

CAL GORDON, MD

Assistant Physician-in-Chief, San Jose Medical Center



When I became Assistant Physician-in-Chief, I thought it would be for just 6 months. That was 17 years ago, but who can resist a job that's all about improving patient care and service?

I'm especially proud of how we've enhanced our phone service. In the early 90s, I helped create an Appointment and Advice Call Center system in San Jose that allowed us to answer calls faster. With this system as the model, I had the opportunity to lead the development of all Northern California's regional call centers.

The growing autism epidemic was another issue we took on. I had the privilege to sponsor an outstanding team in creating our Autism Spectrum Disorder Center at San Jose. The team is doing groundbreaking work in diagnosing and treating autism. I can think of no greater service to children and their families coping with this challenging condition.

Our members with sleep problems also got extra attention when we opened a Sleep Medicine Center in San Jose. Again, I had the opportunity to sponsor this effort and certainly hope our members are sleeping better because of it. I know it makes us sleep better to serve our members in so many ways.

"WHO CAN RESIST A JOB THAT'S ALL ABOUT IMPROVING PATIENT CARE."

CAL GORDON, MD

PEDIATRICS, SAN JOSE

2007 Cecil Cutting, MD LEADERSHIP AWARD

Every medical center should have a 'fixer' like Cal Gordon, MD. If he targets a problem, it's as good as solved.

In the early 1990s, Dr. Gordon led the way in developing the region's three Appointment and Advice Call Centers, which are key drivers of a continued rise in member satisfaction.

Focusing on the growing incidence of autism, he sponsored the Autism Spectrum Disorder Center at San Jose. Today, the center's groundbreaking, nationally recognized work has served as the model for similar centers in Rancho Cordova and San Francisco.

He then sponsored a tertiary Sleep Medicine Center to serve patients with especially complicated sleep problems.

Dr. Gordon provides innovative solutions to disparate problems, all improving access and quality.

