



Jane Galustian, MD

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Central Valley Area

Most people don't know that I was born in the Middle East and that English was not my first language. Growing up, my life was all about adjusting to change. I believe those skills have helped me become a better leader—I've had practice figuring out how to be effective in a changing environment.

In the Central Valley, we've had an explosion of members since I became Chief of Ophthalmology in 1996. We have expanded from a single location in Stockton to multiple facilities including Manteca, Tracy, and Modesto.

Our challenge has been to rapidly expand the scope of our department's eye services, so we can internalize the care our members might need across this wide geographic area.

As APIC, I had the additional opportunity to improve our members' access to their physicians. In the Central Valley, our Access Action Team created a unique forum that allowed rapid operational changes to improve access and service.

Our access metrics have improved, but what makes me most proud is knowing that when Central Valley Area members pick up their phones to schedule appointments, they are successful and satisfied with the outcomes.

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OPHTHALMOLOGY, CENTRAL VALLEY AREA

2008 Cecil Cutting, MD LEADERSHIP AWARD

Jane Galustian, MD, is no stranger to change. Being born in the Middle East and growing up in two cultures has helped her understand changing environments – and how to be an effective leader.

She became Chief of Ophthalmology a year after arriving at KP in 1995. Since then, membership in the Central Valley Area has quadrupled. Over this period, Dr. Galustian spearheaded efforts to expand and improve the department by adding skilled subspecialists, and by offering a full complement of services.

As APIC for Access, she helped manage the rapid operational changes that have improved access and service to members. With Dr. Galustian leading the way, the Central Valley Area is sure to enjoy even greater success.

