



5 Facts About Your Future at Kaiser Permanente

1 Our patients' and members' needs are evolving.

Patients expect a more personalized health care experience based on when, where and how they want to receive care. Providing on-demand services and information – in person, by phone and online – enables us to weave health care into all aspects of our members' lives, meeting them wherever they are.

2 We're changing how and where we deliver care.

As we make it easier for members to integrate health care into their everyday lives, we have seen the need to transform our care delivery channels. To do this, we are leveraging new technology to expand access to care, as well as adjusting how we build our facilities. We are piloting retail models, changing workflow processes, and increasing on-demand services and information through new technologies that support mobile devices and offer teleconsult capabilities.

3 We're adapting existing jobs and creating new roles.

For example, the Southern California Region started a joint labor-management committee called Jobs of the Future to better align staffing and workforce planning with changes and innovation in care delivery. The mission is to work collaboratively to identify and develop new roles and skills to create an accountable, engaged, resilient and change-ready workforce to meet the needs of members across all settings. New roles the committee created include:

- ▶ **Service representative** – an evolved receptionist role that enhances members' care experience
- ▶ **Multifunctional health care worker** – a new role combining licensed vocational nursing and medical assisting with the ability to perform blood draws and limited X-rays

4 This is the time to invest in yourself.

Advance your career by learning about the critical skills every Kaiser Permanente employee needs, regardless of your role. Sign up for the online critical skills course at kpcareerplanning.org/critical-skills.

5 The future of health care starts with you.

We want to help you sharpen your skills to do the best job possible. You are key in helping us improve care and service. Becoming a lifelong learner and getting to know more about the critical skills can help you make vital contributions to our success and better prepare yourself for these emerging roles.