

A portrait of Poonam Kapadia, MD, a woman with long, dark, wavy hair, wearing a dark blue button-down jacket. She is smiling slightly and looking directly at the camera. The background is a blurred outdoor setting with greenery and flowers.

## POONAM KAPADIA, MD

Assistant Physician-in-Chief, Quality & Resource Management  
KP Redwood City

2018  
Cecil Cutting  
Leadership Award

If you're looking for Poonam Kapadia, MD, look no further than a busy Emergency Department or hospital wing—wherever the greatest challenge lies.

As the assistant physician-in-chief of Quality & Resource Management, Dr. Kapadia is passionate about making sure patients are safe. "It's one of the things I live for—ensuring patients feel our facility is the best place to receive care," she says.

Under her leadership, colleagues and staff have transformed KP Redwood City from an average performer for inpatient care to a regional leader. The facility has seen a 92% reduction in *Clostridium difficile* infections, an 86% reduction in catheter-associated urinary tract infections, and a 72% reduction in hospital-acquired pneumonia since 2015.

Dr. Kapadia has earned the trust of colleagues by being highly accessible—her office sits in the middle of the Medical/Surgical wing—and leading by example. When something's not right, she is usually the first person there trying to fix it.

Her drive and commitment have been a major influence in KP Redwood City earning an "A" in hospital safety from the Leapfrog Group in 2017, as well as the Alan Whippy Award for Inpatient Quality (in 2017 and 2018), and for Outpatient Quality (2016-2018).

**"Dr. Kapadia is one of those fearless leaders who walks the talk, and, as a result, has everyone's respect. Under her stewardship, this facility is a top performer in nearly every measure of quality."**

– William Firtch, MD, physician-in-chief, KP Redwood City