

DIANE CRAIG, MD

Assistant Physician-in-Chief, Santa Clara Medical Center

One of the most exciting aspects of working at Kaiser Permanente is the eagerness with which the organization embraces innovations to enhance patient care.

I had the opportunity to help implement one of these innovations in the mid-1990s when we began looking at a new concept called hospital-based specialists – physicians who would spend all their time caring for patients during a hospitalization.

This concept was so appealing – because of its potential to improve quality of care and patient safety – that I became a hospital-based specialist myself. I also helped our Santa Clara hospital become one of the country's first major medical centers to adopt this revolutionary form of care.

It was a special honor to be asked to join the National Association of Inpatient Physicians, where I've been able to help hospitals around the country start their own hospital-based programs.

I've thoroughly enjoyed doing my part to make a hospital stay the safe and satisfying experience we want for our members.



"MY WORK HAS ALWAYS BEEN ABOUT IMPROVING THE EXPERIENCE."

DIANE CRAIG, MD

HOSPITAL MEDICINE, SANTA CLARA

2007 Cecil Cutting, MD LEADERSHIP AWARD

A great leader isn't afraid to make the right choice even when it goes against conventional wisdom. Diane Craig, MD, has that kind of courage.

In 1994, she became interested in the emerging concept of hospital-based specialists as a way to improve patient care and satisfaction.

With skill, communication and diplomacy, she was able to put this revolutionary concept into practice. Her success led to Santa Clara becoming one of the country's first major medical centers to institute hospital-based specialists in 1996.

Dr. Craig's groundbreaking work attracted widespread attention and an invitation to help forge Kaiser Permanente's HBS policy on a national level.

