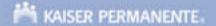


Bernard Tyson
Senior Vice President
Kaiser Foundation Hospitals/Kaiser Foundation Health Plan, Inc.

KAISER PERMANENTE

What's the Urgency?

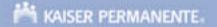


"For most of the areas studied, disparities between white patients and black patients have not substantially improved during the past decade...we will not make progress in eliminating disparities simply by tinkering with the system."

Nicole Lurie, MD
The New England Journal of Medicine
August 18, 2005



Three-Pronged Accountability Plan



1. Government (local, state, federal)

2. Health care industry

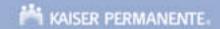
3. Individuals



Health Care Industry: Examples of Solutions in KAISER PERMANENTE.

- National Health Plan Collaborative Public/private partnership
- Harvard Pilgrim Health Care Institute for Linguistic and Cultural Skills
- Kaiser Permanente, Aetna, WellPoint
 Collecting racial/ethnic and language preference data
- Kaiser Permanente
 Culturally competent care provider training programs
 Culturally Competent Care Centers of Excellence
 Farmers' markets; 22 in five states

Five-Point Plan for Individuals



- 1. Know your numbers
- 2. Know your history
- 3. Eat colors
- 4. Be active
- 5. Establish a relationship with a health care provider



Recommendations



1. Collect racial/ethnic data using a standard set of measurements

2. Create incentives for health care providers to provide culturally competent care

3. Create incentives for medical schools to train physicians in culturally competent care

