



**CHINESE
HOSPITAL**



4-STAR QUALITY RATED

by Centers for Medicare & Medicaid Services

**2023
ANNUAL
REPORT**



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2023 ANNUAL REPORT STAFF

Editor Jenni Lau
Translator Jenni Lau

Designer Elsa Man

Contributors
 Dr. Jian Zhang
 Audrey Xu, MS
 Emma Wu
 Frank Gee
 Gina Ko Yam, Pharm.D.
 Jenni Lau
 Jennifer Li
 Jiami Wu, MPH
 Joyce Cheng, MPH, MS
 Ken Chen
 Nia Lendaris, MSN, CNS, RN
 Ruby Li
 YoungSoo Cho

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MESSAGE

FROM THE CHIEF EXECUTIVE OFFICER



Dear Friends and Supporters of Chinese Hospital,

Year 2023 has been a devastating year for many California hospitals which was attributed to the COVID-19 pandemic, 18% increase in labor and 41% increase in pharmaceutical expenses, stagnant healthcare reimbursement structure, workforce shortages, and mental/behavioral health crisis. With recent ongoing inflationary pressure, hospitals cannot simply increase revenue to pay for the cost in providing medical care as they rely heavily on Medicare and Medi-Cal reimbursements. The reimbursement structure with Medicare and Medi-Cal are administratively set whereby Medi-Cal payments to hospitals have not been increased for more than a decade. In fact, California hospitals lost 25 cents on the dollar spent on Medicare patients; while the loss is even greater for Medi-Cal patients. As a result, we have seen multiple community hospitals in California forced to close or file bankruptcy while other hospitals reduce essential services. This would decrease healthcare access and healthcare-related jobs, threatening the local economy and public health efforts.

As the only independent not-for-profit community hospital in San Francisco serving disproportionately 80% Medicare and Medi-Cal patients, Chinese Hospital is facing more challenges. Despite the financial difficulty, Chinese Hospital continues to uphold its mission in providing quality care to meet the healthcare needs of our communities.

Our steadfast commitment to health equity and access to quality care shapes every decision Chinese Hospital leadership makes. We proudly maintain the highest standards set by The Joint Commission, prestigious star ratings from the Centers for Medicare and Medicaid Services (CMS), and the esteemed "A" Hospital Safety Grade in Spring 2023 from The Leapfrog Group. Our commitment extends to creating a patient-centered environment through safety-focused renovations. Enhancements such as kitchen upgrades to accommodate the diverse needs of our patients, an expanded blood draw center, and an advanced lab analyzer mirror our dedication toward top-quality care and improving patient experience.

In our pursuit of excellence, we harness innovation as the driving force for superior healthcare outcomes. Our cutting-edge telehealth platform extends world-class care, enabling remote and rapid diagnosis and empowering patients to proactively manage their health across borders. Through collaboration with UCSF Health and the San Francisco Department of Public Health (SFDPH), Chinese Hospital has established transformative partnerships, with a focus on skilled nursing/subacute, and specialty care such as pulmonology, cardiology, and oncology. These partnerships address health disparities and bridge healthcare gaps for San Francisco Bay Area residents. Thanks to your support, the 1979 electrical and mechanical backbone backfill projects are close to completion. This will enable us to create more medical services and programs for our communities in collaboration with our partners.

Our commitment extends beyond our walls by investing in community outreach programs through health fairs and educational workshops. These endeavors embody our belief in holistic healthcare, promoting community well-being and empowerment toward healthy lives.

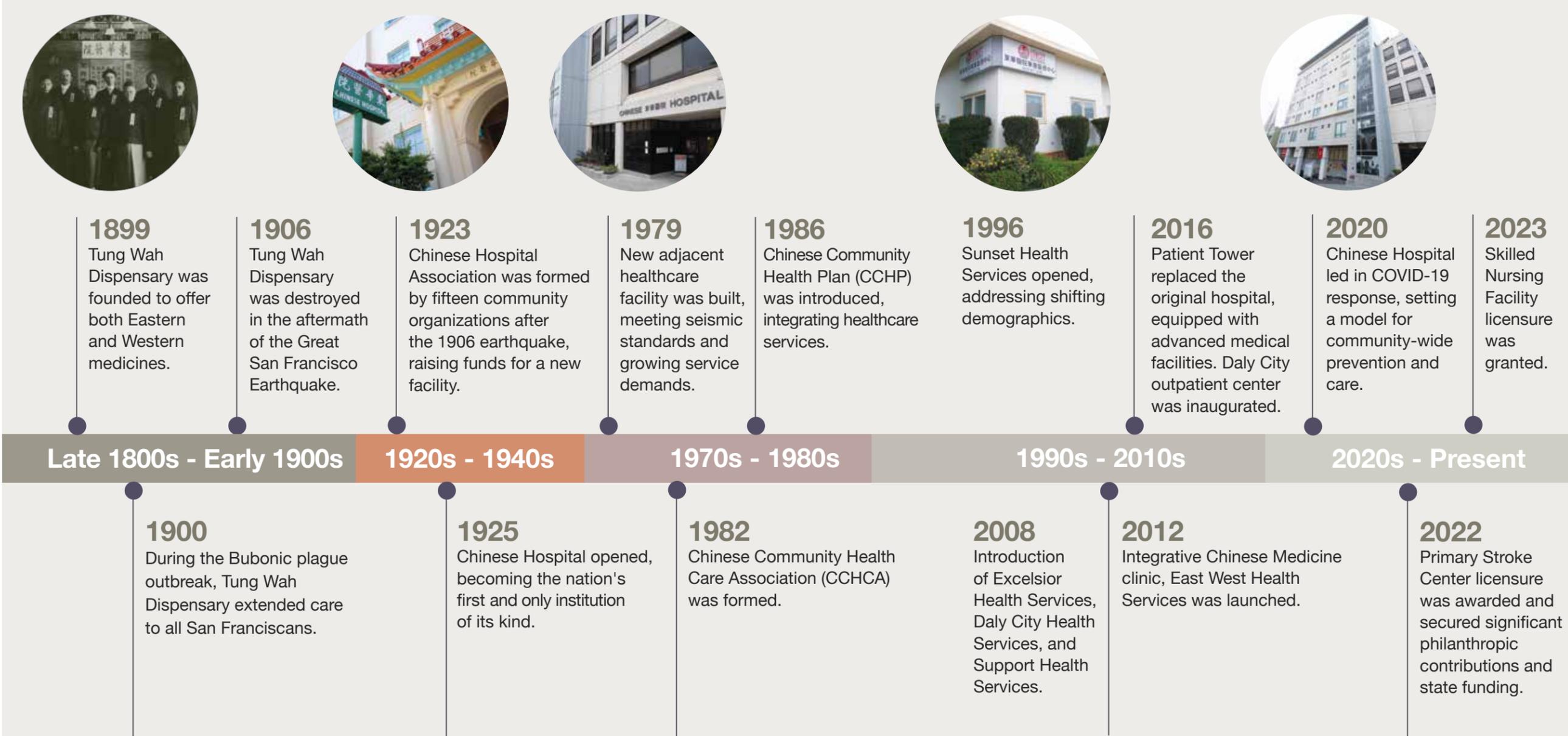
Looking ahead, we will collaborate with our partners, elected officials, and community leaders to strengthen Chinese Hospital financially so it can continue to provide the much needed culturally and linguistically care to our communities.

Chinese Hospital extends its heartfelt gratitude for your unwavering support. Together, we will continue to shape the future of healthcare, driven by our shared commitment to excellence and the well-being of our community.

Sincerely,

Dr. Jian Zhang, DNP, MS, FNP-BC, NEA-BC, FAAN
 Chief Executive Officer, Chinese Hospital

JOURNEYING THROUGH 124 YEARS: A TRADITION OF EXCELLENCE CONTINUES



Throughout our history, Chinese Hospital's impact has been profound:

- Addressing healthcare disparities and providing care to marginalized communities.
- Pioneering specialized care for the Chinese community and setting new standards.
- Innovating and expanding services to meet changing demographics.
- Promoting holistic health practices and creating modern, state-of-the-art medical facilities.
- Leading in crisis response and community well-being, earning recognition and support on both local and national levels.

IMPACT

Late 1800s - Early 1900s

By delivering essential medical care to underserved communities with limited access to mainstream hospitals, addressing the healthcare needs of marginalized Chinese populations, and emphasizing our unwavering dedication to public health, we successfully safeguarded the Chinese community.

1920s - 1940s

Establishing a landmark institution catering specifically to the Chinese community's healthcare needs, paving the way for improved healthcare access and services for the Chinese community.

1970s - 1980s

Ensuring accessible healthcare and improving the coordination of medical services to ensure quality patient care. The integration of healthcare services strengthened the hospital's leadership and initiatives, significantly impacting healthcare accessibility for the Chinese community.

1990s - 2010s

Extending healthcare reach beyond Chinatown to cater to the broader community's needs. Blending traditional medicine with modern practices and setting high standards in medical infrastructure, reflected the hospital's adaptability and commitment to holistic healthcare.

2020s - Present

Serving as a steadfast anchor during moments of crisis, bolstered by state funding and community support, the hospital not only strengthened its vital role in community healthcare but also solidified its position as a healthcare leader, successfully safeguarding the Chinese community once more.

FROM EXCLUSION TO INCLUSION THROUGH IMPACTFUL PARTNERSHIP



Chinese Hospital was established in the late 1800s to address the healthcare needs of Chinese immigrants who encountered discrimination and limited access to services in the U.S. The founding of the Tung Wah Dispensary marked the beginning of our enduring commitment to San Francisco's Chinese community. Over the years, Chinese Hospital has expanded its services to cater to the diverse communities in San Francisco and northern San Mateo County. Throughout our history, we have persistently endeavored to evolve, adapt, and redefine our role in the healthcare landscape.

In 2023, we experienced a year of remarkable metamorphosis. We pushed the boundaries of medical excellence, community engagement, and partnership cultivation. Building on past successes like Primary Stroke Center Certification and COVID care, in April, we hosted an agreement signing with UCSF Health, symbolizing our shared commitment to elevating healthcare standards in San Francisco and beyond. This agreement strengthens our partnership with UCSF Health, a crucial element of our vision for exceptional healthcare without borders.

A Remarkable 3-Way Partnership to Break Barriers in Vision Care

We marked a significant milestone in our unwavering commitment to exceptional healthcare through the successful eye surgeries performed on patients from Zuckerberg San Francisco General (ZSFG) by UCSF Health's ophthalmologists right here at Chinese Hospital. This collaboration, uniting Chinese Hospital, UCSF Health, and San Francisco Department of Public Health (SFDPH) alongside ZSFG, has opened the door to restoring vision for San Francisco residents well beyond the confines of the Chinatown neighborhood.

Our partnership expedites eye surgeries for San Francisco residents in need, ensuring they receive timely, high-quality care. We take pride in performing over 600 eye surgeries annually at Chinese Hospital, a testament to our commitment to addressing our community's pressing healthcare needs.



Pioneering Palliative Care with Innovative Collaboration

In partnership with UCSF Health and with the sponsorship of the Stupski Foundation, Chinese Hospital's palliative program underwent a significant expansion. This expansion extended our compassionate care services from inpatient to outpatient settings, reaching a broader patient population dealing with serious illnesses. Our focus on culturally sensitive strategies, awareness-building, and a comprehensive workflow ensures that patients and families receive vital support during difficult times. In collaboration with UCSF Health, we've welcomed a licensed palliative care physician leader into our clinics, further enhancing the quality and accessibility of our outpatient palliative care services.

Significant achievements:

- Comprehensive patient care:** Prioritizing comfort with pain management, emotional support, and spiritual care.
- Interdisciplinary collaboration:** A diverse team of physicians, nurses, pharmacists, medical assistants, and spiritual counselors for personalized palliative care.



Palliative care enhances the quality of life for individuals with life-limiting illnesses, regardless of age, race, culture, background, or religion, and is often free. It's not limited to end-of-life stages, and choosing palliative care doesn't mean giving up hope or family support. You can continue treatment alongside palliative care, and complementary therapies or traditional medicine can also be integrated. Your specific needs, questions, and requests are welcome to ensure the best possible care.

In the coming years, we'll expand services and research to explore new opportunities, including broader access to specialties like cardiology, oncology, and more. Our future collaboration will prioritize culturally sensitive care, addressing health disparities and broadening access to these critical specialties.

EQUITY IN ACTION:

Addressing the National Crisis Through Community-Centric Innovation



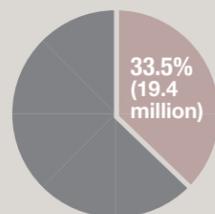
In our ever-evolving world characterized by innovation and progress, the pressing crisis of mental health demands our unwavering attention. It's a challenge that transcends city limits; it's a national crisis that affects communities across the country, including San Francisco.

Prevalence of Mental Illness

1 in 5 U.S. adults experience mental illness



Substance Use and Mental Illness



33.5% of those with mental illness also have substance use disorder

In 2021, approximately 57.8 million U.S. adults grappled with mental illness, equivalent to nearly 22.8% of the population. This represented an alarming increase of 7.8 million individuals since 2016. Of particular concern is that 16% of these individuals are Asian Americans, underscoring the widespread impact of mental health issues in this diverse community. Additionally, substance use disorders exacerbate this crisis, affecting 33.5% of U.S. adults with mental illness, totaling 19.4 million. Within the Asian American community, 8% face the challenge of substance use disorders.*

These statistics highlight the immense challenge we face, emphasizing the critical need to expand our mental and behavioral health services.

Unique barriers faced by Asian Americans:

- **Language barriers:** Many encounter difficulty accessing care due to language differences.
- **Stigma and cultural beliefs:** Cultural stigma and beliefs can discourage individuals from seeking help.
- **Perceived lower need for care:** A lower perceived need may lead to delayed treatment.*
- **Lack of culturally competent providers:** Scarcity of providers who understand and can meet cultural needs.

Hope Amidst Opioid Crisis: CA Bridge Program

Chinese Hospital has secured a grant to join the California Bridge Program, positioning us as a central hub in our community for addressing Opioid Use Disorder (OUD) and co-occurring mental health conditions. The California Bridge Program has been a pioneer in addiction treatment through hospital's emergency departments since 2018. Our partnership affirms our commitment to dismantling healthcare access barriers and promoting community health.

Chinese Hospital Emergency Department offers:

- 24/7 access
- Acute stabilization for OUD patients
- Mental health treatment
- Immediate relief
- Navigation to ongoing care

Innovative Pain Management: ER Non-Opioid Alternatives

Supported by a three-year Department of Health and Human Services grant, we've implemented non-opioid pain management in our hospital and Emergency Department to improve outcomes for Opioid Use Disorder (OUD) patients, reduce future opioid misuse, and mitigate the impact of opioid addiction in the community.

Chinese Hospital Emergency Department Alternatives to Opioids (CHED-ALT) program employs evidence-based non-opioid Medication Assisted Treatment and Cognitive Behavioral Therapy, with a special focus on Chinatown and Tenderloin minority communities. Our goal over the grant period is to serve 1,500-2,000 patients annually, and our objectives include:

- Identifying cases of OUD
- Training providers in medications for OUD
- Developing non-opioid pain management strategies
- Promoting non-pharmacologic pain treatment
- Utilizing alternative pharmaceutical agents
- Providing educational resources

Promoting Wellness and Dismantling Stigmas: Mental Health Services

We're actively expanding our mental health services to better serve our community. Our clinics now offer a wide range of services, including counseling, medication management, crisis intervention, and referrals. Our culturally and linguistically appropriate services ensure that individuals from diverse

backgrounds feel comfortable seeking mental health support. Beyond clinical care, our mission extends to breaking down stigmas surrounding mental health, particularly within the Asian community, while emphasizing the importance of seeking help when needed.

We are proud to announce our partnership with the California Quality Collaborative (CQC) on the CalHIVE BHI project. Over the next three years, we will integrate behavioral health services into primary care, expanding screening, treatment, and referrals for depression, substance use disorders, and related conditions.

“ It is paramount to recognize and reach out to mental health services especially when things feel as if they are falling apart. I highly encourage people to address such issues instead of letting them stew for years. ”

Henry G.C. Poon, Ph.D., LMFT.,
Marriage and Family Therapist at
Chinese Hospital's Clinic.



If you or someone you know needs mental health services, please call our clinic at 1-628-228-2828.

Bridging the Healthcare Divide: Telemedicine Advancements

The pandemic has driven a significant transformation in healthcare delivery, making telehealth a vital component of accessible care. Over the past year, we expanded our telehealth services to meet the evolving needs of our community. Telehealth now accounts for 25% of our clinic visits, indicating the increasing acceptance and convenience of this healthcare delivery mode. Additionally, we offer 24/7 neurology services, allowing patients to consult with UCSF neurologists via telemedicine.

Telehealth adoption addresses various challenges by breaking down geographical barriers, offering scheduling flexibility, and improving healthcare access for vulnerable populations. This progress aligns perfectly with our commitment to advancing health equity, ensuring all community members can access quality healthcare, regardless of their circumstances.

DEPARTMENT SPOTLIGHT: EMERGENCY DEPARTMENT (ED)



The Joint Commission Certified Primary Stroke Center

Chinese Hospital Emergency Department, licensed as a Basic Emergency Medical Service, serves as the central hub of emergency response for the Chinatown and North Beach neighborhoods. Operating 24/7, we are always prepared to receive patients of all ages with a wide range of medical conditions, addressing healthcare needs from injuries to life-threatening emergencies.

Our multidisciplinary, bilingual team comprises board-certified emergency physicians, nurses, radiologists, lab technicians, and support staff. Equipped with cutting-edge technology and state-of-the-art equipment, our ED offers:

- Spacious Triage and Waiting Area
- Cutting-Edge Imaging
- Telemedicine Facilities
- In-House Lab Services
- Fully-Equipped Surgical Suites
- On-Site Pharmacy



Our unwavering commitment to efficiency is demonstrated by our consistently shorter ED wait times, ranking among the shortest in San Francisco hospitals. Recognizing the critical importance of timely care in emergencies, we prioritize the delivery of prompt patient care through optimized processes and a meticulous focus on minute-to-minute efficiency.

Alongside our core services, we promptly introduce specialized programs in our ED to respond to public health crises, further enhancing patient care and community well-being.

- **California Bridge Program:** Actively combating substance abuse, we participate in the California Bridge Program, offering comprehensive addiction recovery support.
- **Alternative Pain Management:** To tackle the opioid crisis, we've implemented innovative pain management strategies, reducing opioid dependence and enhancing patient outcomes.
- **Primary Stroke Center Certification:** Our recognition as a Primary Stroke Center, conferred by The Joint Commission in collaboration with the American Heart Association, highlights our ability to provide timely and effective care for stroke patients.



THE RENOVATION PROJECT AT 1979 BUILDING



Mechanical Backbone

CREATING THE ONLY SUBACUTE CARE UNIT FOR SAN FRANCISCANS



Chinese Hospital's relentless dedication to delivering exceptional healthcare services is exemplified by the 1979 Building renovation project, which stands as a significant endeavor at the heart of our pursuit of healthcare excellence. This renovation aims to modernize and enhance the hospital's infrastructure, ensuring operational efficiency, functionality, and, above all, patient safety.

Despite pandemic-related delays, we've made substantial progress. Notably, the Mechanical Backbone Project, driven by the installation of a new Heating and Ventilation (HVAC) system, has reached a 60% completion milestone. Similarly, the Electrical Backbone Project boasts an impressive 83% completion rate, thanks to seamless system integration and the installation of an advanced automatic transfer switch. Both projects are currently

undergoing rigorous inspection and testing, with an expected completion date by 2023.

In addition to infrastructure enhancements, the project includes the establishment of a new Subacute Care Unit, Cancer Center, Lab, and Same Day Surgery Unit. This transformation equips the hospital to offer specialized care and add 30 much-needed subacute care beds.

Completing these projects strengthens the hospital's reliability and ensures top-tier healthcare for our community. It enhances patient comfort and safety while guaranteeing the seamless operation of critical medical equipment. Chinese Hospital stands ready to adapt and thrive in the ever-evolving healthcare landscape, remaining steadfast in its commitment to providing quality healthcare to our community for years to come.



CHINESE HOSPITAL

UCSF Health



Chinese Hospital proudly announces two significant milestones in our commitment to exceptional healthcare for the San Francisco Bay Area's diverse communities. We've obtained a Skilled Nursing Facility license from California Department of Public Health (CDPH) and secured an additional \$5 million in state budget funding for the Subacute Care Unit project, enabling us to meet healthcare demands with culturally sensitive care.

To address the subacute care needs, we've partnered with state and local health departments and UCSF Health to establish San Francisco's

only hospital-based Subacute Care Unit. This city-wide initiative is designed to cater to the needs of San Franciscans, eliminating the necessity for out-of-city care and alleviating the burden of extended travel for families. Our Skilled Nursing Facility currently supports Zuckerberg San Francisco General (ZSFG) by accommodating overflow patients, and we're working towards CMS certification to admit patients under our authority. An additional subacute care unit is undergoing renovation, adding 30 crucial subacute care beds to the city and enhancing healthcare resources in the San Francisco Bay Area.

We want to express our gratitude for the **Charles Huang Foundation's** exceptional \$7 million gift, dedicated to the redevelopment of our 1979 Building. Dr. Huang selected Chinese Hospital as the first beneficiary of his charitable giving in the U.S. because of our dedication to serving the community, especially those less privileged. This contribution will enhance our ability to address the growing healthcare needs of all San Franciscans. We appreciate Dr. Huang's philanthropy, leadership, and dedication to partnering with us as we continue our mission of serving the community.



Dr. Charles Huang

We also thank **Assemblymember Phil Ting** for securing our first-ever \$5 million state funding in 2022, which was instrumental in supporting the Mechanical and Electrical Backbone Projects.



Assemblymember Phil Ting

This remarkable achievement wouldn't be possible without **State Assembly Budget Chair Phil Ting's** exceptional support and tireless efforts in securing state funding for our project for the second time. We extend heartfelt gratitude to him for his unwavering commitment to our community's health and well-being.

We extend our heartfelt thanks to **Keith Tsu and Carmelita Ko** for their extraordinary generosity. Their visionary \$1 million donation was instrumental in opening the second floor of our Patient Tower, providing vital support to the San Francisco Department of Public Health (SFDPH) and ZSFG during the peak of the pandemic. They also contributed \$165,000 to aid Chinese Hospital's COVID-19 response, supplying crucial equipment like moonbeams for surface disinfection and glidescope for intubation assistance. Their unwavering dedication to our community embodies the spirit of compassion, and we are profoundly grateful for their contribution.



124 YEARS OF EXCELLENCE



On April 18th, Chinese Hospital celebrated its remarkable 124-year journey with an unforgettable gathering at HL Peninsula Restaurant South San Francisco. Over 450 guests came together to mark this significant milestone, raising an incredible \$250,000 in support of our mission. We're deeply grateful to our sponsors and supporters, including our dedicated Board constituent organizations and valued community partners, for the unwavering support.

The evening was a blend of elegance and recognition. Delectable cuisine and captivating entertainment illuminated our achievements over the years. We also took the opportunity to honor outstanding individuals and organizations for their pivotal roles in advancing our mission.

As we look forward to our 125th year, we invite you to join us in shaping a healthier future for all. Thank you for being part of our 124th anniversary celebration, a stepping stone to a brighter tomorrow.



KIM & VIVIAN LEE
TOP DONOR OF THE YEAR

Chinese Hospital has long been a passion for **Mr. & Mrs. Lee**, who desired to improve community healthcare access. They donated a \$4 million property in Inner Richmond to the hospital, driven by their immigrant experience and understanding of language and cultural needs in healthcare.

Mr. Lee came to the U.S., met Mrs. Lee, and they built a successful life together. Their dedication culminated in this generous building donation, aimed at aiding Chinese Hospital's expansion and enhancing healthcare capacity in San Francisco.

Their gift serves as a catalyst for the hospital's new facility in Richmond, offering crucial outpatient services. Chinese Hospital is deeply grateful for their commitment, vision, and generosity, especially during the pandemic. This support enables us to meet the healthcare needs of San Francisco's diverse communities, fostering a healthier city for future generations.

In recognition of their exceptional contribution, Chinese Hospital proudly presents Mr. Kim Wing Lee and Mrs. Vivian Wei Shek Gee Lee with the Top Donor of the Year award.



FRED HOM, M.D.
OUTSTANDING HEALTHCARE HERO

Dr. Fred Hom joined Chinese Hospital's Medical Staff in 1987, where he has dedicated 36 years to providing critical care, leading the Respiratory-Critical Care Team, and collaborating with hospital leadership to improve clinical services. During the challenging COVID pandemic, he played a pivotal role in caring for complex patients, offering expertise, guidance, and unwavering support while actively contributing to system improvements and patient care policy enhancements.

Beyond his role as Vice Chief of Staff of the Medical Staff, Dr. Hom has held various leadership positions at Chinese Hospital. Additionally, he holds the title of Associate Clinical Professor (retired) at the University of California, San Francisco, School of Medicine, and serves as an Adjunct Professor of Clinical Pharmacy at the School of Pharmacy, University of the Pacific, Stockton.

Dr. Hom is also an esteemed member of medical associations, including the American College of Chest Physicians, American College of Physicians, Society of Critical Care Medicine, American Thoracic Society, American Lung Association, California Medical Association, and San Francisco Medical Society.

Dr. Hom's medical journey began at Loyola University of Chicago, Stritch School of Medicine. He completed his Internal Medicine internship and residency at Pacific Presbyterian Medical Center, San Francisco, followed by a Pulmonary and Critical Care Medicine fellowship at the University of California, Davis, Veterans' Administration Medical Center.



KITMAN CHAN
OUTSTANDING COMMUNITY LEADER

Mr. Kitman Chan served on the Chinese Hospital Board of Trustees from 2016, representing San Francisco's Chinese Chamber of Commerce. In 2021, he continued to serve on the Board as the representative of the Chinese Democratic Constitutionalist Party for most of 2022. During his two-year tenure as Board Chair, Mr. Chan successfully led the Board and Chinese Hospital through challenging times, achieving several notable accomplishments:

- Achieved strong financial results, surpassing national hospital standards with initiatives like expanding the 2nd floor, improving Emergency Department services, and establishing a Cancer Center.
- Earned media recognition for community leadership during the COVID pandemic.

Additionally, Mr. Chan worked tirelessly to foster partnerships with community physicians, further enhancing healthcare access for patients. Mr. Kitman Chan, a certified CPA since 1982, operates his accounting firm in San Francisco Chinatown and has a rich history of community involvement, including serving as President of the San Francisco Chinese Chamber of Commerce from July 2016 to June 2018 and as Vice Chair and member of the California Acupuncture Board for 8 years until October 2021.

- Safeguarded the Chinatown community through partnerships with the San Francisco Department of Public Health, community leaders, elected officials, and others.
- Modernized Board governance in line with California nonprofit regulations.
- Enhanced collaborations with healthcare institutions like Kaiser Permanente, UCSF, and others.

CHINESE HOSPITAL 2023 FACTS

Footprint

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

Size

- 760 employees
(Largest employer in SF Chinatown)

Volume

- 1,220 Inpatient Admissions
- 102,612 Outpatient Visits

Demographics

- 65% Age 60+
- 80% Medicare/Medi-Cal Beneficiaries

Honors and Awards

- 4-Star CMS Rating
- "A" Grade in Spring 2023 Leapfrog Patient Safety Grade
- GuideStar Platinum Seal of Transparency
- Charity Navigator 4-Star Rating



Distinction

- Only remaining independently owned hospital in SF

(Data as of 10/23/2023)

Senior Management Team

Jian Zhang, DNP, MS, FNP-BC, NEA-BC, FAAN
Chief Executive Officer

Michael Chung, MHA
President & Chief Financial Officer

Nia Lendaris, MSN, CNS, RN
Chief Nursing Officer

Sylvia Munguia Pittman, MSHR
Chief Human Resources Officer

Patricia Chung, MHA, CPMSM, HACP
VP of Quality, Medical Staff & Compliance

Gina Ko Yam, Pharm.D.
VP of Operations

Medical Executive Committee



Clifford Chew, M.D.
Chief of Staff

Roger Eng, M.D.
Medical Staff Trustee

Robert Hoang, M.D.
Representative-at-Large

Fred Hom, M.D.
Vice Chief of Staff

Scott Huang, D.O.
Chief - Department Family Medicine-Pediatrics

Wenwu Jin, M.D.
Chief - Department of Surgery

Samuel Kao, M.D.
Immediate Past Chief of Staff

Nam Le, D.O.
Hospital Based Representative

Jessica Li, M.D.
Representative-at-Large

Cynthia Lin, M.D.
Chief - Department of Medicine

Dennis Shen, M.D.
Representative-at-Large

Jennifer Yang, M.D.
Performance Improvement Medical Director

Maian Ye, D.O.
Representative-at-Large

Weiwen Zheng, M.D.
Secretary/Treasurer



28TH CHARITY GOLF TOURNAMENT



We had an incredible day of golf, networking, friendship, and fun – all for a great cause! This year marked Chinese Hospital's 28th golf tournament, dating back to 1994. We are humbled and grateful **The Olympic Club** has hosted us for each one. The tournament this year was a resounding success!

GOLFERS' SCORECARD:

- Golfers: 150
- Dinner Guests: 250
- Chinese Hospital Staff & External Volunteers: 45
- Funds Raised for Chinese Hospital: \$600,000+

THANK YOU FOR YOUR SUPPORT!

We extend our heartfelt gratitude to the following individuals and organizations:

- Chinese Hospital Golf 2023 Committee, especially Co-Chairs Honorable Willie L. Brown Jr. and Dr. Jian Zhang, as well as Auction Taskforce Co-Chairs Katherine Zhang and Maggie Mui;
- CA Treasurer Fiona Ma for kicking off the event;
- Judy Lee for emceeding our dinner;
- Former SF Mayor Willie L. Brown, Jr., and Supervisor Aaron Peskin for hosting our live auction;
- Our Title Sponsor: Applied Underwriters Invitational;
- Our Hosting Sponsor: CCHP;
- And our Champion Sponsors: ANCO, Axis Mechanical, Commercial Energy, Dr. Deborah Colina, Gee Foundation, HRS, HY Architects, Stationary Engineers Local 39, Johnstone Supply, List Engineering, MAR CON Builders, Montgomery Corp., Origin Solutions, Palmer Electric, Pawelka Foundation, and TreanorHL.



CELEBRATING EXCELLENCE: Recognizing Our Exceptional Team



In the healthcare world, recognition signifies more than just an award; it's a testament to unwavering dedication and visionary leadership. We proudly present recent accolades earned by our exceptional team, celebrating their achievements and our commitment to excellence.

Dr. Jian Zhang, Chief Executive Officer



Woman of the Year by California State Assembly

Dr. Zhang has been named the 2023 Woman of the Year by the California State Assembly, acknowledging her outstanding contributions to healthcare and advocacy for the Asian American community. With over two decades of dedication, Dr. Zhang has tirelessly improved healthcare access for underserved populations, making Chinese Hospital a model for community-based healthcare.



Forbes 50 Over 50

Dr. Zhang's visionary leadership has earned her a well-deserved spot on the Forbes 50 Over 50 list for 2023. This prestigious list celebrates leaders who've made significant impacts in their fields, transcending age restrictions to prove that success knows no boundaries.

As the CEO, Dr. Zhang focus on promoting health equity, especially during the pandemic, has made her a true healthcare pioneer. Chinese Hospital, under her guidance, has become a model for community-based healthcare, providing culturally competent and linguistically appropriate care to diverse patient backgrounds.

Sylvia Munguia Pittman, Chief Human Resources Officer



HRO Today Healthcare Front of the Front-Line Award

Ms. Pittman has earned the prestigious 2023 HRO Today Healthcare Front of the Front-Line (Small System) Award, celebrating excellence in healthcare HR leadership. Ms. Pittman's pivotal contributions during the pandemic boosted morale, reduced turnover, and ensured effective HR service. In addition, her innovative HR strategies not only retained valuable employees but also attracted new talent, positively impacting the continuity and quality of care we provide.



Meet Our L.O.V.E. Champions

We are proud to introduce you to our two exceptional L.O.V.E. Champions who have truly embodied our commitment to compassionate care.

Eric Wong, RN



“ As a nurse, I'm committed to establishing bridges of trust with every patient I encounter. Recognizing the value of honesty, genuine concern, and dependable care, I strive to nurture a connection that not only supports their healing but also instills unwavering confidence in the care I provide. This commitment goes beyond being a goal; it stands as the cornerstone of compassionate healthcare, and I am determined to earn that trust every single day. ”

Victor Yeung, RN



“ Comfort isn't merely a luxury; it's an essential element of healing. I believe that a warm touch, a listening ear, and a genuine smile can transform a medical encounter into a moment of solace. For me, patient comfort is the heartbeat of healthcare, and I'm honored to contribute to making that heartbeat strong. ”

Sunset Health Services

Honored for Community Commitment

During Asian Pacific American Heritage Month, Sunset Health Services and its staff were honored with a Certificate of Honor from Supervisor Joel Engardio in recognition of their longstanding commitment to the community. Over the years, Sunset Health Services has played an integral role in the Sunset community, offering essential family medicine and specialty care to over 4,200 monolingual and low-income patients, ensuring they receive the vital care they need. We extend our deepest gratitude to our dedicated physicians and staff for their unwavering service to the community.



DONATION HIGHLIGHT



SIU FAMILY

Yee Keung Siu and Mee Jing Siu were not only passionate advocates but also esteemed leaders within San Francisco's Chinatown community. While they were fortunate enough to have the means to choose their healthcare providers, their hearts were firmly set on the Chinese Hospital.

Throughout the years, there were instances when Yee and Mee found themselves in the capable hands of Chinese Hospital. These moments allowed them to truly comprehend the hospital's profound significance in their lives. Beyond the exceptional care they received, what truly touched their hearts was the ability to communicate with doctors and nurses in

their native language. This connection bridged the gap and made their hospital stays far more comforting and reassuring.

In honor of their beloved parents, Burton, Jane, Landa, Patty, and Lilly have decided to leave a lasting legacy at the hospital. They have generously named a Patient Suite on the sixth floor of the patient tower, which offers a breathtaking view of the city that their parents held dear. This heartfelt gesture ensures that Yee and Mee's legacy of compassion and community spirit will continue to shine brightly within the walls of the Chinese Hospital.



EDWIN M. LEE COMMUNITY FUND

Chinese Hospital is deeply grateful for the unwavering support it has received from the late former San Francisco Mayor Edwin M. Lee. Mayor Lee's legacy continues to shine brightly through his enduring contributions to our cause.

29 years ago, Mayor Lee and late community leader Rose Pak co-founded the Chinese Hospital Charity Golf Tournament to raise funds to provide quality care to the underserved Chinese community. Mrs. Lee, in loving memory of her late husband, remains an honorary member of our

Golf Committee, carrying forward his dedication to our mission.

Recently, Tania and Brianna Lee, the daughters of the late Mayor Lee, honored their father's legacy with a generous gift of \$20,000 via the Edwin M. Lee Community Fund. This heartfelt contribution allows us to continue our commitment to excellence in healthcare while honoring the memory of a beloved leader who believed in the power of community and compassion.

DONATION HIGHLIGHT



BOARD COMMUNITY ORGANIZATIONS

Chinese Hospital extends heartfelt thanks to our Board members and their associated community organizations, whose enduring support spans 124 years. Their commitment led to the founding of Chinese Hospital in 1899, addressing cultural and linguistic needs

while delivering compassionate care. In today's evolving San Francisco healthcare landscape, our board community organizations persist in safeguarding Chinese Hospital as a community sanctuary during public health crises.

HOP WO BENEVOLENT ASSOCIATION

In this edition, we highlight Hop Wo Benevolent Association, a valued Board constituent organization as we celebrate our 124th anniversary. This year Hop Wo extends its heartfelt appreciation for the exceptional care provided by Chinese Hospital to our patients and the broader San Francisco Bay Area community. Aligned with their mission to promote social welfare and advance community health, Hop Wo stands firmly beside us in our shared mission to deliver high-quality, community-tailored healthcare. Their support facilitates access to healthcare services and ensures acceptability across all socioeconomic levels, reinforcing our commitment to inclusivity and excellence in care.



DONATION HIGHLIGHT



CHINESE HOSPITAL AUXILIARY & TREASURER FIONA MA

For over five decades, the Chinese Hospital Auxiliary, established in 1967, has unwaveringly raised funds to support Chinese Hospital. Comprised of dedicated individuals including spouses, family members, and friends of Chinese Hospital, this group remains rooted in its original mission with one of its founders, Mrs. May Jew still an active supporter. We extend heartfelt appreciation to all Auxiliary volunteers and contributors who join hands with us to deliver quality healthcare to our community. The Auxiliary welcomes new members to strengthen its mission.

We also express gratitude to Treasurer Fiona Ma, now a member of the Chinese Hospital Auxiliary, for her invaluable assistance in this year's fundraising efforts. In January, the Chinese Hospital Auxiliary co-hosted a successful concert fundraiser at the SF Herbst Theatre. In April, Treasurer Ma collaborated with another charitable partner to organize a fashion show fundraiser, further benefiting Chinese Hospital's vital programs. Their dedication and support are instrumental in our ongoing mission to provide exceptional healthcare services.



MR. & MRS. CHOW OF GOOD MONG KOK BAKERY

Born in China, later journeying to Hong Kong, and ultimately settling in San Francisco, Mr. and Mrs. Chow's journey has been one of unwavering determination. Despite initial setbacks, they've built thriving restaurants in Chinatown, known for dim sum, barbeque, and pastries. Their family legacy spans over three generations in the restaurant business.

Their generosity extends beyond their businesses. They've generously supported the Chinese Hospital and ensured their employees receive top-quality healthcare through Chinese Community Health Plan (CCHP).

Good Mong Kok Bakery, one of their renowned businesses, regularly aids Chinese Hospital's fundraising events with baked goods and gift certificates. Chinese Hospital is deeply grateful for their continuous support. Mr. and Mrs. Chow's commitment to both the hospital and their employees exemplifies the true spirit of giving.



PATIENTS' GRATITUDE



PO AN PAU

In his 70s, Mr. Po An Pau faced a formidable health challenge, and it was within the compassionate embrace of Chinese Hospital that he found solace. It wasn't just the medical treatments, but the unwavering support and heartfelt care from the hospital's dedicated team that touched him deeply. Their approach went beyond medicine; it mended his spirit and rekindled his hope.

The year was 2021, and it was during a simple walk that Mr. Pau's life took an unexpected turn. Chest pains led him to Chinese Hospital, where he was diagnosed with stage III lung cancer. Throughout this trying journey, the hospital staff became his pillars of strength. Their unwavering

encouragement and genuine care lifted his spirits and filled him with renewed hope.

Mr. Pau's gratitude for Chinese Hospital and its extraordinary team ran deep. He presented a heartfelt couplet to the hospital, a symbol of his profound appreciation for the care and compassion that played a transformative role in his path to recovery. Moreover, Mr. Pau extended his heartfelt thanks to the Chinese Hospital/Jack Lee Fong Family Lung Health Initiative Matching Challenge, recognizing not only its support for his personal journey but also its role in raising community awareness about the importance of healthcare.



MR. CHEN

Mr. Chen endured a debilitating skin condition for over five decades. Despite seeking medical treatment in China and then in the United States, his symptoms persisted, leading to chronic irritation and suffering.

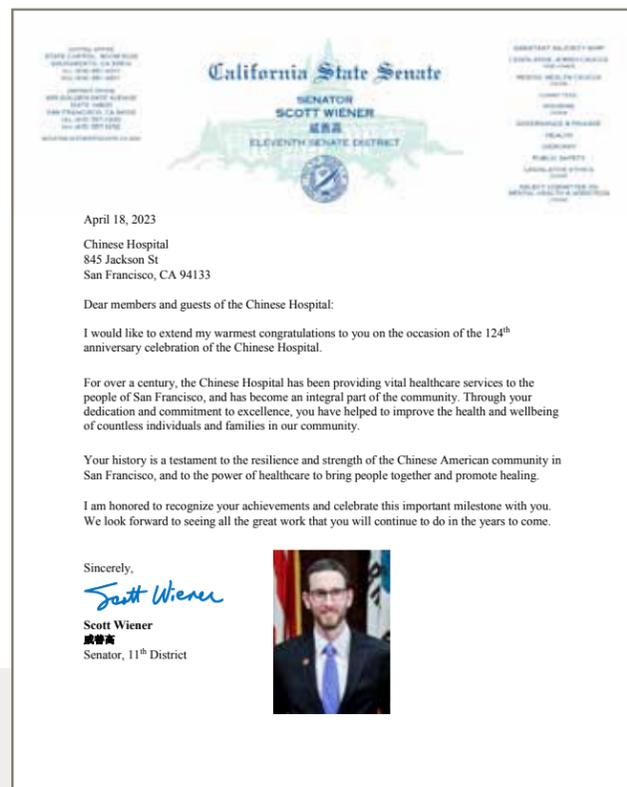
A turning point came when he was introduced to Saya Zhang, L.Ac., an Acupuncturist and Herbalist at Chinese Hospital East West Health Services. Saya's comprehensive approach, which

included acupuncture, dietary adjustments, and daily routines, transformed his life. Under Saya's attentive care, his condition stabilized, and the relentless suffering subsided.

Mr. Chen expressed profound gratitude for Saya's unwavering dedication and pursuit of excellence in healthcare. He hopes Saya will continue to bring relief and healing to countless others, just as she did for him.

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(Listings as of 10/18/2023)



Jack Lee Fong Family Lung Health Initiative Matching Challenge 「方創傑家族提升肺部健康」籌款挑戰賽

In December 2022, Chinese Hospital launched a lung health initiative in collaboration with its longtime board member and philanthropist, Mr. Jack Lee Fong, and his family. Their generous \$125,000 grant kickstarted a \$250,000 matching challenge, igniting hope for increased lung cancer awareness and early detection in our community.

Mr. Jack Lee Fong's commitment to health is profound, and his belief in "Health First! Without good health, you have nothing!" emphasizes the depth of his dedication. His motivation originates from the memory of his daughter-in-law, Joan Chen Fong, who tragically lost her life to lung cancer at the age of 59. This initiative holds a deep personal significance for him.

Chinese Hospital has achieved an impressive lung cancer screening rate of over 40%, which stands as a testament to our commitment to community health. Lung cancer remains a global concern, responsible for 25% of cancer-related deaths. Early detection can reduce mortality rates by up to 20%.

We extend our heartfelt gratitude to the Jack Lee Fong Family for their transformative grant challenge, enabling us to expand preventive efforts and patient screening. In spring 2023, Mr. Ronnie Fong and former NFL professional Mr. Chris Draft crafted white ribbons in support of The White Ribbon Project, dedicated to raising lung cancer awareness.

去年12月，東華醫院董事兼著名僑領方創傑先生及其家人發起了一項12萬5千美元的配捐挑戰，旨在提升肺部健康，同時協助東華醫院籌集25萬美元的善款，用於促進肺癌早期檢測及提高社區對肺部健康的意識。

方創傑先生一直強調：「健康無價！沒有健康，你便一無所有。」此外，方先生一家亦曾深受肺癌的襲擊，他的兒媳Joan Chen Fong在59歲時突然確診肺癌並離世。正因如此，這個捐款挑戰對他們來說更具有深刻的意義。

東華醫院的肺癌檢測率超過四成，成績令人鼓舞，也印證了我們對社區健康的承諾。肺癌是全球關注的重大健康問題，佔據了癌症總死亡人數的25%。然而，通過早期檢查，死亡率可以降低近20%。

東華醫院衷心感謝方創傑家族發起配捐挑戰，使我們能夠擴大預防工作及檢測服務。今年春季，方先生的兒子Ronnie更和前 NFL 職業球員 Chris Draft製作白絲帶，以支持「白絲帶計劃」，加強社區對肺癌防治的意識。

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Coalition

For A Healthy Chinese Community

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Norman Yee
Sandra Lee Fewer

COMMITTEE

Dr. Edward Chow Nancy Lim-Yee
Dr. Jian Zhang Rev. Norman Fong
Dr. Kin F. Yee Sharon Lai
Larry Yee

The Coalition For A Healthy Chinese Community was established with a mission dedicated to addressing the needs of the Chinese community, championing health equity, and striving to eliminate disparities in healthcare. The Coalition is dedicated to working closely with the Chinese Hospital Association to connect residents with essential healthcare services and support community-driven comprehensive initiatives

「健康華人社區聯盟」的使命是致力滿足華人社區的健康需求、倡導健康公平及積極解決醫療資源分配不均之問題。「健康華人社區聯盟」亦致力與東華醫院協會緊密合作，為社區居民提供基本醫療服務，同時全力支持由社區主導的綜合醫療項目。

I WAS BORN AT CHINESE HOSPITAL 生於東華醫院

Serene C. Low, M.D.
劉瑞鸞醫學博士



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**CHINESE
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125 YEARS

— 1899 - 2024 —

*Chinese Hospital is celebrating 125 years of dedication
to healthcare excellence and serving the community.*

東華醫院將慶祝服務社區 125 週年。



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THANK YOU FOR YOUR CONTINUED SUPPORT



and for your trust in our long-standing mission to deliver quality healthcare services to our communities.

感謝您一直以來的支持，以及對我們致力為社區提供優質醫療服務的信任。



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FUND-A-NEED 實現目標



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Your donation can help expand services and new programs for Chinese Hospital to meet the health-care needs of our community and San Francisco at large.

您的捐款可以幫助東華醫院引入新科技及擴展服務範圍，以滿足我們社區及三藩市居民的醫療需要。

- 1 Create a Skilled Nursing & Subacute Care Unit
建立專業及亞急性護理中心
- 2 Expand Cancer Center
擴充癌症中心
- 3 Upgrade Magnetic Resonance Imaging (MRI) Machine
更新磁力共振儀器
- 4 Modernize Operating Room Equipment:
Lead Aprons / Thyroid Shields / Scope Transit System / Orthopedic Positioner
升級手術室設備: X光防護圍裙 / 甲狀腺護罩 / 內視鏡運送系統 / 骨科手術定位裝置
- 5 Expand More Services and Programs
擴展服務範圍及建立更多項目





As we celebrate Chinese Hospital's most-remarkable 125-year journey, CCHP has been an integral partner in the healthcare system the hospital created. CCHP is a wholly-owned subsidiary that has been providing health coverage to the community since 1986.

CCHP began in 1986 as a way to serve the community's family-owned small businesses when they could not get coverage from mainstream insurers. Medicare Advantage plan coverage for vulnerable seniors began soon after with a contract through the Centers for Medicare and Medicaid (CMS). Individual and family coverage followed, and in 2014, CCHP became one of the few partners accepted to offer coverage in the state's Covered California health insurance exchange.

Now, as a full-service health plan competing directly with mainstream insurers, CCHP serves

在慶祝東華醫院邁向 125 週年之際，華人保健計劃 (CCHP) 一直是東華醫院醫療體系中不可或缺的一部分。作為東華醫院的全資附屬公司，CCHP 一直致力為社區提供優質的保健計劃。

始創於 1986 年，CCHP 最初的使命是為那些當時無法獲得主流保險公司承保的家族式小商業提供服務。不久之後，CCHP 與聯邦保健及醫療補助中心 (CMS) 簽訂合同，開始提供針對長者的聯邦保健優惠計劃。隨後，我們擴展到提供個人及家庭計劃，並在 2014 年成為投保加州健康保險交易市場的合作夥伴之一。

如今，作為一個全面的保健計劃，CCHP 積極投入市場，為三藩市及聖馬刁縣超過 23,000 名居民提供服務。

為應對當前複雜的醫療保健環境，CCHP 採用了雙品牌策略，以更好地滿足不同目標市場的需求。CCHP 是傳統的聯邦保健優惠計劃品牌，而

over 23,000 residents of San Francisco and San Mateo counties.

As a dynamic health plan navigating today's complex healthcare landscape, CCHP now offers its services through two distinct brands. CCHP is the legacy brand for Medicare Advantage plans. Balance by CCHP is a recently introduced brand under which offers commercial lines of businesses, including plans for individuals, families, in and out of the Covered California exchange, and employer group plans for companies of all sizes large and small.

We are proud to congratulate Chinese Hospital for its amazing achievements over the 125-years. We look forward to celebrating another 125-years together.

全新的 Balance by CCHP 則專注於提供商業計劃，包括在投保加州交易市場內外提供個人及家庭計劃，以及為大小企業提供公司團體計劃。

我們誠摯慶祝東華醫院在過去 125 年中取得的卓越成就，並期待共同慶祝下一個 125 週年。



Founded in 1989, the Chinese Community Health Resource Center (CCHRC) is a non-profit organization that plays an integral role within the Chinese Hospital Health System, making significant contributions to community outreach.

With a rich history, CCHRC has been a pioneer in health education and the establishment of national standards. Our initiatives include the "I Can Cope" cancer support group for Chinese speakers, patient navigation programs, health fairs targeting Chinese communities in the San Francisco Bay Area, and our official bilingual health information website, www.cchrchealth.org. CCHRC also assists clients in accessing healthcare services, advocates for patients, and provides referrals. Our services encompass disease management, health classes, perinatal health programs, and counseling.

成立於 1989 年，華人社區健康資源中心 (CCHRC) 是一個非牟利組織，長期以來一直支援東華醫院的社區外展工作，對社區醫療發展發揮著卓越的作用。

CCHRC 擁有豐富的歷史，一直是健康教育及制定國家標準的先驅。我們積極推動的項目包括針對華人社區的「我能應對」癌症患者支持小組、病患權益倡導計劃、健康博覽會，以及我們的雙語健康資訊網站 www.cchrchealth.org。此外，我們還會協助社區居民獲得醫療服務，包括提供個人輔導及轉介服務。我們的服務範疇包括疾病管理、健康講座、孕期保健及健康諮詢；我們的專業知識延伸至資訊傳播、社區研究及建立合作夥伴關係，這些工作都是實現我們使命不可或缺的一環。

此外，我們還積極與社區機構及學術組織合作，例如 INFORMED (個人和家庭的響應式資訊及教育) 項目，以應對疫苗接種及傳染病等健康問題，特別針對

Our expertise extends to information dissemination, community research, and partnerships, all critical to fulfilling our mission.

Furthermore, CCHRC collaborates with community and academic organizations, such as the INFORMED (Individual and Family Oriented Responsive Messaging and Education) project, to address health concerns, including vaccination hesitancy and infectious diseases like Monkeypox, particularly within vulnerable communities, highlighting our role as a reliable resource hub.

Recognized as a trusted leader in the Chinese community, CCHRC is honored to work alongside Chinese Hospital in delivering culturally and linguistically appropriate health education and services, thereby connecting our community to quality healthcare.

弱勢社群。這亦凸顯了 CCHRC 作為可信賴的資源中心的重要性。

作為華人社區值得信賴的領導者，CCHRC 很榮幸能夠與東華醫院合作，提供適合社區文化及語言的健康教育服務，將社區與優質醫療保健聯繫在一起。



Quality Outpatient Care in Your Neighborhood

Chinese Hospital has a long history of serving the community. To better serve all Bay Area residents, we offer health services at clinics in your neighborhood.

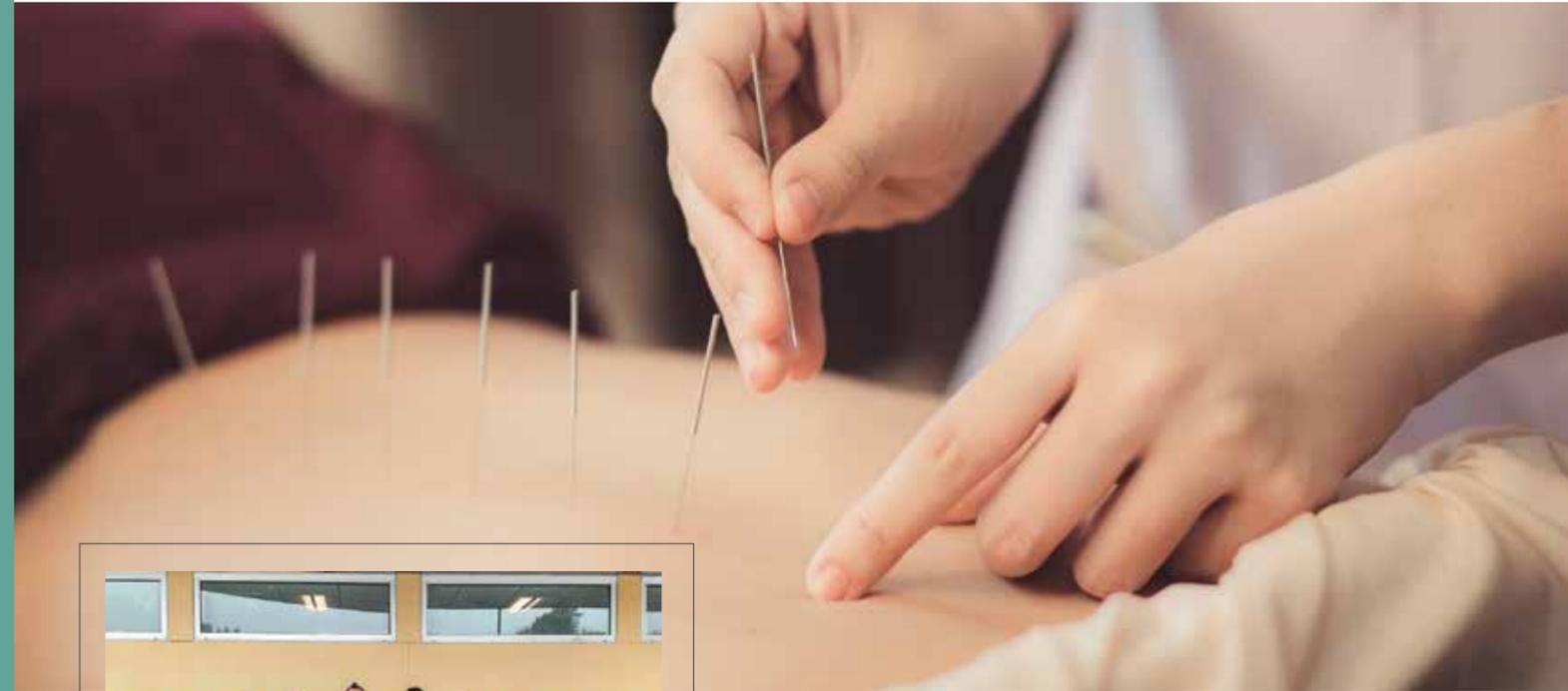
在您附近的優質門診服務

東華醫院服務歷史悠久，我們致力開設更多社區門診中心，為更多灣區居民提供優質的醫療服務。

Services Provided 服務包括

- Cardiology 心臟科
- Ear, Nose & Throat (ENT) 耳鼻喉科
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- Family and Internal Medicine 家庭科及內科
- Geriatric 老人科
- Hepatology 肝臟科
- Imaging 放射科
- Immunizations 疫苗接種
- Lab Services 化驗科
- Nephrology 腎臟科
- Optometry 眼科/配鏡服務
- Orthopedic Surgery 骨科
- Pediatrics 兒科
- Pharmacy 藥劑科
- Podiatry 足科
- Psychotherapy 心理治療
- Women's Health 婦女健康科

Our mission is to create optimal well-being through holistic Chinese Medicine services and education.
中西醫學門診的使命是通過全面的中醫藥，針灸服務以及健康教育課程來幫您達至最佳健康狀態。



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