



Kaiser Permanente San Francisco

COMMUNITY BENEFIT REPORT 2005

As San Francisco's largest, integrated, nonprofit health care organization, Kaiser Permanente's social mission and most enduring organizational value is to improve the health of our community as well as the health of our members. Beyond providing for the needs of our members through our pre-paid, integrated health care system, we embrace our social obligation to provide benefit to the communities in which we operate. Improving the health of the communities we serve is fundamental to who we are as an organization; it differentiates us from our competition and engages our staff, our members, and the public in addressing the issues that affect our community.

Kaiser Permanente provides a broad level of community benefit in San Francisco that goes well beyond the episodic nature of charity care. For 52 years, we have demonstrated our long-term commitment to building a healthy community through a variety of programs and activities. We are committed to helping uninsured adults and children get the health care coverage they need to stay healthy. We believe it is especially important that children have access to preventive care since studies show that access to preventive health services results in lower overall health care costs for society, in addition to better health. Providing subsidized coverage to low-income individuals who are not eligible for publicly or privately subsidized coverage distinguishes Kaiser Permanente from other health plans

Our Community Benefit program is dedicated not only to reducing, but also to eradicating disparities in health care, particularly for populations at risk due to racial and ethnic disparities, through the following initiatives:

- Safety-net partnerships
- Community health initiatives
- Care and coverage for low-income families and individuals

Our objective is three-fold: to build strong community partnerships and policies that improve the quality and access to health care; to invest large-scale, long-term, in our community's health, and; to unite evidence-based integrated care and research with public health partners and community activism.

Kaiser Permanente achieves these objectives through its community grants process and by sharing clinical and operational best practices, disseminating critical health care knowledge, providing technical assistance, publicizing the outcomes of our research, training future professionals, sponsoring community-based events, and providing subsidized and charity care to low-income, uninsured and underinsured families and individuals.

SAFETY-NET PARTNERSHIPS

Kaiser Permanente believes in expanded access of health care and coverage to all with programs that provide assistance to the underinsured and uninsured. Our Safety-Net Quality Improvement Partnership with safety-net providers was developed to cultivate communitywide approaches to addressing disparities, including the development of patient-centered, community-focused, evidence-based chronic care management strategies.

Kaiser Permanente has contributed more than \$2 million in grants and technical assistance in 2005 to help build the capacity of ten community clinics, public hospitals, and health systems serving vulnerable populations in San Francisco.

We understand the complex health issues that challenge many communities, which is why we are expanding and fortifying our partnerships with safety-net providers. We are bringing together our clinical expertise, research capacity, technology, educational and charitable resources, as well as the commitment of our people to help meet those challenges.

This is not a new strategy: Kaiser Permanente's heritage of prevention has long included programs that support the management of chronic care conditions, such as obesity, asthma and diabetes. For more than a decade, we have worked closely with non-profit community clinics and clinic associations to improve the quality and cost-effectiveness of care for the uninsured to help build effective clinic management infrastructure, and promote a community-based system of disease management and prevention.

With a focus on quality improvement, leadership development, electronic health-record adoption, and expanding access through core support, Kaiser Permanente's goal is to develop sustainable solutions by providing community clinics with the tools and resources they need to provide preventive care, not just emergency care.

We are currently expanding and deepening these safety-net partnerships by reaching out to the San Francisco Community Clinic Consortium, San Francisco Department of Public Health, and San Francisco General Hospital. Through these partnerships, Kaiser Permanente seeks to improve the quality of health care for the insured and uninsured alike, and to reduce health disparities based on race, ethnicity, and economic status throughout San Francisco.

Partnering with San Francisco Community Clinic Consortium Supports Policy Work, AmeriCorps Healthcorps Program, Group Purchasing Program, and Health Information Technology

In 1997, Kaiser Permanente's Corporate Giving Committee launched a partnership with the San Francisco Community Consortium (SFCCC) to share and learn best practices related to the treatment of the uninsured and underinsured in the San Francisco community.

Kaiser Permanente currently funds the salary for a policy staff member who represents the needs of the uninsured and helps shape health care policy by building relationships at the federal, state, and local level. We also support the training and placement of HealthCorps interns in the San Francisco Community Clinics and the Department of Public Health. The mission of The Community HealthCorps (a subset of the AmeriCorps program) is to assure the provision of culturally appropriate preventive and primary health care to medically underserved populations and communities. HealthCorps members provide a variety of important health care services including patient coordination, health education, and case management. Many HealthCorps graduates are inspired to pursue careers in medicine and public health, which provides a stream of highly qualified and motivated professionals into the health care work force. Kaiser Permanente also supports the salary of a "Group Purchasing Coordinator" who oversees the Group Purchasing Program. This program enables small community clinics to purchase equipment and supplies at a discounted rate, so they can direct a larger portion of their financial resources toward patient care. Additionally, \$125,000 was awarded to SFCCC to support Health Information Technology efforts with their ten partner clinics and the Department of Public Health.

Annual Grant Award: \$60,000.

Supplemental Grant Award: \$125,000

Improving San Francisco's Chronic-Care Management

In 2005, Kaiser Permanente awarded nearly \$1.2 million dollars to the Safety Net to build stronger, quality-improvement programs and infrastructure focused on the management of chronic conditions. The San Francisco Department of Public Health (SFDPH) and four San Francisco community clinics received \$100,000 each, including: Glide Health Services, Mission Neighborhood Health Center, Northeast Medical Services South of Market Health Center, St. Anthony's Free Medical Clinic. \$200,000 was also awarded to support the collaborative efforts between the San Francisco Community Clinic Consortium (SFCCC) and SFDPH. \$480,000 was awarded to the SFCCC to build an infrastructure for quality improvement in the care of patient populations with chronic conditions in partnership with SFDPH.

Grant Awards: \$1,180,000

"Kaiser has provided us with videos, health education materials, and has generously donated the time and resources of their staff. We enjoy a beneficial relationship with Kaiser, and hope to continue to do so in the future."

– Theresa Dunn,
Family Nurse Practitioner,
St. Anthony
Free Medical Clinic