



CHINESE HOSPITAL

Caring for the Community for the Next 100 Years

繼往開來，關懷服務社區新百年



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Dear Chinese Hospital Supporters,

Healthcare environment continues to be challenging and rapidly changing in 2018. We are tirelessly building an integrated healthcare system for the long-term viability of Chinese Hospital in order to fulfill the health care needs of the Chinese community.

Together with its partners, Chinese Hospital is focused on improving healthcare access, quality of care and patient experience. We have been striving to develop additional sites physically and virtually for our members and patients to access primary and specialty care. In fact, we have begun this year with a comprehensive strategic plan that involves all employees in leading our Hospital on the journey from good to better and from better to best. The plan emphasizes on quality improvement, long-term financial viability, strengthening of our Hospital culture and areas that we need to stabilize, develop and grow.

Chinese Hospital will continue to assess the healthcare needs of its community and provide the best care possible. We will continue our effort in providing quality care not only for the times of illness or traumatic injuries, but also improving overall health, wellness and chronic disease management. We will continue to build on our complementary fitness and wellness classes and educational events to help our community to live healthier and happier lives.

I am proud of my team at Chinese Hospital who continues to provide high-quality care, validated by its recent awards. In 2018, Chinese Hospital was rated 5-star by the Center for Medicare and Medicaid Services(CMS). We received an "A" grade for safety and quality by Leapfrog, a nationally recognized company. I credit these successes to the dedicated staff and their devotion to our vision and the communities we serve.

I would also like to express my sincere appreciation to all of you, supporters of Chinese Hospital, for your continual trust in our healthcare system. Chinese Hospital is committed in making the communities it serves healthier and happier.

Respectfully,

Jian Zhang, DNP, MS, FNP-BC
Chief Executive Officer
Chinese Hospital

敬愛的各位支持東華醫院之善長仁翁：

2018年，醫療行業的經營環境持續充滿挑戰性及迅速變化。為了讓東華醫院能長期穩定發展，我們正努力不懈地建造一個一體化的醫療體系，以滿足華人社區對醫療服務的需求。

東華醫院與合作夥伴團結一致，致力改善醫療服務便利度、服務質素及病人經驗。此外，我們致力開設更多實體診所及開拓網上看診服務，讓會員及病人更容易獲得家庭科及專科醫生服務。實際上，我們在本年度已經開始實施一項全方位的戰略規劃，讓所有員工共同帶領東華醫院從「優秀」走向「更優秀」、從「更優秀」走向「卓越」。此規劃強調提高質量、發展長遠財政計劃、加強醫院文化及鞏固多個有需要的領域。

東華醫院將繼續評估社區的醫療需求以提供最優質的醫療服務。我們不僅在病人患病或受創傷時提供優質的醫療服務，還致力改善社區的整體健康水平及提供慢性疾病的護理服務。此外，我們將繼續發展具輔助性的健身及保健課程、健康教育講座，以建立一個更健康的社區。

本人有幸成為東華醫院團隊的成員之一，能為社區提供優質的醫療服務。最近，我們的優質服務獲得了兩項印證：一、2018年，東華醫院獲美國聯邦醫療保險與醫療補助服務中心評為五星醫院；二、東華醫院因病人安全及醫療質量獲Leapfrog集團評為A級。本人衷心感謝每位克盡己職的員工，他們為東華醫院關懷服務社區的使命作出辛勤努力，全賴他們不懈奮鬥，我們才獲得這兩個獎項。

在此，我亦向諸位贊助東華醫院的善長表示最誠摯的謝意，感謝你們對東華醫院醫療體系一如既往的信任及支持。我們定必繼續努力，讓社區變得更健康！

謹啟，

張建清博士
東華醫院行政總裁



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CHINESE HOSPITAL PATIENT PORTAL ROLLOUT

東華醫院隆重推出「電子醫療記錄平台」

Chinese Hospital is constantly making strategic investments with the goal of helping us continue to provide the highest quality care to our patients and community – well into the future.

These investments large and small include infrastructure like the building of the new Patient Tower, opening of the full-service support services clinic in Daly City at Gellert and remodeling of the 1979 lobby building. Other visible examples can be seen in the newest medical equipment and automated prescription dispensing machines, to name just a few.

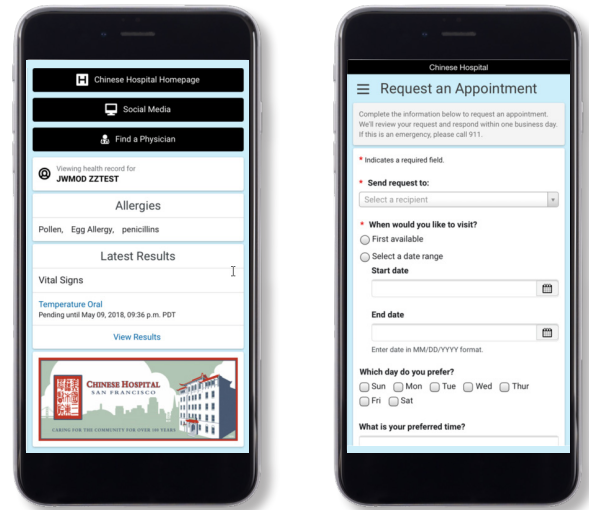
Significant investments are also made that are not outwardly visible, such as on-going staff training and technological improvements. Among others, technology upgrades include Electronic Health Records (EHR) or digital version of a patient's paper chart. EHRs are real-time, patient-centered records that make information available instantly and securely to authorized users like doctors, specialists, and other providers who coordinate patient care. The patients also have the ability to access their own health records.

In 2018, we launched the Chinese Hospital Patient Portal. It is a secure and convenient way to view health records online. This is in keeping with Chinese Hospital's commitment to empowering patients to take a more active and educated role in their health and wellbeing.

The Chinese Hospital Patient Portal allows patients to:

- Conveniently access health information online 24/7
- Review medical records
- View immunizations/vaccines, most test results and other medical information
- Send secure messages to your Chinese Hospital care provider
- Request appointments with a Chinese Hospital care provider

Hundreds of patients have already signed-up and are actively managing their health by keeping track of their health records. It's easy and quick. If you would like to gain access to your health information, contact the Chinese Community Health Resource Center at 1-415-677-2473, or visit us at: Chinese Hospital Lobby, 845 Jackson Street, San Francisco.



東華醫院不斷進行戰略性投資來協助病人及社區獲得最優質的護理。

這些大大小小的投資包括各基礎建設，如興建新醫務大樓、在帝利市開設一站式門診中心及翻新1979大樓的大堂。其餘可見的投資還包括增設最新醫療設備及自動配藥機。

此外，我們在其餘病人未必留意的地方也進行了龐大的投資，包括電子醫療記錄（EHR）及電子病人病歷。EHR是實時及以病人為中心的記錄系統，它可以立刻向授權用戶安全地提供資料，例如家庭及專科醫生、病人護理協調員及病人本人，他們均可以查閱有關的醫療記錄。

2018年，東華醫院推出了「電子醫療記錄平台」——一個安全且方便的網上平台來讓病人查閱其個人健康記錄。東華醫院實踐承諾，不斷協助病人更積極及主動關心自己的健康。

通過平台，您可以：

- 24小時輕鬆方便獲得健康資料
- 查閱醫療記錄
- 瀏覽疫苗記錄、部分檢查結果及其他醫療信息
- 向東華醫院醫護人員發出電子訊息
- 向東華醫院醫護人員提出預約請求

很多病人已經登記成為用戶，手續簡單快捷。如有興趣登記成為用戶，歡迎聯絡華人健康資源中心，電話：1-415-677-2473或親臨位於東華醫院大堂的辦公室。

EXPANSION OF SURGICAL SERVICES

擴大手術服務範圍

In addition to its current practicing general surgeons, Chinese Hospital is pleased to announce its collaboration in surgical services with the University of California San Francisco (UCSF) Medical Center. Expansion of our surgical services includes complex surgical cases in gastroenterology (abdominal), breast oncology, and endocrinology (thyroid and parathyroid) performed by specialized surgeons from UCSF Medical Center, led by UCSF Professor and Chief of the Division of General Surgery and Vice-Chair, Department of Surgery Hobart Harris, MD. A total of twelve UCSF highly trained and specialized general surgeons will be joining or have joined Chinese Hospital Medical Staff to provide surgical services at the Hospital include Jasmine Wong, MD (Assistant Professor of Clinical Surgery), Jessica Gosnell, MD (Associate Professor of Surgery), and Amal Khoury, MD (Associate Physician Diplomate).

Chinese Hospital is confident that this initiative in general surgery is the beginning of many future collaborations between UCSF Medical Center and Chinese Hospital.

東華醫院很榮幸地宣布與加州大學舊金山分校 (UCSF) 醫療中心攜手合作。透過UCSF醫療中心，東華醫院能為社區帶來更多外科手術服務，其中包括腸胃科(腹腔)，乳腺腫瘤科及內分泌科(甲狀腺及副甲狀腺)等的複雜手術。以上手術皆由UCSF普通外科主任兼外科學系副主任Hobart Harris醫生領導，並由專業的UCSF外科醫生執行。加入東華醫院醫生團的UCSF外科醫生一共有12位，包括臨床外科助理教授Jasmine Wong醫生、外科副教授Jessica Gosnell醫生及Amal Khoury醫生。這個項目是東華醫院與UCSF醫療中心合作發展的開端。



CATARACT SURGERY, MOST PERFORMED SURGICAL PROCEDURES AT CHINESE HOSPITAL 白內障手術- 東華醫院最常施行的外科手術

Cataract is the leading cause of blindness in the US. It affects about one out of every six Americans age 40. By age 80, more than half of Americans have a cataract or have had cataract surgery. Fortunately, treatment is widely available and with great outcomes. Also, advances in the artificial intraocular lens has made it possible to correct astigmatism and presbyopia.

Cataract removal is one of the most commonly performed surgical procedures at Chinese Hospital with over a thousand patients being treated each year.

Chinese Hospital is committed to providing safe and high quality care to all patients. Our surgical suites have the latest technologies and a team of well-trained physicians/surgeons, nurses, technicians and anesthesiologists. Centers for Medicare and Medicaid (CMS) has recently rated Chi-

nese Hospital 5 out of 5 stars. We are among the best Bay Area hospitals for surgeries.

於美國，白內障是致盲的頭號殺手。每6名40歲以上的人當中便有1人患上白內障，而且過半數80歲以上的人患有白內障或曾經接受白內障手術。幸好，白內障手術非常普遍及成功率高，近年新的人工晶體更可改善散光及老花問題。

白內障移除是東華醫院最常施行的外科手術之一，每年治療超過千名病人。

東華醫院致力為病人提供安全及優質的服務。我們的手術室配備最先進的設施，並擁有經驗豐富的醫師/外科醫生、護士、技術員及麻醉師團隊。東華醫院最近榮獲聯邦保健及醫療輔助中心評為5星級醫院(滿分)，意味著東華醫院是灣區最好的醫院之一。

DEPARTMENT SPOTLIGHT- IMAGING DEPARTMENT

部門聚焦：放射部

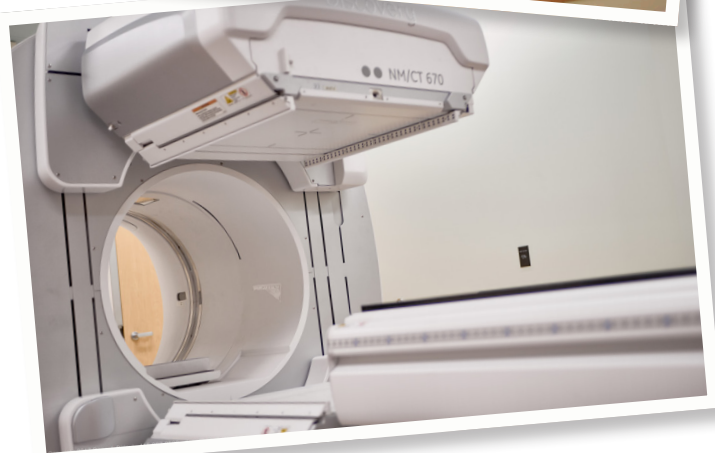
The Chinese Hospital Imaging Department has invested millions of dollars on the latest state-of-the-art imaging technology, and the department is accredited by the American College of Radiology (ACR).

The Hospital's radiology services combine compassionate patient care and excellent customer service with highly skilled board certified radiologists. The staff works collaboratively with primary care physicians (PCP's) to ensure patients receive imaging services they need with the care they deserve.

The comprehensive range of services include: Bone Density scans (DEXA), Computed Tomography Imaging (CT), Interventional Radiology Services (IR), Magnetic Resonance Imaging (MRI), Mammography Imaging (Mammo), Nuclear Medicine Imaging (Nuc-Med), Ultrasound Imaging (US), X-rays Imaging Service (XR).

The Chinese Hospital location is convenient for the community and offers same-day appointments, ensuring the patient can make an appointment with other specialists when the need arises. Many of the services are also available at the Gellert Health Services in Daly City.

Treating patients with the highest level of competence and customer care is the main goal of the Imaging Department and Chinese Hospital. This philosophy ensures quality, value and safety in patient care.



位於新醫務大樓地庫B1的放射部在最先進的影像器材上投資，現已配備最先進的影像技術，並獲得美國放射學會認證。放射科醫生經醫學委員會認證及經驗豐富，他們致力為社區提供以病人為本的優質服務。此外，透過與主診醫生之間的通力合作，放射部的員工可確保病人獲得滿意的影像服務。

放射部的服務包括：骨質密度掃描、電腦掃描、介入放射、磁力共振掃描、乳房X光檢查、核醫學檢查、超聲波檢查及X光檢查等。

為方便有急切需要的病人能適時獲得治理，位於東華醫院的放射部提供即日預約服務。位於帝利市Gellert華康醫務中心的放射部亦提供多種服務，病人可前往該處進行檢查。

為病人提供有效及優質的服務是東華醫院及各部門的宗旨。這理念可確保病人獲得優質、有價值及安全的服務。



CHINESE HOSPITAL EARNS 5-STARS FROM CMS

東華醫院榮獲五星評分



Chinese Hospital continues our march toward our mission of highest quality care. The 2018 Hospital Compare Overall Hospital Quality Star Rating revealed that Chinese Hospital earned 5 stars out of 5 from the Centers for Medicare & Medicaid Services(CMS).

Dr. Jian Zhang, CEO of the hospital, said in an interview with Sing Tao Daily, "...this is the culmination of hard work by everyone at the hospital and organization—everyone did their very best to make sure our patient is our focus. I am so proud of everyone who made this possible. This is yet another validation of our focus on quality care. Our top focus and priority is how our patients and community is cared for. These results speak for themselves."

The CMS developed and implemented the Hospital Compare Overall Hospital Quality Star Rating in response to consumer feedback. The addition of Overall Hospital Rating to Hospital Compare supports CMS' commitment to transparency and accessibility, as well as patient and family-centered care, by strengthening consumers' ability to make decisions about their healthcare needs.

東華醫院繼續向「為社區提供優質的醫療服務」的目標邁進。東華醫院在美國聯邦醫療保險與醫療補助服務中心（CMS）7月份發表的「2018 年度醫院綜合質量星級評定標準」中獲得5星評分（最高等級）。

行政總裁張建清博士接受星島日報訪問表示：「我們再次用行動證明我們對優質服務的堅持及重視。過去兩年，醫院不論在資源管理、財務管理或營運上各個方面都作出特別的努力。不過，我們最優先及最關心的事情還是如何照顧我們的病人及社區，而事實亦證明了這一點。」張博士再補充：「這項殊榮是全體員工共同努力的成果，包括護士、醫生、接待員及清潔人員等等。我衷心感謝每一位克盡己職的員工，他們都秉持以病人為中心的信念為病人服務。」

CMS制定此評定標準是為了反映病人 的意見。此評級加強消費者決定其醫療需求的能力， 同時亦支持CMS對信息透明，無障礙、及以病人及家庭為中心的承諾。



CHINESE HOSPITAL DIABETES CENTER

東華醫院糖尿病中心

Chinese Hospital Diabetes Self-Management Education (DSME) program is recognized by American Diabetes Association (ADA). In DSME, patients can learn strategies to help manage their diabetes and live a healthier quality of life. The Chinese Hospital's program is led by endocrinologist, registered dietitian and certified diabetes educators and offers an ADA approved education.

Chinese Hospital's Diabetes Center has a bilingual medical team, which also offers diabetes prevention and Gestational Diabetes Management programs. It also accepts most insurance plans and offers affordable self-pay rates. To learn more, please call 1-415-677-2370 or visit www.chinesehospital-sf.org/diabetes-center.

東華醫院糖尿病中心的糖尿病自我管理項目 (DSME) 是根據美國糖尿病協會 (ADA) 制定的優質課程。透過課程，您可以學習如何幫助自己控制糖尿病及活得更健康。此項目由內分泌專科醫生、註冊營養師及持證糖尿病教育人員領導，並提供ADA認可的課程。



東華醫院糖尿病中心擁有一隊專業的雙語醫護團隊。除DSME項目，中心還提供糖尿病預防項目及妊娠糖尿病管理項目。糖尿病中心接受多種醫療保險及提供可負擔的自費政策，歡迎致電1-415-677-2370或到www.chinesehospital-sf.org/diabetes-center查詢。

OUR EFFORTS TO BUILD A HEALTHIER COMMUNITY

建立一個更健康的社區

Chinese Hospital has long provided quality medical care to the Chinese community and has been active in the areas of health promotion and education.

Began in January 2018, Chinese Hospital partners with Chinese Community Health Resource Center (CCHRC), Jade Health Care Medical Group and Chinese Community Health Plan to offer monthly Community Health Day to the community. The primary goal of the Health Day is to increase awareness on disease prevention and early detection, as well as to promote the various wellness programs and services offered by Chinese Hospital and its partners. The program also allows us to connect more closely with the community and better understand and meet their health needs.

For more information about the Health Day, please contact CCHRC at 1-415-677-2473.

東華醫院一直致力為華人社區提供優質的醫療服務，並致力於健康推廣及教育等方面的工作。

自2018年1月開始，東華醫院與華人社區健康資源中心 (CCHRC) 及翡翠東華醫師協會合作，攜手為社區提供每月一次的社區健康日。社區健康日旨在讓市民明白「及早發現、及早預防」的重要性。市民亦可透過健康日從而了解東華醫院及其合作夥伴提供的各種健康計劃及服務。同時，我們也透過健康日與社區建立更緊密的聯繫，讓我們的服务能更切合社區的需要。

有關社區健康日的詳情，請致電1-415-677-2473向CCHRC查詢。



EAST WEST HEALTH SERVICES CELEBRATES THE GRAND OPENING OF ITS BRAND NEW CLINIC 中西醫學門診舉辦開幕剪綵慶祝

Chinese Hospital East West Health Services proudly celebrated the grand opening of its brand new clinic on March 26, 2018.

With increased demand for Chinese Medicine, Chinese Hospital started the first East West Health Services five years ago to develop integrative Chinese and Western medicine. This is also an effort to make the Chinese Hospital Health System more cohesive and accessible to patients and members, and continue to play an important role in community health development.

The new location continues to offer an array of Traditional Chinese Medicine services to patients including acupuncture, herbal medicine, cupping, therapeutic massage and moxibustion. It accepts many health insurance plans, including CCHP, Anthem Blue Cross, Blue Shield, Health Net, Landmark, United Health Care and others. For more information, please contact 1-415-795-8100.

東華醫院中西醫學門診於3月26日為新診所舉辦了隆重的開幕慶典。隨著市民對中醫服務的需求日益增加，五年前東華醫院開設了第一間中西醫學門診，積極發展中西醫藥結合治療。新診所讓東華醫院醫療體系更有凝聚力，讓它繼續在社區醫療發展中擔當重要一角，及為社區帶來更方便及以病人為本的服務。

新診所繼續提供一系列的中醫服務，包括針灸、中藥、拔罐、推拿及艾灸等，並接受多種保險，包括華人保健計劃、藍十字、藍盾、Health Net、Landmark及聯合健康保險等等。歡迎致電1-415-795-8100查詢。



CHINESE HOSPITAL AUXILIARY FASHION SHOW 東華醫院輔助會慈善時尚盛會

For 51 years, the Chinese Hospital Auxiliary (CHA) has been one of the largest supporters of the Chinese Hospital Association as they believe in providing quality accessible health care to all socioeconomic levels. The Chinese Hospital Auxiliary hosted, "A Fashion Extravaganza Showcasing Tribal Modernism from the Jadeite Kingdom" fundraiser on August 25th, 2018 located at Salesforce East to benefit Chinese Hospital.

The fashion show was a great integration between old and new. South Eastern Asian patterns were woven to suit modern fashion in a way that is fashionable and chic. The Hmong-American designers, Mang Thao and Shang Thao, use of the Hmong patterns garnished the gowns that was showcased on the runway.



51年來，東華醫院輔助會一直是東華醫院最大的支持者之一，東華醫院一直為社會各階層民眾提供優質及可負擔的醫療服務。東華醫院輔助會於8月25日假Salesforce East 大樓舉辦了「從翡翠王國展示部落現代主義的時尚盛會」，為東華醫院籌募善款。

該時裝秀是傳統與現代的完美結合。東南亞風格的花色圖案被繡入現代時裝，展現出既時髦又漂亮的獨特風格。苗族裔時裝設計師Mang Thao 及 Shang Thao 運用苗族圖案來裝飾的晚禮服，在伸展台上被一一展出。

JADE MEDICAL GROUP CELEBRATES SECOND YEAR OF SERVICE

翡翠東華醫師協會慶祝服務二週年



The Jade Health Care Medical Group formed in 2016 with community physicians and the Chinese Hospital clinics is now caring for over 14,000 CCHP members and is also now a provider for the San Francisco Health Plan. The network comprises nearly 250 individual doctors, the six clinics of Chinese Hospital, and tertiary care provided by UCSF and Sutter Foundation. As part of the Chinese Hospital Health System, a dedicated community of over 1,700 practitioners and clinics provide primary and specialty services throughout San Francisco and the upper peninsula.

All enrollees in Jade programs can receive personal member services from the Member Services Department conveniently housed at the Chinese Hospital lobby and Gellert Health Services in Daly City. Questions concerning CCHP

and SFHP services can be answered by an in person visit or via phone at 1-888-775-7888.

Your Jade physicians look forward to serving our community and you with personal, thoughtful service (If you belong to CCHP or SFHP it would be our pleasure to serve you). Please contact our member services for further information.

2016年，翡翠東華醫師協會（簡稱Jade）由東華醫院及診所及一眾社區醫生攜手組成，超過14,000名華人保健計劃會員提供服務；如今Jade也是三藩市保健計劃的醫療服務提供者之一。網絡包括接近250名獨立醫生、東華醫院的六間診所及UCSF及Sutter Foundation所提供的第三層醫療服務。作為東華醫院醫療體系的一部分，我們有超過1,700名醫生及診所遍佈三藩市與北半島，為居民提供家庭及專科服務。

所有選擇Jade的會員都可以從會員服務中心獲得個人化的服務。關於CCHP及SFHP各項服務的疑問，您可親身諮詢會員服務中心的代表；會員服務中心分別位於東華醫院大堂及帝利市的Gellert華康醫務中心內。您亦可致電1-888-775-7888查詢。

我們Jade的醫生期待為您及社區提供個人化的貼心服務。更多詳情，請與會員服務中心聯絡。

THE 24TH ANNUAL GOLF TOURNAMENT

第24屆東華醫院年度高爾夫慈善賽

Nearly 300 generous supporters attended on Monday, October 8, 2018, at The Olympic Club for Chinese Hospital's 24th Annual Golf Tournament. The event was a success, raising more than \$620,000. This year we are honored to have The Honorable Mayor Willie Brown and Chief Executive Officer Jian Zhang as our event chair.

We also want to share our gratitude to the golf committee, dignitaries, and numerous volunteers who donated their time and resources to ensure we raised significant funds for Chinese Hospital, and we are grateful for their commitment towards the patients we serve. Our annual golf event

enables us to continue to provide the highest level of care



LAST CHANCE - PHOENIX TILE DEDICATION

最後機會 - 認購火鳳凰慈善磚

Located in front of the New Patient Tower, the community wall will be a tiled mosaic in the shape of a Phoenix and Fireball and traversed daily by patients, families, doctors, and visitors. By adding your name on a dedication tile, you're showing support to the unparalleled patient care provided by Chinese Hospital.

Currently, there are only 19 tiles remaining for purchase at the \$7,500 and \$10,000 level. Join a timeless legacy and add your name with the distinguished few.

All contributions are 100% tax deductible. For more information, please contact the Office of Fund Development at 1-415-677-2470 or visit our website at www.chinesehospital-sf.org.

火鳳凰慈善牆由鳳凰及火球形狀的馬賽克拼花瓷磚組成，它將會設置在新醫務大樓外牆，供病人、家人、醫生及訪客觀賞。您可在慈善磚刻上您或您摯愛親友的名字，以支持東華醫院繼續為社區服務。

現在剩餘19塊\$7,500至\$10,000不等的慈善磚可供認購。行善積德，福有攸歸，請立即行動！捐款可全額減稅，更多詳情，請聯絡基金發展部1-415-677-2470或到www.chinesehospital-sf.org查詢。



every day. The success of the event is due to our incredibly generous sponsors and donors for their unwavering commitment towards Chinese Hospital's mission.

第24屆東華醫院年度高爾夫慈善賽已於10月8日假三藩市 Olympic Club順利舉行。是次活動獲接近300人出席，成功為東華醫院籌得超過62萬元。

在此特別感謝前市長布朗及張建清博士擔任籌款委員會主席及感謝一眾籌款委員會成員、各政要及商界人士及義工的支持及幫助，他們付出寶貴的時間及資源來協助是次賽事，讓我們能籌得可觀的善款以繼續為社區及病人服務。此外，還要感謝一眾慷慨的贊助商及善長，有你們的支持才能成就此賽事。我們會繼續履行承諾，為病人提供優質的護理。



Thanks to our generous donors who contributed from August 2017 to July 2018

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2019年4月18日

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120th Anniversary Celebration
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