

## Improving Medicare Annual Wellness Visits

In partnership with health system leaders at Kaiser Permanente Washington, the ACT Center is leading a Learning Health System (LHS) Program project to help improve the experience and quality of care for members with Medicare.

### The objective

Improving care quality and experience for members covered by Medicare is a top priority for Kaiser Permanente Washington in 2025. To meet this goal, a comprehensive support system is being implemented, including the **Personal Assessment of Total Health (PATH)** — a questionnaire to collect and track health status information from members with Medicare — and **Annual Wellness Visits (AWVs)** tailored to deliver personalized care for members age 65 and up.

### The work

The ACT Center is partnering with care delivery teams to provide targeted implementation support for the PATH and AWV initiatives. This includes developing a logic model, defining outcome metrics, optimizing workflows, improving electronic health record and reporting tools, and developing provider education and training. We will test and refine implementation supports at 2 pilot clinics starting late this summer. The team is focused on building practical, evidence-based implementation tools that can be spread systemwide.

### What we're learning

Challenges have surfaced in implementing the PATH and AWV initiatives, including the need for continuous iteration with operational teams to ensure that care team and patient experiences are seamless. The logic model, workflow analyses, and a deep dive into reporting and metrics have highlighted important opportunities to increase specificity and align goals. Insights from implementation are helping health system leaders identify ways to sustain and strengthen efforts to roll out these initiatives across primary care clinics.

### What we're hoping to achieve

By the end of the year, Kaiser Permanente Washington aims to complete 32,500 PATH assessments and fully embed the PATH and AWV initiatives into ongoing operations and clinical care. The overarching goal is to create a scalable model that reliably improves care experiences and outcomes for Medicare members.

### Project snapshot

|                                 |   |
|---------------------------------|---|
| <b>Health system partners</b>   | Mamatha Palanati, Alice Chao, Kim Painter, Amy Halvorsen, Bayer, John Roberts, Amy Zern, Melissa Ford, and Rachel Gomez                                   |
| <b>ACT Center contributions</b> | Implementation support<br>Advanced Analytics<br>Project team:<br>Emily Westbrook, Kathleen Barnes, Claire Allen, Jess Mogk, Roy Pardee, and Sharon Fuller |