PARTNERING TO PROVIDE EXCELLENT CARE
Every patient will live the healthiest life possible

OUR VISION
We partner with patients to provide excellent care with compassion and respect.
OUR VALUES

- Service
- Empathy
- Integrity
- Excellence
- Innovation
- Collaboration
BUDGET AND STAFFING

$342M ANNUAL BUDGET

474 MEDICAL STAFF

1256 STAFF
MEDICAL HOME FOR
44,000 PATIENTS

DIVERSITY
47% Mexican
15% White
7% Filipino
6% Guatemalan
6% Salvadorean
4% African American
3% Chinese
12% Other
LOCATIONS ACROSS THE COUNTY

- Daly City Health Center
- Daly City Youth Health Center
- South San Francisco Clinic
- 801 Gateway
- San Mateo Hospital and Clinics
- Coastside Clinic
- Sequoia Teen Wellness Center
- Fair Oaks Health Center

- Mental Health Primary Care Clinics
- Burlingame Long-Term Care
# SCOPE OF SERVICES

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Description</th>
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| **Ambulatory Care**              | 14 Primary Care Clinics  
Senior Care Center  
20 Dental Operatories  
22 Medical/Surgical Specialties  
Pain Management Clinic          |
| **Medical/Surgical Acute Care**  | Emergency, ICU, Keller Center  
Medical/Surgical Units, Infusion  
Operating Rooms, Short Stay Unit |
| **Psychiatric Acute Care**       | Emergency and Inpatient                                                    |
| **Long-Term Care**               | Burlingame and San Mateo                                                  |
| **Ancillary Services**           | Laboratory, Radiology, Pharmacy, Respiratory, and Rehabilitation            |
VOLUME OF SERVICES (ANNUALLY)

- **237,000** CLINIC VISITS
- **39,000** MEDICAL EMERGENCY VISITS
- **3,000** PSYCH EMERGENCY VISITS
DAYS OF CARE (ANNUALLY)

11,000
SKILLED NURSING

14,000
MEDICAL SURGICAL ICU

11,000
INPATIENT PSYCHIATRIC
STRATEGIC GOALS

PATIENT CENTERED CARE

EXCELLENT CARE

RIGHT CARE, TIME, PLACE

STAFF ENGAGEMENT

FINANCIAL STEWARDSHIP
LEARN ENGAGE ASPIRE PERFECT

• LEAP is the method we use to continuously improve how we lead and the care we provide

• Rooted in deep respect for patients and staff

• Helps us identify strategic focus areas
LEARN ENGAGE ASPIRE PERFECT

• Key Elements:
  • Developing and supporting people
  • Transforming Results
  • Improving Care

• Uses Scientific Method (Plan, Do, Study, Adjust)
OBSERVE COMPLEX PROCESSES
PLAN OUR EXPERIMENTS

1. Problem or Need
2. Current Condition
3. Target Condition
4. Action Plan & Key Learnings
INCREASE VALUE FOR PATIENTS

Variable Outcomes (Current State)

Stabilize & Standardize (Target Condition)

Improvement

Ideal State
TRANSFORMING ENDOSCOPY
TRANSFORMING ENDOSCOPY

800 PATIENTS WAITING
6 PROCEDURES PER DAY

0 PATIENTS WAITING
10 PROCEDURES PER DAY

Call first to check vaccine availability

PATIENTS WAITING
PROCEDURES PER DAY