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2010 CECIL CUTTING  
Leadership Award

TRANSFORMING  
HEALTHCARE



The Cecil Cutting Leadership Award recognizes physicians who distinguish themselves as excellent leaders in TPMG.

Cecil Cutting, MD was one of the seven founding physicians of the Medical Group, and he served as the first Executive Director, from 1957-1976.

He oversaw the growth of the medical care program when KP first enrolled members in a commercial health plan at the conclusion of World War II. Under his leadership, intern and residency training programs were established; the predecessor to the Division of Research was founded; and KP became a pioneer in exploring the power of computers in medicine.

Dr. Cutting emphasized the importance of day-to-day leadership and the role of the Chief; he wrote, "the Chief is key to our success. It is a most difficult role, balancing the needs of patients, physicians, departments and the organization. Success depends on the Chief's ability to develop relationships of respect, and physicians' willingness to work together."

## 2010 CECIL CUTTING Leadership Award





## ERIC CORNWELL, MD

Chief, Surgery and Ob/Gyn; APIC, Human Resources, CENTRAL VALLEY AREA

As a pioneer in the KP Central Valley Area, Dr. Cornwell became chief of surgery in 1988. Under his skilled leadership, the department grew from 2 to 19 surgeons and significantly expanded access to surgical subspecialties.

In 2009, Dr. Cornwell accepted the added responsibility of leading the department of Ob/Gyn. With remarkable speed, he has taken the department to stellar scores in access, quality, service and efficiency.

But perhaps it is his leadership in diversity that has the greatest impact. He was among the first to facilitate open conversations about race, age, gender and sexual orientation and their impact on the work environment. His efforts are credited with creating a more diverse workforce and an environment in which differences in background and culture are valued for the unique contribution they can make to patient care.

He received the regional Human Resources and Diversity Champion award from the KP National Diversity Council, and was twice honored with the Butler Service Award, the CVA's highest individual award for service.



**"My goal is to create a welcoming work environment where we all can thrive and do our best work."**



# RUTH GOLDENBERG, MD

Chief, Women's Health, NAPA SOLANO AREA

When it comes to leading a large department with four different locations, no one does it better than Ruth Goldenberg, MD.

Under her leadership, the department has seen significant improvement in virtually every measure, from MPS scores to access, quality and morale.

Dr. Goldenberg supports innovations suggested by department and staff members and promotes new models of care such as telephone appointment visits and secure messaging. She's established guidelines to route certain low-demand procedures to colleagues who have developed more expertise in those areas. An excellent communicator, she explains the reasons behind changes and makes sure everyone has the opportunity to provide feedback on new projects and initiatives.

She champions many programs to help ensure the health and welfare of women throughout the community. She helped launch a program to screen all patients for domestic violence and her support of the Sexual Assault Response Team helped make the medical center a safe refuge for abused women.



**"I love being able to do new things that improve care and make a difference in women's lives."**

A portrait of Cheryl Padin, MD, a woman with shoulder-length brown hair and bangs, smiling warmly. She is wearing a light-colored, button-down shirt. The background is an outdoor setting with trees, some with vibrant red autumn foliage, and a building in the distance. A dark red horizontal band is overlaid at the bottom of the image, containing her name and title in white text.

## CHERYL PADIN, MD

Assistant Chief, Ob/Gyn, REDWOOD CITY

Described as “a quiet storm of a leader,” Dr. Padin skillfully manages most of the inpatient aspects of the department, including oversight of the midwife service. Her passion for inpatient service inspired her to become physician director for Maternal-Child Services for the World Class Hospital effort, an initiative dedicated to creating an exceptional hospital experience.

Her hard work and leadership are evident in several metrics. Hospital Consumer Assessment of Providers and Systems scores for provider communication have shown steady improvement over the last year. And the department’s success in achieving first call booking is a testament to her skill and tenacity in managing the schedule.

Dr. Padin spearheaded the department’s efforts to increase the use of minimally invasive surgical techniques, and relocate minor procedures from the Ambulatory Surgery Center to the clinic.

Her communication skills are widely credited for building bridges to encourage teamwork and enhance service. She collaborates extensively with midwives and nursing leadership to improve the labor/delivery and postpartum experience for new moms.



**“Above all, I want our patients to be happy with their experience.”**



**CHYNNA BANTUG, MD**

Chief, Pediatrics, SAN JOSE

Anyone wanting to create a department with stellar MPS, Physician Opinion Survey and People Pulse scores need only consult Chynna Bantug, MD.

Passionate about listening to the voice of the member, she helped set up a parent advisory group to seek feedback about proposed department initiatives.

Input plays a key role in the department's success implementing programs that have the greatest value to parents and their children.

Dr. Bantug is just as attentive to the needs of her colleagues. She helped modify clinic hours to give physicians a better balance between their personal and professional lives. She encourages colleagues to take on leadership roles in areas that spark their interest. She credits these "champions" with making the department a regional leader in quality goals for immunizations, ADHD and well care, among others.

As a physician ambassador and community benefit advocate, Dr. Bantug leads by example, always willing to volunteer for community events like Teddy Bear clinics and Healthy Eating Active Living promotions to fight childhood obesity.



**"I've always been drawn to kids.  
Caring for them has been my  
main driving force."**



## MARK LILLO, MD

Infectious Diseases; APIC for Capital Projects and Service Lines, SANTA CLARA

Few leaders have been more influential in shaping the new Santa Clara Medical Center than Mark Lillo, MD.

In the late 1990s, Dr. Lillo was instrumental in writing the business case for the replacement medical center. He went on to become a prime mover in the design, planning and opening of the new Homestead MOB and the new hospital, named one of the 20 Most Beautiful Hospitals in the United States by Soliant Health.

He also helped develop the new Cardiovascular Services Program, the second of two KP hubs for cardiovascular services in Northern California; and implement an Inpatient Pediatric Center, a task that required consolidation of inpatient services from three medical centers. His efforts brought a new Inpatient Behavioral Health Center to the campus, the first of its kind in KP Northern California.

As APIC and former Chief of Medicine, he has been a champion for personal care and rigorous supply demand forecasting, and a leading advocate for direct booking.



**"I'm thrilled with the new services  
for members in Santa Clara."**



## JOHN BISSELL, MD

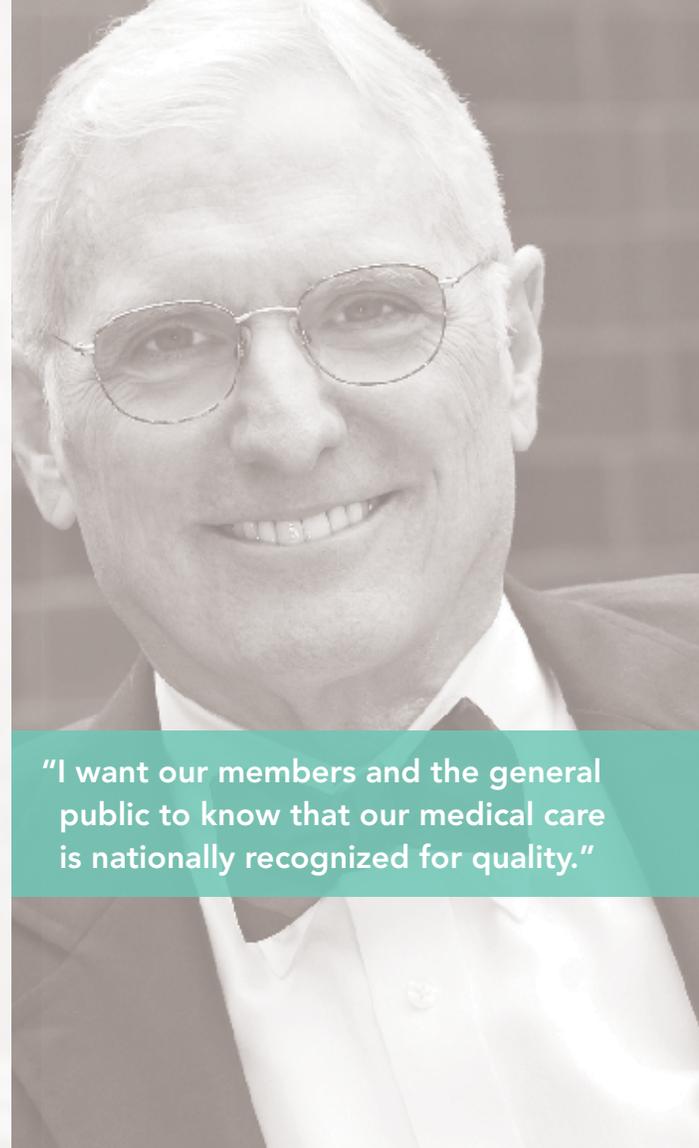
Chief, Neurology; Chief of Quality, SOUTH SACRAMENTO

Dr. Bissell is an exceptional clinician and leader who has served as Chief of Neurology and Chief of Quality since the medical center opened in 1984.

Early on, he had the foresight to realize the public would come to increasingly rely on national performance measures such as HEDIS in choosing a health care provider. He clearly articulated his vision that providing the best quality care was only half the battle. The other half was to publicly demonstrate that quality.

He has worked tirelessly to ensure South Sacramento's place on national lists in areas such as trauma, sepsis, cardiac care and stroke. His leadership has been instrumental in South Sacramento's success in national surveys including HEDIS, Leap Frog, the Joint Commission, Institute of Medical Quality, and the American College of Surgeons for Trauma and Neurosurgery.

As Chief of Neurology, he developed a dynamic neurology team, which has achieved several recognitions, including certification of the Stroke Center which recently earned a 2009 gold award from *U.S. News and World Report*.



**"I want our members and the general public to know that our medical care is nationally recognized for quality."**