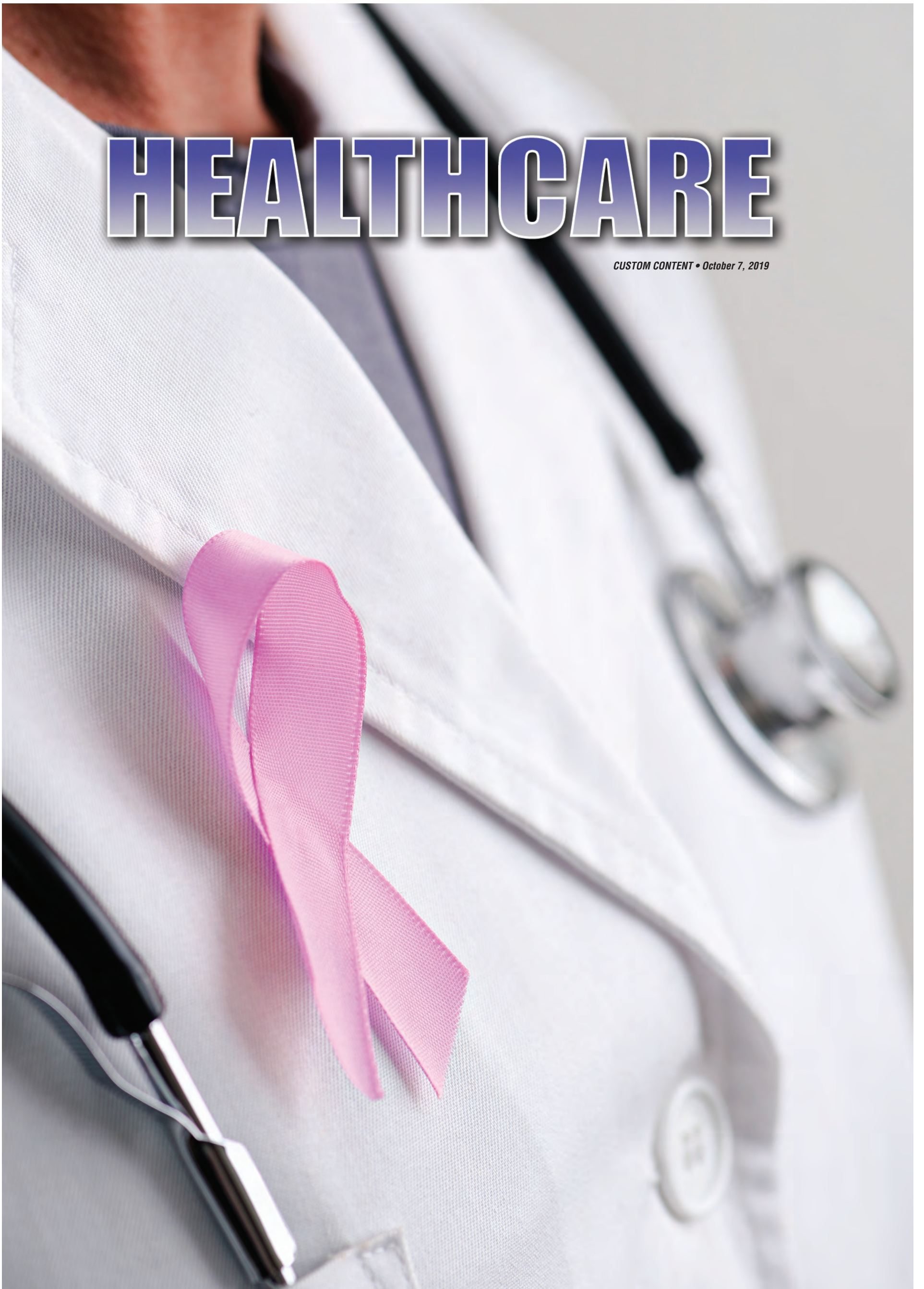


# HEALTHCARE

*CUSTOM CONTENT • October 7, 2019*







# We stop at nothing to fight your cancer

Cancer may be more than 100 different diseases, but at the UCI Health Chao Family Comprehensive Cancer Center, we specialize in yours.

As Orange County's only National Cancer Institute-designated comprehensive cancer center, we lead the way in translating scientific research into advances in patient care.

Our deep bench of experienced specialists includes nationally and internationally recognized pioneers in cancers of the blood, brain, breast, gastrointestinal tract, kidney, lung, ovaries, prostate and uterus, among others.

And as part of UCI Health, Orange County's only academic medical system, we not only have the largest team of cancer experts in our region, but also the most advanced diagnostic and treatment technologies and the area's most modern clinical facilities.

## Powered by a research university

The cancer center's 200-plus members come from more than 32 academic disciplines at UC Irvine's schools of Medicine, Biological Sciences, Physical Sciences, Information & Computer Science, Engineering and Business.

"Our researchers work side-by-side with doctors to give patients quicker access to the newest treatments," says Richard Van Etten, MD, PhD, director of the cancer center, which has received more than \$40 million in current research funding.

That includes a recent \$10-million National Institutes of Health grant for groundbreaking cancer research projects centered on the field of systems biology.

"We are positioned to do this novel research because we are embedded within a great research university," Van Etten says. "Other hospitals that lack a university can do research. But we have the complete infrastructure to do this type of complex systems biology work."

## Why choose us?

- No cancer is rare to us. We treat more patients with cancer — and more complex cases — than any other healthcare provider in Orange County.
- We have the largest team of physicians and scientists working together to harness the latest research and develop new approaches to prevent, diagnose and treat cancer. For example, our brain tumor team has 18 clinical trials in progress and \$13 million in research funding.
- We have the largest number of active cancer clinical trials in Orange County and the surrounding region. This gives our patients access to promising experimental medicines long before they are available elsewhere.
- Community healthcare providers rely on us to offer potentially life-preserving treatments to patients for whom standard therapies have failed.

## The future is here

Chao Family Comprehensive Cancer Center researchers are hard at work developing alternatives to standard chemotherapy regimens, including efforts to target specific cancer cells and therapies to trigger the immune system to fight cancer.

"Today's new targeted therapies and immunotherapies are really amazing game changers because they can put people into remission," Van Etten says. "We are curing previously incurable cancers. We're taking other cancers and turning them into chronic diseases that patients can live with. The future is already here."

To make an appointment, call 714-694-2168.

For information on clinical trials, email [ucstudy@uci.edu](mailto:ucstudy@uci.edu) or call 877-UC-STUDY (877-827-8839).

**UCI Health**

Chao Family  
Comprehensive Cancer Center





HER ODDS AGAINST CANCER WERE TOUGH.  
HER BABY'S WERE IMPOSSIBLE.

# STOP AT NOTHING

**TO DELIVER THE  
EXTRAORDINARY.**

When others said an unexpected pregnancy should be ended due to chemotherapy treatment, UCI Health challenged the odds to find a way to save both lives. It's one reason we'll continue to stay at the forefront of treating cancer.

Learn more at [ucihealth.org/stopatnothing](https://ucihealth.org/stopatnothing)  
or call 714-456-8000.



**UCI Health**

Model used for illustrative purposes only.



# MemorialCare Looks to Future with Healthplan Partnerships, Expanded Network



Barry S. Arbuckle, Ph.D., is President and CEO of MemorialCare, a leading Southern California not-for-profit integrated health care delivery system

If you want to lower your employee healthcare costs while keeping your workforce healthy, there are compelling reasons to look to MemorialCare. We are the leader in value-based healthcare, a model that rewards providers and health plans for working together as a team to lower cost and improve quality.

## MemorialCare in More Value-Based Products

MemorialCare is featured in more value-based health benefit offerings than any other health system in Southern California, in partnership with health plans including Anthem Blue Cross, UnitedHealthcare and Aetna.

Value-based care

is demonstrating real, tangible cost savings and improved health outcomes.

healthcare throughout Orange and Los Angeles Counties at a substantially lower cost.

MemorialCare also offers Direct-to-Employer (DTE) options, including the customized, direct contract between MemorialCare and Boeing, the MemorialCare Health Alliance. This is the first DTE plan of its kind in California. Since its implementation in 2017, MemorialCare Health Alliance has helped significantly reduce Boeing's healthcare costs and provide an exceptional experience for Boeing employees. Because of this success, the Boeing Company and MemorialCare agreed to extend the partnership by another two years for a total of seven years.

## Ever-Expanding Care Network

One of the key components of value-based care is ensuring that patients receive the right care, at the right time, in the right setting. Not every illness or injury requires a hospital visit. Many can be addressed at a high-quality ambulatory care site, where overhead is less expensive, and the caliber of the clinicians and equipment are on par with MemorialCare's award-winning hospitals.

MemorialCare offers a network of 365 primary care physicians and 2,000 leading specialists. There are also 28 ambulatory imaging sites, eight freestanding surgical centers, nine urgent care centers, 13 community-based dialysis sites and seven home-based dialysis programs.

## Looking to the Future

The MemorialCare Children's Village, scheduled to open in 2021, brings 36 pediatric specialties under one roof, including pulmonology, pediatric cardiology, and pediatric orthopedics.

In addition, MemorialCare is capitalizing on the strength and reputation of the MemorialCare Breast Centers by creating a network of community-based screening centers. In addition to MemorialCare's hospital-based comprehensive centers, there are now 10 satellite centers with new sites opening in Huntington Beach, Newport Beach and Rancho Mission Viejo.

## Recognized for Exceptional Care

Our commitment to value-based care has made us one of Southern California's most well-regarded health systems. The 2018 Patient Assessment Survey named MemorialCare Medical Group number one in Orange County for overall patient satisfaction. Greater Newport Physicians (GNP) earned the number two spot in Orange County.

Edinger Medical Group, MemorialCare Medical Group and GNP were awarded the Standard of Excellence Elite Status by America's Physician Groups, the leading association in the country representing physician organizations practicing coordinated care.

The IHA Medicare Advantage report card gave Edinger Medical Group a 4.5-star rating out of five stars and both MemorialCare Medical Group and GNP earned a 4-star rating.

## Look to MemorialCare

As a decision-maker, you're looking for a higher-quality, more cost-effective approach to employee healthcare. MemorialCare's value-based care approach provides exceptional medical care at a lower cost. Visit [MemorialCare.org](http://MemorialCare.org) or contact Cathy Capaldi, SVP, at (714) 377-2960 or [ccapaldi@memorialcare.org](mailto:ccapaldi@memorialcare.org) to learn more about MemorialCare's convenient, accessible, value-based healthcare options.

## MemorialCare Director of Health and Wellbeing Named WELCOA 2019 Top Health Promotion Professional



Melanie Cumbee, Director of Organizational Health and Wellbeing at MemorialCare, is WELCOA's 2019 Top Health Promotion Professional

Melanie Cumbee, Director of Organizational Health and Wellbeing at MemorialCare, was awarded the WELCOA (Wellness Council of America) 2019 Top Health Promotion Professional, a distinction that honors wellness professionals who have successfully created a sustainable culture of workplace wellbeing. Cumbee, who joined MemorialCare in 2008, worked closely with Tammie Brailsford, Chief Operating Officer, to create The Good Life employee wellness program.

Through The Good Life employees have access to a variety of resources, among them onsite coaching, fitness classes, an employee health clinic, online employee wellness portal, and fully-equipped employee gyms at multiple locations. The Good Life has been recognized with the Innovation Award from the American Heart Association for its onsite employee coaching program called The Good Life In Balance, designed for employees with diabetes, pre-diabetes or weight management concerns.

Since The Good Life launched 10 years ago, the initiative has improved both the way MemorialCare employees view their workplace and their overall wellbeing. In a recent employee survey, 75% of participants reported that The Good Life makes MemorialCare a great place to work. Ninety-three percent reported developing positive daily habits over the last year.



MemorialCare's newest primary care sites include Huntington Beach (pictured), Torrance and Laguna Hills. More MemorialCare health centers are opening across the region, including Los Alamitos, Tustin, Rancho Mission Viejo, and Laguna Woods

MemorialCare is Aetna's exclusive Orange County partner for Aetna Whole Health, a benefit plan for both self-insured and fully-insured companies. With Aetna Whole Health, MemorialCare has reduced unnecessary hospital utilization, achieved 100% of quality measures, and beat the market managing population health costs. Aetna Whole Health membership more than doubled from 2017 to 2018. Building on the success of this high-value PPO, an HMO version of this product was created this year. This product is available to employers in Orange and Los Angeles counties and is appealing to small employers as well as mid-sized and large companies.

MemorialCare has also partnered with Anthem Blue Cross, along with six other health systems, to create Vivity, a high-value HMO product that provides patients with increased access to exceptional



The MemorialCare Children's Village, located on Miller Children's & Women's Hospital campus, will be completed in 2021 and feature 36 pediatric specialties under one roof.



# What if you could offer health benefits for less?



MemorialCare is the region's leader in value-based healthcare. Our unique health benefit products hold us accountable for delivering exceptional care and service at a reduced cost.

Your employees can have access to hundreds of award-winning primary care physicians, thousands of specialists, convenient urgent care, imaging and surgery centers near where they live and work.

For your business and your employees we are dedicated to delivering value. At **MemorialCare**, we do **what's best for you**.



**Learn more about our employer health plans.**  
[memorialcare.org](http://memorialcare.org)





## Hoag Orthopedic Institute Leads Way in Same-Day Joint Replacement

### *New Approach Gets Patients Back to their Lives Quicker and Safer*

Hip and knee joint replacement surgery has been undergoing a revolution in recent years, and Hoag Orthopedic Institute (HOI) is on the forefront of that change, leading the way for same-day joint replacement surgery since 2015. HOI has performed more hip and knee replacements than any other hospital in California since 2011. But more than the number of patients treated, it's the dedication to quality and exceptional outcomes for each patient that sets HOI apart from others.

In 2015, a multidisciplinary team of orthopedic surgeons, anesthesiologists, physical therapists, nurses and administrators met to discuss a new movement they had identified among hip and knee replacements – the opportunity to send patients home within 24 hours of surgery instead of keeping them overnight in the hospital. Many patients find the experience perfectly suited to their busy lives.



"At the time, experts were talking about possibly discharging knee patients the same day," shared Dr. Steven Barnett, one of HOI's premier orthopedic surgeons and one of the leaders in developing this same-day joint surgery protocol named the Enhanced Recovery Program (ERP). "We realized as a team that many hip replacement patients had less pain in the immediate post-op period, so there was no reason why they couldn't be discharged the same day. HOI was among the first institutions to discharge hip replacements the same day, followed shortly by knee replacements once we perfected those protocols specifically."

"Joint replacement surgery is not one size fits all, and that's probably one of the biggest misconceptions that people have about these procedures," added Dr. Barnett. "At HOI, we have always put each patient's needs first in developing their individual care plan, and for a number of patients, they can recover extremely successfully at home after being discharged within a few hours of surgery. But the key is safety."

#### **Enhanced Recovery Program for Same-Day Joint Replacement Surgery**

Four of the biggest components for developing the criteria for same-day joint replacement surgery patients revolved around pre-surgery patient education, hydration, changing the anesthesia process during surgery and improving pain management after surgery.

HOI provides important pre-surgery education classes for all patients so they can understand how to prepare and what may go into their surgery, and what their recovery will look like. The ERP class is structured as a smaller, interactive forum for the patients and their mandatory "buddy," their designated caregiver on-site during surgery and immediately after.

"In our enhanced recovery class, we focus more on preparing the patient for surgery in terms of how to keep their house safe, what they need to do to stay mobile after surgery, and the importance of having their buddy assist them with the process," said Jen Brandon, DPT, MPT, manager of rehabilitation services and certified geriatric clinical specialist at HOI.

In reviewing the anesthesia approach, Dr. Klane Hales and Dr. Leighton Smith, anesthesiologists with HOI who are on the multidisciplinary team driving the enhanced recovery program, both shared that new research on patient recovery after surgery indicated they needed to look at hydration as well as their pre, intra-op and post anesthesia and pain management process.

"Our goal at HOI is to minimize the amount of anesthesia given to patients – while simultaneously minimizing pain – to avoid nausea and help patients become mobile more quickly," shared Dr. Hales.

While patients undergoing traditional joint replacement are not able to eat or drink prior to midnight, research done by HOI as well as other experts showed that hydrating several days prior to surgery up until two hours before surgery was shown to minimize the side effects of anesthesia and help patients recover more quickly in the convenience of their homes.

#### **Approach Seeks to Reduce Need for Pain Medication such as Opioids After Surgery**

The anesthesia approach was altered to a non-opiate based method, which includes pre-operatively administering Tylenol, muscle relaxer and anti-inflammatory medication, then intraoperatively giving a short-acting anesthetic all while monitoring each patient's brain activity to determine if more anesthesia is needed. This has reduced the use of narcotics, eliminated the need for use of a catheter during the surgery, reduced the amount of blood clots and enabled patients to wake up more quickly after surgery.

"This approach to anesthesia has been clinically proven to decrease narcotics used during and after surgery and more importantly, shown to decrease reliance on opioids after surgery," added Dr. Smith.



For post-surgery pain management, HOI surgeons have been working diligently to reduce the use of pain medication. "Historically, we know that pain medication has been overprescribed, and our goal is to reduce that and ensure they can manage their pain safely and effectively at home," stressed Dr. Barnett. "I have many ERP patients who report only needing to use Tylenol on occasion and we're seeing this trend increase, which is a great thing for preventing overuse."

#### **Discharge Time: From 2 Days to 2 Hours After Surgery**

In looking at the overall patient experience for joint replacement, the length of stay in the hospital has drastically changed. Before HOI's enhanced recovery program's inception, the average length of stay for a joint replacement patient was 2.1 days. When the ERP program started, the specific same-day discharge joint replacement patient's length of stay was about 15 hours (surgery to discharge) and today HOI has *patients leave as early as two hours post-surgery*.

HOI's thought leaders such as Dr. Robert Gorab, Dr. Barnett, and Brandon have presented their research results with peers across the nation at many national conferences.

"We value all our staff and take their suggestions to improve our care for patients very seriously. This program is an excellent example of everyone working together for the greater benefit of our patients," added Dr. Smith, who also serves as HOI's chief of staff.

*For more information on how We Get You Back to You at Hoag Orthopedic Institute, or to find an orthopedic doctor, please visit [hoagorthopedicinstitute.com](http://hoagorthopedicinstitute.com) or call (855) 999-4641.*



# BACK TO YOU

The body is made for work, play and adventure. When pain gets in the way, let the specialists at Hoag Orthopedic Institute help get you back to being you.



Hoag  
Orthopedic  
Institute



**We Get You Back to You™**

For more information about the award-winning orthopedic program or to find a physician, visit [HOIExperts.com/Awards](https://HOIExperts.com/Awards) or call **855-577-3928**.

PROUD MEDICAL PARTNER OF  
THE LOS ANGELES CHARGERS  
AND ORANGE COUNTY SC







## CHOC Children's Team Using New Device to Close Heart Defect in Tiny Patients

Tiny premature babies who suffer from a common but potentially fatal opening in their hearts are now being treated with a new device by physicians at CHOC Children's.

The team successfully completed the first procedures this past spring to close a patent ductus arteriosus (PDA), an opening between two blood vessels of the heart that has failed to close on its own.

CHOC Children's Hospital became one of the first hospitals to use the Abbott Amplatzer Piccolo™ Occluder since it was approved by the U.S. Food and Drug Administration in early 2019.



"We've never had the capability of doing this here at CHOC," said Dr. Amir Ashrafi, a neonatologist and director of CHOC's cardiac neonatal intensive care unit.

"While closing a duct in a catheterization lab is not a new technology, closing a duct in a cath lab in very small babies is a big deal," he said. "The fact that we are now going to be one of the centers that are doing this, that is a big deal."

PDAs are among the most common heart defects in premature babies. The opening, also called a duct or channel, is present in all fetuses and plays a vital role in allowing oxygen-rich blood from the mother to circulate through the unborn child's body. In most cases, it closes spontaneously after birth. But out of the 60,000 infants born prematurely each year, one in five, or about 12,000, has a PDA severe enough to require urgent medical attention.

"What happens is that blood goes in the wrong direction," Dr. Ashrafi said. "So, instead of blood going to the body, it goes into the lungs, so now the lungs get flooded."

Without treatment, PDAs can cause breathing difficulty and a variety of other problems.

"It affects their feeding, because they're having such a hard time breathing," said Dr. Gira Morchi, a CHOC interventional pediatric cardiologist. "It's a cascade effect. It can affect the GI tract, kidneys and the brain. Taking away the extra workload on the body allows for recovery."

Abbott had previously developed the Amplatzer™ Duct Occluder to treat the same problem in larger pediatric patients. The new, smaller, device — measuring 3 mm by 2 mm — can be used in patients as young as 3 days old and as little as 1.5 pounds, or 700 grams.

Surgery is minimal: A small incision is made in the baby's leg, near the groin area, to access a vein leading to the heart. A catheter is inserted, with the device inside. It's the size of a pea and made of tightly woven metal mesh.

Cameras and ultrasound guide the operator — in this case, Dr. Morchi — to correctly position the device in the heart, she said. The device is deployed and placed in the opening, where it expands on its own. The device stays in the body, with tissue healing around it.

The first patient was a girl from Fullerton who was born at 28 weeks gestation and weighed 1.1 kilograms. The second patient, a girl from Huntington Beach, was born at 25 weeks gestation and weighed 800 grams.

The procedures were conducted when the babies were 2.5kg and 2.4 kg, respectively. The device is approved for much smaller infants than those, but the CHOC team is being selective about its cases.

Dr. Morchi herself has been doing such catheterizations for a decade.

"We're very comfortable with actually doing the procedure, so the real art here is to keep the babies stable while this procedure is happening," she said.

That means conditions in CHOC's cardiac catheterization lab should closely match those in the NICU, including keeping the temperature warm. Start to finish, the baby is in the room for 90 to 120 minutes, but the actual procedure only takes 20 to 30 minutes, Dr. Morchi said.

Besides Dr. Morchi, the interventional cardiology team also included Dr. Sanjay Sinha and Dr. Mitch Recto.

The achievement was the result of a two-year collaboration between CHOC and UC Irvine. Credit also goes to Dr. Evan Zahn of Cedars Sinai Medical Center in Los Angeles, who was an early adopter of the procedure and was lead investigator in the FDA approval study for the Abbott device. The trial included 50 patients at eight facilities in the United States.



Upon FDA approval of the device, Abbot Vascular recognized CHOC as one of the first hospitals in America to use it for some of the smallest and most vulnerable patients.

"This device offers a new era in treating PDAs and was successful at CHOC in great part due to a strong effort of collaboration between the cardiologist and the neonatologists," said Dr. Sinha, a pediatric cardiologist at CHOC and UC Irvine.

CHOC is exclusively committed to improving the health and well-being of children through clinical expertise, advocacy, outreach, education and research. Its growing healthcare community includes two state-of-the-art pediatric hospitals in Orange and Mission Viejo, many primary and specialty care clinics, a mental health inpatient center, and four clinical centers of excellence — the CHOC Children's Heart, Neuroscience, Orthopaedic and Hyundai Cancer Institutes.

At the CHOC Heart Institute, a highly specialized and board-certified pediatric cardiology team and cardiothoracic surgeons provide patients and families with comprehensive care for congenital and acquired heart disease, new symptoms that may be related to the heart, pediatric heart surgery, and advanced cardiac services.

The cardiac NICU is a special unit of CHOC's neonatal intensive care unit that provides comprehensive care for babies with congenital heart defects, including those complicated by prematurity, low birth weight or multi-organ disease.

Led by physicians who are dual-trained in both neonatal intensive care and cardiac intensive care, the eight-bed unit features the latest technology, including full extracorporeal life support support and the capability to perform emergency bedside surgery. The unit promotes multidisciplinary collaboration and actively researches techniques to maximize neuro-developmental outcomes and minimize long-term complications.

To learn more about CHOC, visit [www.choc.org](http://www.choc.org).





Childhood  
HAS NO RULES.  
EXCEPT  
ROCK BEATS SCISSORS.

At CHOC Children's, we are sworn to keep the magic of childhood alive and well. Learn more at [CHOC.org](https://www.choc.org)







## When You Hear The Life-Changing Words “You Have Cancer”

CITY OF HOPE EXPERTS OFFER ADVICE FOR WOMEN FIGHTING BREAST CANCER

You're an accomplished career woman, a devoted mom, perhaps a caretaker for your aging parents. You're used to taking care of others while juggling your ever-growing to-do list. And then you receive the news that changes you forever: You have cancer.

As physicians who specialize in treating breast cancer, we understand the toll a breast cancer diagnosis takes and we know how overwhelming it is. Information comes at you quickly while you're dealing with a range of emotions.

Here's what we want patients and anyone impacted by breast cancer to know about finding the best care. We've seen thousands of women survive and thrive after breast cancer. It's a one-step-at-a-time process that starts with getting the right information and making crucial decisions at the right time.

### The Right Place for Care

Many people diagnosed with breast cancer have a sense of urgency and want to jump right in and start treatment. However, in most cases, there is time to research and, most importantly, get a second opinion. It's crucial to find a physician who specializes in your kind of cancer and has access to the latest treatments and therapies.

### Get a Second Opinion

Getting a second opinion for something as life-changing as cancer is vital. The purpose is to have another breast cancer specialist review your test results, give an opinion about your diagnosis, and recommend treatment options. In some cases, a second opinion will confirm your doctor's diagnosis and plan. Or, you may gain more details about your type of cancer. For some, a second opinion can lead to new treatment options; getting the right diagnosis and treatment plan is important.

“Getting a second opinion for something as life-changing as cancer is vital.”

We believe patients deserve to be fully aware of and understand all the treatment options available to them. Our team of experts provide a thorough understanding of the latest advances and treatments available. With this information, you can feel confident about what at first may feel like an overwhelming treatment plan. It's also important to get a second opinion before treatment begins so that you can go into your treatment assured that the path you've selected is the best one for you.

### Not All Cancer is Alike: Know Yours

We can't emphasize enough that knowledge is power with breast cancer. Not all cancers are alike. Before selecting the treatment plan that's right for you, you'll want to know everything about your specific cancer. There are several key elements. First, there is staging or the degree to which cancer has advanced and spread to other parts of the body. Staging is measured on a scale of one to four, with four being the most advanced disease. You also want to know if the tumor is driven by hormones, specifically estrogen or progesterone.

Cancers that are sensitive to hormones — estrogen receptor (ER) positive or progesterone receptor-positive (PR) — typically grow more slowly and respond better to certain treatments. For example, if you're ER-positive, treatment with anti-estrogen hormone therapy may block cancer cell growth. Finally, you want to select a medical center where you can participate in clinical trials.

City of Hope is bringing its highly specialized cancer care, phase I through III clinical trials and early detection and prevention closer to home for residents of Orange County. Our comprehensive cancer campus of the future will open in Irvine in 2021. The county's only specialty hospital exclusively focused on treating and curing cancer will open in 2025. And early next year, we'll begin seeing patients at our first clinical location in Newport Beach, offering medical and surgical oncology services, with a focus on breast cancer treatment.

We're coming to this community to alleviate unnecessary hardships on cancer patients and their families. We've made a promise to our patients: When we take your hand, we never let go.

### To learn more about City of Hope Orange County, visit [CityofHope.org/OC](http://CityofHope.org/OC)

To make an appointment with Dr. Smith, who is currently practicing in City of Hope's Fountain Valley office, please call 949-763-2204.

City of Hope is a world-renowned independent research and treatment center for cancer; our physicians and scientists only focus on treating and curing the disease. We're currently conducting more than 500 clinical trials, speeding pioneering treatments to the people who need them today. And we understand that healing is more than physical. Our personalized supportive care services include social workers, psychiatrists and others who partner with patients and their families to address the many physical and emotional issues that can arise during and after treatment. City of Hope is the model for other institutions across the country.

**Wade Smith, M.D.** is a medical oncologist with expertise and training in a variety of cancers. Particularly passionate about treating breast cancer, Dr. Smith is an assistant clinical professor in City of Hope's Department of Medical Oncology & Therapeutics Research.



**Joanne Mortimer, M.D.** is the Baum Family Professor in Women's Cancers, and vice chair and professor of the Department of Medical Oncology & Therapeutics Research. A nationally recognized expert, Dr. Mortimer brings together scientists from across disciplines who aim to prevent cancer, develop better treatments and help survivors live full, healthy lives.





City of Hope is ranked the best cancer hospital  
in California by U.S. News & World Report  
and, most important, by cancer survivor Nicole Schulz.

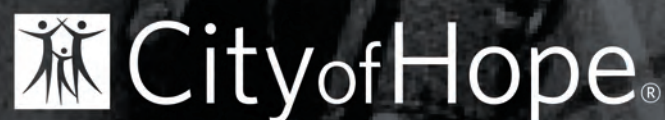
We're honored by the recognition from U.S. News, but we don't let it make us complacent. Instead, we use it as inspiration.

Because our patients' health is what propels us forward. Their well-being is at the forefront of every decision we make. For us, remission is our only rest point. A full cure, the only goal.

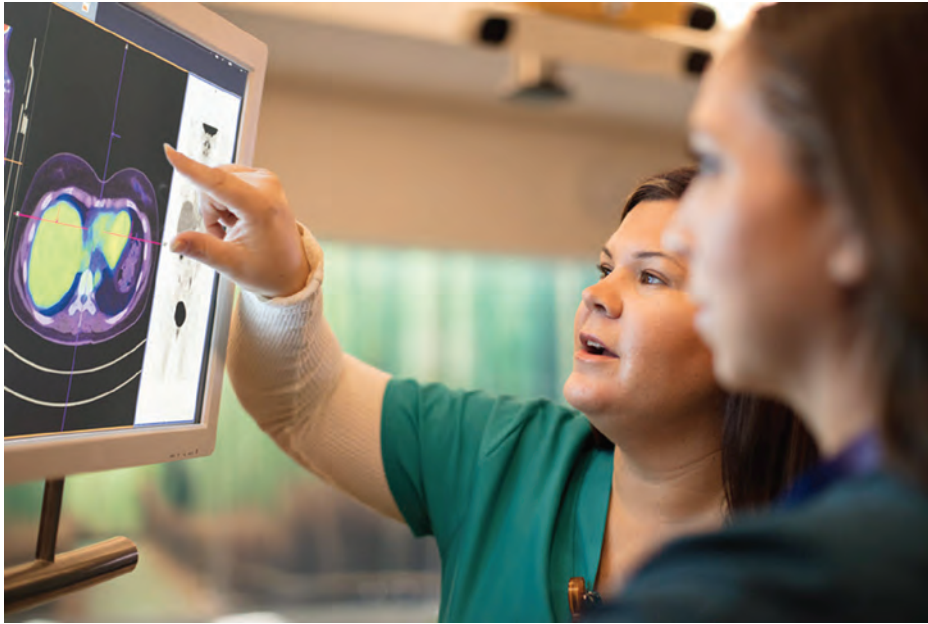
We're dedicated to delivering the best clinical care to our communities through relentless research, innovative treatments and unparalleled compassion for every City of Hope patient.

At City of Hope, we'll continue to put cancer patients, like Nicole, first. That's the only ranking that matters.

Discover more at [CityofHope.org](http://CityofHope.org)







## The Past, Present and Future of Health Care

### 40 Years of Transforming Care Experience in Orange County

For 40 years, Kaiser Permanente Orange County has been committed to helping shape the future of health care in our communities, taking a non-traditional approach to health care with continuous innovation in providing high-quality, affordable health care services.

At the core is Kaiser Permanente's pioneering fully integrated care model and physician-led care teams, working together to keep members healthy by delivering high-quality, personalized care. Kaiser Permanente doctors, nurses, and other specialists are empowered and supported by industry-leading advanced technology and tools for health promotion, disease prevention, state-of-the-art care delivery and world-class chronic disease management, all working together, connected to each other and to each member.

In Orange County, Kaiser Permanente serves nearly 600,000 members at more than 25 medical offices and at their medical centers in Anaheim and Irvine, both honored with Magnet® designation, the gold standard for nursing excellence for elite health care organizations. With multiple locations to choose from, Kaiser Permanente members can get care where, when and how they want it, near home or work including same-day, next-day, urgent care, and emergency care. Members can visit their doctor for routine care and preventative services or via phone, by scheduling a call with a Kaiser Permanente doctor. Members can also leverage video visits (if available), a convenient, secure way to see a doctor, face-to-face online. At most of Kaiser Permanente facilities, members visit their doctor, get a lab test, and pick up prescriptions — all in a single trip. With many services under one roof, members can do more in less time.

Continuing Kaiser Permanente's legacy of innovation by transforming the care experience, in 2017, Kaiser Permanente introduced an agile and flexible environment at their next generation medical office in La Habra. Harnessing design, technology and workflow to create an intuitive and convenient experience for members and care teams, Kaiser Permanente developed a modern and open design interior focusing on the human experience for members, with views of nature and daylight throughout the building. From pre-arrival to the check-in process (via online, self-service kiosks, or with a service representative) to the engagement of the waiting area that educate, entertain and reinforce Kaiser Permanente's Thrive brand, members experience health care that looks and feels completely different from what they've experienced in the past. The idea of being pervasive, having multiple ways to interact, Kaiser Permanente believes, impacts

people's lives in a much more meaningful way. Additionally, the offices feature 25 exam rooms and 16 physician offices. Primary and specialty care services include family medicine, internal medicine, pediatrics, mental health, laboratory, pharmacy, imaging and a nurse clinic. The campus also includes a community room and a Thrive walking path.



**KAISER PERMANENTE®**

Innovation in choice and convenience extends to Kaiser Permanente's partnership with Target. *Target Clinic, Care Provided by Kaiser Permanente* is a collaboration to

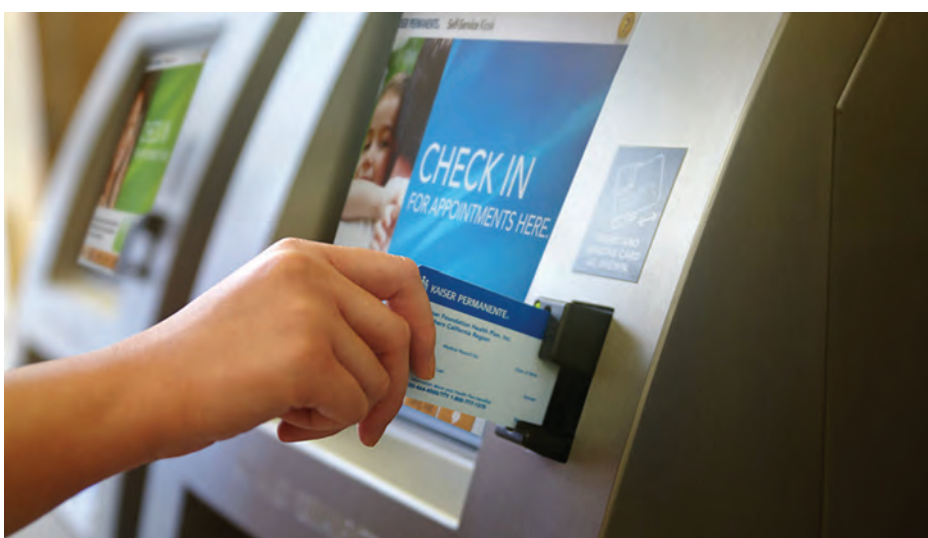
expand existing efforts to bring high-quality, affordable, patient-centered health care in convenient, trusted and familiar settings. In Fullerton and Irvine, Kaiser Permanente-staffed retail clinics inside Target stores provide care to its members and Target guests days, evenings, and weekends, no appointment necessary. Kaiser Permanente staffs the clinics with licensed nurse practitioners and licensed vocational nurses and have physicians available via telemedicine for consultations. The clinics offer Target guests a broad 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.

Recognized as one of America's leading health care providers and not-for-profit health plans, Kaiser Permanente has grown to become one of the largest health plans in Orange County. As a fully integrated health care system that includes a health plan, hospitals, pharmacy, and nationally recognized medical group of primary and specialty physicians — all connected by a shared electronic health record, Kaiser Permanente is committed to innovation and leading the future of health care by prioritizing a member-centric approach. Members can access care anytime, anywhere and select their personal doctor who coordinates their care journey, and works closely together to make decisions about each member's health.

Kaiser Permanente represents the past, present and future of health care. From Kaiser Permanente's start in Orange County in 1979, with the purchase of Canyon General Hospital, a 200-bed, acute care facility in Anaheim, to providing transformative models including next-generation medical facilities, retail clinics at Target, or self-directed care, Kaiser Permanente continues to provide innovative ways for members to access care and interact.

For more information, visit [kp.org/orangecounty](http://kp.org/orangecounty).







## Health plans that fit every business.

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