to your **kp.org** account via your mobile device or computer, or use the KP mobile app.

Not yet registered? Go to **kp.org/registernow** to get started.



### Is a video visit right for my care?

Video visits are a great option for many conditions such as:

- Cold and flu
- Medication review/consultation
  - Discussion of test results
- Mental health therapy
- Post-operative follow up
- Acne or rashes

Talk with your primary care provider or care team to see if this is right for you.

### How do I schedule a video visit with my provider?

There are multiple ways to schedule a video visit:

- **On your computer or mobile device:** Log on to **kp.org**, then click Appointments > Schedule an Appointment > Primary Care with ANY Provider. At the bottom of the screen, select "Video visit with any provider." After answering a few questions about your condition, you can choose a location, physician or provider, and a date and time for your video visit.
- **On the KP mobile app:** Sign on to the KP app, then click View Appointments > NEW APPOINTMENT > Make an Appointment > CONTINUE > Primary Care with ANY Provider > Select "Video visit with any provider." After answering a few questions about your condition, you can choose a location, physician or provider, and a date and time for your video visit.
- **Call the appointment call center on your island:**  
**808-432-2000** (Oahu); **808-243-6000** (Maui/Molokai/Lanai); **808-334-4400** (Hawaii Island); **808-246-5600** (Kauai); TTY, 711.

### How much does a video visit cost?

Currently, there are no costs for video visits in Hawaii.

### Who should I contact if I need technical support?

Please call the Telehealth Support Team toll free at **1-844-800-0823**, 2 a.m. to 4 p.m. Hawaii time.

# Hawaii Telephonic Wellness Coach

## Wellness Coaches partner with members to

- Assess members readiness
- Focus on healthy habits including weight management, tobacco cessation, stress reduction, getting active, eating healthy
- Create a personalized plan
- Schedule convenient telephone-based sessions

## Make a change for better health

CALL A WELLNESS COACH

We all strive to improve our health – to be more energetic, more focused, and more productive. But whether you're trying to lose weight, quit tobacco, or reduce stress, getting started and staying motivated can be a challenge. Now you can get the extra support you need to make healthy changes and stick with them – **just make a phone call.**

### HOW IT WORKS

Sometimes a lack of time, resources, or support can make it hard to live your healthiest. Wellness coaching by phone can help you eliminate those barriers, allowing you to make positive changes.

#### Partner with a local wellness coach today to:

- **Focus on healthy habits** – Make healthy behavior changes to help you lose weight, quit tobacco, reduce stress, get more active, or make healthier food choices.
- **Create a customized plan** – Work with your coach to learn what practical steps you can take to reach your goals. Little changes over time can help you achieve long-term success. Our local coaches are also sensitive to Hawaii's cultures, foods, and lifestyles.
- **Schedule convenient telephone sessions** – Coaching sessions take place over the phone. Set your appointments at times that work for you.

Wellness coaching is available at no charge for Kaiser Permanente Hawaii members and no referral is needed.

Simply pick up the phone and call **808-432-2260** to get started.

[kp.org/hawaii](https://kp.org/hawaii)

KAISER PERMANENTE. thrive

# Virtual Classes

## DECEMBER 2020 - Lifestyle Medicine Online Class Schedule

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	<b>1</b> Aging with Grace 9:30-11 AM	<b>2</b> Get Your Plate in Shape 9:10:30 AM	<b>3</b> Viva Veggies 9:10:30 AM	<b>4</b>	<b>5</b>
	Healthy Balance Orientation 11:00 AM	Healthy Balance Orientation 2:00 PM	Senior Wellness 10:11:30 AM		
	Bingo/Chair Yoga 12:30-1:30 PM		Trivia/Chair Hula 12:30-1:30 PM		
	Diabetes Skills & Basics 3:4-30 PM				
<b>7</b>	<b>8</b> Healthy Balance Orientation 11:00 AM	<b>9</b> Healthy Balance Orientation 2:00 PM	<b>10</b> Viva Veggies 9:10:30 AM	<b>11</b> Diabetes Skills & Basics 9:10:30 AM	<b>12</b>
	Bingo/Chair Yoga 12:30-1:30 PM	Healthy Kids Ages 7-11 3-4 PM	Trivia/Chair Hula 12:30-1:30 PM		
			Stop Prediabetes in its Tracks 3:4-30 PM		
<b>14</b> Viva Veggies 3:4-30 PM	<b>15</b> Healthy Balance Orientation 11:00 AM	<b>16</b> Healthy Balance Orientation 2:00 PM	<b>17</b> Trivia/Chair Hula 12:30-1:30 PM	<b>18</b>	<b>19</b>
	Bingo/Chair Yoga 12:30-1:30 PM	Diabetes Skills & Basics 3:4-30 PM	Get Your Plate in Shape 3:4-30 PM		
	Healthy Kids Ages 12-18 3-4 PM	Pregnancy & Healthy Living 5-6 PM			
<b>21</b> Diabetes Skills & Basics 9:10:30 AM	<b>22</b> Stop Prediabetes in its Tracks 9:10:30 AM	<b>23</b> Healthy Balance Orientation 2:00 PM	<b>24</b> Christmas Eve	<b>25</b> Christmas Day Clinics Closed	<b>26</b>
	Healthy Balance Orientation 11:00 AM				
<b>28</b> Healthy Kids Ages 12-18 10:11:30 AM	<b>29</b> Healthy Balance Orientation 11:00 AM	<b>30</b> Healthy Balance Orientation 2:00 PM	<b>31</b> New Year's Eve	<b>JANUARY 1, 2021</b> New Year's Day Clinics Closed	
Viva Veggies 3:4-30 PM	Healthy Kids Ages 7-11 3-4 PM				



SCAN ME

To download a copy of our December 2020 class flyer!



PREVENTION AND HEALTH EDUCATION DEPARTMENT



## LIFESTYLE MEDICINE

### DECEMBER 2020 - Online Class Schedule

To register: Please call 808-432-2260 or ask for a Lifestyle Coach who can help identify the most appropriate class.

Name	Description	Date	Time
Aging with Grace	Improve and maintain your well-being as you age.	TUE 12/1	9:30-11 AM
		TUE 12/1	3-4:30 PM
Diabetes Skills and Basics	Get the skills you need to manage your diabetes whether you are newly diagnosed or have had diabetes for a while.	FRI 12/11	9:10:30 AM
		WED 12/16	3-4:30 PM
		MON 12/21	9:10:30 AM
Get Your Plate in Shape	Learn how foods can improve your health and which eating style may be most beneficial for your specific health condition(s).	WED 12/2	9:10:30 AM
		THU 12/17	3-4:30 PM
Healthy Balance Orientation	This one-hour orientation will review both non-surgical and surgical options offered with Kaiser Permanente - Hawaii.	TUE Weekly	11:00 AM
		WED Weekly	2:00 PM
Healthy Kids, Healthy Families - Ages 7-11	Healthy habits begin at home. Get eating and meal tips to improve health and energy.	WED 12/9	3-4 PM
		TUE 12/29	3-4 PM
Healthy Kids, Healthy Families - Ages 12-18	Healthy habits begin at home. Get eating and meal tips to improve health and energy.	TUE 12/15	3-4 PM
		MON 12/28	10-11:30 AM
Pregnancy and Healthy Living	This class is designed to help pregnant women make healthy lifestyle choices throughout their pregnancy and beyond birth.	WED 12/16	5-6 PM
Senior Wellness	Learn healthy coping strategies in a group setting with peer support.	THU 12/3	10-11:30 AM
		Bingo TUE Weekly	12:30-1:30 PM
SOAR - Seniors Online: Activities and Recreation	Kaiser Permanente is pleased to offer the following activities to engage Kupuna who may be isolated due to COVID restrictions.	Chair Yoga TUE Weekly	12:30-1:30 PM
		Trivia THU Weekly	12:30-1:30 PM
		Chair Hula THU Weekly	12:30-1:30 PM
Stop Prediabetes in its Tracks	Take the first steps to lower your risk of developing diabetes.	THU 12/10	3-4:30 PM
		TUE 12/22	9:10:30 AM
Viva Veggies	Learn about plant-strong eating and how it can improve your health and sense of wellbeing.	THU 12/3	9-10:30 AM
		THU 12/10	9-10:30 AM
		MON 12/14	3-4:30 PM
		MON 12/28	3-4:30 PM
A Lifestyle Coach assessment is required to determine program eligibility for the following classes.			
Culinary Medicine	If you are open to trying new foods and wanting to learn how to prepare easy and delicious recipes, this class led by a physician, chef, and health coaches may be for you.		
HALT - Health Achieved Through Lifestyle Transformation	Classes focus on transitioning members to a whole-food, plant-based diet and include lifestyle behavior change topics such as physical activity, label reading, mindfulness, positivity, eating out, and sleep to name a few.		
Teen Wellness	This program focuses on youth ages 12-18 and covers topics such as healthy eating, incorporating more fruits and vegetables into meals, meal planning and preparation, communication, physical activity, and mental wellness.		



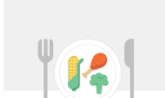
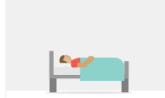

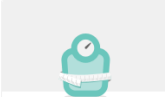

kp.org/healthyliving  
KPHI DEC2020

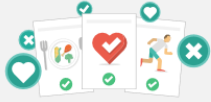


# Healthy Lifestyle Programs

- Take the total health assessment
- Get an action plan
- Set goals in healthy behaviors with Healthy lifestyle programs to chose from

Let's set a goal.  
First, choose up to 4 areas you want to improve.

 <p><b>Exercise</b></p> <p><b>Move More</b></p> <p>Exercise can help boost your energy, increase mental focus, lift your mood, and improve your sleep and sex life.</p>	 <p><b>Mood</b></p> <p><b>Improve Your Mood</b></p> <p>When you're down or depressed, it can affect your health, weight, sleep, and relationships.</p>	 <p><b>Nutrition</b></p> <p><b>Eat Well</b></p> <p>Most of us eat more fat, protein, and sugar than we need, and not enough veggies and whole grains.</p>	 <p><b>Sleep</b></p> <p><b>Sleep Better</b></p> <p>Most adults need around 7 or 8 hours a night to feel good, focus on work, and stay healthy.</p>
 <p><b>Stress</b></p> <p><b>Keep Stress in Check</b></p> <p>Managing stress can help with your mood, digestion, and sleep.</p>	 <p><b>Weight</b></p> <p><b>Lose Weight</b></p> <p>Losing weight may help your heart, blood pressure, and joints, and could also lower your risk of diabetes, sleep apnea, and certain cancers.</p>	 <p><b>Tobacco Use</b></p> <p><b>Stay Smoke Free</b></p> <p>Smoking and using nicotine can be hard habits to break. If you need help staying smoke free, we can offer support.</p>	




Finish your Total Health Assessment to see your health profile, set goals, and get personalized recommendations.

[Finish Total Health Assessment](#)

### Other Activities

**Missions**


Activities you choose to build and reach your health goals.



[Join Missions](#)

**Missions**


Activities you choose to build and reach your health goals.



[Join Missions](#)

**Missions**

Activities you choose to build and reach your health goals.




[Join Missions](#)

- Get an action plan
- Set goals in healthy behaviors with 15 Healthy lifestyle program topics to chose from.

# Emotional Wellbeing

MENTAL HEALTH AND WELLNESS




## We all have our struggles. The myStrength app can help.

myStrength is designed to help you navigate life's challenges, make positive changes, and support your overall well-being. The app can help you set goals and work towards them in the ways that work best for you. You can get myStrength at [kp.org/selfcareapps](http://kp.org/selfcareapps) and choose the mental health and wellness areas you want to focus on, including:


- Managing depression
- Reducing stress
- Improving sleep
- Mindfulness and meditation
- Pregnancy and parenting
- Drug, alcohol, or nicotine recovery

Anyone can benefit from myStrength – and it's available at no cost to adult members. The app offers personalized self-care programs based on the cognitive behavioral therapy model. Programs include interactive activities, daily health trackers to monitor your progress, in-the-moment coping tools, and more. myStrength is:

- Evidence-based and proven effective
- Hand-picked by Kaiser Permanente physicians
- Confidential and easy to use



MENTAL HEALTH AND WELLNESS



## You time. Anytime.


### Try the Calm app for self-care and better sleep

Calm is an app that uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality. Adult members can get Calm at [kp.org/selfcareapps](http://kp.org/selfcareapps). Calm is:

- The #1 app for meditation and sleep
- Hand-picked by Kaiser Permanente physicians
- Confidential and easy to use

Adult members can get the Calm app at no cost. Practicing mindfulness with Calm can help you build resilience and support your overall emotional health and wellness. Anyone can benefit from Calm, and the app offers something for everyone:

- A new 10-minute Daily Calm meditation every day
- Guided meditations covering anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)
- Music for focus, relaxation, and sleep
- Calm Masterclasses taught by world-renowned experts and celebrities



# Mental Health & Wellness

**WE ARE IN TOGETHER**

WHAT YOU SAY TO SOMEONE WITH DEPRESSION CAN CHANGE EVERYTHING. #FINDYOURWORDS

It's okay to not be okay

Let's stay connected.

Finding the words to express what we're all going through right now is not easy. Staying connected will help us stay strong.

[Visit the Support Center →](#)

Colorado Ave., Colorado Springs, CO. 2018

- Feeling depressed?**  
If you think you may be depressed, our self assessment tool can help you find the words to talk to your doctor.  
[Take the assessment →](#)  
[View all assessments →](#)
- How to talk about depression**  
It can be hard to talk about how depression feels – and it's different for everyone – but talking with someone you trust is an important step in feeling better.  
[Learn how you can help →](#)
- 5 steps to help someone in a crisis**  
If you think someone you know might be considering suicide, don't wait – talk to them about it now.  
[Find ways to take action →](#)
- Lean on your community**  
You're not alone. This is a stressful for time for so many. Distance will keep us healthy, connection will help everyone heal.  
[Connect with others →](#)

**Findyourwords.org** – Get access to tools and resources on depression.

# Class Pass

## What KP members get with ClassPass:


- Unlimited on-demand video workouts
- Livestreams of top-rated fitness classes

To gain access to ClassPass, visit [kp.org/exercise](https://kp.org/exercise)

A BETTER WAY TO TAKE CARE OF BUSINESS

HEALTHY LIFESTYLE PROGRAMS

Help your employees stay active from anywhere



No matter where your employees want to sweat it out, ClassPass has them covered. We teamed up with industry leader ClassPass to make it easier for your employees to stay active from anywhere. By supporting your employees' fitness goals, you're creating a work culture that promotes more energy, less stress, and improved focus.

What your employees get with ClassPass:

- ▶ **Unlimited on-demand video workouts**  
Access to over 4,000 on-demand workouts at no cost on their phone or laptop. Video workouts include HIIT, strength training, cardio, yoga, barre, and more – all from the comfort of their living room.
- ▶ **Livestreams of top-rated fitness classes**  
Reduced rates for real-time online classes from top studios and instructors from around the world. Classes include boxing, Pilates, dance, yoga, HIIT, barre, boot camp, prenatal, and more.
- ▶ **In-person gym classes**  
Reduced rates for classes at some of the top gyms and fitness studios in their area. ClassPass partners with 30,000 gyms and studios around the world.


To get access to ClassPass, have your employees visit [kp.org/exercise](https://kp.org/exercise)

Healthy lifestyle programs can help your bottom line  
Research shows companies that offer workforce health programs have:\*

- 25% lower health plan costs
- 25% lower workers' compensation costs
- 25% lower disability insurance costs
- 25% reduction in employee sick leave

\*\*Five Reasons Employee Wellness is Worth the Investment," Office of Disease Prevention and Health Promotion, U.S. Department of Health and Human Services, health.gov, May 17, 2017.

[kp.org/workforcehealth](https://kp.org/workforcehealth)  
416549236 May 2020

 KAISER PERMANENTE.

# Get Fit, Get Rewarded

- You may qualify to earn back the \$200 annual program fee (equivalent to a free membership at applicable locations) if you meet the program requirements.<sup>1</sup>
- If you prefer working out at home, pay just \$10 per calendar year and choose up to 2 Home Fitness kits and 1 Stay Fit kit, including the ability to choose a wearable fitness tracker at no additional cost.
- New virtual offerings to help you move more and be healthier at home.

Learn more at [kp.org/fitrewards](https://kp.org/fitrewards).



<sup>1</sup>Fitness centers must be qualified fitness organizations operating for the general public. Kaiser Permanente Fit Rewards is administered by American Specialty Health Fitness, Inc. through its Active&Fit® program. Earn your annual \$200 program fee back by exercising 45 days a year for at least 30 minutes per session at a participating fitness center. Learn more at [kp.org/fitrewards](https://kp.org/fitrewards). You are responsible for any taxes that may be due on the amounts received. Please talk to your personal tax adviser for specific tax information about this reward.



# Get Fit, Get Rewarded

## Get fit and get rewarded

- You may qualify to earn back the \$200 annual program fee (equivalent to a free membership at applicable locations) if you meet the program requirements.<sup>1</sup>
- If you prefer working out at home, pay just \$10 per calendar year and choose up to 2 Home Fitness kits and 1 Stay Fit kit, including the ability to choose a wearable fitness tracker at no additional cost.
- New virtual offerings to help you move more and be healthier at home.



Learn more at [kp.org/fitrewards](https://kp.org/fitrewards).

<sup>1</sup>Fitness centers must be qualified fitness organizations operating for the general public. Kaiser Permanente Fit Rewards is administered by American Specialty Health Fitness, Inc. through its Active&Fit® program. Earn your annual \$200 program fee back by exercising 45 days a year for at least 30 minutes per session at a participating fitness center. Learn more at [kp.org/fitrewards](https://kp.org/fitrewards).

You are responsible for any taxes that may be due on the amounts received. Please talk to your personal tax adviser for specific tax information about this reward.