

About Kaiser Permanente & Thoughts on Span of Control

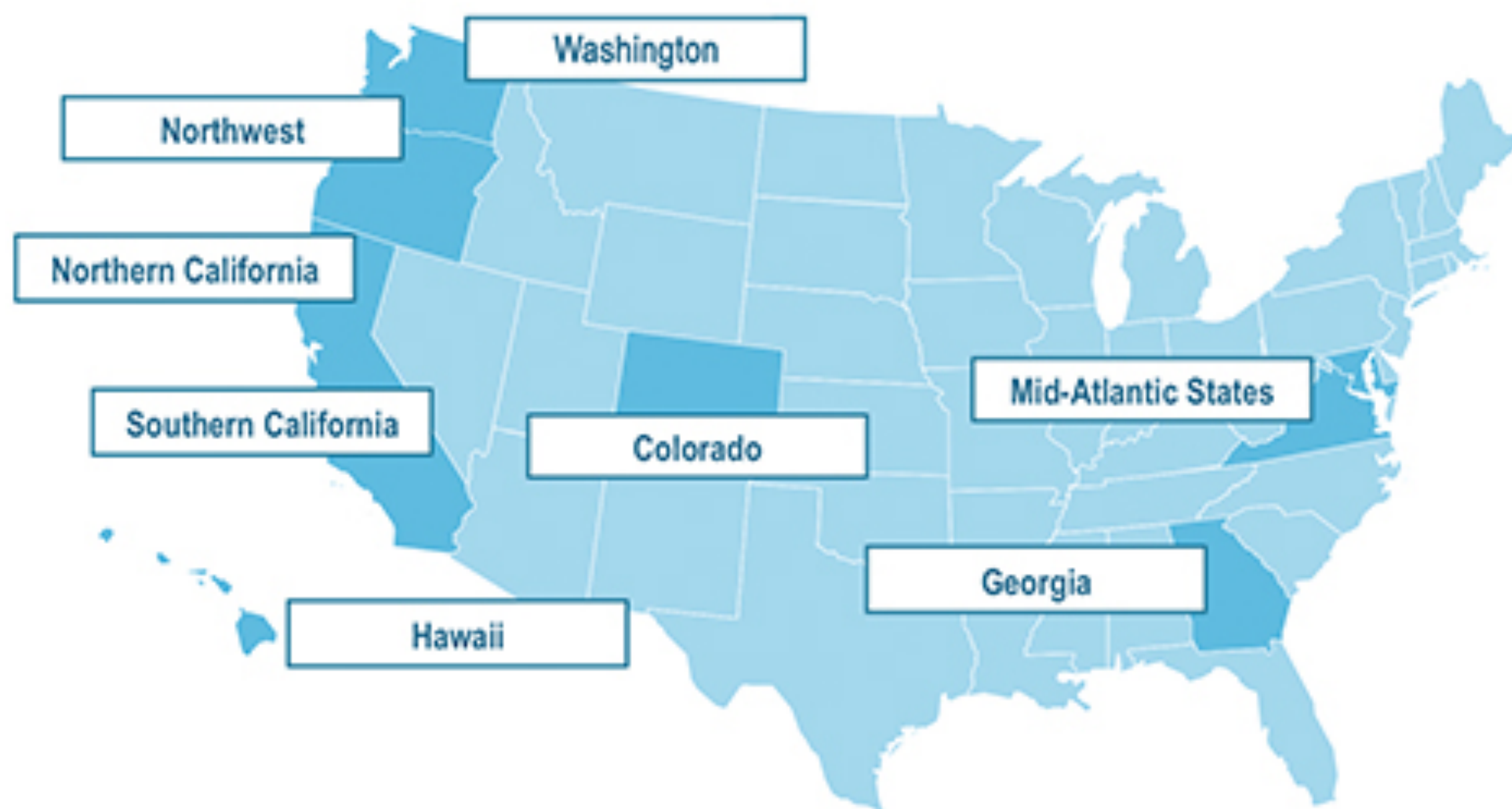
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Vice President

Kaiser Permanente

Regional Patient Care Services Southern California & Hawai'i

Kaiser Permanente



Our mission is to provide affordable, high-quality health care services to improve the health of our members and the communities we serve.

Kaiser Permanente is America's largest not-for-profit health plan. Founded in 1945, it is a nonprofit, group practice program headquartered in Oakland, California. Kaiser Permanente serves 12 million members in eight states including Oregon, Washington, California, Colorado, Georgia, Virginia, Maryland, Hawaii, and the District of Columbia.

Today, KP encompasses the nonprofit Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals and their subsidiaries, and the for-profit Permanente Medical Groups.

Nationwide, Kaiser Permanente has 209,000 employees and staff, and more than 21,000 physicians representing all specialties.

Kaiser Permanente Southern California

With diversity as its dominant characteristic, more than 71,000 Kaiser Permanente Southern California (KPSC) employees and staff, and nearly 7,300 Southern California Permanente Medical Group physicians provide health care services to 4.5 million members at the Southern California Region's 15 medical centers and 230 medical offices.



4,532,961

Health Plan members

7,274

Physicians

15

Medical centers

230

Medical offices

42,500

Babies delivered

71,059

Employees

24,776

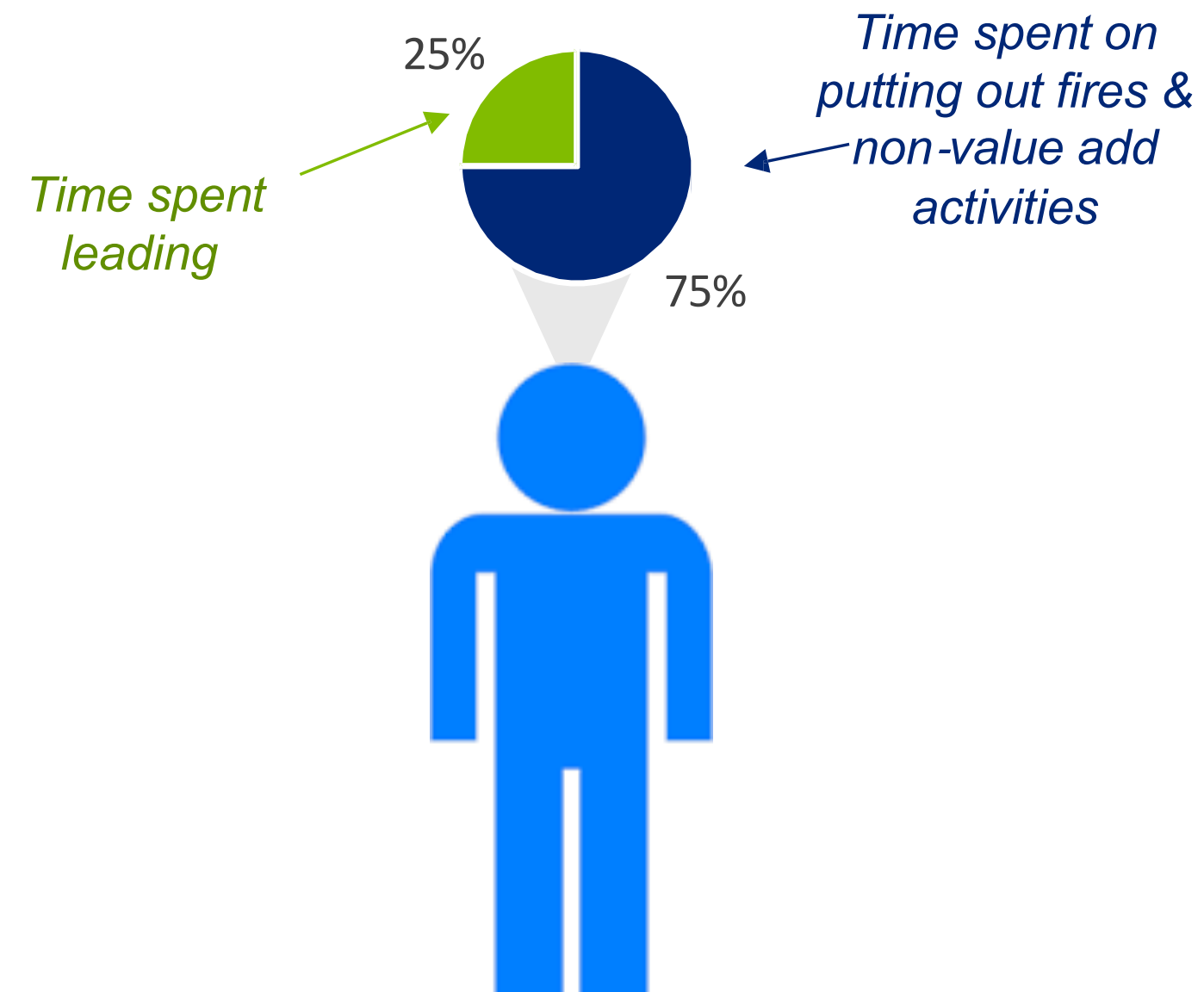
Nurses

2,213,425

Registered kp.org users

Span of Control - Creating Space to Lead

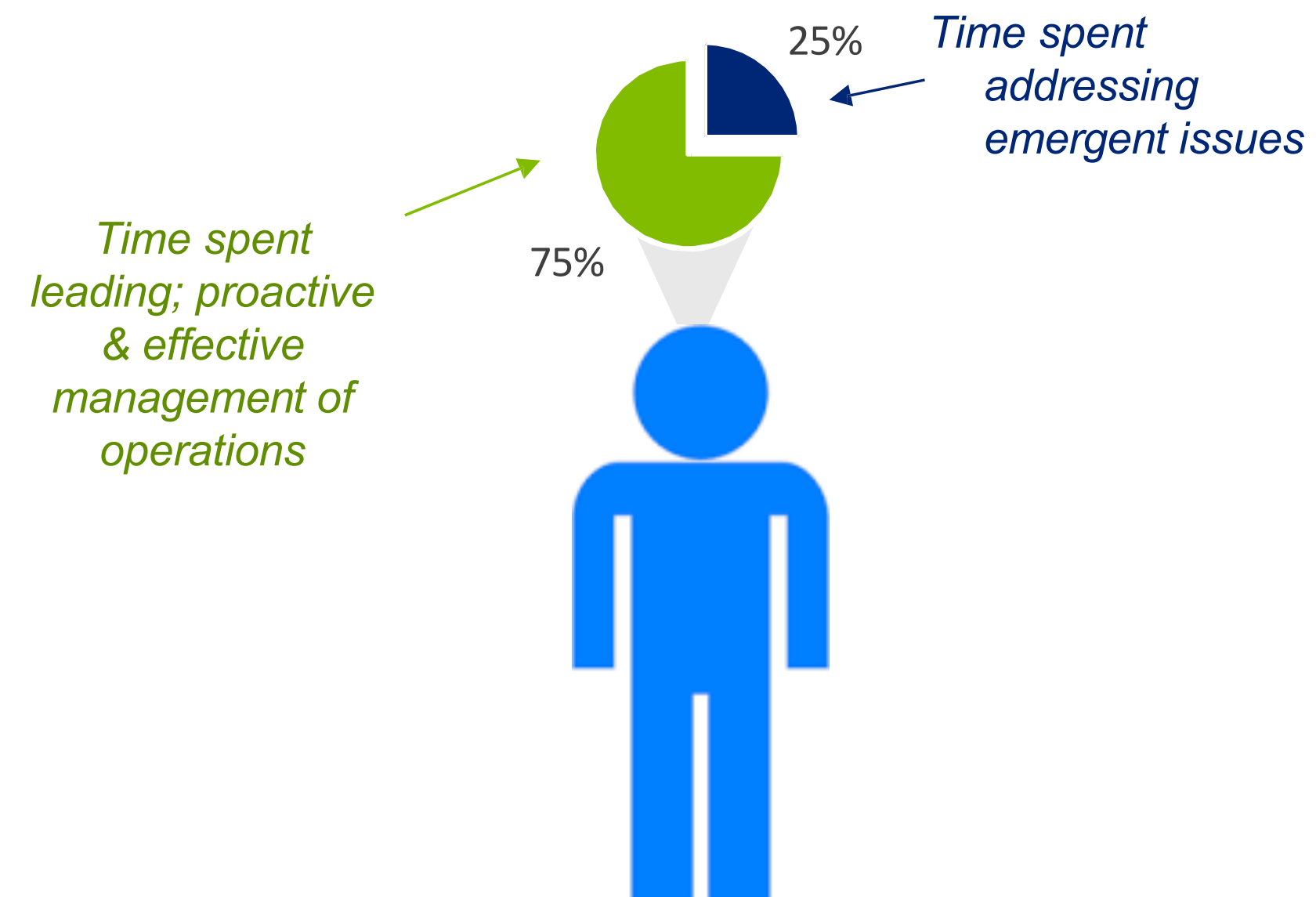
Current State Front Line Manager: Initiative Overload



Today

- Primary focus on staffing
- Not enough time to lead, be visible to staff
- Too much data, not actionable
- Inadequate decision making
- Effective rounding is inconsistent

Future State Front Line Manager: Prioritized & Manageable Initiatives



Tomorrow

- Adequate planning and staffing
- Time prioritized for leadership & management duties
- Access to the right data at the right time
- Strong link between data, decisions, and ability to measure change
- Rounding for outcomes

Thank you.