

—Marilee Donovan

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

PEOPLE/CULTURE

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"

SERVICE

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

REGIONAL Measures PEOPLE/ CULTURE How do you think our CEA How do you think our unit stacks up in terms of unit stacks up in terms of attendance? attendance? How does attendance affect How does attendance affect our performance? How much **COMMUNICATIONS & EXTERNAL AFFAIRS** our performance? How much time do you spend filling in for time do you spend filling in for How does attendance affect our performance? How much time do you spend filling in for people who aren't at work? people who aren't at work? people who aren't at work? Within the scope of the Within the scope of the Within the scope of the contract, what else can we do to support doctors? Is each of us working contract, what else can we do contract, what else can we do to the full scope of practice? to support doctors? Is each of to support doctors? Is each of us working to the full scope of us working to the full scope of Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh eusmod practice? practice? tincidunt ut laoreet dolore magna aliquam erat volputate. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Lorem ipsum dolor sit amet, Lorem ipsum dolor sit amet, Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum consectetuer adipiscing elit, consectetuer adipiscing elit sed diam nonummy nibh sed diam nonummy nibh dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum zzril delenit augue duis dolore te feugait facilisi. eusmod tincidunt ut laoreet eusmod tincidunt ut laoreet dolore magna aliquam erat dolore magna aliquam erat volputate. Ut wisi enim ad volputate. Ut wisi enim ad minim veniam, quis nostrud minim veniam, quis nostrud BRAND AWARENESS exerci tation ullamcorper exerci tation ullamcorper Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut suscipit lobortis nisl ut aliquip suscipit lobortis nisl ut aliquip aliquip ex ea commodo conseguat. ex ea commodo consequat. ex ea commodo consequat. Duis autem vel eum iriure Duis autem vel eum iriure MARKET RESEARCH dolor in hendrerit in vulputate dolor in hendrerit in vulputate velit esse molestie consequat velit esse molestie consequat Within the scope of the contract, what Comparison of Last Four Employment Forecasts vel illum dolore eu feugiat vel illum dolore eu feugiat else can we do to support doctors? Is nulla facilisis at vero eros nulla facilisis at vero eros each of us working to the full scope of --- Sept Of Form et accumsan et iusto odio -- Dec 07 Fores et accumsan et iusto odio practice? dignissim qui blandit praesent dignissim gui blandit praeser ---- Jun 18 Forecas luptatum zzril delenit augue Lorem ipsum dolor sit amet, luptatum zzril delenit augue duis dolore te feugait facilisi. duis dolore te feugait facilisi. consectetuer adipiscing elit, sed diam nonummy nibh eusmod tincidunt ut Ut wisi enim ad minim veniam, laoreet dolore magna aliquam erat Ut wisi enim ad minim veniam quis nostrud exerci tation volputate. Ut wisi enim ad minim quis nostrud exerci tation 0.0% 2005 2008 2007 2008 2008 2010 ullamcorper suscipit lobortis veniam, quis nostrud exerci tation ullamcorper suscipit lobortis Confidential and Proprietary nisl ut aliquip ex ea commodo ullamcorper suscipit lobortis nisl ut nisl ut aliquip ex ea commodo aliquip ex ea commodo conseguat. consequat. consequat. KAISER PERMANENTE

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of the Northwest

Our cause is health. Our passion is service. We're here to make lives better.

pregnancy was intense. Now ays have gone by and we're so excited she's turning one!" —Alison Bostrom

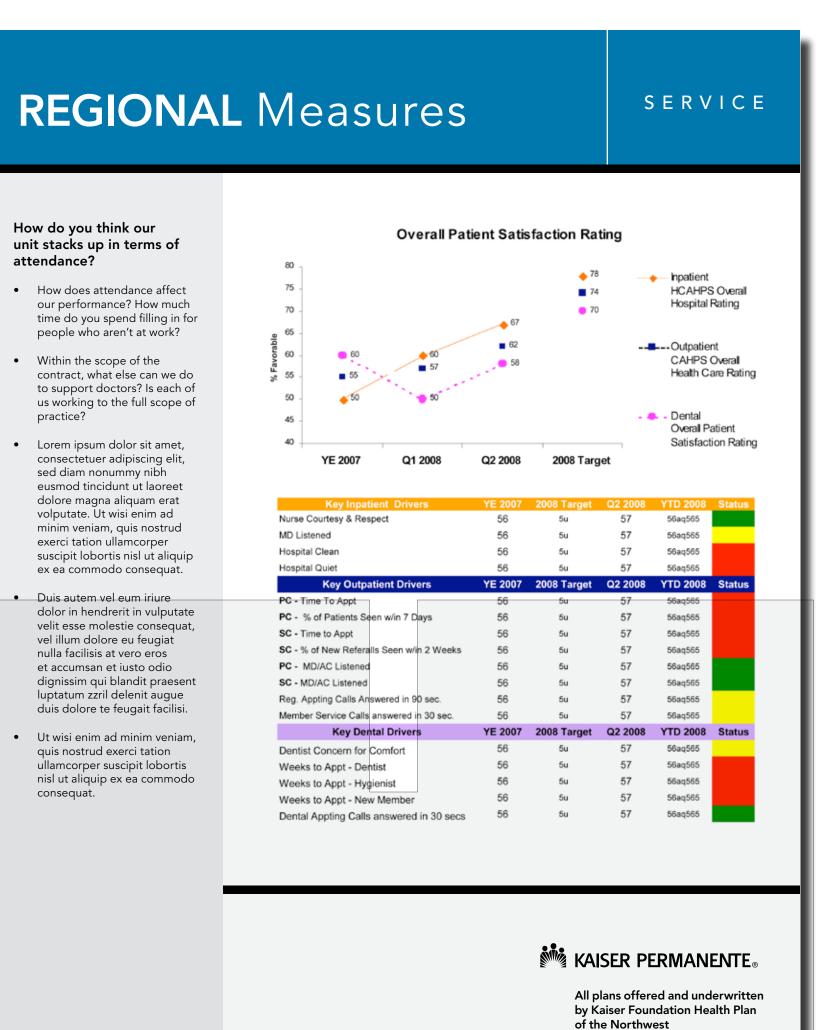
FOR THEIR COMFORT

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

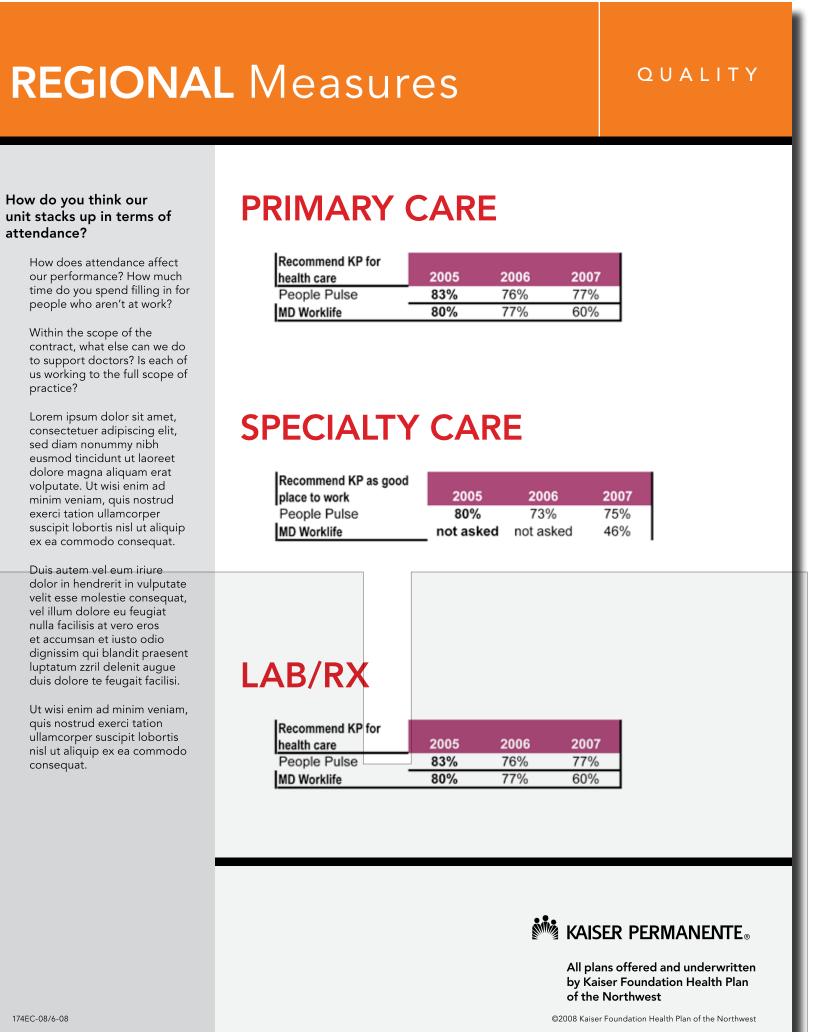
QUALITY

FOR THEIR SAFETY

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



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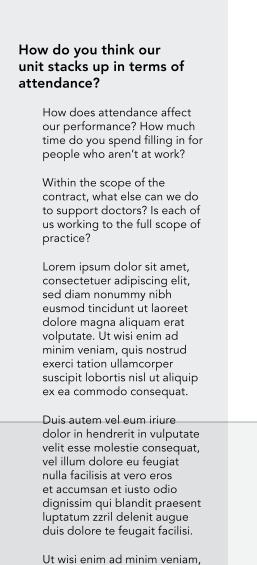




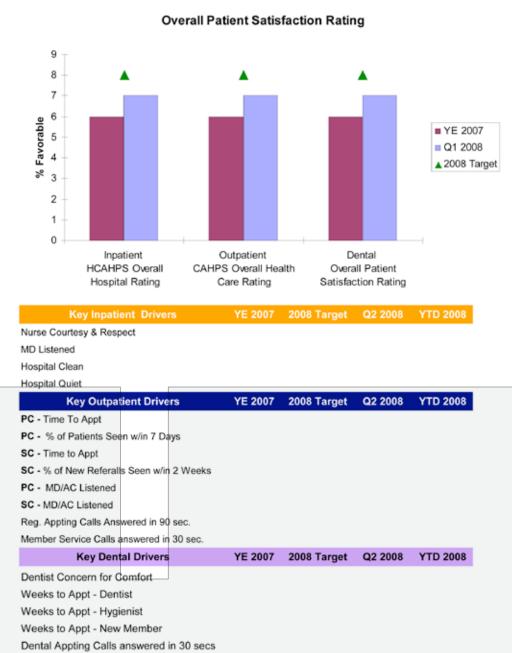
FOR THE HEALTH OF OUR COMMUNITY

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

REGIONAL Measures



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KAISER PERMANENTE® thrive

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

GROWTH

FOR OUR FUTURE

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

REGIONAL Measures

GROWTH

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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 fo

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?

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DENTAL

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? Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh eusmod tincidunt ut laoreet dolore magna aliquam erat volputate. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum zzril delenit augue duis dolore te feugait facilisi. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

health care				2007		
People Pulse	_		76%	77%		
MD Worklife		80%	77%	60%		
Recommend KP place to work	as good	2005	2006	200		
People Pulse		80%	73%	759	%	
MD Worklife		not asked	not asked	469	%	

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