



**CHINESE  
HOSPITAL**

# RIISING TO SAFEGUARD THE COMMUNITY



**2020 ANNUAL REPORT**

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## About Chinese Hospital

Chinese Hospital is an award-winning, modern, full-service acute care hospital with a main campus on Jackson Street in San Francisco, an Outpatient Center in Daly City, and a network of primary, specialty and East West clinics. Chinese Hospital is the only hospital of its kind in the United States, the largest employer in Chinatown, and is a primary economic engine and principal landmark of the community. It has been a unique contributing feature of San Francisco's healthcare fabric for over 121 years. Known as "The People's Hospital", Chinese Hospital aims to deliver quality health care in a cost effective way, respond to its community's ethnic and cultural uniqueness, and offer health care accessibility to all socioeconomic levels. Together with its partners, Chinese Hospital is committed to serving the needs of its patients and ensuring the health and vitality of the community from generation to generation.



## About The Chinese Hospital Health System

The Chinese Hospital Health System is a unique integrated system that consists of Chinese Hospital and Clinics, Chinese Community Health Plan (CCHP) and Jade Health Care Medical Group. Designed to care for patients and members across the entire continuum of care, the Chinese Hospital Health System works together to ensure seamless coordination, high quality, and affordability of care for the San Francisco and San Mateo communities.





## MESSAGE FROM THE BOARD AND ADMINISTRATION

Dear Friends & Supporters of Chinese Hospital,

We hope you and your families have been healthy and safe during this difficult year. 2020 has certainly been a year like no other, with nearly every life touched by the world-altering COVID-19 pandemic. Like other healthcare organizations, the impact of the pandemic to Chinese Hospital has been staggering. However, Chinese Hospital—now more than ever—remains committed to our mission of providing culturally competent and quality care to our community.

Thankfully, the Chinese Hospital Health System and community are doing well amidst the pandemic. In its long and rich history, Chinese Hospital has endured and overcome countless adversity to be standing where it is today. Inspired by the same vision and resilience of our preceding leaders, we recognize and embrace Chinese Hospital's important role of leading the community, particularly in times of crisis.

As such, Chinese Hospital was one of the first institutions to mount a swift and robust response to the threat of COVID-19 in January. With acute foresight and deep ties to the community, we made sure to undertake precautionary measures to prepare the hospital and clinics, while launching a public awareness campaign. In partnership with city officials, San Francisco Department of Public Health and community leaders, we spearheaded initiatives to prevent an outbreak amongst our most vulnerable neighbors living in single room occupancy homes. With minimal cases in the community and zero employee infections to date, we are proud our efforts were met with success and recognized by local and national mainstream media for being ahead of the curve.

At the heart of our efforts, amazing healthcare heroes and staff continue to bravely serve on the frontlines caring for all patients. Their compassion and diligence ensure that Chinese Hospital remains as the place for healing and a source of comfort for the community. We are immensely grateful for their relentless dedication to our patients.

We also wish to express my deepest appreciation to our donors, who have contributed large amounts of personal protective equipment (PPE) and monetary gifts that are crucial for continuing our operations. Their overwhelming generosity and support have enabled us to provide essential care while maintaining the safety of our patients and staff. More importantly, their support has given us strength and hope in knowing that we are all in this together.

We are confident Chinese Hospital will continue its legacy of safeguarding our community's health, and will emerge from this pandemic poised for future growth and prosperity.

Wishing you and your family health and wellness!



Kitman Chan  
Chair, Board of Trustees



Dr. Jian Zhang  
CEO, Chinese Hospital

## BOARD OF TRUSTEES

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**NEA-BC, FAAN**

**Chief of Medical Staff**  
**Samuel Kao, M.D.**

# A YEAR IN REVIEW: CHINESE HOSPITAL'S COVID-19 PREPARATION, RESPONSE, AND RECOVERY



JANUARY

- Developed a COVID-19 Preparedness Plan
- Began crowdsourcing PPEs
- Collaborated with media to educate the public and provide COVID-19 guidance



FEBRUARY

- Held a press conference with city and community leaders to address public concerns
- Provided bilingual education materials to the public
- Continued to partner with media on prevention
- Converted clinics for COVID-19 testing
- Created a COVID-19 hotline



MARCH

## First COVID-19 patients admitted Shelter In Place order implemented

- Suspended elective procedures
- Submitted COVID-19 Management & Prevention (Chinatown's SRO) Program proposal to SFDPH
- An initial \$250,000 grant from the Stupski Foundation to set up mobile testing

## The New York Times

### How San Francisco's Chinatown Got Ahead of the Coronavirus

Friday: Despite being a densely populated neighborhood full of vulnerable people, Chinatown was well prepared.

By Alyson Stamos and Meiyang Wu April 17, 2020

Good morning.

On Thursday, Gov. Gavin Newsom said he had signed an order providing extra paid sick time for workers in the food chain.

"The grocery lines are also the front lines in this pandemic," he said.

Later in the day, lawmakers also into the state's agenda



APRIL

- Elevated Emergency Department to Basic Services
- Licensed and opened 2nd floor supported by donors Keith & Carmelita's \$1,000,000 gift
- Designated a floor for COVID-19 patients
- Held a press conference with Assemblymember David Chiu and Supervisor Aaron Peskin to announce the collaboration with the SFDPH
- Started to receive patients from Zuckerberg San Francisco General Hospital



- Implemented SRO testing and tracking program
- Continued to partner with media to provide COVID-19 resources and updates to the community

MAY



- Resumed elective procedures and other medical services
- Re-opened outpatient clinics and East-West clinics
- Offered more telehealth appointments

JUNE



- Relocated and redesigned the Blood Draw Suite to provide more room for physical distancing
- Continued to offer free COVID-19 testing to SRO tenants in Chinatown
- Received recognition from San Francisco Board of Supervisors for COVID-19 response

JULY



### **Zero employee infected to date Chinatown maintains low COVID-19 case rates**

- Partnered with SFPD to host pop-up COVID-19 mobile testings
- Expanded testing program to offer expedited service for travel clearance
- Promoted flu shot services to avoid “twindemic”
- Continued vigilance and efforts to prevent and monitor potential outbreaks

AUGUST - NOVEMBER



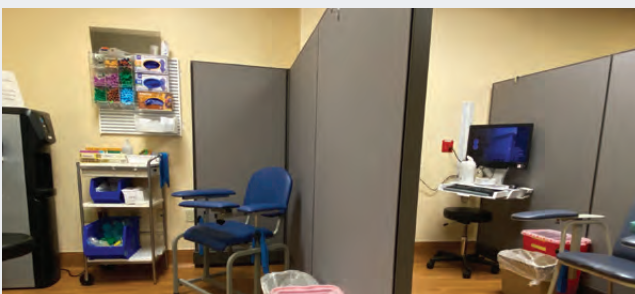
# GROWTH DURING COVID-19 PANDEMIC:

## Enhanced & Expanded Services

In spite of the tremendous challenges posed by COVID-19, this unprecedented pandemic has also presented itself as a growth opportunity for Chinese Hospital. Thanks to the support of our staff, board members, donors, and community partners, Chinese Hospital seized this opportunity to implement several initiatives that accommodated our patients and the community's needs during the pandemic. Highlighted below, these new developments have helped to mitigate the crisis but, more significantly, have challenged Chinese Hospital to grow and advance in ways that are critical to our long-term success.

### 1. Expansion and Enhancement of Laboratory Services

Behind the scenes, the laboratory department has played a critical role in supporting all testing efforts for COVID-19. In order to meet the growing needs and demands for testing, the lab team has worked vigorously to increase its testing capacity by implementing major technological expansions with added benefits of speed and efficiency.



Among these new technologies is the Beckman hematology analyzer, which provides accurate counts of blood cells and features the capability for early detection of sepsis. Both functions enhance our clinical and emergency teams' abilities to quickly triage patients with infectious diseases, including possible COVID-19 infections. Another addition to the lab is the GenMark analyzer, which rapidly identifies the most common viral and bacterial organisms associated with blood and respiratory infections, such as COVID-19, within 90 minutes.

With rapid COVID-19 testing in high demand, GenMark has already been used to perform over 500 respiratory samples at Chinese Hospital.

Patients may have also noticed a physical enhancement to the lab—the new, inviting area that houses the blood draw stations. Over the summer, Chinese Hospital repurposed and renovated a former administrative space to create an environment that provides a better patient experience and ensures proper social distancing protocols for safe testing of all patients.



### 2. Addition of Acute Care Beds to Increase Bed Capacity in San Francisco

Throughout the course of the pandemic, Chinese Hospital has recognized the importance of collaborating closely with our city and community as part of a larger effort to help alleviate the burden of COVID-19 on the local healthcare system.

Earlier this spring, Chinese Hospital worked with San Francisco city officials to receive expedited state approvals from California Department of Public Health to license an additional 23 acute care beds, located in the state-of-the-art Inpatient Tower. By mobilizing more resources during the pandemic, Chinese Hospital was able to contribute beds and increase capacity for the San Francisco community at a time when hospitals were grappling with bed shortages. The increase in total beds also enabled greater city preparedness for potential COVID-19 surges and focused use of limited resources on COVID-19 patients and their intensive care needs.





# CHINESE HOSPITAL 2020 FACTS

## Footprint

- 1 Acute Care Facility
- 1 Outpatient Center
- 4 Multispecialty Clinics
- 2 East-West Clinics

## Size

- 436 employees (Largest employer in San Francisco Chinatown)

## Volume

- 1,040 Inpatient Admissions
- 36,074 Outpatient Visits

## Demographics (Inpatient)

- 88% Age 60+
- 91% Medicare / Medi-Cal Beneficiaries

## Quality

- 4-star Centers for Medicare & Medicaid Services Rating (Among the 2 highest rated San Francisco hospitals)

## Awards

- GuideStar Platinum Seal of Transparency
- Charity Navigator 100% Encompass Rating

## Distinction

- Only remaining independently owned hospital in San Francisco

(Data as of 11/5/2020)

As part of the active partnership with San Francisco Department of Public Health, Chinese Hospital has been helping to reduce caseload at Zuckerberg San Francisco General Hospital (ZSFGH), providing care to subacute and skilled nursing patients in these newly added beds. Our clinical leaders engage with ZSFGH daily to coordinate smooth and safe transfers. Many of our other teams, ranging from dietary to pharmacy, have worked tirelessly to cater to the needs of this new patient population and ensure their recovery and comfort at Chinese Hospital.

As the pandemic persists, Chinese Hospital remains committed to supporting and participating in locally coordinated efforts to curtail the impact of COVID-19 on our hospital partners and communities.

### 3. Elevation of Emergency Department to Treat Broader San Francisco Community

For decades, Chinese Hospital's Emergency Department (ED) has provided its neighbors and surrounding communities with conveniently located and accessible emergency medical services. At the early onset of the pandemic, Chinese Hospital identified a citywide need for increased medical capacity including emergency services.

To this end, Chinese Hospital endeavored to treat more patients experiencing medical emergencies and worked with San Francisco city officials to elevate its ED from "standby emergency" to "basic emergency" classification. This recent reclassification allows Chinese Hospital to accept more patients from ambulances, including patients who are critically ill or ones turned away from overcrowded EDs. Furthermore, Chinese Hospital is positioned to receive a broader range of patients based on their location and proximity in addition to preference. With increased volume and diversity of patients coming through its doors, the ED is pleased that its elevated status has been well-received by the broader community, particularly as Chinese Hospital looks to expand its reach and engage a wider San Francisco population.



# DONOR SPOTLIGHT: TOP DONORS FUND CHINESE HOSPITAL'S SERVICE & CAPACITY EXPANSION

## Keith Tsu & Carmelita Ko



Husband and wife Keith Tsu and Carmelita Ko donated \$1 million to open the Inpatient Tower's second floor to expand bed capacity during the COVID-19 pandemic. The breakthrough gift opened the second floor to patient use for the first time, and accommodated a new population of patients. Many of the patients came from Zuckerberg San Francisco General Hospital, and offered practical proof of Chinese Hospital's critical role as a cooperative, full-service acute care hospital fulfilling its role as a leader in San Francisco's healthcare delivery system. Keith and Carmelita made that possible.

Keith and Carmelita also donated \$165,000 to purchase urgently-needed equipment that helped Chinese Hospital adapt to the COVID-19 environment. This included 2 moonbeams, an advanced device that disinfects and sterilizes hard surfaces, and a glidescope, a video device that assists doctors with intubation.

This year's remarkable gifts are part of Keith & Carmelita's lifelong philanthropic journey, totaling almost \$3.5 million for Chinese Hospital. They are glad to help Chinese Hospital directly, while also improving access for vulnerable people in the community. Their names grace important rooms and spaces throughout the Inpatient and Outpatient Towers, including practical equipment used every day by doctors and nurses to improve patients' health and wellbeing.



## Arthur Chan



Arthur Chan donated \$500,000 to pay for the Hospital's Cancer Center, a new program designed to provide holistic care for cancer patients using a multidisciplinary team approach that includes oncologists, primary care providers, infusion nurses, dietitians, palliative care specialists, psychotherapists, social workers, radiologists, and pharmacists. Last year Mr. Chan donated \$1.2 million in honor of Chinese Hospital's 120th Anniversary. Since his first gift of \$20,000 in 2004, Mr. Chan has donated more than \$3.2 million to Chinese Hospital. His philanthropic support has extended to many other worthy nonprofit organizations throughout the years.

As the founder and lifetime honorary president of the Teo Chew Community Center, among numerous other honors and distinctions, this year Mr. Chan was awarded the prestigious Jefferson Award for Public Service. Co-founded in 1972 by the widow of President John F. Kennedy, Jacqueline Kennedy Onassis, the Jefferson Awards for Public Service are known as the Nobel Prize for public and community service. Mr. Chan's business achievements, community awards, and lifetime of outstanding personal conduct will be featured for broadcast on local CBS affiliates, KPIX5 television, and KGO740 radio, and permanent placement online.

Mr. Chan arrived in the United States with \$80 and a dream. The Chinese Hospital community is grateful to have been included after his hard work resulted in his dreams fulfilled.

## NEW DONORS SUPPORT PROGRAMS AND RENOVATIONS



When the COVID-19 pandemic hit, the **Stupski Foundation** proactively contacted Chinese Hospital to see if and how they could help. Within 72 hours the backbone of Chinese Hospital's ability to reach tenants of Chinatown's 105 Single Room Occupancy (SRO) hotels was created and partially funded, the COVID-19 Prevention and Management Program. The Stupski Foundation granted \$250,000 for mobile COVID-19 testing. Due to its timeliness, the impact of this grant was especially profound.

The Stupski Foundation is among an influx of new but sophisticated institutional donors to Chinese Hospital, eager to measure the impact of their investments and satisfied with the exceptional results produced by the medical professionals, dedicated staff, and volunteers. The Stupski Foundation's investment in the mobile clinic builds on their earlier, \$600,000 commitment to the Hospital's palliative care program, also rooted in a community-based clinic model. By investing in Chinese Hospital, the Stupski Foundation is able to address the healthcare needs of a diverse population throughout San Francisco and northern San Mateo County.



**The Herbst Foundation** provided a \$250,000 grant to support the COVID-19 reconfiguration of the blood draw laboratory. The Herbst Foundation focuses on providing capital funds for the construction or renovation of facilities of tax-exempt organizations within San Francisco.



**Yung Pun Huang**, a former Chinese Hospital patient, made a gift of \$100,000. Inspired by stories of the Hospital's efforts to protect the community from COVID-19 outbreaks, he wanted to help ensure that other Chinese, especially the elderly, would continue to have access to culturally competent and quality care as he received in the past.

**Chan  
Zuckerberg  
Initiative** 

**The Chan Zuckerberg Initiative (CZI)** provided a \$50,000 grant to Chinese Hospital to support our leadership and response to COVID-19 in the community. CZI is helping to fight COVID-19 by increasing access to testing, genomic sequencing, research, community support, and more.





Philanthropists **Diane B. Wilsey**, and **Bernard Osher**, generously responded to Chinese Hospital's urgent COVID-19 appeals with first-time gifts.



**The American Chamber of Commerce in Shanghai** donated \$10,000 and 20,000 PPE, which helps us to maintain the high standard of care that our patients and community deserves. We also welcome AmCham Shanghai's Board of Governors' member **David Basmajian**, who joined the Chinese Hospital's Fund Raising Committee.

## LOYAL DONORS KEEP HOSPITAL THRIVING IN TOUGH TIMES



**Dr. Wilson Chen** and wife, **Jennifer Zhang**, worked tirelessly to create a critical pathway for Chinese Hospital to acquire the most hard-to-procure PPE at a time of trade instability. They also worked with other organizations to buy and ship 1,750 critically-needed PPE isolation gowns for \$22,220. The couple did this with the cooperation of vendor Dong De Enterprise Management Co., Ltd., in Guangzhou, China. Then they matched that donation with an additional check in the same amount.

Over the years Dr. Chen and Ms Zhang have been responsible for almost \$200,000 in charitable gifts to Chinese Hospital. They have noted that patients at Chinese Hospital are able to communicate in familiar languages, enjoy their favorite cuisine, and receive treatment in a comfortable environment. By backing their generous donations with many hours of personal hard work, Dr. Chen and Ms Zhang exemplify the best of the philanthropic spirit. Dr. Chen's community service also extends to the Teo Chew Community Center, of which he is the Chairman.



**James Lee Poy**, a proud USPS employee, had remembered Chinese Hospital in his Will. His niece, **Karen Leong** advanced \$100,000 in proceeds from the sale of her uncle's home. The gift provided Chinese Hospital much-needed cash flow in April.



**Rebecca Leung** was raised in a traditional family with a father who taught her about helping others as a way to find peace, contentment, and joy in their lives. After selling her father's property in China, Rebecca donated her part to Chinese Hospital in memory of her father.

## LOYAL DONORS KEEP HOSPITAL THRIVING IN TOUGH TIMES



**Tania and Brianna Lee**, daughters of the late **Mayor Edwin M. Lee**, made a gift of \$10,000 via the Edwin M. Lee Community Fund. The donation helps to protect at-risk populations in our community and makes the lifesaving work we do possible.

*CREDIT: Lea Suzuki / ©San Francisco Chronicle / Polaris*



**Sharon Feng** collected more than \$33,000 in donations from family members, friends, and coworkers in memory of her father, **Chong Pak Fong**. Mr. Fong had been a patient at Chinese Hospital, and shared appreciation for the high quality of care that he received.



**Weiwen Zheng, M.D.** gave generously and continuously throughout the year. She is one of the many community-minded physicians that do incredible good for the community, especially during these uncertain times.



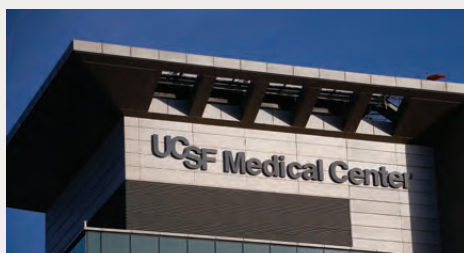
**Chung Mak** is a patient of one of our community doctors and supported our fundraising campaign “Honor a Healthcare Hero” with a monthly gift to show his gratitude and appreciation.

## PPE DONORS PROTECT HEALTHCARE HEROES

Almost 400 people, community organizations and companies donated more than 650,000 pieces of Personal Protective Equipment in 2020.



**MedShare International**, in partnership with **Flexport**, donated a total of 40,500 masks and face shields. It is our first and the second largest PPE donation, which significantly enhanced our capacity to prevent and control further spread of COVID-19 at a critical time.



**UCSF** distinguished itself with a donation of 16,000 hard-to-get N95 respirators, 5,000 fabric face masks, and a number of face shields. Later, UCSF and **Salesforce** collaborated to donate 45,000 face masks to Chinese Hospital, our largest single PPE donation. A **Student Task Force** at the UCSF School of Medicine was also supportive.





## CHINESE HOSPITAL AT THE FOREFRONT OF THE PANDEMIC: Leading the Community through an Unprecedented Crisis

On March 11, 2020, the novel coronavirus (COVID-19) outbreak was declared a global pandemic by the World Health Organization (WHO), marking the day when most of the world began to view this disease as a serious threat. As history will show, this milestone occurred nearly 2 months after Chinese Hospital began preparing a full-fledged response and comprehensive plan to implement safety protocols, source PPE and other critical supplies, and promote proper hygiene and mask-wearing in the community.

Since monitoring COVID-19 reports in late November 2019, Chinese Hospital was one of the few institutions that appreciated the gravity of the developing situation in China in January 2020, as the virus was spiraling out of control and overwhelming hospitals. With concerns of the heightened risks that COVID-19 would pose to our community, our leadership sensed that early action and prevention was most critical and our response plan could not afford to wait for more local and state guidance. As the sole acute care facility and largest healthcare provider in Chinatown, Chinese Hospital leaned on learnings from the previous severe acute respiratory syndrome (SARS) epidemic and the expertise of its own medical staff to begin making high-impact adjustments to its internal operations and initiating a community-wide public health and awareness campaign.

Together with San Francisco Department of Public Health, community leaders, and single room occupancy (SRO) building owners, Chinese Hospital led the design and implementation of a community prevention and management

program aimed at slowing and mitigating the spread of COVID-19 in Chinatown. Under this program, our teams have been working tirelessly to perform free testing and conduct tracking activities to address potential cases and outbreaks in the Chinatown SRO buildings. This program also actively surveys the community's health, offers education and resources including a COVID-dedicated hotline, deploys mobile testing to SROs as needed, and coordinates linkage of care for COVID-19 positive patients. To date, Chinese Hospital has performed over 3,000 tests, hosted testing events for several SRO groups, contained employee infections to zero, and largely prevented a devastating outbreak in the community.

Unsurprisingly, the hard-earned success of Chinese Hospital's efforts has not gone unnoticed. Our prompt response to COVID-19 has garnered attention and acclaim from mainstream media such as the San Francisco Chronicle, KPIX, PBS, and the New York Times. This extensive media coverage has highlighted the importance of community leadership, such as that of Chinese Hospital, and casts a focus on the unique health needs of our community and other vulnerable populations, for which public and private partners can help to address and support during the pandemic.

Fully aware that our pandemic journey is far from over, Chinese Hospital remains vigilant and deeply committed to providing leadership during these times and safeguarding the health of our community.

# OUTPATIENT TOWER RENOVATIONS:

## Achieving Optimal Health Outcomes

In 2016, Chinese Hospital marked a major milestone in our history when we opened our \$160 million Inpatient Tower, the “New Patient Tower”, a state-of-the-art eight-story facility. Highlights include a 24-Hour Emergency Department, a unit for acute care, an Intensive Care Unit, the latest in diagnostic imaging equipment, surgical suites outfitted with cutting edge technology, and a telemetry unit. With 88 beds --a 66 percent increase -- the Inpatient Tower now strengthens Chinese Hospital’s ability to provide critically needed, high-quality acute care to the community, especially critical in the age of global pandemics like COVID-19.

With the Inpatient Tower up and running, the final stage in the redevelopment of Chinese Hospital’s Jackson Street campus is to leverage the existing, seismically-sound physical structure of the adjacent six-story Outpatient Tower. The vision for this project is to build on the success of the Inpatient Tower and create capacity for enhanced outpatient services. A staged, \$30 million refurbishment will touch every square foot of the 41-year old, 47,000-square-foot building, and produce improved outpatient health outcomes in six key areas of care:

- 1) Expanded same-day surgery, made possible with improvements to surgical techniques.
- 2) A new Cancer Center, featuring advanced treatments and infusions.
- 3) A Gastrointestinal Suite to improve core health.
- 4) Innovative Laboratory Services for prompt diagnoses and testing.
- 5) A Multi-Disciplinary Clinic to showcase the best in integrated services.

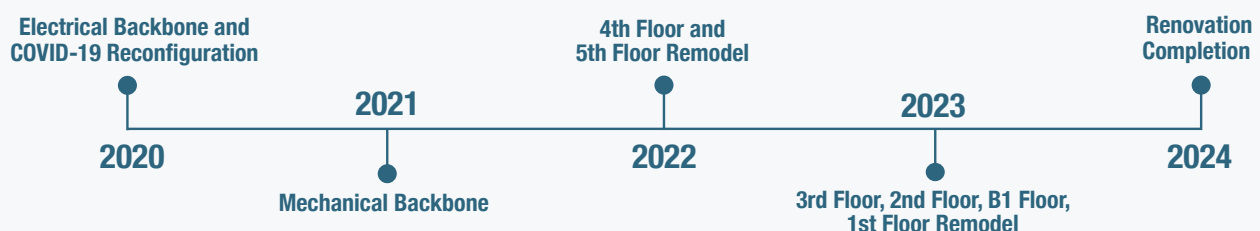


- 6) Refreshed and expanded Nutrition Services, using the latest equipment to maintain its prestigious 100% rating.

Patients, visitors, caregivers and staff will be well served by thoughtfully refurbished common areas and other improvements to transform a 41-year-old interior into an appealing and energizing environment best-suited for patient healing, visitor comfort, and employee productivity. With funding support from traditional and new donors, Chinese Hospital will complete our vision for the Jackson Street Campus by April 18th, 2024, the 125th Anniversary of Chinese Hospital’s historic establishment. In 2020 leading donors, honored in this Annual Report, stepped up with the first six-figure gifts required to bring this visionary project to completion.

Chinese Hospital, as a community-owned institution lovingly known as “The People’s Hospital”, relies on the support of leaders and donors to give and inspire others – particularly those from outside Chinese Hospital’s traditional constituency – to give as well. Please support our efforts to reach the requisite funding and help fulfill our vision of achieving wellness and optimal health for our community.

### PROJECT TIMELINE





# Inpatient Tower Naming Opportunities

Chinese Hospital offers a unique opportunity for our philanthropic partners to leave marks inside the Inpatient Tower. You can leave a legacy by naming the Inpatient Tower, Telemetry Unit or Nurse Station through a donation. You can also honor a loved one, pay tribute to a family, or recognize an organization.

## Naming opportunities (Partial List)

### Starting at \$5,000

Locker Room  
Physician Dictation Room  
Consultation Room  
Nursing Manager Office

### Starting at \$50,000

Medication Room  
Staff Lounge  
Single Patient Room  
Triage Room

### Starting at \$100,000

ICU Room  
Family Waiting Room  
Nurse Station  
Small Operation Room

### Starting at \$500,000

Telemetry Unit  
Large Operation Room  
Post-anesthesia Care Unit  
Central Sterile Supply Unit

### Starting at \$1,000,000

Fourth Floor (Patient Rooms)  
Surgical Services Floor  
Inpatient Tower

You can view the full list at [www.chinesehospital-sf.org/naming-opportunities](http://www.chinesehospital-sf.org/naming-opportunities).

For more information or make a donation, please contact the office of Fund Development at [donate@chasf.org](mailto:donate@chasf.org) or 1-415-677-2470.

Chinese Hospital is a 501(c)(3) nonprofit organization. All donations are tax-deductible where allowed by law.

## Chinese Hospital Earns Distinctions as a Financially-Efficient and Transparent Non-Profit Organization

Charity Navigator and GuideStar, two organizations that assess the financial performance of nonprofits, have each awarded their highest rating to Chinese Hospital. These awards exemplify Chinese Hospital's commitment to best practices as a nonprofit, delivering its mission in a financially efficient way, and providing organizational transparency.



### A perfect score of 100 from Charity Navigator

Charity Navigator is one of the most well-known charity assessment organizations that examines financial health and accountability and transparency. A 100% Encompass Rating from Charity Navigator reflects Chinese Hospital's efficiency in using donations and support, performance in sustaining programs and services over time, and our level of commitment to good governance, best practices, and openness with information.



### A Platinum Seal of Transparency from GuideStar

GuideStar is the world's largest source of information about nonprofits. Chinese Hospital was awarded the Platinum level of transparency for sharing extensive information in our nonprofit profile, including in-depth financial information, qualitative information about our goals, strategies, and capabilities, patient outcomes data, as well as basic contact and organizational information.

With this recognition and top rating, Chinese Hospital offers its supporters confidence and peace of mind with every gift made. For more information on these ratings, please visit [www.charitynavigator.org](http://www.charitynavigator.org) or [www.guidestar.org](http://www.guidestar.org) and search "Chinese Hospital".

# CITY OF SAN FRANCISCO RECOGNIZES CHINESE HOSPITAL FOR OUTSTANDING SERVICE





# Certificate of Honor

## BOARD OF SUPERVISORS City and County of San Francisco

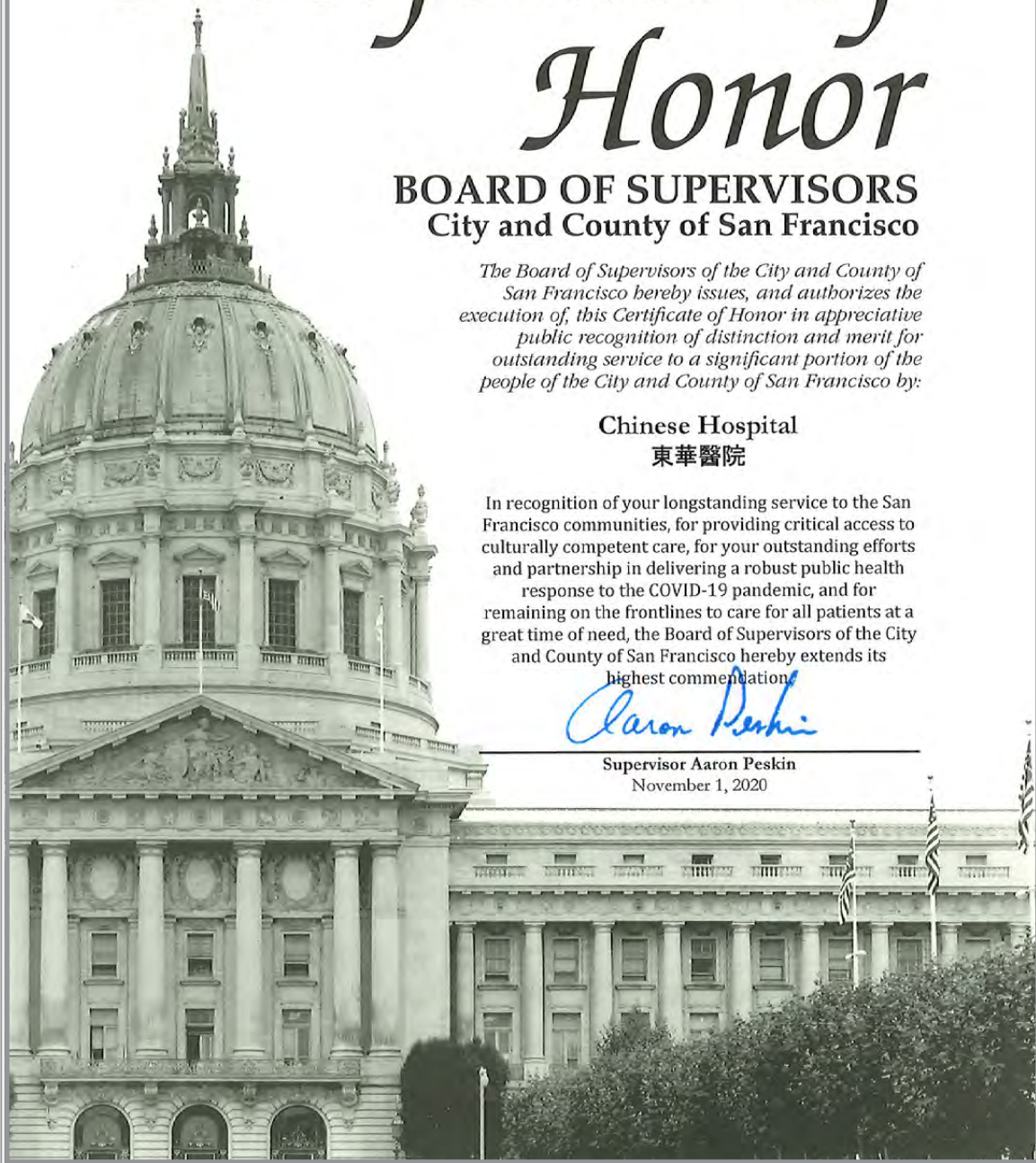
*The Board of Supervisors of the City and County of San Francisco hereby issues, and authorizes the execution of, this Certificate of Honor in appreciative public recognition of distinction and merit for outstanding service to a significant portion of the people of the City and County of San Francisco by:*

**Chinese Hospital  
東華醫院**

In recognition of your longstanding service to the San Francisco communities, for providing critical access to culturally competent care, for your outstanding efforts and partnership in delivering a robust public health response to the COVID-19 pandemic, and for remaining on the frontlines to care for all patients at a great time of need, the Board of Supervisors of the City and County of San Francisco hereby extends its highest commendation.



Supervisor Aaron Peskin  
November 1, 2020





# One Big Happy Family

## 東華大家庭

Did you know CCHP is an integral part of the Chinese Hospital Health System? Yes, we share a common mission of improving the health of our community.

So, by being a CCHP member, you are supporting the whole eco-system with Chinese Hospital at the core. If you are a CCHP member, you already know that CCHP is a high-quality and affordable way to maintain your health.

If you know people and businesses who could use a great health plan - family, friend, neighbor, associate - be sure to recommend CCHP.

**Let's support our family. Refer CCHP and support Chinese Hospital.**

您知道嗎?華人保健計劃 (CCHP) 也是東華醫院醫療體系的一部分,改善社區健康是我們的共同使命。

CCHP提供優質及可負擔的健康保險計劃,加入CCHP也等於支持以東華醫院為核心的醫療體系。如果您知道任何親朋鄰里或商界好友需要購買健康保險計劃,請向他們推薦CCHP。

請支持東華醫院醫療體系,加入CCHP及使用東華醫院。



**CCHP**  
華人保健計劃

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## We are a proud partner of the Chinese Hospital Health System.

我們是東華醫院醫療體系的一部分，並為此感到自豪！

Jade Health Care Medical Group (Jade) was created by a group of community doctors whose desire is to deliver on the promise of patient-focused care. Our mission is to improve the health of our community by delivering high-quality, affordable healthcare through culturally competent and linguistically appropriate services.

As a key partner in the Chinese Hospital Health System, Jade's doctors aim to deliver comprehensive, patient-centered care that is tailored to the needs of patients and the community, and ensure that every aspect of healthcare is coordinated to maintain continuity of care.

翡翠東華醫師協會由一群社區醫生共同創立，以提供以病人為本的醫療服務為己任。我們的使命是通過提供適合病人文化及語言的服務，從而確保社區居民獲得優質及可負擔的醫療照護，以促進社區的健康。

作為東華醫院醫療體系的重要合作夥伴之一，翡翠東華醫師協會的醫生會以病人及社區的健康福祉為依歸，提供全方位及以病人為中心的醫療服務，並協調病人健康護理的各個方面來保持服務的連貫性。



# Building a Healthy Community 建立一個健康的社區

## Services Offered 服務包括：

- Community Events 社區健康活動
- Education Seminars 教育講座
- Chronic Disease Education & Management 慢性疾病的教育與管理
- Individual Assistance 個人輔導
- Patient Navigation Program 病人指導計劃
- Health Education Materials 雙語健康教育資訊



CCHRC  
Chinese Community Health Resource Center  
華人社區健康資源中心

Wellness Library: 845 Jackson Street, Lobby,  
San Francisco  
(Temporarily closed due to COVID)

健康圖書館：三藩市積臣街845號，東華醫院  
大堂。(新冠疫情期間暫停開放)

[cchrchealth.org](http://cchrchealth.org) | 1-415-677-2473



## Wishing you a safe and happy holiday season! 祝大家節日快樂！

Chinese Hospital Auxiliary was founded over 50 years ago and is committed to supporting Chinese Hospital's mission of providing quality health care to the community. We are proud to serve as ambassadors between the hospital and the community.

東華醫院輔助會成立於 50 多年前，致力協助東華醫院提供優質的醫療服務給社區。作為醫院與社區之間的橋樑，我們深感自豪。



**CHINESE  
HOSPITAL**



# Honor a Healthcare Hero 向抗疫英雄致敬

Show your gratitude and say "Thank You"  
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## DONATION METHOD 捐款方法



1-415-677-2470



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*\*Your gift will be matched by Elisabeth Pang Fullerton, doubling the impact of your support! (Gifts totaling up to \$50,000)*  
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Chinese Hospital is a 501(c)(3) non-profit organization with Tax ID 94-0382870. 100% of the contribution benefits the Hospital Fund. 捐款可扣稅。



# THANK YOU TO ALL OF OUR GENEROUS DONORS.

## 特此鳴謝以下機構及人士的慷慨捐贈。

Chinese Hospital is proud to honor many hundreds of donors who have generously supported us since before and during the COVID-19 pandemic. For the first time we honor donors of Personal Protective Equipment and meals, all for the well-being of our frontline healthcare heroes.

東華醫院衷心感謝各界善長及機構捐贈現金、防護物資或禮物予東華醫院，並對各前線醫護人員及病人送上關懷。

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#### Donors who gave between August 2019 and September 2020.

於2019年8月至2020年9月期間捐款予東華醫院的機構及人士。

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Chinese Hospital is pleased to acknowledge the generous donors who have thoughtfully provided for Chinese Hospital in their wills, estates, and trusts.

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*\*Chinese Hospital is pleased to assist with your plans. We also encourage you to discuss your giving plan with your legal, tax or financial advisor.*  
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**December 31<sup>st</sup>, 2020**

## Enhanced Tax Benefits Offered for Charitable Giving in 2020

In 2020, Congress passed a \$2.2 trillion stimulus bill called the CARES (Coronavirus Aid, Relief, and Economic Security) Act to mitigate the economic impact of the global coronavirus pandemic. In an effort to encourage charitable giving and provide relief to non-profits, the CARES Act offers expanded and enhanced tax incentives to taxpayers for making charitable contributions this year.

## 2020年期間的慈善捐款可增加稅務優惠

2020年，美國國會通過2兆美元維生經濟法案（CARES ACT），以紓緩疫情對經濟造成的衝擊。此外，為鼓勵市民捐款支持非牟利組織，維生經濟法案為捐款人提供更多的稅務優惠。

To learn more 查詢詳情 | ☎ 1-415-677-2470 ✉ [donate@chasf.org](mailto:donate@chasf.org)

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特此鳴謝以下機構及人士的慷慨捐贈。

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Individuals and organizations who made a donation of Personal Protective Equipment in 2020.

在2020年捐贈防護物資予東華醫院的機構及人士。

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