



TRANSFORMING  
HEALTHCARE

## KARL CHAN, MD

Chief, Internal Medicine  
South San Francisco

My feelings for the South San Francisco Medical Center run very deep; it's been part of my life for more than three decades. I worked here during a high school class project – and now I'm here as a chief of service.

I'm proud of my department for leading the region in meeting quality goals, particularly in cardiovascular health. We take a very aggressive approach to preventing heart disease and stroke, because a disproportionate number of our patients are at risk. Our job is to reduce that risk, and we've been successful.

As chief, it's my job to give physicians the tools and support they need to achieve the kind of performance that saves lives.

I support my colleagues by ensuring they have the opportunity to learn new skills and the freedom to innovate. Above all – we celebrate delivering the best possible care together.



# KARL CHAN, MD

INTERNAL MEDICINE,  
SOUTH SAN FRANCISCO

## 2009 Cecil Cutting, MD LEADERSHIP AWARD

Kaiser Permanente South San Francisco/Daly City members looking to thank someone for their consistently excellent care – and longer lives – need look no further than Karl Chan, MD.

Dr. Chan has worked diligently to improve access and personalized care for KP members by experimenting with appointment schedules, panel management, and procedure room efficiency, resulting in increased efficiency and rising member satisfaction scores.

Dr. Chan supports and coaches his colleagues, encourages professional growth, manages a large and complicated patient panel, and still finds time to work as a hospitalist on weekends.

His success in achieving superior patient satisfaction, excellent access to care, professional growth opportunities for his staff, and inpatient coverage makes him a well-respected and exceptionally effective leader.

