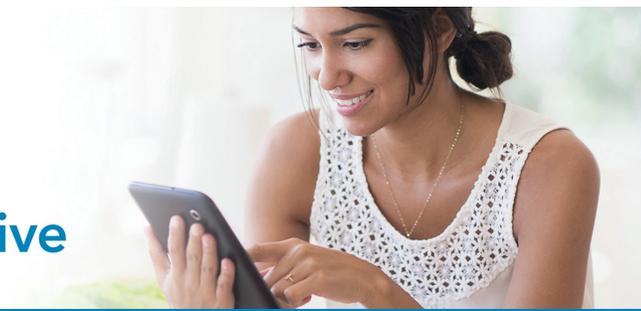


10 ways

Kaiser Permanente helps you thrive



We combine care and coverage

We have one mission—keeping you healthy. And because we're both a care provider and a health plan, you get everything you need in one convenient package.

Our doctors are your personal health advocates

Our doctors practice what they love and put members at the center of everything they do. You can browse doctor profiles at kp.org/searchdoctors, and choose—or change—your doctor at any time.

You can choose how to get and manage your care

You can see your doctor in person, email your doctor's office, and call our 24/7 advice nurses. You can also manage your health care anytime online at kp.org, or with our mobile app.* Check out your options at kp.org/myhealthmanager.

We're recognized for our quality

Kaiser Permanente has been acknowledged by outside agencies for our high-quality care and member satisfaction. In some cases, we're rated best in the nation. Read more at share.kp.org/awards.

We give babies—and new parents—a healthy start

More than 116,000 babies are born each year at our hospitals. From ultrasounds to birthing classes to delivery nurses, we provide proud parents with everything they need. Learn more at kp.org/maternity.

We don't miss a beat with heart health

Through an innovative hypertension program, we were able to help 90% of our Northern California members with high blood pressure get it under control.† Learn more at thrive.kp.org/quality.

We have resources to keep you healthy

You can get wellness coaching over the phone or take online healthy lifestyle programs at no cost. Visit kp.org/wellnesscoach and kp.org/healthylifestyles.

We're big on prevention

In 2017, we led the nation in 15 effectiveness-of-care measures, including breast cancer screening rates and nutritional counseling for children.‡ Learn more at kp.org/prevention.

Research is in our DNA

We're one of the nation's largest non-academic research organizations. Our research centers have thousands of studies going on at any given time. Learn more at share.kp.org/research.

We offer the care and services you need in one place

At most of our facilities, you can take care of several health care needs in one visit. You can see your doctor, get a lab test or X-ray, and pick up your medications—all without leaving the building.§

*Online features are available when you receive care at Kaiser Permanente facilities.

†Marc G. Jaffe and Joseph D. Young, "The Kaiser Permanente Northern California Story: Improving Hypertension Control From 44% to 90% in 13 Years (2000 to 2013)," *The Journal of Clinical Hypertension*, March 3, 2016.

‡Kaiser Permanente 2017 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2016 and is used with the permission of NCQA. Quality Compass 2017 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

§May not be applicable in certain areas.

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