

# A Model for 21st Century Medicine

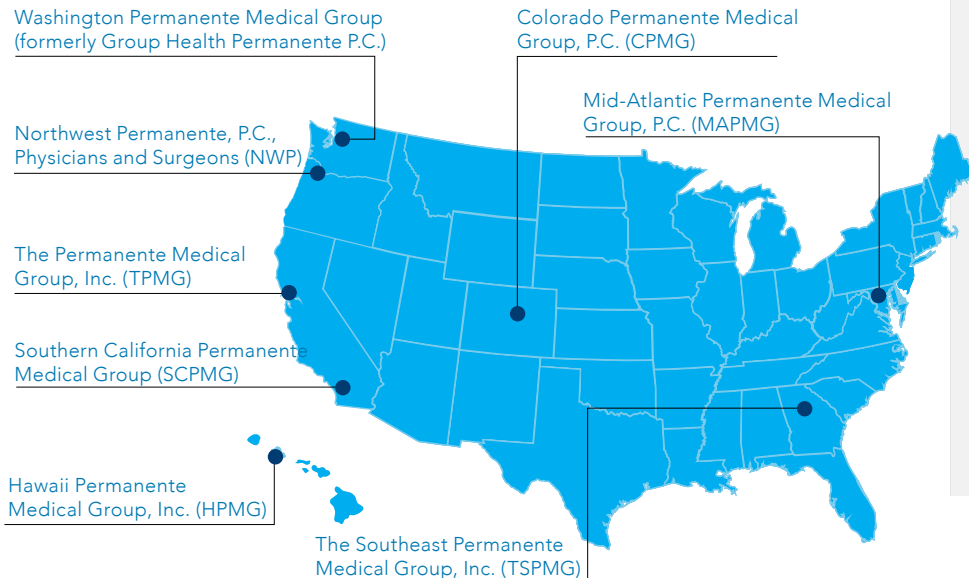
## GENERAL OVERVIEW

The more than 22,000 physicians of the Permanente Medical Groups care for 12.2 million Kaiser Permanente patients and members across the country – in Hawaii, California, Oregon, Washington, Colorado, Georgia, Virginia, Maryland, and the District of Columbia. We are often cited as a model for 21st century medicine and health care, and through the delivery of Permanente Medicine, we consistently deliver the best outcomes for our patients.

**Permanente Medicine is in our DNA.** The foundational principles laid out in the early years of our organization have stood the test of time: multispecialty group practice; a commitment to quality, continuous improvement, and life-long learning; a mutually exclusive partnership with Kaiser Foundation Health Plan and Hospitals.

**How we practice medicine.** We provide patient-centered care that is team-delivered and evidence-based. It is coordinated and integrated across specialties and across the continuum of care. It’s also culturally-responsive and technologically-enabled.

## Eight physician-led, self-governed, multispecialty medical groups



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## PERMANENTE MEDICAL GROUPS

### Colorado Permanente Medical Group, P.C.

Margaret Ferguson, MD  
Executive Medical Director and President

### Hawaii Permanente Medical Group, Inc.

Geoffrey S. Sewell, MD, FACP  
President and Executive Medical Director

### Mid-Atlantic Permanente Medical Group, P.C.

Richard S. Isaacs, MD, FACS  
President and Chief Executive Officer

### Northwest Permanente, P.C., Physicians and Surgeons

Imelda Dacones, MD  
President and Chief Executive Officer

### Southern California Permanente Medical Group

Edward Ellison, MD  
Executive Medical Director and Chairman of the Board

### The Permanente Medical Group, Inc.

Richard S. Isaacs, MD, FACS  
Chief Executive Officer and Executive Director

### The Southeast Permanente Medical Group, Inc.

Mary L. Wilson, MD  
Executive Medical Director and President

### Washington Permanente Medical Group

Stephen Tarnoff, MD  
President and Executive Medical Director

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### Delivering value through an integrated care delivery system.

Our payment model is based on quality, service, and access to care – not on the volume of services provided. Furthermore, there is individual and collective accountability for both the quality and cost of health care, and ethical stewardship of our members' and patients' health care and health care resources. Together, our integrated care delivery system and health plan continue to shape the future of health care.

### 2017 Care Highlights



**116K**  
BABIES DELIVERED



**49M**  
LABS REVIEWED  
ONLINE



**34M**  
SECURE EMAILS  
SENT



**43M**  
PHONE CALLS TO  
CALL CENTER



**8.4M**  
SCHEDULED  
PHONE VISITS



**25M**  
PRESCRIPTIONS FILLED  
ONLINE



**140K**  
VIDEO VISITS



**108**  
CME ACTIVITIES  
PROVIDED

### Achievements

#### Medicare Star Quality

Five 5-star regions, two 4.5 star regions

#### NCQA Quality Compass

Most #1 rankings among commercial health plans in the nation – 9th consecutive year

Most #1 rankings among Medicare health plans in the nation – 7th consecutive year

#### Centers for Medicare & Medicaid Services Health Equity Award

recognizing our commitment to reducing and eliminating health disparities (2017)

### The Permanente Federation

**Geoffrey Sewell**, MD, FACP, Chairman  
National Permanente Executive Committee

**Edward Ellison**, MD, Co-CEO

**Richard S. Isaacs**, MD, FACS, Co-CEO

**Imelda Dacones**, MD,  
National Permanente Executive Committee

**Chris Grant**, Executive Vice President and COO

**Pauline Fox**, Executive Vice President and CLO

### Kaiser Foundation Health Plan and Hospitals

**Bernard J. Tyson**, Chairman and CEO  
Kaiser Foundation Health Plan Inc., and  
Kaiser Foundation Hospitals

### About the Permanente Medical Groups

The Permanente Medical Groups are composed of more than 22,000 physicians dedicated to the mission of improving the health of our patients and the communities in which we provide care. We practice in eight self-governed, physician-led, prepaid, multispecialty medical groups. Together with the Kaiser Foundation Health Plans and Kaiser Foundation Hospitals, we are Kaiser Permanente – an award-winning health care system that delivers Permanente Medicine to more than 12.2 million Kaiser Permanente members. We work collaboratively, enabled by state-of-the-art facilities and technology, to provide preventive and world-class complex care in eight states – from Hawaii to Maryland – and the District of Columbia.

### About The Permanente Federation

The Permanente Federation LLC (the Federation) is the national leadership and consulting organization for the eight Permanente Medical Groups (PMGs), which, together with the Kaiser Foundation Health Plans and Kaiser Foundation Hospitals, comprise Kaiser Permanente. The PMGs employ more than 22,000 physicians, approximately 90,000 nurses, other clinicians and staff, and provide care to over 12.2 million Kaiser Permanente members. The Federation works on behalf of the PMGs to optimize care delivery and spread Permanente Medicine – medicine that is patient centered, evidence based, technology enabled, culturally responsive, team delivered, and physician led. The Federation, based in Oakland, California, fosters an open learning environment and accelerates research, innovation, and performance improvements across the PMGs to expand the reach of Kaiser Permanente's integrated care delivery model and to lead the nation in transforming care delivery.

Please visit [permanente.org](http://permanente.org).

**PERMANENTE MEDICINE**®

The Permanente Federation