

Adorno & Co.

| <u>Team Member Name:</u> | <u>Year</u> | <u>Major</u> |
|--------------------------------|-------------|-------------------------|
| Member 1: Alexandra Raphael | 2026 | Philosophy & Psychology |
| Member 2: Audrey Fvette | 2026 | Philosophy |
| Member 3: Michelle Zyarko | 2026 | Fine Arts |
| Member 4: Samuel Gustafson | 2026 | Philosophy |
| Member 5: Sky Beard-Armbruster | 2027 | Philosophy |

Advisor(s): Dr. Marc Bobro

Topic: Telehealth: Accessibility, Adequacy, and AI

Audience: Kaiser Permanente Board of Directors

Sustainability Development Goal

SDG #3: Ensure healthy lives and promote healthy well-being for all at all ages.

SDG #16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

Executive Summary

Following the end of the Public Health Emergency declared in the U.S. due to the Covid-19 pandemic, telehealth utilization has decreased throughout the healthcare industry. Nonetheless, from 2023 to 2026, Kaiser Permanente has maintained a unique position with its integrated virtual care system.

In the last few years, Kaiser has been in the hot seat with varied legal and financial sectors: it was at the center of the Department of Justice's largest Medicare Advantage fraud settlement to date, the target of a class-action lawsuit concerning breach of patient privacy, and the frequent focus of growing patient and provider concerns about understaffing, provider burnout, and inadequate care. Kaiser promotes core values of innovation and technology to deliver "better care, brighter future." To align with Kaiser's mission of providing patient-first, adequate and accessible care, Adorno & Co.

recommends the following: optimize telehealth for patient engagement, strengthen telehealth cost-management strategies, and elevate patient privacy as a core organization value.

We believe that if implemented effectively, telehealth expansion can enhance patient trust and retention while simultaneously lowering operational costs through efficient care delivery. However, this strategy should come in addition to stronger privacy protections to realign Kaiser towards the expectations and concerns of its current patient base.