

PROUD TO BE KAISER PERMANENTE



KAISER PERMANENTE is widely recognized as a leader in diversity, quality care, community service, technology and innovation—and as a great place to work.

EMPLOYEE SATISFACTION AND ENGAGEMENT



- + In a 2013 employee survey, 92 percent of respondents said they were proud to work at Kaiser Permanente. Ninety-five percent said they would recommend Kaiser Permanente to a friend as a good place to work.¹
- + CareerBliss named Kaiser Permanente No. 2 on the 2014 50 Happiest Companies in America list.
- + Our nurse turnover rate is one-fifth the industry average.²
- + Our Labor Management Partnership is the largest such partnership in the United States, and gives frontline workers, managers and physicians a voice in their workplace.



HEALTHY WORKFORCE



- + Kaiser Permanente received the 2014 Gold Award as a Best Employer for Healthy Lifestyles® from the National Business Group on Health.
- + We also received a Platinum award from the American Heart Association as a Fit-Friendly Worksite.
- + In 2003, we started one of the first hospital-based farmers markets. Now we have more than 50 farmers markets and farm stands across five states.



DIVERSITY AND INCLUSION



- + DiversityInc ranks Kaiser Permanente as one of the top workplaces for diversity.
- + In 2013, Kaiser Permanente was named a Best Place to Work for LGBT Equality by the Human Rights Campaign.





COMMUNITY BENEFIT

- + In 2013, Kaiser Permanente invested almost \$2 billion in our Community Benefit programs, such as charitable health care coverage, grants and donations, and research.
- + We offered subsidized care and coverage to more than 740,000 low-income members.
- + We conducted more than 4,100 studies focusing on the prevention, diagnosis and treatments for cancer, heart disease, diabetes, childhood obesity and more.
- + Kaiser Permanente employees and physicians reported 70,000 hours of volunteer service.

HIGH-QUALITY CARE

- + In 2014, Kaiser Permanente members in five geographic regions rated our health plans highest in satisfaction in the J.D. Power and Associates member satisfaction study.
- + These regions represent 98 percent of our 9.5 million members.
- + In 2013, The Leapfrog Group gave 36 of our medical centers an "A" grade for patient safety.
- + In 2013, the Centers for Medicare and Medicaid Services awarded all of our regions its highest five-star rating.
- + In two regions, our breast cancer screening rates ranked the highest in the nation, out of nearly 500 commercial health plans.³
- + Our comprehensive diabetes care also ranked No. 1 and No. 2, out of 400 Medicare health plans.⁴
- + Our hospitals cut our pressure ulcer rates in 2013 to just 24 percent—well below the rates of some other U.S. hospitals.⁵



INNOVATION AND TECHNOLOGY

- + Kaiser Permanente HealthConnect™ is the largest nongovernmental electronic health record system in the nation.
- + In 2013, we received a 2013 Most Wired Hospital Award.⁶
- + Our members have downloaded the Kaiser Permanente App, the mobile version of My Health Manager, more than 1 million times.

REFERENCES:

- 1 2013 People Pulse survey, Towers Watson
- 2 CEB (Corporate Executive Board), 2012
- 3 2013 National Committee for Quality Assurance's Quality Compass®
- 4 2013 National Committee for Quality Assurance's Quality Compass®
- 5 Kaiser Permanente 2013 Annual Report
- 6 Hospital and Health Networks Magazine

