

WHAT'S THIS ABOUT?

**Five Facts about
Your Future at Kaiser
Permanente**

WHAT SHOULD I DO?

**Read and share this
broadly with your team**

WANT TO LEARN MORE?

**Explore these career
development and mobility
resources:**

- » National Workforce Planning and Development:
kpcareerplanning.org
- » Critical Skills:
kpcareerplanning.org/prd/critical_skills.php
- » Ben Hudnall Memorial Trust:
bhmt.org
- » SEIU UHW-West & Joint Employer Education Fund:
seiu-uhweduc.org

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 work flow processes, and increasing on-demand services and information through new technologies that support mobile devices and offer tele-consult capabilities.

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

In Southern California, the region started a 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 current and future needs of members across all settings. Examples of new roles the committee created include:

- » **Service Representative** – an evolved receptionist role that enhances the members' care experience
- » **Multi-functional Health Care Worker** – a new role combining licensed vocational nursing and medical assisting with the ability to perform blood draws and limited X-rays

Emerging roles are taking shape in the fields of nursing, home care, community health, behavioral health, and IT.

4 This is the time to invest in yourself.

Advance your career by learning about the [Critical Skills](#) that every Kaiser Permanente employee needs, regardless of your role.

5 You are our most vital asset.

We want to help you sharpen your skills to do the best job possible in this dynamic workplace. Moving forward, we need your assistance and commitment to adopt and demonstrate the critical skills that every KP worker needs to deliver quality care in the 21st century. By being flexible, open to new ideas, and approaching care differently, you can make vital contributions to our success and better prepare yourself for these emerging new roles.