



# San Francisco Medical Center

## Look inside...

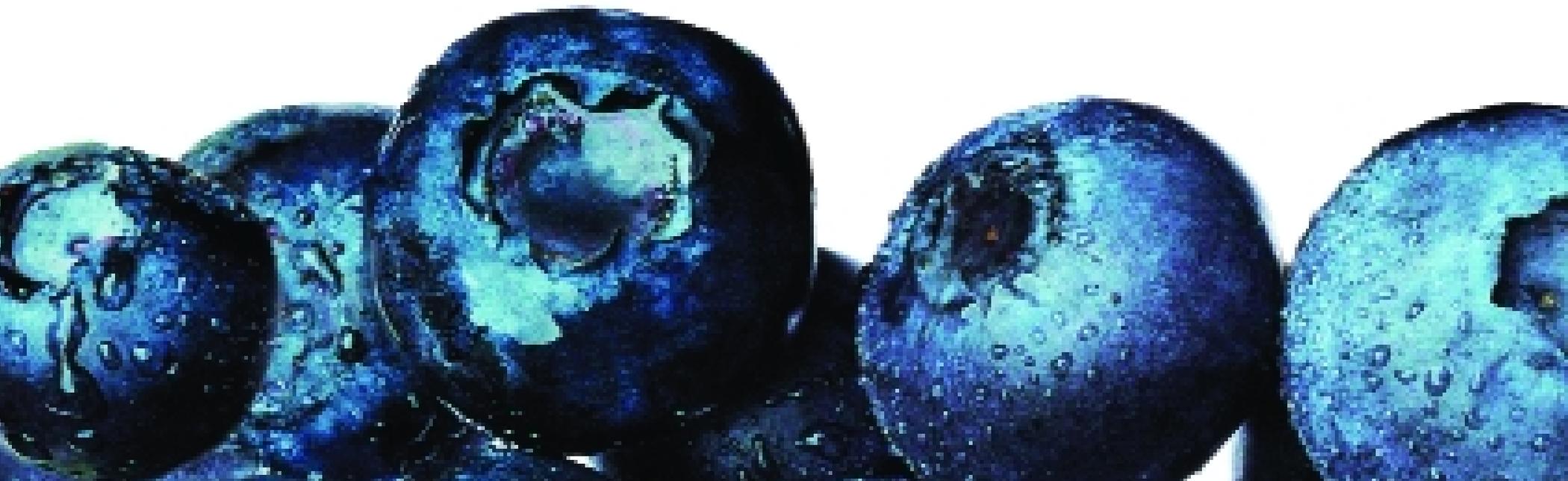
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# In Case You Haven't Heard...

**...we're the folks who believe in broccoli, t'ai chi, SPF 30, music and laughter. We believe fruit makes an excellent dessert. We are anti-addiction. Pro-antioxidant. Why? Because we want you to thrive in every aspect of your life. And that's good medicine.**



# Kaiser Permanente

## San Francisco's Healthiest Tradition



When The Kaiser Permanente San Francisco Medical Center opened its doors in 1954, the San Francisco Chronicle declared it to be a "dream hospital," complete with state-of-the-art furnishings and equipment. The seven-story, 216 bed hospital—a symbol that Kaiser Permanente was flourishing—featured two walkways, one on each side of the building, that gave visitors access to patients' rooms and a central corridor for the exclusive use of patients and staff. On the obstetrics floor, new mothers could pull their babies into their room from the nursery on the other side of the wall using a unique pass-through technique: a mobile newborn bassinet set in a drawer next to the bed for early bonding.

Today, the San Francisco campus has grown dramatically to serve one in every five San Franciscans, up from one

in ten when the medical center opened. We offer a much broader range of specialties and services than we did back then, but we are still driven by the single vision of our founders, Henry J. Kaiser and Sidney Garfield, M.D, who wanted to provide affordable health care based on preventing injury and illness and keeping people well.

Kaiser Permanente is a health plan, a physician group, hospitals, medical offices, home health programs, and educational services all rolled into one integrated system of care. Our capacity for providing care that is integrated, comprehensive, and convenient for our members distinguishes us from other health care organizations, and, along with our physicians and staff, is our greatest source of strength.



# Care for the Whole Family

From pediatrics to special services for seniors, we find ways to keep our members healthy for life.

## **Personal Physician**

Our members choose a primary care physician from among the highly trained and versatile group of doctors at the medical center, with the comfort and confidence of knowing that their personal physician will work with them to manage their health care, referring them to just the right specialist, should the need arise.

## **Integrated Services**

We work together closely across departments, combining health care directed by a member's personal physician with state-of-the-art imaging, laboratory, pharmacy and other services.

## **Pediatric Care**

Children are as precious to us as they are to you. Our pediatricians provide complete wellness and illness/injury care to children from birth through adolescence. Our hospital houses a Neonatal Intensive Care Nursery for the smallest and sickest newborns. We have a full array of pediatric specialists on staff, such as pediatric neurologists, gastroenterologists and developmental specialists, should your child ever need a referral.

## **Urgent Care**

We provide after-hours care for adults and children to ensure you receive the primary care you need when an illness or injury occurs in the evening or on a weekend.





### **Extended Care**

Our member-focused approach to health care extends to services that families may require beyond the medical center. Continuing Care, one of our largest programs, provides home health care, physical therapy, recuperative care in skilled nursing facilities, and hospice care. Within the medical center or beyond, members qualify automatically for the level and kind of care they need.

### **House Calls for Frail Elders**

Remember the good old days when doctors made house calls? At the San Francisco Medical Center, house calls are still part of our system of care—we have a program whereby our physicians visit elderly members who are at home or in a skilled nursing facility and are too frail to come to the medical center.

### **Meeting Language and Cultural Needs**

Spanish-speaking members and members who prefer to speak Cantonese, Mandarin or Toishanese can rely on the teamwork of physicians and staff members who speak their language and provide coordinated, culturally competent care to meet their needs. In addition to these special services, the medical center employs experienced interpreters who translate diagnostic, treatment, and prevention information into 45 languages, including American Sign Language.



# Wellness Education

The best way to fight disease is to prevent it. We offer classes to help people stay healthy and fit, eliminate destructive habits, and deal effectively with stress. Many of our classes are open to the public. For Kaiser Permanente members, classes are free or have a special discount.

## Qi Gong

Enhance your everyday life and health with a Qi Gong class. Learn to develop energy (qi) and balance your mind, body, and spirit. Reduce your stress, pain and symptoms of chronic ailments. All ages and fitness levels welcome to participate. Instructor Angela Lee, L.Ac., merges her native Chinese heritage and Western upbringing to interpret the wisdom of this ancient healing art.

## T'ai Chi Chih (Joy through Movement)

Performed as though swimming through very heavy air, the 19 movements and one pose of T'ai Chi Chih are designed to circulate and balance the intrinsic energy (chi) of the body, thus promoting health and wellness from the inside out. Level A introduces the first half of the movements of T'ai Chi Chih. Level B introduces the second half of the movements. Level A is the pre-requisite for Level B. Level C is suitable for on-going students who have mastered Level A and Level B.

## Yoga

This eight session class is based on a variety of yoga postures that stretch and tone muscles to relieve tension and cultivate mind body awareness. Beginning and intermediate classes are available. The beginning class is suitable for new and moderately experienced students of yoga. The intermediate class is suitable for ongoing students of yoga who have completed the beginning course.

## Couples Communication Skills Program

In this six session class you will learn and practice methods that can make an immediate difference in your closest relationship. The techniques taught in this class can transform unsuccessful reactions into positive communication patterns to keep your relationship on track. Skills taught include effective communication, active listening, anger management, conflict resolution and problem-solving techniques.



### **Mindfulness: An Awareness-based Approach to Stress Reduction and Well-being**

Revitalize your life by learning relaxation and awareness techniques. Learn to use your inner sources to relieve stress and manage pain more effectively. The primary focus is on learning “Mindfulness Meditation” and meditative movement exercises that enhance your ability to relax, enjoy greater energy and enthusiasm for life and manage stress, chronic pain and illness more effectively. This course is based on the methods of Jon Kabat-Zinn’s Stress Reduction program at the University of Massachusetts Medical Center and was featured on Bill Moyers’ PBS special “Healing and the Mind.” All evening programs are facilitated by Ken Farber. Introductory sessions are open to everyone and may be attended at no cost.

### **Parents and Infants**

For parents with infants up to seven months old.

Discussion of and support for a wide variety of parenting issues—growth, environment, feeding, crying, sleeping, safety, illness, return to work and more.

### **Healthy Lifestyles and Weight Management Workshop**

This program is designed to help participants improve their health through permanent lifestyle change. The program provides guidance and practice in physical activity, healthy eating, stress management, communication skills, ways to work with thoughts and feelings to enhance lifestyle change and strategies for maintaining progress.

### **More Information**

To learn more about these and other classes, call (415) 833-3450 or visit: <http://members.kaiserpermanente.org/kpweb/classes/list.do>



# SPECIAL SERVICES

Our special services are unique because of their outstanding quality, 24/7 care from hospital-based physicians, multidisciplinary teamwork, innovative practices based on careful research, and orchestrated follow-up with patients.

## **High-Risk Obstetrics and a Neonatal Intensive Care Nursery**

We provide special obstetrical services to women who are at high risk for complications of pregnancy. To ensure the best care for high-risk mothers and babies who are about to be born, a perinatologist is available 24 hours a day, 7 days a week, and the obstetrical staff works closely with the Genetics Department. Our Neonatal Intensive Care Nursery provides expert care and constant monitoring for newborn babies with special needs.

## **Musculoskeletal Services**

The Center for Musculoskeletal Disorders serves members with injuries or diseases that affect the muscles, joints, ligaments or bones. The center encompasses a wide range of specialties, including orthopedics, sports medicine, and rehabilitation, and addresses a wide variety of problems—from work-related sprains and strains to diseases like arthritis. Our Chronic Pain Management Center uses a multidisciplinary approach to pain management that includes group therapy, biofeedback training and acupuncture.

## **Chronic Diseases**

Our case managers care for frail elders and others with chronic conditions such as cancer, heart disease, diabetes, asthma, HIV and chronic pain. This program focuses on intervening early and using an interdisciplinary approach to help patients manage their disease.



### **Cardiovascular Surgery and Critical Care Services**

The San Francisco Medical Center is one of the top three hospitals in California for heart attack survival. Our cardiovascular specialists treat members who are referred to them from throughout Northern California for heart attacks, coronary artery disease, valve disorders, and other illnesses that require life-saving procedures, such as cardiac catheterization, angioplasty, and open-heart surgery. Our teams perform 1,900 cardiac surgeries and 6,600 cardiac catheterizations each year. The importance of this high volume of specialized activity cannot be understated: Our members reap the benefit of the experience, superb quality of care and skilled teamwork that comes from performing higher volumes of surgeries and catheterizations.

### **HIV Care and Research**

The San Francisco Medical Center established an HIV research unit in 1988 and quickly became a leader in the field. Our HIV program provides specialized care for

members, with advice and support from a dedicated HIV Advisory Board made up of community members and providers. The medical center has conducted and participated in more than 150 clinical trials. Our efforts to combat this debilitating and potentially deadly disease have reaped rewards for our members: The mortality rate for our HIV patients is less than 1 percent.

### **Kidney Disease**

We are developing what will become one of the largest Renal Transplant Services in the country. The Renal Transplant Center brings together specialists who take preventative action to help members avoid the need for a kidney transplant if at all possible. When a transplant is necessary, the Renal Transplant Center staff provides integrated care—from surgery through the critical aftermath of a transplant to long-term follow-up.

# WHAT DISTINGUISHES US

We believe in fostering and sustaining our members' health and well-being, not just in caring for them when they are ill. We emphasize education, integrated care, prevention and follow-up to ensure that our members can thrive.

## **Our Physicians Make the Health Care Decisions**

The finest doctors choose to work at Kaiser Permanente, because they know they will be free to make health care decisions that serve the best interests of their patients. Members never have to fill out insurance forms, and our physicians never have to worry about being second guessed by an insurance administrator.

## **We Focus on Members' Needs**

As a non-profit health maintenance organization (HMO), Kaiser Permanente is accountable to its members, not to stockholders. We reinvest our revenues in operations or capital improvements to serve our members' needs.

## **Quality of Care**

Kaiser Permanente has been honored for the quality of its health care by six highly respected, independent organizations. In addition, the Kaiser Permanente San Francisco Medical Center has received special recognition for outstanding coronary care, low mortality rates, reduced smoking rates among members, and excellence in nursing.

## **National Leader in Research**

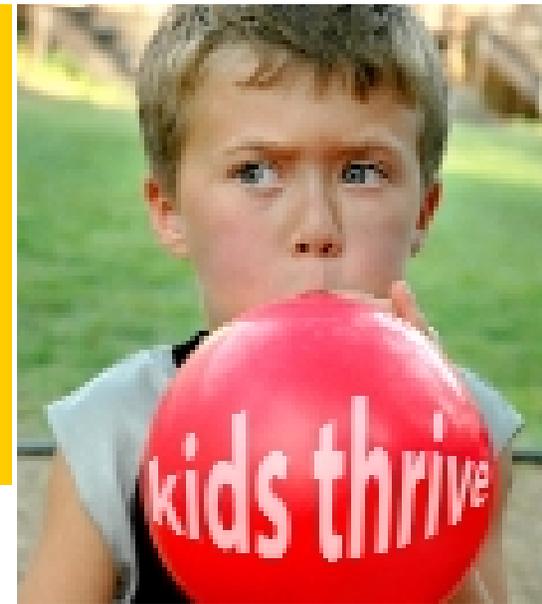
Kaiser Permanente is a national leader in health research and is especially well known for evaluating new vaccines to prevent infectious diseases. Members who volunteer for clinical trials participate in helping our physicians and researchers create new knowledge to share with the nation and the world. By testing commercial vaccines being readied for market, we accelerate access to new medications for our members.

## **Commitment to the Community**

As a nonprofit organization focused on clinical care, prevention and wellness, we are uniquely positioned to make positive changes in the health of San Francisco. We contribute medical expertise, research, resources and leadership to health partnerships designed to make the greatest impact on community health. Among these partnerships, we work with the San Francisco Hospital Council to address health disparities in the African American community, and we provide clinical guidelines and training for managing chronic diseases to the San Francisco Community Clinic Consortium and the San Francisco Department of Public Health.



# DID YOU KNOW?



## The Kaiser Permanente San Francisco Medical Center

- Serves members throughout Northern California who require special expertise for complex, often life-threatening problems, such as kidney failure.
- Has helped to reduce health threats such as heart disease and colon cancer, and has played a pioneering role in programs that help members stop smoking, prevent osteoporosis, and fight breast cancer through early detection, diagnosis and treatment.
- Operates one of the largest cardiovascular programs in the state, in partnership with Kaiser Permanente teams at Summit Hospital in Oakland. Kaiser Permanente members in Northern California have a 30 percent better chance of surviving a heart attack or heart disease than non-members.
- Is the only San Francisco hospital that already meets rigorous earthquake safety standards that take effect in 2030.
- Fosters a work environment in which everyone shares a strong, unified commitment to patient safety and care. Kaiser Permanente's National Labor-Management Partnership with the AFL-CIO is a model for teamwork in healthcare.
- Helps members choose a personal physician by posting physicians' Web pages online at [www.permanente.net](http://www.permanente.net)
- You can call anytime day or night and get an advice nurse on the phone.
- You can renew your prescription online and have it sent to your home or office.
- You can see your doctor, get your lab work done and shop at the pharmacy all at the same place.
- Visit our Farmer's Market every Friday during the Spring, Summer and Fall.

**If you would like more information about thriving with us, call 1.800.464.4000 or visit our website at [members.kp.org](http://members.kp.org). Or contact the Human Resources representative where you work.**



KAISER PERMANENTE® **thrive**



San Francisco Medical Center

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