

San Mateo Medical Center: About Us



San Mateo Medical Center is an essential community healthcare provider to the most vulnerable and underserved in San Mateo County. We serve more than 70,000 kids, adults and seniors every year, 40,000 of those in ongoing primary care relationships.

In addition to an acute care hospital, emergency services, and psychiatric services in San Mateo, the Medical Center operates eight health centers offering pediatric and adult primary care, specialty services, dental services and mental health services. We also offer a unique service to San Mateo County through the Keller Center for Family Violence Intervention which meets the needs of victims of physical and sexual abuse by providing medical, emotional, social and legal care and support.

San Mateo Medical Center strives to be a high quality, high value provider of choice. We do this by focusing on education and prevention, integrating physical and mental health services, and offering patients the right care at the right time and place. We partner with our patients to be sure their voices, recommendations, and needs are part of our care delivery and improvement efforts.

We are proud to have been recognized as a 2013 Top Performer on Key Quality Measures by the Joint Commission, the leading accreditor of health care organizations in the United States.

www.sanmateomedicalcenter.org



San Mateo Medical Center: Mission, Vision & Values



Our Mission

We partner with patients to provide excellent care with compassion and respect.

Our Vision

Every patient will live the healthiest life possible.

Our Values

- Service:** The purpose and focus of all we do is serving our patients, our community and each other.
- Empathy:** We understand and respect each other and those we serve.
- Integrity:** We are honest and accountable in all we do.
- Excellence:** We aspire to be the best at what we do.
- Innovation:** We are proactive and responsive to an ever-changing environment.
- Collaboration:** We partner with patients, peers, and the community to achieve shared goals.

San Mateo Medical Center: General Services

Ambulatory Care

- Adult Primary Care Clinics
 - Includes OB/GYN and Dental Care
- Innovative Care Clinic (adult primary care)
- Medical / Surgical Specialty Services
- Pediatric Clinics
 - Includes Dental Care
- Senior Care Center

Medical / Surgical Acute Care

- Emergency
- Intensive Care Unit (7 beds)
- Keller Center for Family Violence Intervention
- Medical / Surgical Inpatient (64 beds)
- Skilled Nursing (32 beds)
- Short Stay Unit / Infusion Center

Psychiatric Acute Care

- Emergency
- Inpatient (34 beds)

Ancillary Services

- Laboratory
- Pharmacy
- Radiology
- Respiratory
- Physical Therapy
- Rehabilitation Services

San Mateo Medical Center: Highlighted Services

Innovative Care Clinic (adult primary care)

- Provides team based care using the Chronic Care Model which focuses on coordinated care, health promotion, and education.
- Effectively uses information technology, including electronic medical records and e-prescribing, to improve quality of care and patient satisfaction.

Pediatric Care

- Provides comprehensive health care for infants and children
- Services include newborn physicals, asthma care, immunizations, group visits for asthma, weight and nutrition, mental health services, and psychiatric services.
- Work closely with private San Mateo County hospital birthing centers to coordinate delivery and follow-up care.

Ron Robinson Senior Care Center

- Provides interdisciplinary primary care for seniors 65 and over.
- Includes complete, outpatient care including physical, mental, social, and lifestyle health.
- Patients can receive care in the clinic or in their home, if needed.
- Serves approximately 3,000 senior patients each year.
- 2010 expansion allows clinic to accommodate an additional 2,000 senior patients.

Keller Center for Family Violence Intervention

- Provides comprehensive forensic medical examinations, crisis intervention, forensic interviews, and coordination of community services for victims of sexual assault, physical and sexual abuse, domestic violence, and elder/dependent adult abuse.
- Internationally recognized.
- The Keller Center staff is involved in helping the district attorney's office prosecute these cases by either performing forensic medical exams or offering expert testimony.

Pain Management Clinic

- Interdisciplinary team works collaboratively with patient, taking a more holistic approach to pain management.
- Uses the "functional restoration" model which focuses on function – helping patients manage the impact of pain and improve their quality of life.
- Patient treatment plans may include intensive case management, medication management, physical, occupational, and aquatic therapy, group and individual psychotherapy, and addiction group and treatment referrals.



San Mateo Medical Center: Ambulatory Care

North County Clinics

- Daly City Health Center**
380 90th Street, Daly City
(650) 301-8600
adult primary care, pediatric care, pediatric dental, specialty services, and mental health services
- Daly City Youth Health Center**
2780 Junipero Serra Boulevard, Daly City
(650) 985-7000
adolescent care
- South San Francisco Health Center**
306 Spruce Avenue, South San Francisco
(650) 877-7070
adult primary care, pediatric care, optometry, and WIC services



Mid County Clinics

- Main Campus Clinics**
222 West 39th Avenue, San Mateo
adult and pediatric primary care, specialty care

Innovative Care Clinic <i>(adult primary care)</i> (650) 573-3702	Surgical Specialty Clinic (650) 573-3982
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OB/GYN Clinic (650) 573-3702	Dental Clinic (650) 573-3982
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Pediatrics Clinic (650) 573-3702	Eye Clinic (650) 573-3982
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Medical Specialty Clinic
(650) 573-3982

- Ron Robinson Senior Care Center**
222 West 39th Avenue, San Mateo
(650) 573-2426
primary care and medical or psychological assessment for people 65 and older
- Coastside Clinic**
225 South Cabrillo Highway, Ste. 200A, HMB
(650) 573-3941
adult primary care, pediatric care and obstetric care

South County Clinics

- Fair Oaks Health Center**
2710 Middlefield Road, Redwood City
(650) 578-7141
adult primary care, pediatric care, obstetric care, optometry, dental care, specialty services, mental health services, and WIC services
- Sequoia Teen Wellness Center**
200 James Avenue, Redwood City
(650) 366-2927
adolescent care

San Mateo Medical Center: Leadership

Executive Management Team

Chester Kunnappilly, MD, MPP
Chief Executive Officer (interim)

John Thomas
Chief Operating Officer

David McGrew
Chief Financial Officer

Susan Fernyak, MD
Chief Medical Officer (interim)

Alpa Sanghavi, MD
Chief Chief Quality and Patient Experience Officer

Joan Spicer, RN PhD
Deputy Director of Acute Care Services and Chief Nursing Officer

Tosan Boyo, MPH
Deputy Director of Ambulatory Services

Liz Evans, RN
Deputy Director of Psychiatric Services

Cecilia Diaz
Health Information Services Manager

Angela Gonzales
Human Resources Manager

Jeanette Aviles, MD
Medical Director of Ambulatory Services

San Mateo Medical Center: Leadership

Medical Center Board of Directors

Carole Groom

San Mateo County Board of Supervisors

Adrienne Tissier

San Mateo County Board of Supervisors

John Maltbie

San Mateo County Manager

Louise Rogers

San Mateo County Health System Chief

Chester Kunnappilly, MD

CEO, San Mateo Medical Center (interim)

Janet Chaikind, MD

Chief of Staff, San Mateo Medical Center

Alexander Ding, MD

Vice Chief of Staff, San Mateo Medical Center

David Lin, PsyD

Medical Executive Committee, San Mateo Medical Center

Deborah Torres

Community Member

Medical Executive Committee

Officers

Chief of Staff: Janet Chaikind, MD

Vice Chief of Staff: Alexander Ding, MD

Department Chairs

Emergency Medicine: Kevin Tao, MD (interim)

Medicine: Bryan Gescuk, MD

Primary Care and Community Medicine: Sylvia Espinoza, MD

Psychiatry: Katalin Szabo, MD

Surgery: Scott Oesterling, MD

Members at Large

John Furman, MD

David Lin, PsyD

Fred Lui, MD

Ann Marie Silvestri, DDS

Chris Threatt, MD

Ex-Officio

Chester Kunnappilly, MD

CEO, San Mateo Medical Center (interim)

San Mateo Medical Center: Goals

Patient Centered Care

We focus on what matters most to our patients and their families, and partner with them to provide compassionate care in a culturally competent way.

Excellent Care

We partner with our patients to achieve their health goals by providing a safe environment and integrated, evidence-based care.

Right Care, Time, Place

We ensure our patients get the right care at the right time and place.

Staff Engagement

We are a great place to work and we are passionate about serving our community.

Financial Stewardship

We partner with our patients to deliver high value care in a financially responsible manner.