



Kaiser Permanente San Bernardino County Neighbor News

Fall 2018

Volunteer Day in Hesperia

Approximately 100 Kaiser Permanente staff members volunteered their time on Saturday, October 20, at the Leisure League Senior Center in Hesperia. Not providing medical expertise – but rolling up their sleeves to paint the facility and complete some other projects to help spruce up the clinic's interior and exterior.

Volunteers painted the center's two main rooms; painted, cleaned and repaired several storage buildings on the property; completed some landscaping work; and built an outdoor seating area.

Hesperia Mayor Pro Tem Rebekah Swanson also stopped by Leisure League to thank the volunteers and check out their accomplishments. Leisure League was the non-profit recommended to Kaiser Permanente by the City of Hesperia.

Kaiser Permanente opened its Mental Health Medical Office Building in Hesperia in June 2018 and has plans to build a new Medical Office Building in Hesperia.



Kaiser Permanente Health Plans Receive High Ratings from NCQA

Kaiser Permanente's Medicare health plan in Southern California received the highest rating from the National Committee for Quality Assurance (NCQA), a national group that rates health plans for consumer experience, prevention and treatment. Kaiser Permanente's Medicare health plan in Southern California was rated 5 out of 5. The national group analyzed over 1,000 health plans in the nation – private, Medicare, Medicaid – for quality and service. Only 14 health plans in the country, or about 1 percent, were rated 5 out of 5.



KAISER PERMANENTE OPENS NEW TARGET CLINIC IN MONTCLAIR



Kaiser Permanente, the nation's largest integrated health system, and Target Corporation will launch a Kaiser Permanente-staffed retail clinic in the Target store located at 9052 Central Avenue in Montclair, California.

The new Target Clinic opened on October 29, 2018.

"Kaiser Permanente is excited to collaborate with Target in order to combine Kaiser Permanente's integrated health care system with Target's focus on an exceptional guest experience in a familiar, convenient,

and friendly setting," said Larry Oliver, Chief Administrative Officer, Kaiser Permanente San Bernardino County Area.

Kaiser Permanente will staff the new clinics with licensed nurse practitioners, licensed vocational nurses, and will have physicians available by telemedicine consultations, giving local Target guests access to Kaiser Permanente's high-quality affordable health care services. The clinics will be located within Target stores and will provide walk-in care, along with the convenience of the Target Pharmacy.

The new clinic will offer an array of services, including pediatric care, women's health care, monitoring and care for chronic conditions including diabetes, cholesterol and high blood pressure, basic dermatology services, and treatment for minor illnesses including strep throat, vaccinations, sinus pain, earaches, asthma, and cold and flu.

Through this collaboration, Kaiser Permanente will provide care to Kaiser Permanente members and non-members. The new clinics will accept a broad range of health insurance plans, as well as cash or credit card payments. Target guests can stop by for a flu shot or physical, all while on their Target run!

The new Target Clinic in Montclair is the second in San Bernardino County. A Target Clinic in North Fontana opened in 2014. Twenty additional clinics set to open in existing Southern California stores over the next two years.

"We are proud to expand our existing efforts to bring affordable, quality health care to even more people in San Bernardino County," Oliver said.

Kaiser Permanente Awards \$300,000 Grant to Community Health Systems, Inc.

Kaiser Permanente Southern California has awarded a grant for \$300,000 to help Community Health Systems, Inc. (CHSI) redesign and expand its existing facility. CHSI hosted a ribbon cutting ceremony for its remodeled Bloomington Community Health Center (BCHC) and newly opened Bloomington Family Wellness Center in Bloomington on November 16.

"The renovation of the Bloomington Community Health Center will improve patient care and outcomes by hiring additional providers and increasing the number of intake areas and exam rooms – considerably reducing wait times and improving access to quality care," said Lori Holeman, chief executive officer, Bloomington Community Health Center. "By doubling the number of exam rooms, the center will increase its patient capacity by 50 percent. Offering multiple services in a single facility makes routine visits more convenient for patients who have long been forced to go to multiple locations."

Kaiser Permanente is committed to supporting our dedicated community partners such as Community Health Systems. By working together, we can improve health and equity in our communities for today and many years to come.

Kaiser Permanente Fontana and Ontario Hospitals Self-Declare Conformity to ISO 14001:2015 Environmental Standards

The Kaiser Permanente Fontana and Ontario Hospitals are the first Kaiser Permanente hospitals to determine, and declare, that they have achieved full conformance with the ISO 14001:2015 standard.

Kaiser Permanente has set the goal, that by 2025, all of our hospitals will implement environmental management systems that conform with a leading international standard, known as ISO 14001:2015.

"Kaiser Permanente recognizes the need to provide high-quality, affordable health care, and part of our standard of excellence includes operating in a way that emphasizes positive environmental impacts," said Senior Vice President and Area Manager, Greg Christian. "Starting this approach in the birthplace of Kaiser Permanente just made sense."

To meet this goal, Kaiser Permanente has adopted a systematic approach to environmental management. This approach includes objectives based on a formal review of issues that are relevant to the organization, such as local and global environmental conditions that can affect activities and services.

Tree Planting Ceremonies were held in October, to commemorate the ISO 14001:2015 Self-Declaration at the Kaiser Permanente Hospitals in Fontana and Ontario.



Community Surgery Day

Eight San Bernardino County residents, who lack health insurance, but needed operations received free life-changing surgeries on Saturday, September 29, thanks to the generosity of more than 60 physicians and staff who volunteered their time at this year's Community Surgery Day. This was the 11th Community Surgery Day held by the Kaiser Permanente San Bernardino County Area.

Patients were referred by three community partners: Lestonnac Free Clinic in San Bernardino, SAC Health Systems in San Bernardino, and Western University Eye Care Center in Pomona.



Fontana Care Story Video: Active Teen Back to Running Marathons After Battling Lymphoma

A week after completing a half-marathon with his dad, 14-year-old Jacob Grimstead noticed a golf ball-sized lump near his collarbone.

His parents, Bill and Sarah, examined the mass that seemed to have appeared out of nowhere. They made a same day appointment the following morning and saw his pediatrician. By 5 p.m., the Grimstead family already had an appointment scheduled for the next morning with Liesl Mathias, MD, pediatric hematologist-oncologist in Fontana. It was exactly a week after his first medical appointment that Jacob received his diagnosis: stage 4 Hodgkin's lymphoma.

"I knew I was going to be in good hands," said Jacob, "but just the fact that I had cancer and that it was stage four, it kind of scared me."

In the Fontana pediatric hematology-oncology department, Dr. Mathias worked alongside fellow pediatric hematologist-oncologists Kenji Morimoto, MD, and Neha Vaghasia, MD, to treat Jacob. After five rounds of chemotherapy – and consistent support from his care team, neighbors, teachers, friends, and track teammates – Jacob is now in complete remission.

You can view a Kaiser Permanente Care Story video about Jacob's story on our You Tube Channel:

<https://www.youtube.com/watch?v=OqYQjN-oqwg>



Kaiser Permanente Fontana Receives 2019 Women's Choice Award® as a Best Children's Hospital



Kaiser Permanente Southern California Pediatric Care Centers received an award by the Women's Choice Award® under the category "Best Children's Hospital." The Kaiser Permanente

Fontana Medical Center is a Pediatric Care Centers.

The Kaiser Permanente Pediatric Care Centers providing inpatient hospital care to our youngest members are located at the Anaheim, Downey, Los Angeles, San Diego and Fontana Medical Centers.

The award of 'Best Children's Hospital' is based on a point system and self-reported data from almost 60 hospitals across the nation that provide care to children. The award criteria examine five different facility areas to determine which hospital is eligible for the Women's Choice Award. These areas are Pediatric Services, Technology and Family Resources, Board-Certified Staff, Nurses and Support Staff and the facility's Commitment to Quality.



Get real time information and updates about what's going on in the San Bernardino County Area! Follow us on Twitter & Instagram: @KPSanBernardino

www.kp.org/fontana • www.kp.org/ontario

Neighbor News is produced by Kaiser Permanente San Bernardino County Area Public Affairs and Brand Communications. Gwen Kleist, Editor • Heather Raymond, Sr. Public Affairs Director





Moving Toward Universal Coverage

High-quality, affordable health care for all

WHAT IS UNIVERSAL COVERAGE?

Kaiser Permanente supports universal coverage. This means everyone in America should have access to high-quality comprehensive health care coverage they can afford.

Universal coverage and single-payer are NOT the same. We should achieve universal coverage in a way that does not eliminate consumer choice or shift the cost burden to tax payers.

WHAT KAISER PERMANENTE BELIEVES

- We must build on the existing public-private framework to expand access to affordable, stable and comprehensive coverage.
- We must focus on helping people get access to care without burdening taxpayers or limiting choice.
- We are committed to do the hard work to build on what works and fix those things that need fixing.

THE TROUBLE WITH SINGLE-PAYER - SB 562

- Single-payer is costly and would move our health care system in the wrong direction.
- Single-payer doesn't encourage integrated, team-based care like Kaiser Permanente.
- Most people are satisfied with their health plans, health care providers, and the kind of health care they receive.
- More than 150 million people would have to give up their employer-sponsored health coverage.
- Single-payer is not a silver bullet to ensure everyone has access to the same high-quality, affordable health care.
- Kaiser Permanente opposes SB 562. This bill would destroy Kaiser Permanente's integrated model and rely on outdated fee-for-service models of care.
- According to the California State Senate it will cost the state \$400 billion. We'd need to raise taxes \$50-100 billion to pay for the system. Proponents also rely on significant changes in federal law in a politically unstable environment.

At Kaiser Permanente, we believe that to make sustainable change in the health care environment, we must commit to building on the progress we have made. In the last decade, big strides have been made towards our overall goal, with millions of people gaining access to care.