



"For patients who go through our chronic pain classes and create a personal treatment plan, it is life changing."

—Marilee Donovan

PEOPLE/CULTURE



"My whole pregnancy was very intense. Now the days have gone by and we're so excited she's turning one!"

—Alison Bostrom

SERVICE



"My hip surgery worked out beautifully! I walk all over the place now."

—Mitzie Obernurf

QUALITY



"I've always had really good care for the value."

—Janelle Grubb

FINANCE



"I'm out advocating for Kaiser Permanente because I truly believe we do a better job of keeping people healthy and happy."

—Todd Nelson

GROWTH

GREAT PLACE TO WORK

"Building a great place to work that epitomizes partnership and mutual support in our pursuit of continuous improvement in delivery of care and service to our members"

FOR THEIR COMFORT

"Understanding and serving the needs of our members and the communities we serve and exceeding their expectations"

FOR THEIR SAFETY

"Providing high-quality care that sustains and promotes health"

FOR THE HEALTH OF OUR COMMUNITY

"Securing our ability to provide price-competitive, high-quality care with excellent service while reinvesting in current markets, enabling us to serve more people"

FOR OUR FUTURE

"Profitability regaining market share at a rate higher than the population growth in order to reinvest in our business"

REGIONAL Measures PEOPLE/CULTURE

How do you think our unit stacks up in terms of attendance?

CEA

COMMUNICATIONS & EXTERNAL AFFAIRS

How does attendance affect our performance? How much time do you spend filling in for people who aren't at work?

Within the scope of the contract, what else can we do to support doctors? Is each of us working to the full scope of practice?

Loem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wis enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

BRAND AWARENESS

Ut wis enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

MARKET RESEARCH

Within the scope of the contract, what else can we do to support doctors? Is each of us working to the full scope of practice?

Loem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wis enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

KAISER PERMANENTE

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest

REGIONAL Measures SERVICE

How do you think our unit stacks up in terms of attendance?

How does attendance affect our performance? How much time do you spend filling in for people who aren't at work?

Within the scope of the contract, what else can we do to support doctors? Is each of us working to the full scope of practice?

Loem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wis enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

Overall Patient Satisfaction Rating

Year	2007	Q1 2008	Q2 2008	2008 Target	Q3 2008	YTD 2008	Status
Outpatient Overall Health Care Rating	58	58	60	60	61	61	Met
Outpatient Overall Patient Satisfaction Rating	58	58	60	60	61	61	Met

Key Outpatient Drivers

Category	2007	2008 Target	Q2 2008	YTD 2008	Status
Nurse Courtesy & Respect	56	57	57	56	Met
MD Courtesy	56	57	57	56	Met
Hospital Clean	56	57	57	56	Met
Hospital Quiet	56	57	57	56	Met

Key Inpatient Drivers

Category	2007	2008 Target	Q2 2008	YTD 2008	Status
PC - Time to Appt	56	57	57	56	Met
PC - % of Patients Seen w/in 7 Days	56	57	57	56	Met
PC - Time to Appt	56	57	57	56	Met
PC - % of New Referrals Seen w/in 2 Weeks	56	57	57	56	Met
PC - MOCAC (Labeled)	56	57	57	56	Met
PC - MOCAC (Unlabeled)	56	57	57	56	Met
Reg. Aging Calls Answered in 30 sec.	56	57	57	56	Met
Member Service Calls answered in 30 sec.	56	57	57	56	Met

Key Dental Drivers

Category	2007	2008 Target	Q2 2008	YTD 2008	Status
Dentist Concern for Comfort	56	57	57	56	Met
Weeks to Appt - Dentist	56	57	57	56	Met
Weeks to Appt - Hygienist	56	57	57	56	Met
Weeks to Appt - New Member	56	57	57	56	Met
Dental Applying Calls answered in 30 sec.	56	57	57	56	Met

KAISER PERMANENTE

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest

REGIONAL Measures QUALITY

How do you think our unit stacks up in terms of attendance?

How does attendance affect our performance? How much time do you spend filling in for people who aren't at work?

Within the scope of the contract, what else can we do to support doctors? Is each of us working to the full scope of practice?

Loem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wis enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

PRIMARY CARE

Category	2005	2006	2007
Recommend KP for health care	83%	76%	77%
People Pulse	80%	73%	75%
MD Worklife	80%	77%	60%

SPECIALTY CARE

Category	2005	2006	2007
Recommend KP as good place to work	80%	73%	75%
People Pulse	80%	73%	75%
MD Worklife	not asked	not asked	48%

LAB/RX

Category	2005	2006	2007
Recommend KP for health care	83%	76%	77%
People Pulse	80%	73%	75%
MD Worklife	80%	77%	60%

KAISER PERMANENTE

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest

REGIONAL Measures FINANCE

How do you think our unit stacks up in terms of attendance?

How does attendance affect our performance? How much time do you spend filling in for people who aren't at work?

Within the scope of the contract, what else can we do to support doctors? Is each of us working to the full scope of practice?

Loem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wis enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

Overall Patient Satisfaction Rating

Year	2007	2008 Target	Q2 2008	YTD 2008
Inpatient	58	60	60	61
Outpatient	58	60	60	61
Dental	58	60	60	61

Key Hospital Drivers

Category	2007	2008 Target	Q2 2008	YTD 2008
Nurse Courtesy & Respect	56	57	57	56
MD Courtesy	56	57	57	56
Hospital Clean	56	57	57	56
Hospital Quiet	56	57	57	56

Key Outpatient Drivers

Category	2007	2008 Target	Q2 2008	YTD 2008
PC - Time to Appt	56	57	57	56
PC - % of Patients Seen w/in 7 Days	56	57	57	56
PC - Time to Appt	56	57	57	56
PC - % of New Referrals Seen w/in 2 Weeks	56	57	57	56
PC - MOCAC (Labeled)	56	57	57	56
PC - MOCAC (Unlabeled)	56	57	57	56
Reg. Aging Calls Answered in 30 sec.	56	57	57	56
Member Service Calls answered in 30 sec.	56	57	57	56

Key Dental Drivers

Category	2007	2008 Target	Q2 2008	YTD 2008
Dentist Concern for Comfort	56	57	57	56
Weeks to Appt - Dentist	56	57	57	56
Weeks to Appt - Hygienist	56	57	57	56
Weeks to Appt - New Member	56	57	57	56
Dental Applying Calls answered in 30 sec.	56	57	57	56

KAISER PERMANENTE

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest

REGIONAL Measures GROWTH

How do you think our unit stacks up in terms of attendance?

How does attendance affect our performance? How much time do you spend filling in for people who aren't at work?

Within the scope of the contract, what else can we do to support doctors? Is each of us working to the full scope of practice?

Loem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wis enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

DENTAL

Category	2005	2006	2007
Recommend KP for health care	83%	76%	77%
People Pulse	80%	73%	75%
MD Worklife	80%	77%	60%

Category	2005	2006	2007
Recommend KP as good place to work	80%	73%	75%
People Pulse	80%	73%	75%
MD Worklife	not asked	not asked	48%

KAISER PERMANENTE

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest