



SIDNEY R. GARFIELD, MD  
EXCEPTIONAL CONTRIBUTION AWARD  
2017





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CONTENTS



Jeffrey Klingman, MD  
Mai Nguyen-Huynh, MD  
Vivek Rao, MD 4

Lynda Lam, MD  
Will North, MD 6

Steve Offerman, MD, FACMT 8

Joanna Ready, MD 10

Daniel Jacobs, MD 12

**Sidney R. Garfield, MD**, was the physician founder of Kaiser Permanente and one of the great innovators of 20th century American health care delivery.



Dr. Garfield was a surgeon and visionary. He first applied the novel principles of prepayment, prevention, and group medical practice in the 1930s, while he was providing medical and hospital services for construction workers building the Colorado River Aqueduct in the Mojave Desert.

Then, during World War II, he developed a medical care program for hundreds of thousands of workers and family members at Kaiser shipyards in the San Francisco Bay Area, the Vancouver/Portland area, and at the Kaiser Steel Mill in Southern California. His health care system focused as much on the prevention of illness as on caring for the sick.

Dr. Garfield looked for innovations in health care throughout his career. In the 1950s, his revolutionary hospital designs drew international praise. In 1960, he was in the vanguard of physicians who embraced the computer as a tool that could radically improve the delivery of medical care.

Historians writing about events of the 1900s see the work of Dr. Garfield in co-founding Kaiser Permanente as one of the major social contributions of the century.

The Exceptional Contribution Award was established by the TPMG Board of Directors in 2000 to recognize physicians who are instrumental in the development and dissemination of ideas and programs that have a significant impact on patients, colleagues, and the broader community.

*"Keep your arms on each other's shoulders and keep your eyes on the stars for innovation and change for the future."*

Sidney R. Garfield, MD



## Jeffrey Klingman, MD

Neurology, Diablo Service Area

“If I were suffering a stroke, there’s nowhere I would rather be treated than at Kaiser Permanente Northern California. Every single medical center is delivering world-class stroke care.”

## Mai Nguyen-Huynh, MD

Neurology, Diablo Service Area

“Our integrated system makes a project of this scale, involving thousands of providers, possible. It’s a powerful reflection of The Permanente Medical Group’s mission to collaborate across disciplines to save lives.”



## Vivek Rao, MD

Neurosurgery, Redwood City

“Not only have we improved door-to-needle times, but we also identify patients more rapidly who are candidates for endovascular stroke therapy or who have other neurosurgical or neurointerventional needs.”



## Stroke Express Program

When blood flow to the brain is obstructed during an acute stroke, a person loses an estimated 2 million neurons every minute. To save more lives *and* minimize brain damage, three TPMG neurologists—Drs. Jeffrey Klingman, Mai Nguyen-Huynh, and Vivek Rao—developed the Stroke Express Program, which standardizes and accelerates stroke care at all 21 medical centers in KP Northern California.

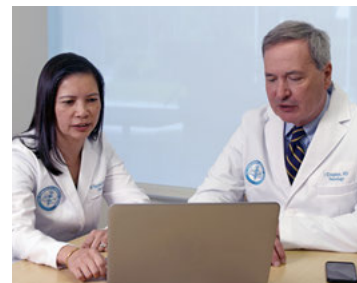
“For patients whose stroke is caused by a blood clot, it’s critical to administer the clot-busting drug tPA as quickly as possible,” says Dr. Klingman. “This program nearly cut in half how long it takes us to deliver tPA after arrival in the Emergency Department—and we were already a national leader on this front. Today our average door-to-needle time is 34 minutes.”

This exceptional outcome is the result of a three-pronged approach. The first is the use of teleneurology: When a patient arrives in the ED, a TPMG stroke neurologist is just an arm’s length away, via a teleconferencing cart at the foot of the gurney, ready to assess the patient’s condition.

The second is a coordinated stroke-care protocol designed to optimize efficiency. “It’s as if a pit crew arrives for the patient: Everybody knows exactly where to stand and what to do, with the teleneurologist leading the team,” says Dr. Rao.

The third is rapidly providing a CT scan, which enables tPA to be administered sooner—in the radiology suite instead of waiting to return to the ED. It also enables patients with large vessel occlusions to be transported faster to a KP comprehensive stroke center for endovascular stroke therapy.

“In acute stroke care, we say ‘time is brain,’” says Dr. Nguyen-Huynh. “In TPMG, neurologists, emergency physicians, radiologists, technicians, nurses, and pharmacy staff work together to preserve as much functionality for the patient as possible.”





## Lynda Lam, MD

Neurology, San Rafael

“ALS is an incredibly daunting disease for patients and their families. Our role is to provide both medical services and emotional support, to let them know we are trying to walk that journey with them.”

## Will North, MD

Neurology, Greater Southern Alameda Area

“Our team functions as one, united by the fundamental experience of caring for people with a disease that involves increasing needs, and an existential element that few other human diseases have.”





## ALS Multidisciplinary Care Teams

Amyotrophic lateral sclerosis (ALS) is a rare disease, but it exacts an incredible toll, not only on those diagnosed with it, but on their caregivers too. This neurodegenerative condition initially causes slurred speech or weakness in an arm or leg. As it progresses, it renders people unable to walk, use their arms, talk and, eventually, to breathe.

Several years ago, Lynda Lam, MD, Will North, MD, and several other TPMG neurologists saw an opportunity to lighten the load for these patients.

It takes many different care specialists, such as a neurologist; nutritionist; registered nurse; social worker; palliative care specialist; and physical, occupational, respiratory, and speech therapists, to help people with ALS manage the progression of their disease. Research demonstrates that being able to access multidisciplinary clinical care helps patients with ALS live significantly longer and with better quality of life.

Drs. Lam and North and their colleagues Aaron Lewis, MD, and Daniel Lavery, MD, established ALS Multidisciplinary Care Teams at KP San Rafael, San Leandro, San Francisco, and Sacramento medical centers, so that all of the approximately 250 ALS patients in KP Northern California would be able to see all the providers they need to see—on the same visit, and in the same exam room.



With this approach, patients visit the medical centers approximately every 3 months, with each visit typically taking from 2-to-4 hours. The teams also partner with a care manager from the ALS Association, who provides additional support and resources from the community. When patients are no longer able to travel to their appointments, video visits are available, in which the whole team, one by one, talks with the patient.

An ALS Multidisciplinary Care Team was recently established at KP San Jose, and plans are underway to create an additional multidisciplinary care team at KP Walnut Creek.

Last year the ALS Association awarded Kaiser Permanente Northern California the 2016 Commitment to Care Award for coordinated, expert care and treatment of people with ALS.



## Steve Offerman, MD, FACMT

Emergency Medicine, South Sacramento

*"We offer a unique service, one that is reducing hospital stays and length of stays for our patients. And because of the volume we do, our toxicologists are some of the most experienced in the country."*

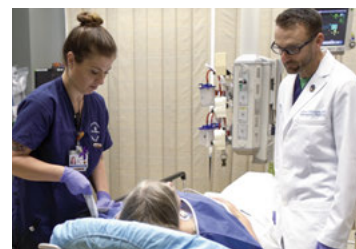
## Regional Toxicology Service

When Steve Offerman, MD, joined The Permanente Medical Group in 2005, he quickly became familiar with its motto: “Provide the right care, at the right time, in the right way.” With this in mind, he soon saw an opportunity. He wanted patients who go to any of KP Northern California’s 21 medical centers for poisoning to have access to a trained toxicologist who can provide the best, timely care.

“Less than 500 toxicologists practice in the United States today,” explains Dr. Offerman. “That leaves physicians nearly everywhere with just two options—treat the patient if you are familiar with the protocol for a particular toxin, or consult the nearest Poison Control Center, which isn’t optimal, since they don’t have electronic access to patients’ medical records like we do.”

Dr. Offerman, himself a toxicologist, believed there had to be a better way. He studied the data and found that a large, integrated health care organization like Kaiser Permanente Northern California with over 4 million members had a demonstrable need for a dedicated toxicology service.

In 2010, Dr. Offerman successfully argued his case and recruited two toxicologists to launch the service. “Then we quickly realized three toxicologists weren’t enough and added a fourth,” he says.



Today the KP Northern California Toxicology Service provides 250-to-300 telemedicine consults a month to emergency medicine, critical care, pediatric intensivist, and hospital-based medicine physicians. The service leverages our integration and the KP HealthConnect electronic health record system so that any physician at any KP Northern California medical center can access a toxicologist 24/7 for a virtual consultation.

“The service is the first of its kind in all of Kaiser Permanente, and allows us to provide consistent, efficient and expert care across Northern California,” says Karen Murrell, MD, TPMG Physician Lead for emergency medicine. “None of it would have been possible without Dr. Offerman’s energy, passion, and enthusiasm.”



## Joanna Ready, MD

Gastroenterology, Santa Clara

"At Kaiser Permanente, we work to keep people healthy, not just take care of them when they're sick," says Dr. Ready. "So rather than wait for patients with HBV to come to us, why not bring the care to them?"

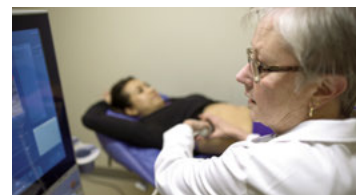
## Hepatitis B Screening Program

Though nearly 70 million people in the United States have been vaccinated against hepatitis B (HBV), approximately 850,000 already are infected. HBV can become a chronic infection, putting people at high risk of death from cirrhosis and liver cancer. But with early treatment, those who develop complications stand a much greater chance of surviving. And if they are KP Northern California members, their chances are even better, thanks to Joanna Ready, MD.

Dr. Ready designed a systematic hepatitis B screening program in 2014 that involves reaching out to the 10,000 KP members who are chronically infected and inviting them to undergo laboratory tests and ultrasound every 6 months to monitor the progression of their disease and regularly screen them for liver cancer.

“By doing systematic screening and providing treatment to patients when they need it,” says Dr. Ready, “we can reduce the risk of cirrhosis and hopefully identify hepatocellular carcinoma earlier, when it can be treated surgically via resection rather than a liver transplant.”

The program required coordinating many resources, using information technology, and building multispecialty teams across medical centers to set up systems for providing outreach and follow-up.



Today 7,100 patients with chronic HBV are enrolled in the program, making it one of the largest of its kind in the United States. And more than 80 percent of these participants are up to date on their screenings, compared to less than 20 percent in 2011.

“The Hepatitis B Screening Program is an excellent example of the way Kaiser Permanente approaches health care—by combining prevention with acute care,” says Philip Madvig, MD, Associate Executive Director of The Permanente Medical Group. “Dr. Ready’s commitment to serving this population of patients, her clinical expertise, and her tenacity and clarity of purpose make her a role model for other physicians to follow.”



## Daniel Jacobs, MD

Plastic Surgery, San Jose

*"As patients come out of anesthesia, they often start counting their fingers," says Dr. Jacobs. "And when they get to five, I don't have to ask myself why I do this."*

# Microvascular Hand and Finger Replantation Center

A mutilating finger or hand injury typically occurs in the blink of an eye. But what happens in the hours that follow can mean the difference between being able to use a finger again—and losing it altogether.

“Replant surgery involves getting blood flowing through the finger, and getting nerves, tendons, and bones working together again,” says Daniel Jacobs, MD. “How successful we are sets the tone for the rest of that patient’s life.”

It’s this passion for setting the right tone and providing outstanding patient care that inspired Dr. Jacobs to found the KP Northern California Microvascular Hand and Finger Replantation Center in 2013.

“Replant surgery is not a one-time intervention. It’s a long pathway, and you have to be there at the beginning to really have an impact at the end,” he says.

Dr. Jacobs realized that leveraging TPMG physician expertise and KP’s unique integration provided an opportunity to achieve higher-quality, more consistent outcomes for patients across the entire continuum of care—from the first call from the emergency physician to the very last hand-therapy appointment.



Dr. Jacobs enlisted the support of Raj Bhandari, MD, Physician-in-Chief at KP San Jose, and recruited Darrell Brooks, MD, a plastic surgeon with world-class experience in reconstructive microsurgery and replantation. Together they built a state-of-the-art specialty center at KP San Jose. Keith Follmar, MD, joined the effort, and the team was in place.

Today, the Microvascular Hand and Finger Replantation Center offers around-the-clock treatment to any KP member who suffers finger or hand amputations, vascular problems of the upper extremities, or other mutilating hand injuries. It’s so well-coordinated that by the time a patient arrives at the KP San Jose Emergency Department, the microsurgeon and anesthesiologist are ready and waiting, even in the middle of the night.



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## 2000

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**Wendy Huber, MD**

Dermatology, South Sacramento  
Latex Allergy Prevention Program

**Tom Kidwell, MD**

Ophthalmology, North Valley  
Re-Engineering Vision Services

**Keith Matsuoka, MD**

Head and Neck Surgery  
Greater Southern Alameda Area  
Hearing Aid Centers

**Barry J. Miller, MD**

Orthopedics, San Jose  
Medical Spine Unit

**Michael Wilkes, MD**

Internal Medicine  
South San Francisco  
Congestive Heart Failure Program

## 2001

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**Ernie Bodai, MD**

Surgery, North Valley  
Breast Cancer Stamp

**Richard Boise, MD** and  
**Maria Borquez, MD**

Pediatrics, Diablo Service Area  
Pregnancy Teen Counseling Program

**Susan Kutner, MD**

Surgery, San Jose  
Breast Cancer Care Delivery

**Brigid McCaw, MD**

Internal Medicine  
East Bay Area  
Family Violence Prevention Program

## 2002

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**Louis Fehrenbacher, MD**

Oncology, Napa/Solano  
Oncology Clinical Trials Program

**Doug Grey, MD**

Surgery, San Francisco  
Operation Access

**Walter Kinney, MD**

Ob/Gyn, North Valley  
Cervical Cancer Screening

**Ron Melles, MD**

Ophthalmology, Redwood City  
TrackER and Notewriter

**Michael Wong, MD**

Allergy, Central Valley Area  
Neighbors in Health

## 2003

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**Charles Wibbelsman, MD**

Adolescent Medicine  
San Francisco  
Adolescent Health Services

**Steve Bornstein, MD**

Ob/Gyn, South San Francisco  
Clinical Information Presentation  
System

**Ronald Bachman, MD** and  
**Edgar Schoen, MD**

Genetics, East Bay Area  
Regional Genetics Service

**Eleanor Levin, MD**

Cardiology, Santa Clara  
Cholesterol Management,  
Cardiac Rehabilitation & Heart Failure  
Programs

**Hernando Garzon, MD**

Emergency, North Valley  
Urban Search and Rescue Team

## 2004

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**John Chuck, MD**

Medicine and Family Practice  
North Valley  
New Physician Orientation  
and Mentoring Programs

**Scott Gee, MD**

Pediatrics, Diablo Service Area  
CIPS Preventive Health Prompt

**Pat Hybarger, MD**

HNS/Mohs, San Rafael  
Mohs Surgery Reconstruction Program

**Tim Tsang, MD**

Urology, San Jose  
eConsult System

## 2005

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**Towie Fong, MD**

Internal Medicine  
San Francisco  
Chinese Bilingual Bicultural Module

**Preston Maring, MD**

Ob/Gyn, East Bay Area  
Friday Fresh Farmers' Markets

**Mary Pat Pauly, MD**

Gastroenterology, North Valley  
Hepatitis C Care Pathway

**Charito Sico, MD**

Pediatrics, Fresno  
Community Health Fair

**David Sobel, MD**

Internal Medicine, San Jose  
Health Education and  
Health Promotion



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## 2006

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### **David Baer, MD**

Oncology, East Bay Area  
Case Management for  
Medical Oncology

### **Sobha Kollipara, MD**

Endocrinology, North Valley  
Programs for Children and  
Adolescents with Diabetes

### **John Rego, MD**

Radiology, San Francisco  
Virtual Radiology and  
Digital Imaging

### **KM Tan, MD**

Radiology, San Rafael  
Allied School of Health Sciences

## 2007

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### **Rob Burger, MD**

Occupational Medicine  
North Valley  
Prevention and Emergency  
Management of Youth Sports Injuries

### **Richard Fleming, MD**

Internal Medicine  
Napa/Solano  
Volunteers in Public Service

### **Joseph Phaneuf, MD**

Dermatology  
Greater Southern Alameda Area  
Ashland Free Medical Clinic

### **Alan Whippy, MD**

Emergency Medicine  
East Bay Area  
Population Disease Management

## 2008

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### **Tom Barber, MD**

Orthopedic Surgery  
East Bay Area  
CyberKaiser

### **Evan Bloom, MD**

Pediatrics  
South Sacramento  
Physician Wellness

### **Paul Preston, MD**

Anesthesiology  
San Francisco  
Patient Safety

### **Gail Wagner, MD**

Hematology/Oncology  
Greater Southern Alameda Area  
Matibabu Foundation

### **Alan Wong, MD**

Pediatric Hematology/Oncology  
Santa Clara  
JW House

## 2009

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### **Richard Dlott, MD**

Endocrinology  
Diablo Service Area  
Cardiovascular Risk Reduction Program

### **Gary Heit, MD, PhD**

Neurosurgery, Redwood City  
Americare Neurosurgery International

### **Marc Jaffe, MD**

Endocrinology  
South San Francisco  
Cardiovascular Risk Reduction Program

### **Susan Lindheim, MD**

Pediatrics, East Bay Area  
Allen Fischer Local Employee  
Assistance Fund

### **Nilima Sabharwal, MD**

Pathology  
San Jose Home of Hope

## 2009 *continued*

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### **Warren Taylor, MD**

Hospital Medicine  
Napa/Solano  
Cardiovascular Risk Reduction Program

### **Joe Young, MD**

Internal Medicine  
East Bay Area  
Cardiovascular Risk Reduction Program

## 2010

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### **Brian Hoberman, MD**

Hospital Medicine  
San Francisco  
KP HealthConnect Inpatient  
Implementation

### **Edward Lee, MD**

Internal Medicine  
South Sacramento  
KP HealthConnect Toolbar

### **Jerry Schlegel, MD**

Neurology, San Rafael  
Excellence in Stroke Care

### **Cliff Sweet, MD**

Radiology, Santa Rosa  
Radiology Information Integrator

## 2011

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### **Eileen Crowley, MD**

Dermatology, Napa/Solano  
Teledermatology

### **Douglas Holsclaw, MD**

Ophthalmology, Redwood City  
Corneal Transplant Quality of Care

### **Elizabeth Kass, MD**

Dermatology, Central Valley  
Teledermatology

### **Stephen Parodi, MD**

Infectious Diseases, Napa/Solano  
Antimicrobial Stewardship and  
H1N1 Pandemic Response

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## 2012

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**Robert Broadhurst, MD**

Pediatrics, South Sacramento  
Screening and Management  
for Developmental Disorders

**Thomas Kaschak, DPM**

Podiatry, Fresno  
Vietnam Medical Project

**Anita Lee, MD**

Radiation Oncology, Santa Clara  
Multidisciplinary Cancer Care

**Daniel Navarro, MD**

Nuclear Medicine  
Medical Imaging Technology

**Minggui Pan, MD, PhD**

Hematology/Oncology  
Santa Clara  
Multidisciplinary Cancer Care

## 2013

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**Jorge Gutierrez, MD**

Pediatric Critical Care  
East Bay Area  
Pediatric Critical Care

**Mark Hawk, MD**

Neurosurgery, North Valley  
Neurosurgical Services Excellence

**Michael Lauer, MD, PhD**

Cardiology/Electrophysiology  
Santa Clara, Cardiac Rhythm  
Management Formulary

**Lisa Liu, MD**

Internal Medicine  
South Sacramento  
Cultural Awareness and  
Community Health Education

## 2014

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**Diane Craig, MD**

Hospital Medicine  
Santa Clara  
Sepsis Management

**Kevin Desai, MD**

Pediatric Cardiology  
Greater Southern Alameda Area  
Camp Taylor

**Robert McLaughlin, MD**

Head and Neck Surgery  
North Valley  
Specialty Care Access

**Karen Murrell, MD**

Emergency Medicine  
South Sacramento  
Innovations in Emergency  
Department Care

## 2015

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**Clay Angel, MD**

Hospital Medicine  
San Rafael  
Delirium Management Program

**Wendy Eberhardt, MD**

Psychiatry  
San Rafael  
Delirium Management Program

**Charles Meltzer, MD**

Head and Neck Surgery  
Santa Rosa  
Head and Neck Cancer Care

**Stephen Wang, MD**

Interventional Radiology  
Santa Clara  
Inferior Vena Cava Filter Program

## 2016

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**Joann Bergoffen, MD**

Genetics  
San Jose  
Lynch Syndrome Screening Program

**Alison Meadows, MD**

Cardiology  
San Francisco  
Adult Congenital Heart Disease Care

**Dan Li, MD**

Gastroenterology  
Santa Clara  
Lynch Syndrome Screening Program

**Steven Levine, MD**

Emergency Medicine  
East Bay Area  
R1 Expedited Cancer Diagnosis  
System

**Michael Rizzo, MD**

Radiology  
East Bay Area  
R1 Expedited Cancer Diagnosis  
System

**Veronica Shim, MD**

Surgery  
East Bay Area  
R1 Expedited Cancer Diagnosis  
System

**Lindsay Cheng, MD**

Radiology  
Diablo Service area  
Breast Imaging and Same Day Biopsy  
Program

**Michéle Evans, MD**

Pediatrics  
North Valley  
CASP: Child Abuse Services and  
Prevention

**Dorothy Wilborn, MD**

Pediatrics  
North Valley  
CASP: Child Abuse Services and  
Prevention

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