



KP Silicon Valley- BUSM Extension Campus

Introduction to Kaiser Permanente
September 9, 2024
Danny Sam, MD
Leon Castenada, MD



About Us

Kaiser Permanente is committed to helping shape the future of health care. We are recognized as one of America's leading health care providers and not-for-profit health plans. Founded in 1945, Kaiser Permanente has a mission to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve

What is Kaiser Permanente?

- Kaiser Permanente is **one of the largest not for profit medical organization in the US**
 - It comprises health plan, hospitals/clinics and healthcare providers (the Permanente medical groups).
 - We serve our members using a unique business model that **combines health coverage and care delivery into one coordinated experience**. Unlike a traditional insurance company, we are a **membership-based, prepaid, direct health care system**. That means our members — whether they come to us through employer-sponsored or individual coverage, Medicare, or Medicaid — pay dues to access care and services that are coordinated across inpatient and outpatient settings, pharmacy, lab, imaging, and other ancillary services.
 - We care for patients across a wide range socioeconomic spectrum and those who are unable to pay.



Members
12.5M



Hospitals
40



Medical offices¹
616



Physicians²
24,605



Nurses³
73,618



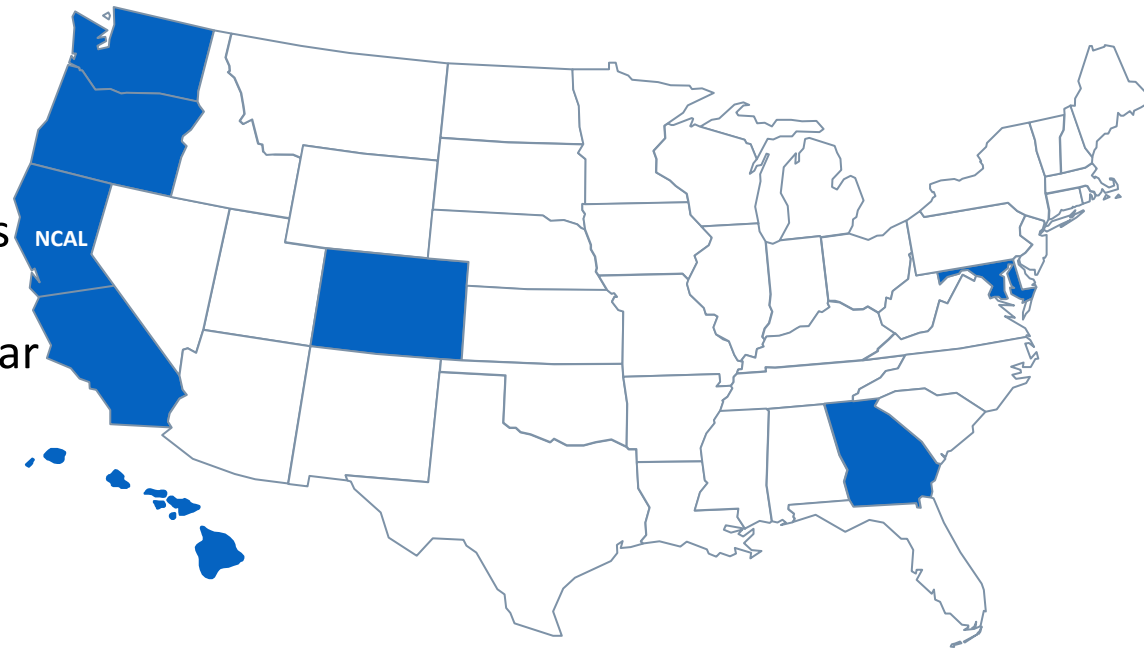
Employees⁺
222,331

Kaiser Permanente is the largest (non federal)
not-for-profit integrated health care system in the US.

KP provides health care to 12.4 million people in 8 US
regions.

Northern California Facts:

- 9,574 physicians
- 82,103 employees
- 264 medical offices/21 hospitals
- 4,500,000 members
- Hires 500-700 physicians per year



KPNC



Founded
1945



Headquarters
**Oakland,
Calif.**

Founded in 1945, Kaiser Permanente Northern California, headquartered in Oakland, comprises:

- Kaiser Foundation Health Plan, Inc.
- Kaiser Foundation Hospitals
- The Permanente Medical Group, Inc., a physician group practice



Members
4.5M



Hospitals
21



Medical offices¹
264



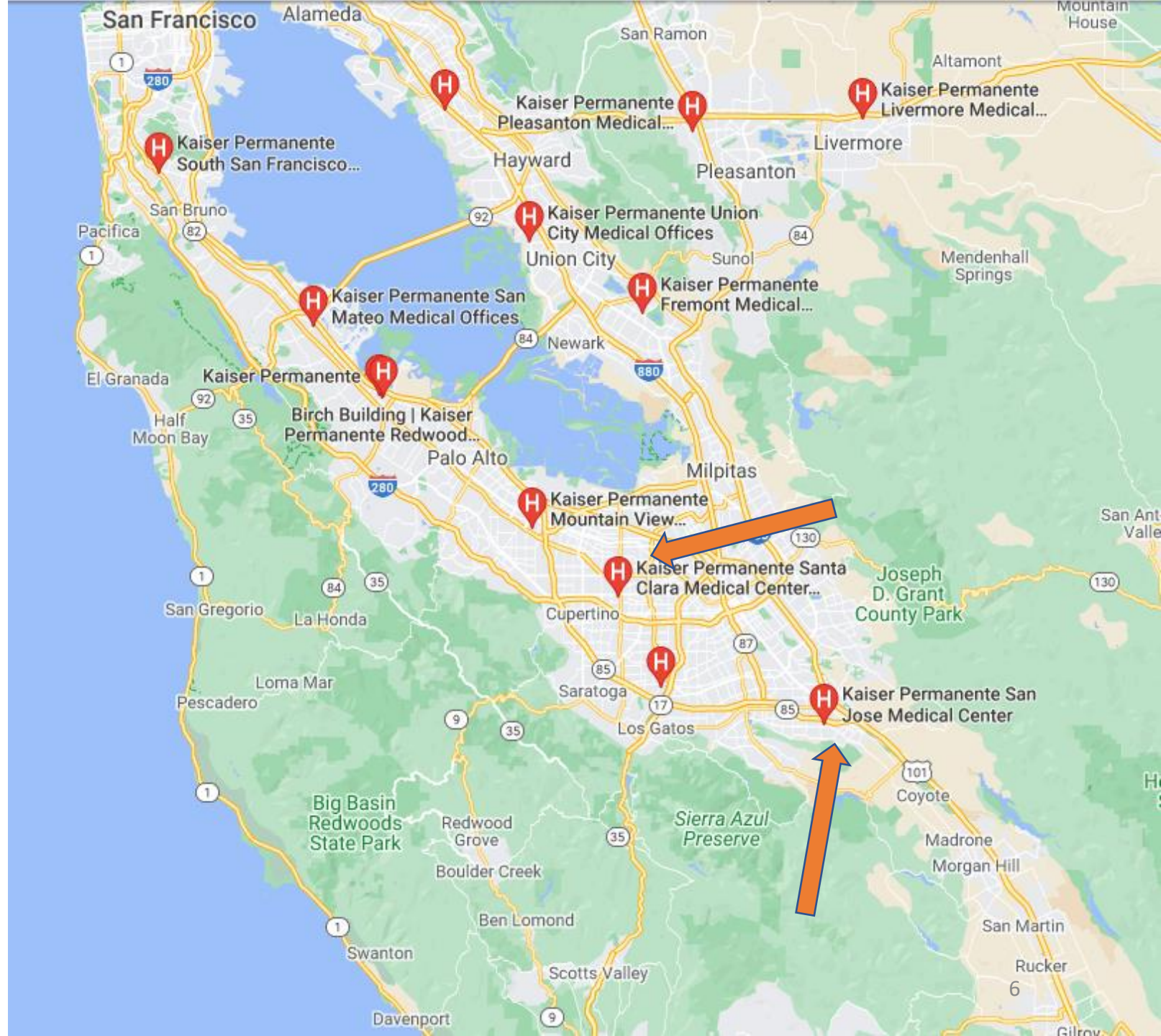
Physicians²
9,547



Employees⁺
82,013

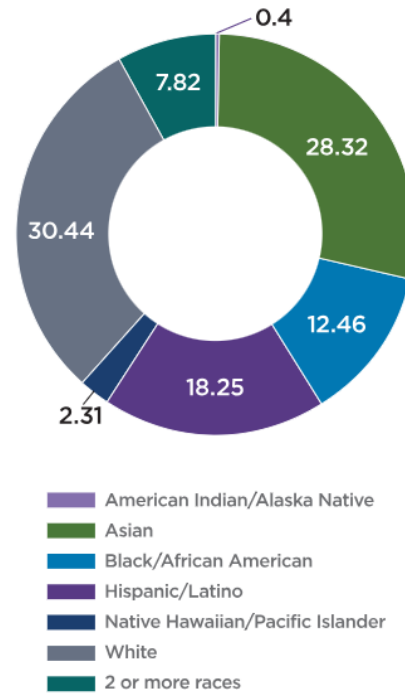
Where are we?

- We are located on the southern end of the Bay
- We are in Silicon Valley where Tech is a major industry

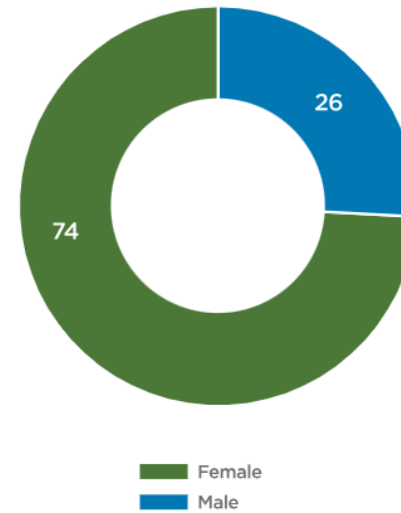


Diversity

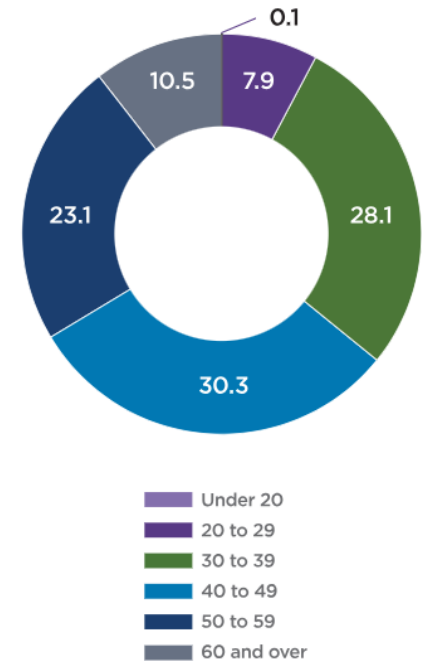
Race and ethnicity



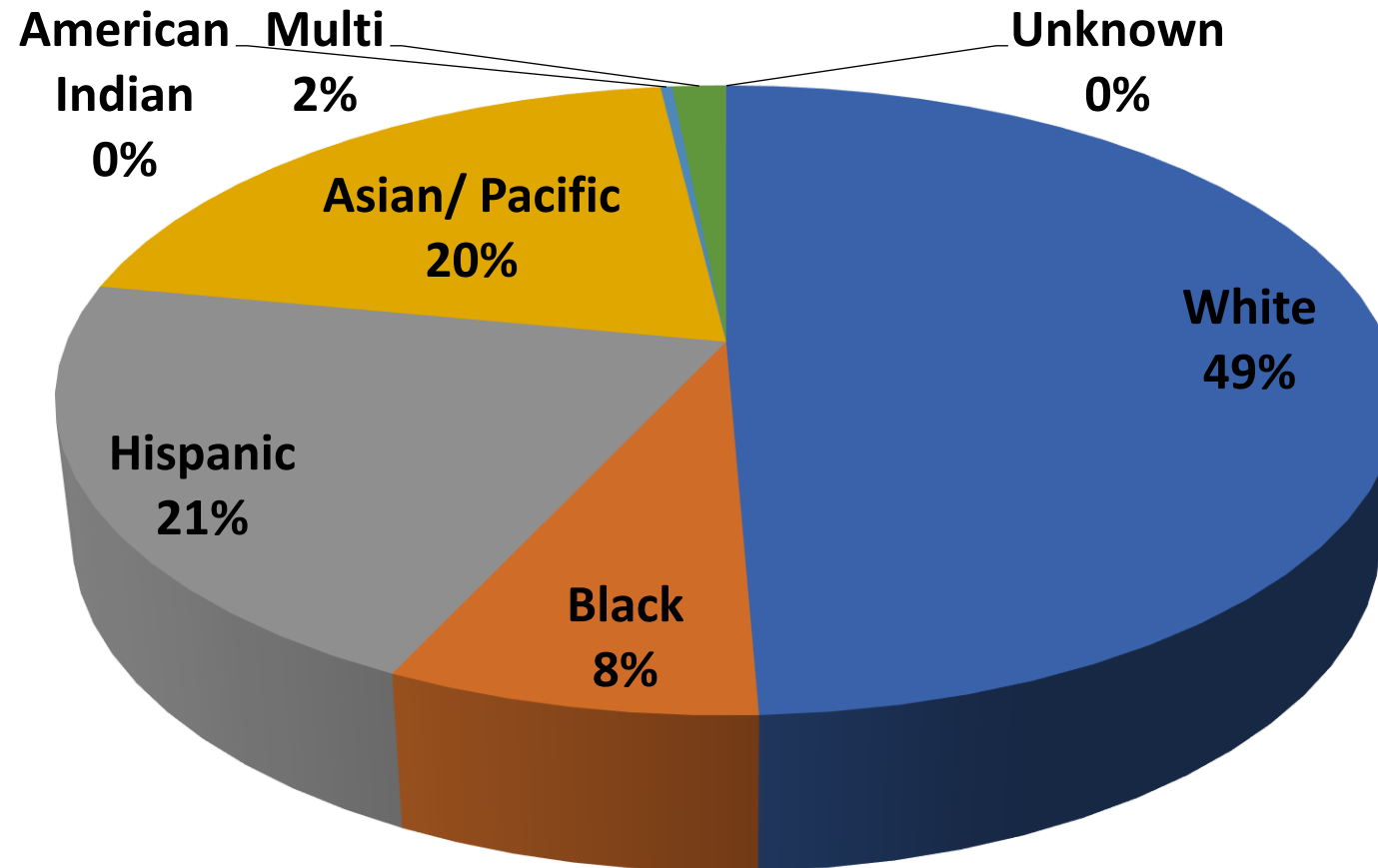
Gender



Age

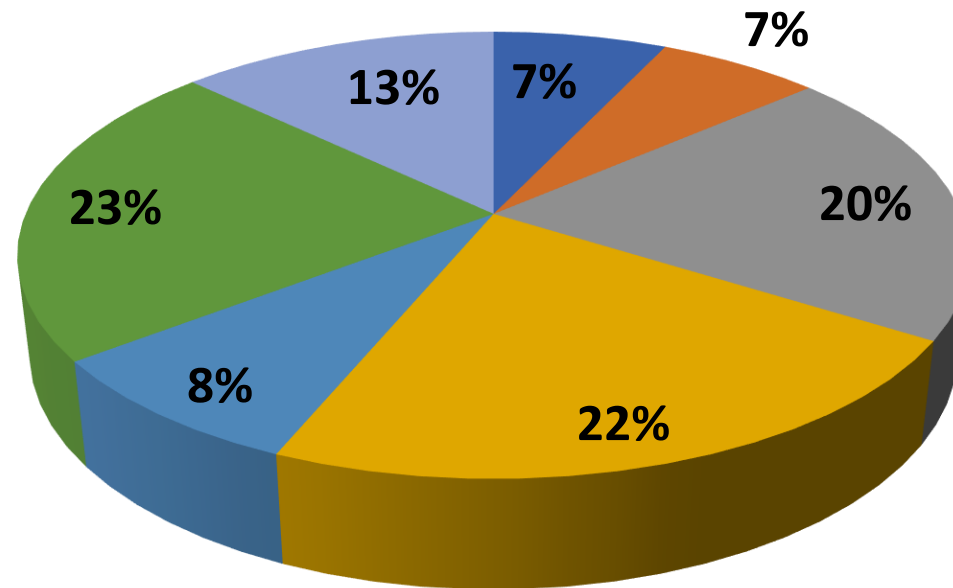


Membership Ethnicity

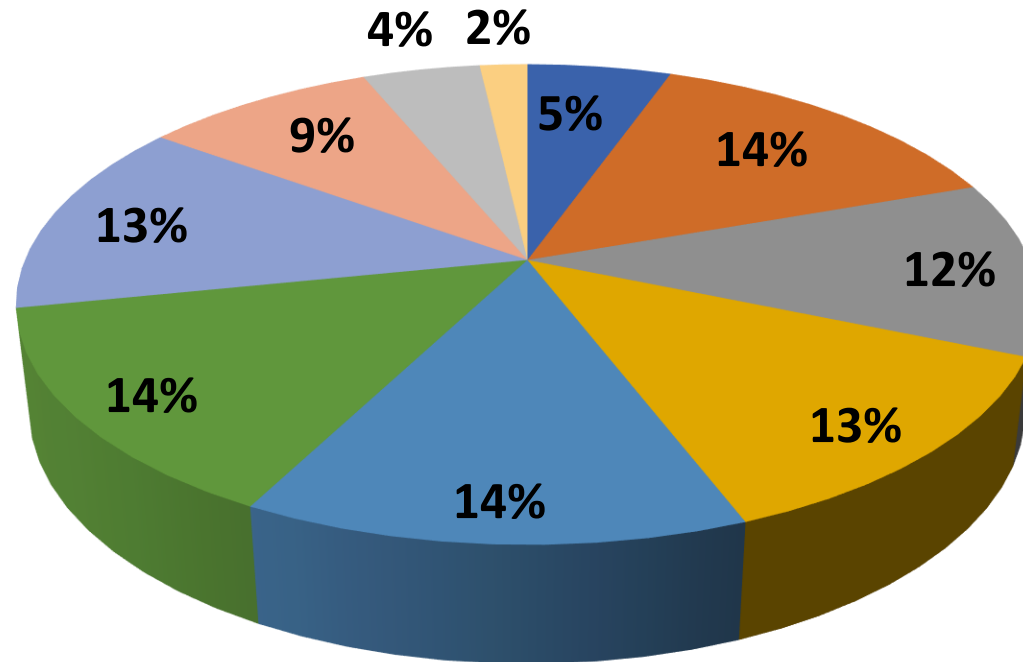


Member Education Level

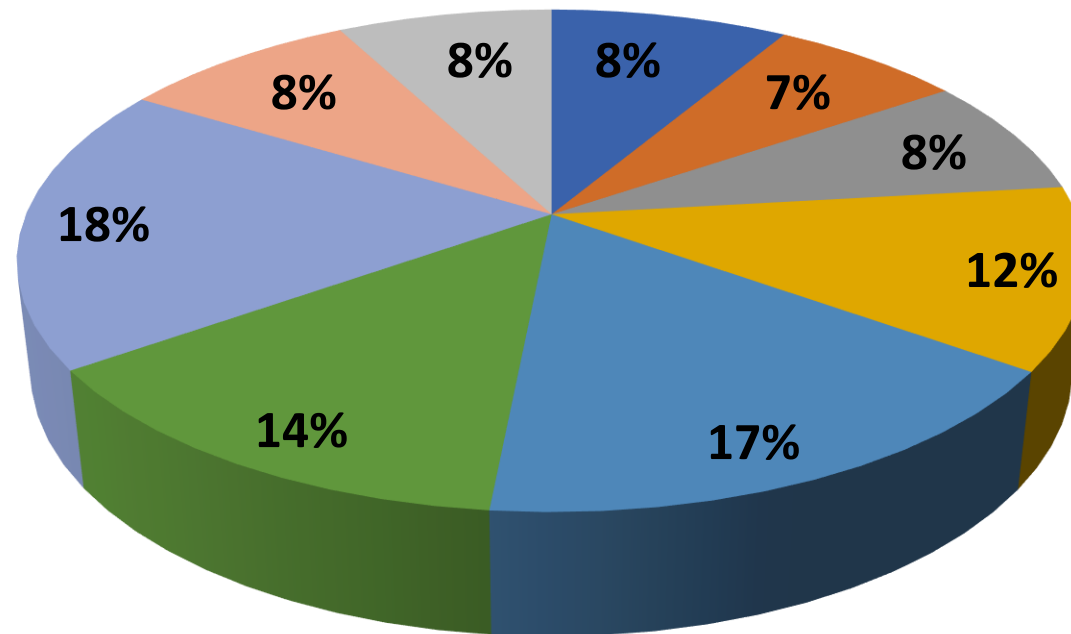
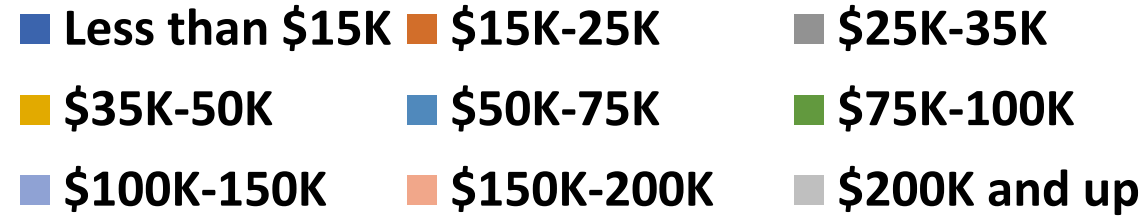
- Less than 9th grade
- 9th-12th (no diploma)
- High School Grad
- Some College
- AA
- BA
- Grad/Prof Degree



Member Age

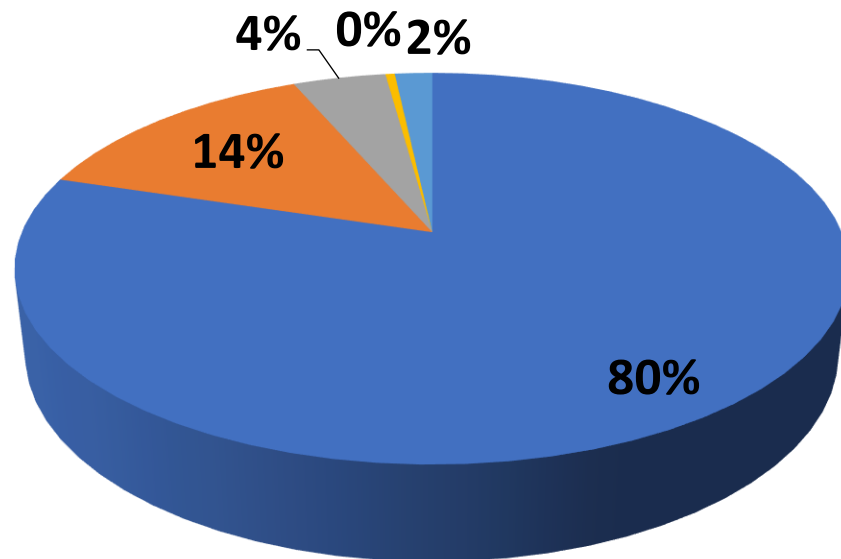


Member Economic Status



Member Coverage Class

■ Commercial
■ Medicare
■ Medicaid
■ Children's Health



\$3.1B

Total community health investment

403K

Patients covered by
our Medical Financial
Assistance program

1.4M

People served by
Medicaid and
Children's Health
Insurance Program

1,200

Members and patients
helped through our
medical-legal
partnership program

12K

Affordable and
supportive housing
units preserved or
produced since 2018










Scope of Care

- Full services
- Expertise and the center of excellence in many specialty areas including
 - Cardiovascular
 - Pediatric care
 - Psychiatry and addiction medicine
 - Hematology and Oncology
 - Spinal surgery

Kaiser Permanente Santa Clara 2022 Awards Recognition






- Health Grade Best Hospital
- Medicare 5 Stars
- Leapfrog Safety Grade Score received 7 straight As

This Hospital's Grade  <small>FALL 2021</small>	Kaiser Foundation Hospital - Santa Clara 700 Lawrence Expressway Santa Clara, CA 95051-5173 View the full Score
This Hospital's Grade  <small>FALL 2021</small>	O'Connor Hospital 2105 Forest Avenue San Jose, CA 95128-1471 View the full Score
This Hospital's Grade  <small>FALL 2021</small>	Santa Clara Valley Medical Center 751 S. Bascom Avenue San Jose, CA 95128-2604 View the full Score
This Hospital's Grade  <small>FALL 2021</small>	El Camino Hospital 2500 Grant Road Mountain View, CA 94040 View the full Score
This Hospital's Grade  <small>FALL 2021</small>	El Camino Hospital Los Gatos 615 Pollard Road Los Gatos, CA 95032 View the full Score
This Hospital's Grade  <small>FALL 2021</small>	Good Samaritan Hospital of San Jose 2425 Samaritan Drive San Jose, CA 95124-9997 View the full Score
This Hospital's Grade  <small>FALL 2021</small>	Regional Medical Center of San Jose 225 N. Jackson Avenue San Jose, CA 95116-1691 View the full Score
This Hospital's Grade  <small>FALL 2021</small>	Stanford Health Care 900 Pasteur Drive Stanford, CA 94305 View the full Score
This Hospital's Grade  <small>FALL 2021</small>	Kaiser Foundation Hospital - San Jose 250 Hospital Parkway San Jose, CA 95119-1103 View the full Score

Kaiser Permanente Santa Clara 2023 Awards Recognition



- 
 Kaiser Permanente Santa Clara is one of six Kaiser Permanente Northern California hospitals ranked among the nation's best for providing safe, high-quality patient care, according to the Leapfrog Group's 2023 Top Hospital award.
- 
 The highest-performing hospitals on the Leapfrog Hospital Survey are recognized annually with the prestigious Leapfrog Top Hospital award, considered one of the most elite and competitive honors a hospital can receive. Only 132 hospitals nationwide, or just 6% of the 2,100 eligible hospitals, were recognized this year.
- 
 The six Kaiser Permanente Northern California hospitals to receive the award include: Antioch, Richmond, San Leandro, San Rafael, Santa Clara and South San Francisco.
- 
- 

KP Santa Clara and San Jose Hospital Services

380 at KPSC and 242 at KPSJ Licensed Beds



**Full Service Acute Care
Facility**

Adult Services

Intensive Care*
Medical
Medical Neurology
Medical Surgical Telemetry
Oncology Medical / Surgical
Orthopedics / Surgical Medical
Stepdown
Surgical

Emergency Services*

Maternal Child Health Services

Labor & Delivery
Mother Baby
Neonatal Intensive Care Unit (NICU)*
Pediatric Intensive Care Unit (PICU)*

Perioperative Services

Ambulatory Surgery*
Inpatient Operating Room*
Eye Surgery Center*
Post Anesthesia Care Unit (PACU)*

Other Services

Interventional Radiology*
MRI*
Nuclear Medicine*

Other Services Cont.

Outpatient Procedure Center**
Pediatric Sedation Room**
Radiology*

Unique Areas of Service

Comprehensive Cancer Center**

Radiation Oncology
Accredited Breast Cancer Center

Cardiovascular Services*

- Cardiac Catheterizations
- Electrophysiology Lab*
- Cardiovascular Surgery
- Pre and Post Heart Transplant care
- Ventricular Assist Device implant

Maternal Child Health

- Full Tertiary Hospital California Children's Services Certified
- Pediatrics Specialty Center
- Pediatric Neurosurgery*
- High Risk Obstetrics Referral Center

Specialties:

Neurosurgery
Gastrointestinal

Kaiser Permanente Santa Clara Hospital Statistics

2021 Hospital Statistics	
Hospital Admissions	17,644
Average Daily Census	289
Inpatient Surgeries	8,504
Births	4,511
Emergency Department Visits	72,115



Serving Over 400,000 Members
Kaiser Permanente
Santa Clara Medical Center
Is One of the Largest Northern, CA KP Facilities

Kaiser Permanente Santa Clara

Home Care Patient Services and Statistics

2021 Home Health Statistics	
Home Health Referrals	16,793
Home Health Visits	75,194
Home Health Employees	163
Consists of Nurses, MSW, Speech Therapist, Physical Therapists, Occupational Therapist, Home Health Aides and Support Staff	
2021 AVERAGE DAILY HOME HEALTH CENSUS	
▪ Santa Clara Parent	250
▪ San Jose Branch	204
▪ Redwood City Branch	101
TOTAL AVERAGE DAILY CENSUS	555

2021 Hospice Statistics	
Hospice Referrals	2,417
Hospice Visits	38,102
Hospice Employees	74
Consists of Nurses, MSW, Speech Therapist, Physical Therapists, Occupational Therapist, Home Health Aides and Support Staff	
2021 AVERAGE DAILY HOSPICE CENSUS	
▪ Santa Clara Parent	92
▪ San Jose Branch	55
▪ Redwood City Branch	67
TOTAL AVERAGE DAILY CENSUS	214

Kaiser Permanente Santa Clara

2021 Top Home Health Care and Hospice Diagnosis

Top 5 Home Health Care Diagnosis

- Aftercare Following Joint Replacements
- Heart Failure/Hypertensive Heart
- Diseases Respiratory System Diseases
- Endocrine System Diseases
- COVID - 19

Top 5 Hospice Diagnosis

- Malignant neoplasm
- Heart Failure/Hypertensive Heart Diseases
- Endocrine/Nutrition/Metabolic Diseases
- Sepsis
- Alzheimer's Disease



Medical Education

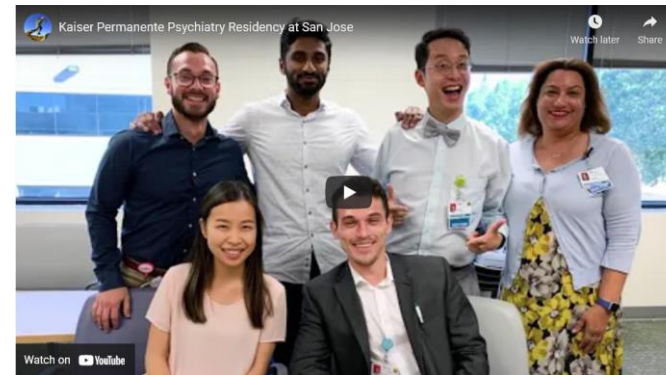
KP Santa Clara

- Internal Medicine
- Ob/Gyn
- Podiatry



KPSJ

- Family Medicine
- Psychiatry



Kaiser Permanente Santa Clara and San Jose Residency Programs

Kaiser Residency Programs

Internal Medicine
Obstetrics & Gynecology
Podiatry
Family Medicine
Psychiatry



Residency Program Affiliations

Kaiser & Stanford Hospital

Emergency Medicine

Stanford Hospital

Cardiac Anesthesia

Cardiothoracic Surgery

Heart Transplant

Otolaryngology

Pediatrics

Plastic Surgery

Radiation Oncology

General Surgery

Urology

O'Connor Hospital

Family Medicine Residents Rotating Through

Pediatrics

San Mateo County Mental Health

Adult Psychiatry Rotating Through Neurology



Kaiser Permanente Santa Clara and San Jose Residency Programs

WE ARE AN ACADEMIC CENTER

Medical Students

Medical School Affiliations

- Stanford University
- Boston University
- University of California Davis

Sub-Intern Rotations

Residency

KP Sponsored Residency

- Internal Medicine
- Obstetrics and Gynecology
- Podiatry
- Stanford – KP Santa Clara Emergency Medicine
- Family Medicine
- Psychiatry

Fellowships

- KP Funded Patient Safety
- Stanford University Cardiac Transplant
- KP San Francisco Cardiology
- Community Medicine

Residency Program Affiliations

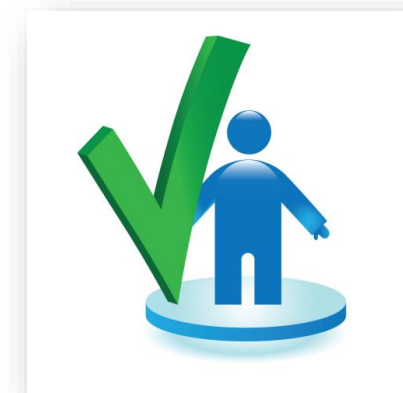
- UC Programs
- Community Hospital e.g. Santa Clara Valley Medical Center
- Stanford University

Kaiser Permanente Santa Clara and San Jose Residency Programs

Rotation Offerings for Senior Medical Students	
<ul style="list-style-type: none">▪ Ambulatory Care Medicine▪ Cardiology▪ Critical Care▪ Emergency Medicine▪ Endocrine▪ Family Medicine▪ General Surgery▪ GI▪ Infectious Disease▪ Inpatient Medicine▪ Nephrology▪ Obstetrics and Gynecology	<ul style="list-style-type: none">▪ Pediatrics▪ Plastic Surgery▪ Podiatry▪ Pulmonary▪ OB 4th Year Outside Rotators▪ IM 4th Year Outside Rotators<ul style="list-style-type: none">▪ With other rotations through medicine▪ POD = Medical students rotated through the Podiatry Department from different Podiatric Medical Schools▪ Bedside ultrasound▪ Maternal-Fetal Medicine

Patient Safety Programs

- **High Alert Medication Program**
- **Highly Reliable Surgical Team (HRST)**
- **Patient Safety Executive WalkRounds**
- **Peri-Natal Patient Safety Program**
- **Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS)**
- **Daily Safety Briefing**
- **Patient Progression Hub**



Community Involvement: *Virtual* Employee Volunteerism

Virtual MLK Week of Service

Over 80 KP San Jose and Santa Clara physicians and staff placed companion phone calls to socially isolated seniors and made wellness journals for foster youth.



Virtual YWCA Walk a Mile in Her Shoes

KP San Jose and Santa Clara physicians and staff donned high heels and walked a mile to raise awareness about intimate partner violence and sexual assault. Kaiser Permanente was the top event fundraiser in 2021.



Community Health

KP South Bay Funding Priorities

- Access to Care and Coverage
- Healthy Eating/Active Living
- Housing and Homelessness
- Mental Health and Wellness

KP South Bay Community Investments

- \$5.5 M for medical services and other benefits for vulnerable populations
- \$18.1M for health research, education and training

Partial list of 2020-21 Grantees:

- Asian Americans for Community Involvement
- Indian Health Center of Santa Clara Valley
- Next Door Solutions to Domestic Violence
- SV at Home
- The Health Trust
- West Valley Community Services

Total Local Grant Investments

- \$1.27 M in Santa Clara and San Jose hospital service area



JW HOUSE

Jan-Willem (JW) Knapen

*Named after Jan-Willem (JW) Knapen,
a 16 year old former Kaiser Permanente cancer patient
who started the fundraising effort,
the JW House is a place of welcome and support
for families of patients being treated for illness away from home*

Located at the site of the Kaiser Permanente Santa Clara Medical Center,
JW House has a two-fold purpose:
Providing a beautiful, peaceful place where families and individuals can take a break during the day
and offering luxurious overnight accommodations for up to four families



Hope • Hospitality • Healing



*Never ever give up and do believe that
everything finally leads to something good
- JW Knapen*

GME Office

- Black Men in White Coats Youth Summit (Regional Summit)
 - GME Manager on 2024 Planning Committee

Internal Medicine

- Rotation at Santa Clara Valley Medical Center
 - Infectious Disease Rotation
- Free Clinics – New since 2017 -2018
 - Charles Inn Clinic, San Jose (in process, active late 2023)
 - Grace Village, San Jose
 - Roots Clinic, San Jose

OB/GYN

- Overfelt High School (Ob/Gyn)
- Notre Dame High School (Ob/Gyn)



Ob/Gyn Resident and Faculty at Notre Dame Catholic

HS

Community Service

Research at KP

Research Spotlight



Most telehealth users say they are interested in using it again

September 21, 2023

A survey of 1,000 Kaiser Permanente Northern California patients who used a phone or video visit to see their primary care doctor in 2020 found that most were satisfied with their visit, and two-thirds are interested in using telemedicine again.



Predicting psychosis risk to reduce its burden

September 13, 2023

Psychiatrist Matthew Hirschtitt discusses his project to identify patients who might have increased risk for psychosis, a serious mental health disorder.



Kaiser Permanente Division of Research receives \$62M in federal funds to study children's health

September 6, 2023

Kaiser Permanente Division of Research (DOR) investigators received a large infusion of federal funding to support research about environmental factors that influence children's health.

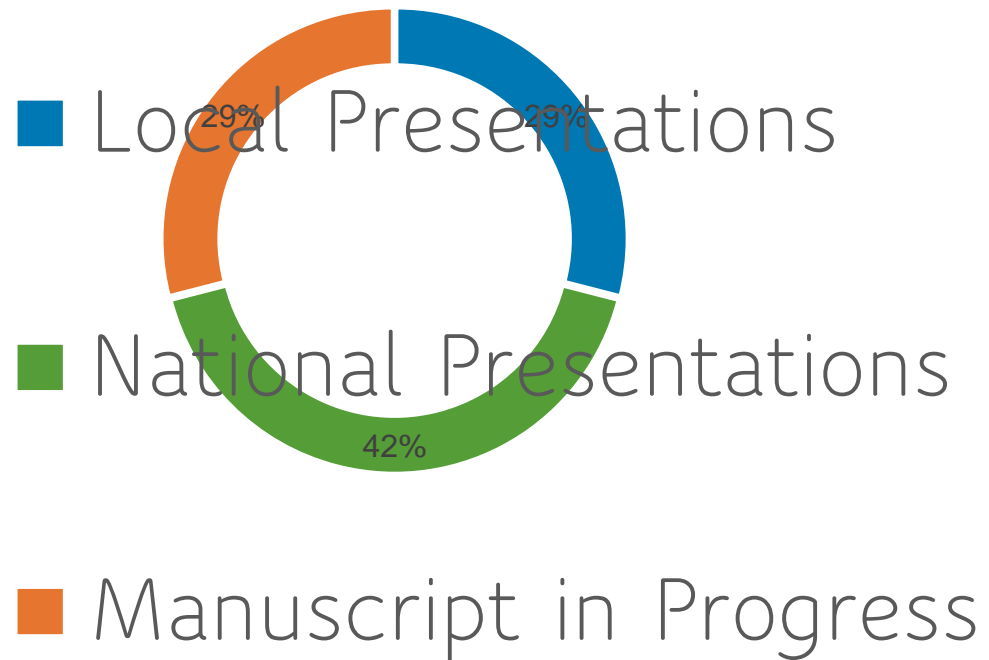


Improving outcomes for patients with aortic stenosis

September 5, 2023

New Kaiser Permanente research suggests fine-tuning assessments of patients with moderate aortic stenosis could help improve outcomes and better determine which patients might benefit from surgery.

Graduating Resident Research Endeavors 2022-2023



100%

Percentage of sponsored graduating residents who participate in either clinical research or a quality improvement project.

Resident PI Projects Completed 2022-2023

Ob/Gyn Residency

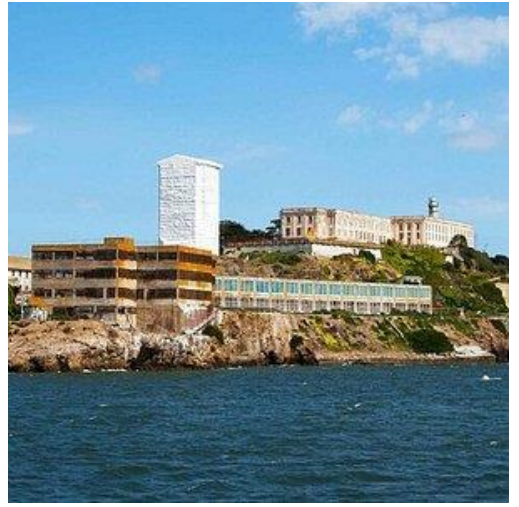
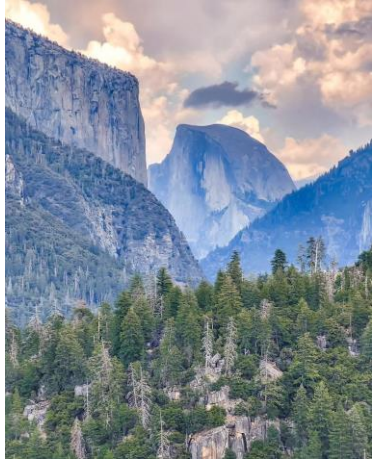
Lead Resident	Faculty PI	Topic	Presentations
Michelle Couret, MD	Eisha Zaid, MD & Andrea Bowen, MD	Residency Clinic Curriculum	
Angelique Kim, MD	Julie Livingston, MD	Chorioamnionitis	
Carolyn Sinow, MD	Anh Nguyen, MD	Elimination of 24-hour call shifts in an Ob-Gyn residency training program	ACOG 2023
Wenting Tong, MD	Fathemat Nauzo, MD, MPH	Implementing a residency beta hcg list	

Internal Medicine Residency

Topic (All IM residents participate on one of 5 selected projects annually)
Wards Revamp - addressing call schedule, night float, cross covering, and medical admitting resident
Boards/ITE Prep - examining confidence in board/ITE prep, creating processes to improve academic rigor and monitor progress of self-study
Addressing resident wellness/burnout in the era of COVID
Curriculum Updates - focusing on maximizing a varied outpatient AC experience
SIM Group - creating a dedicated curriculum for simulation training

Wellness

Opportunities to stay healthy and a good sense of well being





We hope you consider us!