



**Kaiser Permanente San Rafael**  
*Providing Quality Care and Commitment to Total Health*

In the changing landscape of Health Care Reform, Kaiser Permanente's unique integrated model is leading the way healthcare is delivered. Recognized among the industry's most respected organizations and consumer groups, Kaiser Permanente continues to garner praise for its quality outcomes, service, and commitment to our members and their total health.

**Quality Outcomes**

For the sixth year in a row, Kaiser Permanente is the only California health plan to earn a four-star rating for overall quality (highest possible), based on California Office of the Patient Advocate 2013 report cards.

The [Report Card](#) gives Kaiser Permanente the top rating for patient satisfaction among the state's largest health plans and PPOs, based on national standard-of care measures. The San Rafael Permanente Medical Group also received four-star recognition among physician groups.

In numerous other quality reports, the San Rafael Hospital received highest ratings including a top "A" grade from [The Leapfrog Group](#), which reviews more than 2,500 U.S. hospitals in its annual safety report. The Joint Commission, the leading accreditor of health care organizations in the U.S., named the Hospital among the nation's [Top Performers on Key Quality Measures](#).

**Improved Heart Health**

Through its team-based approach to care, Kaiser Permanente has significantly reduced serious heart attacks and stroke.

By implementing a multifaceted approach to blood pressure control and quality improvements, Kaiser Permanente nearly doubled the rate of hypertension control among its members from 43.6 percent in 2001 to 80.4 percent during the eight year period from 2001 to 2009.

Through bundling specific drugs and emphasizing lifestyle changes, Kaiser Permanente's award-winning PHASE treatment protocol (preventing heart attacks and strokes everyday) has been improving outcomes for patients most at-risk for heart disease.

Over a 10-year period, PHASE efforts resulted in a 24% decrease in heart attacks for its members—and today, Kaiser Permanente Northern California members have a 30% lower risk of dying from heart disease than the general public.

**Additional Accolades**

The San Rafael Medical Center's Stroke Team received the American Heart/American Stroke

Associations' highest rating—the “Get with the Guidelines” Gold Plus Achievement Award and Target Stroke Honor Roll recognition for meeting the rigorous criteria necessary to provide highest quality stroke care.

For the third consecutive year, Kaiser Permanente's Medicare plan in California received the top 5-star rating (highest possible) from the [Centers for Medicare & Medicaid Services](#), and was the only health plan in the state to receive the top score.

### **Building Healthy Schools**

As part of Kaiser Permanente's commitment to fight the epidemic of childhood obesity, students and teachers at Laurel Dell and Short Elementary Schools in San Rafael will be more active and eat more healthy foods because of a new Thriving Schools grant from Kaiser Permanente.

The \$24,500 grant supports the Healthy Choices, Healthy Families Leads to Healthy Scholars project, provides Junior Coaches Playworks training, and partners with local agencies to help educate families about nutrition.

Currently, the Kaiser Permanente Community Benefit program is collaborating with local schools and community partners to implement Kaiser Permanente's [Thriving Schools](#) and [Fire Up Your Feet](#) programs, which provide evidence-based wellness tools at no cost to schools.