



**CHINESE  
HOSPITAL**

**2024  
ANNUAL  
REPORT**

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*125 Years of Excellence Care*

CHINESE HOSPITAL

# Board of Trustees 2024

# Message from the Chief Executive Officer



## CONTENTS

- Board of Trustees.....1
- Message from the CEO.....2
- Celebrate 125 Years of Legacy.....3
- Save the Date: 126th Anniversary.....7
- Department Spotlight: CPU.....9
- Skilled Nursing and Subacute Services.....11
- Hepatitis B Demonstration Project.....13
- Mental Health Services.....15
- Commitment to Quality Excellence.....16
- 125th Anniversary Gala Highlights.....17
- Community Outreach and Engagement Initiatives.....19
- Fundraising Milestones.....20
- Celebrating Leadership and Excellence.....21
- Leadership Development.....23
- Advancing Cancer Care Together.....25
- 1979 Building Renovation Milestones.....27
- Chinese Hospital Health System Leadership.....28
- Donation Highlights.....29
- Patients' Gratitude.....30
- Coalition for a Healthy Chinese Community.....33
- Donor List.....44

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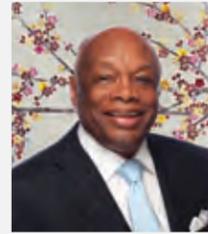
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## Dear Friends and Supporters of Chinese Hospital,

Reflecting on 2024, I am filled with immense pride and gratitude for the remarkable journey we have undertaken together. This year has been marked by significant achievements, healthcare advancements, and a steadfast commitment to serving our community with excellence.

Founded in 1899 and located in San Francisco's legendary Chinatown, Chinese Hospital has stood as a beacon of hope and strength for our community. Despite facing unique financial and demographic challenges, particularly in serving our primarily Chinese and Asian American patients, we have continued to rise above and provide exceptional care.

This year, we celebrated significant milestones. For the first time in our history, Chinese Hospital was recognized by Newsweek as one of the "American's Best-in-State Hospitals" for 2024. This prestigious honor reflects our unwavering commitment to providing high-quality healthcare and the dedication of our exceptional providers and staff. We are thrilled to further announce that Chinese Hospital has once again been recognized in the 2025 edition, reaffirming our ongoing dedication to quality healthcare and patient well-being.

Our financial challenges remain significant, with more than 75% of our patients relying on Medicare and Medi-Cal coverage, which often do not cover the full costs of care. An obscure federal rule, which capped our Medicare Disproportionate Share (DSH) rate at 12%, further reduces our reimbursement rates, adding to our financial strain. Despite these challenges, we have strived to provide affordable, linguistically and culturally appropriate care to our community.

The impacts of the COVID-19 pandemic have added layers of complexity to our mission, leading to ongoing physician shortages, a 16% rise in labor costs, a 41% increase in pharmaceutical expenses, and a 19% surge in medical supply costs. Despite these persistent challenges, we have persevered. Our partnerships have been instrumental in navigating these challenges. This year, we expanded our collaboration with UCSF Health in our Cardiopulmonary Unit, enhancing our capabilities and access to complex specialty care for our patients and community. In collaboration with the Department of Public Health, with the financial support from the State secured by Assemblyman Phil Ting, we are building the only hospital-based Subacute Care Unit in San Francisco. These partnerships, along with ceaseless fundraising efforts, have been crucial in sustaining our operations.

As we look ahead, we are committed to advancing our mission of delivering compassionate, high-quality healthcare to all. We will continue to innovate and adapt to meet the evolving needs of our community, ensuring that we remain a trusted healthcare provider for generations to come. Our focus will be on enhancing patient care, expanding our services, and strengthening our partnerships to better serve our diverse population.

I want to extend my deepest gratitude to our community—our healthcare providers and staff, board members and management team, local and statewide partners, donors, and supporters—whose unwavering dedication makes our mission possible. To continue this journey and ensure Chinese Hospital sustain to care for our community, we ask for your continued support.

**The future of Chinese Hospital depends on our community's dedication and crucial government support, ensuring lasting, quality care for all.**

With heartfelt gratitude,

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



# Celebrate 125 Years of Legacy:

1899

Facing discrimination and exclusion, Tung Wah Dispensary was founded to offer both Eastern and Western medicines, despite challenges.



1900

## Bubonic Plague Epidemic - A Public Health Crisis

During the bubonic plague outbreak, Tung Wah Dispensary played a crucial role in managing cases within the Chinese community. Despite hate-fueled rhetoric, media, and political slur campaigns, as well as growing anti-Asian sentiment leading to racial violence, exclusion, and discrimination, the dispensary provided medical treatment to underserved populations and extended care to all San Franciscans.

*Letter from Tung Wah Hospital (Hong Kong) supporting building purchase in 1920s.*



**IMPACT:** By providing the essential medical care and addressing the healthcare needs of marginalized Chinese populations, Tung Wah Dispensary successfully safeguarded the community during the crisis.



1923

Chinese Hospital Association was formed by fifteen community organizations after the 1906 earthquake, raising funds for a new facility.

1925

Chinese Hospital opened, becoming the nation's first and only institution of its kind.



1979

A new hospital wing was added to meet seismic standards and prevent closure. Underscoring the importance of community support and determination.



*Mayor Ed Lee signed legislation to rebuild Chinese Hospital in 2012.*

1800 - 1906



1920 - 1940



1970 - 2012



2016



**SAN FRANCISCO IS DEVASTATED**  
Homeless Thousands, Desolation Indescribable, Remain



1906

Tung Wah Dispensary was destroyed in the aftermath of the Great San Francisco Earthquake.



**Nine Days of Revelry Start Tonight in Chinatown for**  
CARNIVAL TO AID FUND OF INSTITUTION



1940

Martial artist and actor Bruce Lee was born at Chinese Hospital on November 27, 1940.



1982

Chinese Community Health Care Association (CCHCA) was formed by the medical staff of Chinese Hospital to provide culturally competent care for the community.



1989

Establishment of Chinese Community Health Resource Center (CCHRC) as the community arm to provide linguistically competent education.



1996-2012

Satellite community clinics were established across various San Francisco communities and Northern San Mateo County to address the shifting demographics and provide essential healthcare services to broader communities in need. In tandem, standalone East West Health Services clinics were established, integrating Traditional Chinese Medicine practices since the 1990s.



2016

Patient Tower replaced the original hospital, equipped with advanced medical equipment. Daly City outpatient center was inaugurated.





Top Donor  
Keith & Carmelita



Top Donor  
Arthur Chan

## 2020 COVID-19 Pandemic

**- A Public Health Crisis**  
Chinese Hospital became a local and national model for community-based COVID-19 prevention and response – including proactively providing testing and outreach clinics, opening a new floor to aid the San Francisco Department of Public Health and Zuckerberg San Francisco General Hospital during the pandemic’s peak, and elevating the Emergency Department classification to ‘Basic Emergency Medical Service’ to treat broader San Francisco community.



Source: sfchronicle.com



Chinese Hospital CEO, Dr. Jian Zhang, was honored in the Forbes 50 Over 50 List Innovation List.

## 2024 125th Anniversary

Chinese Hospital celebrates its 125th anniversary while also being recognized as one of America’s Best-In-State Hospitals by Newsweek and Statista Inc.

**IMPACT:** Over 125 years of pioneering community-based care, Chinese Hospital evolved from exclusion to inclusion through impactful partnerships, shaping a future of health in collaborative and inclusive ways.



Speaker Emerita Nancy Pelosi expressed the profound impact of Chinese Hospital at the 2024 Board Installation Ceremony, affirming, “I’m happy, comforted, just always feel so confident in what you are doing and to share with others in DC the value of community-based care, as a model for the nation and innovative ways in which you deliver world-class care.”

## 2020 - 2021



## 2021

Chinese Hospital’s COVID efforts and services garnered national, state, and city recognition.

**IMPACT:** Throughout public health crises such as the bubonic plague epidemic over a century ago and, more recently, the COVID-19 pandemic, Chinese Hospital remained a steadfast anchor. It actively combated fear, misinformation, and discrimination, demonstrating a steadfast commitment to protect the community. The hospital not only strengthened its vital role in community healthcare but also solidified its position as a healthcare leader, successfully safeguarding the community once again.



## 2022 - 2024

## 2022

Chinese Hospital expanded its scope, services, and partnerships. Our impact was recognized nationwide – The Joint Commission granted Primary Stroke Center licensure, Charles Huang Foundation made a \$7 million philanthropic contribution in recognition of our community-focused care, and – for the first time in our history – the state of California allocated \$5 million to Chinese Hospital to establish the only subacute care unit in San Francisco, with support from Assemblymember Phil Ting.

## 2023

Obtained Skilled Nursing Facility licensure, secured \$5 million in state funding for the second time, with support from Assemblymember Phil Ting and signed an official collaboration agreement with UCSF Health for future service and program expansion. These accomplishments set the stage for ongoing efforts to enhance access to specialty care, prioritizing culturally sensitive care to address health disparities.



UCSF Health and Chinese Hospital collaboration agreement signing event.

Advocating at Stop Asian Hate events.



Top Donor  
Dr. Charles Huang



# Department Spotlight

## Cardiopulmonary Unit (CPU)



**CHINESE HOSPITAL**

AN AFFILIATE OF UCSF HEALTH



**Fred Hom, M.D.**  
Pulmonologist



The Cardiopulmonary Unit at Chinese Hospital is a cornerstone of our commitment to delivering high-quality, patient-centered care. Our team of experienced specialists and dedicated healthcare professionals, including respiratory therapists and cardiology technicians, provides comprehensive cardiovascular and pulmonary services to our community.

**Since April 2023, our affiliation with UCSF Health has significantly enhanced our services, bringing the latest technology and medical innovations to our Cardiopulmonary Unit.** This collaboration allows us to offer precise diagnostic tests, leading to better treatment planning and improved patient outcomes, all within close proximity to home.

In **cardiology care**, our on-site team provides and evaluates a range of tests, including:

- Cardiovascular stress tests
- Stress echocardiograms
- Regular echocardiograms
- 24/48-hour holter monitoring
- Electrocardiograms

We have also introduced the **ZIO patch**, a new cardiac event monitoring system that allows discreet and comfortable monitoring of cardiac rhythms during daily activities. This innovation reflects our commitment to staying at the forefront of healthcare technology.

Beyond our medical expertise and technology, the Cardiopulmonary Unit is deeply embedded in the community we serve. Our team is here to provide you with the highest level of medical care in a compassionate, culturally sensitive environment.



**Michael H. Lee, M.D.**  
Pulmonologist



**Angela Suen, M.D.**  
Pulmonologist



In 2024, **Chinese Hospital was recognized as a Center of Excellence (COE) by GO2 for Lung Cancer**, honoring our dedication to early lung cancer detection. In collaboration with our radiology department, the pulmonary team conducts low-dose CT screenings, the only proven method to detect lung cancer at its earliest and most treatable stage.

Lung cancer remains the leading cause of cancer death in the Asian American and Pacific Islander (AAPI) community. We strongly encourage those who meet the following criteria to receive yearly lung cancer screenings at our site:

- Have a 20 pack-year or more smoking history, and
- Smoke now or have quit within the past 15 years, and
- Are between 50 and 80 years old.

For more information or to schedule a screening, please contact our clinic at 1-628-228-2828.



### The Jack Lee Fong Family Lung Health Challenge

is a vital initiative in our mission to raise lung cancer awareness and support early detection. Jack Lee Fong, a dedicated member of the Chinese Hospital Board of Trustees for 13 years, passed away on July 24, 2024. During his tenure, he contributed over \$230,000 to advance our mission. In 2022, he launched a \$250,000 matching gift challenge, inspired by the loss of his daughter-in-law, Joan Chen Fong, to lung cancer.

This challenge has significantly advanced our efforts in early lung cancer detection, raising \$133,000 to date. We invite you to help us reach our goal by making a donation today at [www.chinesehospital-sf.org/lunghealthinitiative](http://www.chinesehospital-sf.org/lunghealthinitiative).



# A Step Closer to Fulfill the Skilled Nursing and Subacute Services for San Franciscans



## SKILLED NURSING UNIT 康復治療部 2-200 to 2-213室

Generously Sponsored by  
In Memory of Serene C. Low, MD & Ronald B. Low, MD  
劉瑞鸞醫學博士 劉保民醫學博士

Chinese Hospital remains dedicated to expanding and enhancing our Skilled Nursing Facility and Subacute Care Unit to better serve the San Francisco Bay Area.

### Skilled Nursing Facility

This year, our focus has been on receiving the initial Centers for Medicare & Medicaid Services (CMS) certification for our Skilled Nursing Facility, which will allow us to admit patients directly under our care and continue supporting the overflow patients from Zuckerberg San Francisco General (ZSFG). In early August, we reached a significant milestone with the initial CMS survey by California Department of Public Health (CDPH), followed by a life safety code and emergency preparedness survey. Full CMS certification is expected to be awarded to Chinese Hospital before the end of 2024.

### Subacute Care Unit

With the support of our partnership with the Department of Public Health, our Subacute Care Unit has made significant progress with the completion of key mechanical and electrical backbone projects to make ways for up to additional 30 crucial subacute care beds. Chinese Hospital will be working on obtaining Subacute Care Unit designation from Department of Healthcare Services (DHCS) in 2025-2026. As the City's only hospital-based Subacute Care Unit, this expansion ensures patients receive necessary care close to home.

Looking ahead, Skilled Nursing Facility and Subacute Care Unit will remain central to our strategic vision as we continue to improve patient care, health equity and ease of access of our services to meet the diverse needs of San Francisco communities.

## Project Timeline

2020

2021

2023

2024

### April

2nd Floor approved by CDPH and HCAI for general acute care beds with existing kitchen.

Contract signed with the City and County of San Francisco (under Department of Public Health).

First patient from ZSFG accepted.

### April

Application submitted for Distinct-Part Skilled Nursing Facility License.

### March

Initial Licensing Survey for Distinct-Part Skilled Nursing Facility conducted by CDPH.

### April

\$5 million in state funding secured for the Subacute Care Unit.

### June

Distinct-Part Skilled Nursing Facility License granted by CDPH.

### August

Kitchen upgrade approved by HCAI.

### December

Additional \$5 million in state funding secured.

### March

Application for CMS certification submitted.

### August

Initial CMS certification survey conducted.



## Thank You



We extend our deepest gratitude to **Assemblymember Phil Ting** for his relentless efforts in securing state funding for our projects. His dedication resulted in our first-ever \$5 million state funding in 2022, followed by an additional \$5 million in 2023. This success would not have been possible without his un-wavering commitment to our community's health and well-being.



We are also profoundly grateful to the **Charles Huang Foundation** for their remarkable \$7 million gift toward the redevelopment of the 1979 Building. This generous contribution has been a cornerstone in advancing essential infrastructure projects that directly enhance our Subacute Care Unit. We are profoundly grateful for Dr. Charles Huang's leadership, philanthropy, and partnership as we continue our mission to serve the community.



Our heartfelt thanks go to **Keith Tsu and Carmelita Ko** for their extraordinary generosity. Their \$1 million donation was crucial in opening the second floor of our Patient Tower and providing essential support during the pandemic. Additionally, their \$165,000 contribution aided Chinese Hospital's COVID-19 response with vital equipment. Their dedication epitomizes the spirit of compassion, and we are deeply grateful for their contributions.



Dr. Grant Colfax



Greg Wagner

We would also like to express our sincere thanks to the **Dr. Grant Colfax**, Director of the **San Francisco Department of Public Health (SFDPH)** for their vital partnership, which enabled us to admit overflow patients from ZSFG during a critical time. Special thanks to **Greg Wagner**, former SFDPH Chief Operating Officer and Chief Financial Officer, now Controller for the City and County of San Francisco, whose prompt and decisive action allowed us to extend care during the pandemic. SFDPH's ongoing support has been invaluable as we transition to the Subacute Care Unit.



Finally, we are deeply appreciative of **Dr. Tomás Aragón**, Director of the California Department of Public Health (CDPH) and State Public Health Officer, for his crucial support in facilitating the CMS certification process for our Skilled Nursing Facility. Our gratitude extends to the entire **CDPH team** for their collaborative efforts throughout this process.

# Advancing Health Equity in the Asian American Community: Hepatitis B Demonstration Project



In early 2024, Chinese Hospital launched its Hepatitis B Demonstration Project, supported by a \$1.3 million grant from the California Department of Public Health (CDPH). This initiative addresses health disparities in the Asian American community and aligns with the Viral Hepatitis National Strategic Plan, which aims to eliminate viral hepatitis as a public health threat by 2030.

Hepatitis B disproportionately affects Asian Americans, with 1 in 12 chronically infected compared to 1 in 1000 non-Hispanic Whites. Although Asian Americans comprise just 6% of the U.S. population, they account for over 60% of chronic hepatitis B cases. In cities like San Francisco, where 37% of the population is Asian American, untreated hepatitis B can lead to serious liver complications, including liver cancer.

For over two decades, Chinese Hospital has provided comprehensive hepatitis B services, including:

- **Vaccination:** Offered at clinics and community physicians' offices.
- **Screening:** Targeting high-risk populations, such as low-income families and new immigrants.
- **Treatment and Care Coordination:** Providing care plans for chronic hepatitis B patients and ensuring access to care for uninsured or underinsured patients.
- **Education and Outreach:** Partnering with community organizations, such as Chinese Community Health Resource Center (CCHRC), North East Medical Services (NEMS), and SF Hep B Free to deliver culturally and linguistically appropriate materials.



With CDPH grant support, Chinese Hospital has expanded efforts to raise hepatitis B awareness and improve care on the Asian American community:

- **Community Outreach Campaigns:** Outreach via social media, health fairs, and seminars has reached thousands of community members, offering critical information on screening, vaccination, and treatment.
- **Educational Materials:** Newsletters focused on hepatitis B awareness have been distributed to patients and the community, providing essential information on prevention and early detection.
- **Partnerships:** Collaborations with local healthcare providers and organizations have expanded education and on-site testing in underserved areas.
- **Training for Healthcare Providers:** Healthcare professionals have received specialized training to stay current on hepatitis B prevention, diagnosis, and management.
- **Dedicated Health Coaches:** Health coaches actively reach out to patients due for screenings and vaccinations, providing personalized education and connecting them to necessary care.



Through our ongoing hepatitis B initiatives, Chinese Hospital has:

- Conducted **nearly 2,000 hepatitis B screenings in 2024.**
- Administered **over 700 vaccinations**, helping to prevent the spread of the virus.

Thanks to the grant from CDPH, Chinese Hospital has been able to significantly increase awareness, improve access to care, and deliver culturally sensitive services to those most in need.

## Collaborative Hepatitis B Research with Stanford University

In addition to its clinical services, Chinese Hospital is also a key site for Stanford University's research project on hepatitis B for over 10 years, aimed at ensuring the Asian American community is included in groundbreaking research. Dr. Jian Zhang, CEO of Chinese Hospital, serves as Principal Investigator (PI) for Chinese Hospital site, collaborating with Dr. Mindie H. Nguyen, a Stanford professor specializing in liver cancer and cirrhosis.

This collaboration has produced valuable research, including:

- Increasing Co-Morbidities in Chronic Hepatitis B Patients
- Spontaneous HBsAg Seroclearance: A cohort study of 11,264 patients
- Reduction of Hepatitis B-Related Liver Cancer

# Innovating Mental Health Care to Address Local and National Crisis



Mental illness is a significant national crisis, affecting nearly 1 in 5 American adults each year. Asian Americans and Pacific Islanders (AAPI) have experienced the sharpest increase in severe mental health and anxiety symptoms compared to other ethnic groups. Despite this, the AAPI community is three times less likely to seek help, highlighting the need for accessible, culturally sensitive mental health services.

In response, Chinese Hospital conducted a focused assessment, identifying mental health, community safety, access to health services, and in-language health education as top health needs. This has guided our strategy to expand mental health services and enhance community outreach.

# Commitment to Quality Excellence

At Chinese Hospital, our commitment to quality excellence is the cornerstone of our mission. This year, we are proud to share three significant accolades that highlight our dedication to providing outstanding healthcare to our community.



**Henry G.C. Poon**  
Ph.D., LMF  
Marriage and Family Therapist

## Mental Health Services at Clinics

Chinese Hospital integrates mental health services into primary care through the Collaborative Care Model (CoCM) and its participation in the CalHIVE Behavioral Health Integration Improvement Collaborative. The CoCM program offers patients tailored treatment plans to reduce symptoms of depression and anxiety.

Dr. Henry Poon, a Marriage and Family Therapist at Chinese Hospital's Clinic, plays a crucial role in delivering this comprehensive care. Through his work, particularly in the Oakland program, Dr. Poon ensures that patients can access high-quality mental health support via telemedicine, overcoming barriers to care.

## Community Programs

In collaboration with the Chinese Community Health Resource Center (CCHRC), Chinese Hospital offers bilingual mental health programs. These include health seminars, newsletters, and educational materials aimed at raising awareness. Our online mental health seminars and newsletters on stress management and self-care have reached over 20,000 readers. Additionally, a free bilingual educational booklet is available electronically on CCHRC's website (cchrhealth.org).

To further support our community, Chinese Hospital hosts free health fairs across the San Francisco Bay Area, offering health screenings and resources tailored to our population's needs.

## Employee Support Programs

Chinese Hospital prioritizes employee well-being through our Employee Assistance Program (EAP), which provides access to counseling, work-life advice, and online resources at no additional cost. These services help our staff navigate personal and professional challenges.

Source: cdc.gov, paho.org, apa.org

## Recognition in Newsweek's "Best-in-State Hospitals"



Chinese Hospital has been honored in Newsweek and Statista's America's Best-in-State Hospitals 2024, ranking #33 among 337 hospitals in California and among the top four in San Francisco. We are thrilled to further announce that Chinese Hospital has once again been recognized in the 2025 edition, affirming our dedication to quality healthcare and patient well-being.

In recent years, Chinese Hospital has undergone a transformative journey, evolving into a leading healthcare provider by establishing partnerships with top health systems in the San Francisco Bay Area and the Department of Public Health. This national recognition validates our team's growth mindset and collective commitment to providing accessible and equitable care to our patients at every level and in every community we serve.

## Achievement of Stroke Quality Award



Chinese Hospital's Primary Stroke Center, certified by The Joint Commission, has been honored with the American Heart Association's Get With The Guidelines® – Stroke Gold quality achievement award. This award recognizes our commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines. It is a testament to our dedication to saving lives and reducing disability through optimal stroke care.

The Primary Stroke Center at Chinese Hospital combines culturally sensitive care with world-class specialists and resources from the UCSF Comprehensive Stroke Center. Early detection and treatment of stroke are crucial. Through the Get With The Guidelines® program, we promote adherence to the latest evidence-based guidelines, enhancing patient outcomes and helping patients recover better and live healthier lives.



## Recognized as a Center of Excellence (COE) by GO2 for Lung Cancer

Chinese Hospital is honored as a Center of Excellence (COE) by GO2 for Lung Cancer, recognizing our expertise in early lung cancer detection. For details, see P. 10.

# Chinese Hospital Celebrates a Milestone with 125th Anniversary Gala



On May 9, 2024, Chinese Hospital hosted its 125th Anniversary Gala, an unforgettable evening with nearly 600 guests, including elected officials, community leaders, and longtime supporters. The event celebrated our rich history, honored this year's award winners, and highlighted our commitment to healthcare excellence.

The gala raised \$1,654,000, with a special thanks to Arthur Chan for his \$1,250,000 contribution. These funds will be pivotal in developing our new Cancer and Infusion Center, transforming the second floor of the 1979 outpatient tower.

We extend our deepest gratitude to our sponsors, Board constituent organizations, community partners, and volunteers. Your unwavering support is vital to our 125-year legacy.



**Outstanding Physician Leadership**  
Dr. Collin Poy Quock

**Dr. Quock's** lifelong dedication to Chinese Hospital began at birth and continued through decades of transformative contributions. Returning in 1971 as an internist and cardiologist, Dr. Quock founded the Cardiopulmonary Unit, revised resuscitation protocols, and initiated critical care nurse training. His efforts laid the groundwork for the hospital's Intensive/Coronary Care Unit and significantly enhanced hospital revenue.

Dr. Quock also launched the Annual Chinese Hospital Lecture and Award, leading to the creation of national and international medical conferences focusing on the health of Chinese communities. As Chief of Staff, he improved pathology and radiology services and established a crucial standalone dialysis center.

With a distinguished 37-year tenure as a UCSF clinical professor and a strong focus on community-based cardiac care, Dr. Quock's leadership has left an indelible mark on healthcare and education. Chinese Hospital is honored to present Dr. Quock with the Outstanding Physician Leadership Award for his enduring impact.



**Lifetime Achievement**  
Mr. James K. Ho

Born in Canton, China, and educated in Hong Kong and the U.S., **Mr. Ho** has built a distinguished career in both corporate and public sectors. In 1988, he was appointed Deputy Mayor, playing a key role in strengthening San Francisco's international ties, particularly in Asia.

Mr. Ho's most significant contributions are seen in his 35+ years of service on the Chinese Hospital Board, where he served as President for 17 years. He guided the hospital through two CEO transitions and implemented a tripartite business model linking the Chinese Community Health Plan, Chinese Hospital, and the physicians' medical group, creating financial stability with a building reserve fund of over \$140 million. In 2012, Mr. Ho initiated the first Chinese community non-profit bond issue, securing financing for the new \$200 million hospital building, completed in 2016.

Mr. Ho's lifetime of service, leadership, and dedication to Chinese Hospital and the broader community have left an indelible mark, making him a deserving recipient of the Lifetime Achievement Award.



**Top Donor of The Year**  
Mr. Arthur Chan

**Arthur Chan**, a visionary leader and devoted philanthropist, is honored as the Top Donor of the Year for his outstanding contributions to Chinese Hospital. After arriving in the U.S. in 1960 with just \$80, Arthur built a successful business and committed himself to giving back to the community. His philanthropic journey with Chinese Hospital began in 2004 in memory of his late wife, Annie, who passed away from cancer.

Arthur's most recent gift—a generous \$1.25 million—launched the campaign for the new Cancer and Infusion Center. His total contributions, over \$4 million, have profoundly enhanced healthcare access for the community. Beyond his financial support, Arthur has played a significant role in numerous charitable organizations, including the Chinese Newcomer Service Center and the American Asian Elderly Humanitarian Society. His unwavering dedication to improving lives embodies the true spirit of philanthropy, making Arthur Chan a truly deserving recipient of this award.

# Addressing Health Disparities: Our Outreach and Engagement Initiatives



# Celebrating 125 Years of Legacy: Fundraising Milestones from Chinese Hospital's Landmark Events



At Chinese Hospital, we believe in the power of community and the importance of accessible healthcare for all. Our health fairs exemplify this commitment, bringing together community residents, healthcare professionals, and partner organizations in a collaborative effort to promote health and wellness. These cornerstone events reflect our dedication to serving the diverse needs of our community, particularly those facing barriers to quality healthcare.

Held throughout San Francisco and San Mateo, these fairs offer free health screenings, educational resources, and wellness activities. Attendees can receive screenings for BMI, blood pressure, bone density, glucose, diabetes and hepatitis B, as well as flu shots and COVID-19 vaccinations.

Education is key to empowering individuals to make better health choices. Our events include workshops on mental health, mpox, nutrition, palliative care, stroke care, and medication review, providing practical advice to help attendees improve their well-being.

The impact of our health fairs is profound. Each year, we see thousands of attendees, particularly from low-income and underserved populations, receiving essential screenings and gaining access to vital health information. Many attendees follow up with our healthcare providers for further evaluation and treatment, demonstrating the event's role as a gateway to ongoing healthcare.



## Chinese Hospital's 29th Charity Golf Tournament

was a resounding success, combining a day of golf, giving, and networking—all for a meaningful cause. Held at the prestigious San Francisco Olympic Club, the event brought together community leaders, sponsors, and supporters for a day of friendly competition and philanthropy.



**CO-CHAIRS**  
Honorable Willie L. Brown, Jr.  
Dr. Jian Zhang

**COMMITTEE MEMBERS**  
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Michelle Malone  
Richard Rovetti  
Ronnie Fong  
Shelly Chen  
Stephen Forney  
Sylvia Munguia Pittman  
Wilson Chen  
YoungSoo Cho

## THANK YOU FOR YOUR SUPPORT!

We extend our heartfelt gratitude to the following individuals and organizations. Their dedication and leadership were pivotal in raising significant funds to support vital hospital programs and services, ensuring we continue to deliver high-quality care to our community.

- **California State Assemblymember Phil Ting** and **California Treasurer Fiona Ma** for kicking off the event;
- **Honorable Willie L. Brown, Jr.**, and **Supervisor Aaron Peskin** for hosting our live auction;
- **Judy Lee** for emceeding our dinner;
- Our **Title Sponsor: Applied Underwriters Invitational**;
- Our **Hosting Sponsor: CCHP**;
- **Chinese Hospital Golf Committee**, especially Co-Chairs **Honorable Willie L. Brown, Jr.** and **Dr. Jian Zhang**, as well as Auction Taskforce Co-Chairs **Shelly Chen** and **Maggie Mui**.

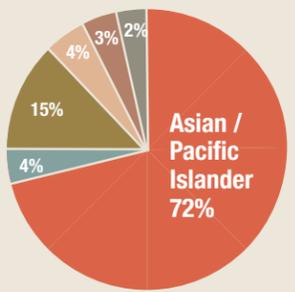
*For the complete sponsor list, please go to P.48.*

### Key Statistics:

- Total Attendees: 1,200
- Screenings participants: 800
- Overall Satisfaction Rate: 100%

### Ethnic/Racial Reach:

- Asian / Pacific Islander: 72%
- Black or African American: 15%
- Hispanic: 4%
- White / Caucasian: 4%
- Other : 3%
- American Indian / Alaskan Native: 2%



(Last 12 months data)

### Community Collaboration

The success of our health fairs is made possible through collaboration with numerous partners.

### Partners

- UCSF Health
- San Francisco Department of Public Health
- City of Millbrae
- San Mateo County Health
- All My Usos
- Alzheimer's Association
- American Heart Association
- Angel Palliative Care and Hospice
- Bay Area Community Resources
- Black Health
- By the Bay Health
- Centers for Medicare & Medicaid Services
- Central County Fire Department
- Community Living Campaign
- Community Youth Center of San Francisco
- Covered California
- GO2 for Lung Cancer
- ICA Cristo Rey Academy
- National Alliance on Mental Illness
- Ocean Avenue Presbyterian Church
- On Lok
- Peninsula Family Service
- Rafiki Coalition
- San Francisco Fire Department
- San Francisco Public Library
- San Mateo Daily Journal
- Self-Help for the Elderly
- SF Hep B Free
- Wu Yee Children's Services
- YMCA

## 125th Anniversary Radiothon: Paving the Way for Advanced Cancer Care

As part of our 125th anniversary celebration, the 2024 Radiothon on August 30th was a significant event, highlighting Chinese Hospital's enduring legacy of care. Hosted by Sing Tao Chinese Radio, the Radiothon not only served as a fundraiser but also as a vital platform to engage our community and highlight the exceptional services we provide.



Listeners were deeply moved by stories shared by patients, families, physicians, and staff, each illustrating the transformative impact of our care. These powerful testimonials highlighted the comprehensive services we offer and underscored the significant difference we make in the lives of those we serve.

The Radiothon raised over \$221,000, thanks to the generosity of more than 275 community donors. These funds will directly support the construction and equipping of our new Cancer and Infusion Center. We are deeply grateful to everyone who contributed, helping us build a future where Chinese Hospital continues to deliver world-class cancer care within our community.



# Celebrating Leadership and Excellence

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 leader, celebrating these achievements and our commitment to excellence.

## Dr. Jian Zhang, Chief Executive Officer

### 2024 Modern Healthcare's 50 Most Influential Clinical Executives



Dr. Jian Zhang has been recognized as one of Modern Healthcare's 50 Most Influential Clinical Executives for 2024. This prestigious honor highlights her leadership in workforce strategies, expanding access to care, and enhancing organizational performance. It also acknowledges her community involvement, which has played a key role in reshaping patient care.

Under Dr. Zhang's leadership, Chinese Hospital has achieved significant milestones, including initiatives in patient care, service expansion, and community health. Her efforts during the COVID-19 pandemic in testing, vaccination, and bilingual education were particularly noteworthy. This award reflects the collective efforts of Dr. Zhang and the Chinese Hospital team in ensuring the highest quality care for the community.

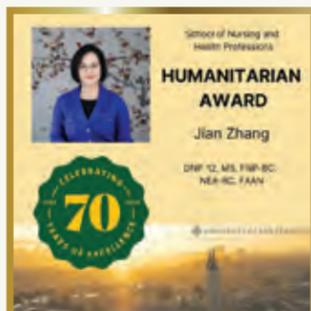
### 2024 Community Impact Hero Award by San Mateo County API Caucus



Dr. Jian Zhang received the 2024 Community Impact Hero Award from the San Mateo County API Caucus. This award recognizes her significant contributions to the Asian Pacific Islander (API) community, particularly her leadership during the COVID-19 pandemic. Her efforts were vital in protecting the Chinatown community and the broader San Francisco Bay Area. Under her leadership, Chinese Hospital provided essential COVID-19 services, significantly safeguarding the health of thousands.

Her work within the API community is marked by a deep understanding of the unique healthcare challenges faced by this population. She has led culturally sensitive services and programs that address health disparities and promote wellness, reflecting her strong commitment to public health and community service.

### Humanitarian Alumni Award by University of San Francisco



Dr. Zhang was honored with the Humanitarian Alumni Award by the University of San Francisco (USF)'s School of Nursing and Health Professions. This award recognizes her commitment to improving healthcare access and outcomes, particularly for underserved communities, and advancing health equity.

Dr. Zhang attributes her holistic approach to healthcare to her education at USF. This philosophy has been central to her work as CEO of Chinese Hospital, where she has championed equitable access to quality healthcare for Asian American and Pacific Islander communities. USF also instilled in her a strong sense of community and collaboration, values that she consistently applies in her leadership to enhance patient-centered care and foster community well-being.

# Meet Our L.O.V.E. Champions

We are proud to introduce you to our exceptional L.O.V.E. Champion who has truly embodied our commitment to compassionate care.



## Caroline Lin, RN, BSN



Caroline's journey with Chinese Hospital began in 2009 as a volunteer in the Medical Record Department. At that time, she was still exploring her career paths, but her experiences at the hospital inspired her to pursue nursing. Caroline dedicated herself to her studies, gaining valuable experience at other hospitals. Despite this, the connection to Chinese Hospital, where her journey first started, remained strong. When the opportunity arose, she returned, eager to give back to the community that had inspired her.

For Caroline, nursing is not just a job; it's a calling. She believes that every patient deserves the highest level of care and should be treated like a VIP. She understands that illness brings discomfort and anxiety, and it's the nurse's role to alleviate those worries.

Caroline approaches her work with deep empathy and a strong understanding of the challenges her patients face. She strives to create a comforting environment where patients feel genuinely cared for and supported, allowing them to focus less on their illness and more on their recovery. For her, the most rewarding aspect of nursing is the positive feedback from patients, knowing she has made a meaningful difference in their lives.

## Louie Dave Rosillo, CPhT, CBSPT



Louie joined Chinese Hospital two years ago and has quickly become an indispensable member of our team. As a Chemotherapy Pharmacy Technician, he plays a crucial role in our Outpatient Medical Therapy Center, working closely with oncologists and nurses to ensure patients receive the highest quality of care.

For Louie, Chinese Hospital is more than just a workplace—it's a welcoming community that reminds him of home. His passion for his job stems from a deep desire to help others, particularly the patients and the community he serves daily. Louie finds fulfillment in applying the knowledge he gained from his education, knowing that his work directly contributes to the well-being of others.

Building trust is central to Louie's approach. He understands that patients place their lives in the hands of medical professionals, and he sees it as his duty to uphold that trust through a strong work ethic and a commitment to excellence. Louie also credits his success to the incredible team he works with, whose support makes his job even more rewarding.

## Gellert Health Services

### Honored for Community Commitment



Gellert Health Services was honored with a Commendation from Daly City Mayor Juslyn Manalo for its remarkable dedication to the local community. Since opening its doors in 2016, Gellert Health Services has been a one-stop shop offering comprehensive family medicine, specialty care, and essential services to the diverse community it serves. We proudly acknowledge the commitment of our exceptional physicians and staff, whose continued efforts ensure that every patient receives the high-quality care they deserve.

# Leadership Development at Chinese Hospital

Chinese Hospital is committed to empowering leaders and equipping them with the tools needed to uphold our mission and quality standards. In 2021, we launched the Leadership Development Institute (LDI), which provides a mix of formal training, mentoring, and peer-to-peer learning to strengthen leadership skills. The program has successfully reduced leadership turnover and increased promotion rates, reflecting its impact on our organization's culture and performance.

To further strengthen leadership development, we launched a new program where senior management mentors and collaborates closely with emerging leaders. This initiative offers rising leaders hands-on experience, focusing on teamwork and applying insights gained from our co-teaching approach. Through co-teaching, emerging leaders are given opportunities to present ideas, share knowledge, and enhance their leadership skills, ensuring they are fully prepared to lead with confidence and uphold excellence at Chinese Hospital.



## Jeff Law, Assistant Facilities Manager

*“I am grateful for the opportunity to learn directly from Dr. Zhang and to foster stronger teamwork by incorporating the insights from our co-teaching experience.”*

Participating in the Chinese Hospital leadership development program was a transformative and invaluable experience. As a new manager, I quickly realized the importance of building trust and fostering communication within our departments, but I lacked the skills to do so effectively. When our CEO, Dr. Jian Zhang, asked during a management meeting what we'd like to learn about leadership development, I eagerly proposed team building.

Dr. Zhang recommended *The Five Dysfunctions of a Team* by Patrick Lencioni and encouraged me to co-lead a presentation on the book's key lessons to the management team. This led to a rare opportunity to collaborate and learn directly from Dr. Zhang. One of the most significant takeaways for me was understanding how to effectively build trust. Dr. Zhang's invitation to co-present, despite my being the least experienced member of the management team, was a profound demonstration of her trust in me. This trust empowered me and gave me a platform to engage with the team on a deeper level.

Through this experience, I gained insights into how to navigate diverse personalities and encourage active participation. I learned the importance of creating a safe space for honest dialogue, where team members feel comfortable sharing their perspectives and challenges without fear of judgment. This experience also underscored the value of leaders modeling vulnerability and authenticity, which fosters trust and openness within the team.

I applied these lessons by encouraging open dialogue during team meetings and cultivating an environment where team members could freely discuss challenges without fear of criticism. Additionally, I openly shared my own limitations and areas for improvement, inviting my team to hold me accountable. This approach has strengthened trust while fostering authentic and effective communication within my departments.

Having the CEO's direct involvement in this process was an exceptional opportunity, as it is uncommon for senior executives to be so actively engaged in team development activities. Dr. Zhang's commitment to building a cohesive and effective leadership team made a lasting impression on me and reinforced the message that teamwork is a top priority for the organization. Her willingness to invest time and share her leadership experiences set a powerful example for all of us, showing that true leadership involves guiding and nurturing others, regardless of one's position in the hierarchy. This level of engagement was invaluable, offering a rare insight into the leadership mindset at the highest level and emphasizing the importance of alignment and collaboration throughout the organization.

As Lencioni notes, “It's teamwork that remains the ultimate competitive advantage, both because it is so powerful and so rare.”



## Emma Wu, Business Development Director

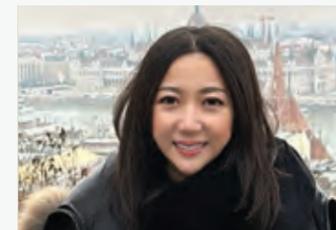
*“Real leadership happens in the space between listening and speaking—when leaders facilitate conversations that inspire and involve everyone.”*

As part of Chinese Hospital's leadership development program, I was encouraged to read Harvard Business Review's 10 Must Reads on Communication, Vol. 2 after discussing with Dr. Jian Zhang, our CEO, the communication challenges I faced in leadership, whether they involved top-down directives or bottom-up feedback. In the past, I have worked with CEOs who provided one-on-one mentoring and support to all leaders, which was invaluable for my personal development. However, the approach with Dr. Zhang felt different. Rather than focusing solely on my individual development, we decided to share this learning with the General Management Team to address potential struggles that other leaders may encounter.

Preparing the presentation alongside Dr. Zhang was a learning experience. Dr. Zhang provided a strategic, big-picture perspective, whereas I focused on creating an interactive environment by asking reflective, open-ended questions. Our different styles complemented each other, and we worked to synchronize our messaging. This collaboration not only helped

our presentation flow smoothly but also showcased how varied leadership approaches can be unified into a cohesive dialogue. During the session, Dr. Zhang grounded the discussion in strategy, while my role was to engage the team with questions that encouraged participation and reflection. This balance between vision and dialogue demonstrated that effective communication is a two-way conversation, not just a directive.

What I gained from this experience was the importance of shared knowledge. Co-presenting with the CEO wasn't just about delivering information—it was about showing how communication connects strategic goals to team engagement. This experience transformed my leadership style. I now see my role not as someone who dictates decisions but as a facilitator of conversations. This shift has fundamentally changed how I engage with my team, emphasizing the use of thoughtful, open-ended questions that encourage meaningful contributions and build stronger connections.



## Jenni Lau, Marketing Manager

*“Co-teaching allowed me to step out of my comfort zone and develop as a leader. Working alongside Dr. Zhang showed me how empowering others can unlock new levels of confidence and engagement.”*

At Chinese Hospital, leadership development is embedded in the culture. My own growth within the organization has been shaped by opportunities to build confidence, particularly through public speaking and collaboration.

When I first joined the company, I struggled with expressing my ideas confidently in public settings. However, over time, I was given more opportunities to take on public speaking roles, lead discussions, and act as the host for press conferences. These experiences helped me gain confidence and develop a stronger voice in meetings and presentations.

Another transformation moment came when our CEO, Dr. Jian Zhang, suggested we co-teach *Speak Up Culture* together. This experience not only improved my presentation skills but also gave me valuable insights into fostering open communication and creating an environment where others feel comfortable speaking up. Working alongside Dr. Zhang, I learned valuable leadership dynamics and how to facilitate discussions that encourage active participation. Dr. Zhang's collaborative and supportive approach allowed me to step confidently into the teaching role, knowing my ideas were valued.

Through this process, I learned how to create space for others to share their thoughts while honing my ability to lead

meaningful conversations. Dr. Zhang's leadership style, which emphasizes inclusivity and engagement, served as a model for me, demonstrating the importance of guiding discussions while empowering others.

While my confidence had already been growing through various public speaking opportunities, the co-teaching experience truly accelerated my development. Leading discussions and teaching the principles of creating a speak-up culture gave me a deeper understanding of how to empower others to express their ideas. Dr. Zhang's mentorship throughout the co-teaching process also highlighted the importance of vulnerability in leadership. By modeling inclusivity and openness, she showed me that true leadership is about empowering others, not just guiding them.

Co-teaching with Dr. Zhang was a pivotal experience in my leadership development. It strengthened my confidence, sharpened my communication skills, and deepened my understanding of what it means to lead with empathy and inclusivity. This experience not only shaped how I approach leadership today but also reinforced my commitment to creating environments where every voice is valued, and collaboration thrives.

*“The most important asset of any organization is its people. That is why leadership development and succession planning is my priority,”* said Dr. Jian Zhang, CEO of Chinese Hospital.



# Advancing Cancer Care Together



## Cancer Care & Infusion Center Campaign

This critical project will transform the clinical space on the second floor of the 1979 outpatient tower, allowing us to expand patient treatment areas and integrate advanced imaging and diagnostic equipment. The estimated cost for this vital renovation and expansion is \$4 million. Upon completion, the project will add 20,000 square feet of newly renovated space, replacing the temporary Outpatient Medical Therapy Center and Infusion Center currently housed on the 6th floor of Chinese Hospital. This expansion is essential to meeting the growing need for more treatment space, greater privacy for patients and their families, enhanced nutritional support, upgraded oncology diagnostic areas, and improved

workspaces for our nursing staff. Additionally, the new center will feature a dedicated waiting room and six infusion rooms, each designed to create a tranquil and healing environment for patients and their loved ones during treatment.

**The campaign was launched with a generous lead gift of \$1.25 million from Arthur Chan.** Through a series of fundraising events and activities—including our Anniversary Gala, Radiothon, and Golf Tournament—another \$1.25 million has been raised, bringing us closer to our goal.

The rapid evolution of cancer care, driven by breakthroughs in technology and research, is enabling earlier detection, more effective treatments, and enhanced patient support. However, as these advancements unfold, the demand for expanded local facilities and resources grows. At Chinese Hospital, we recognize that early detection must be paired with the ability to provide accessible, local patient care and support.

our oncology services by enhancing our cancer and infusion care facilities, recruiting additional specialists, and acquiring state-of-the-art equipment to support our physicians and their patients.

- **Together, we will establish a new, cutting-edge cancer care and infusion center, equipped with the latest technology to advance patient care.**
- **Together, we will apply pioneering discoveries to deliver personalized care for each patient.**
- **Together, we will bring these vital services closer to home, ensuring access for all in our community.**

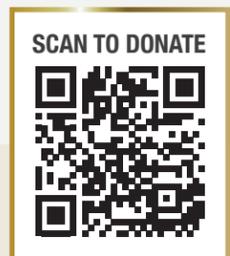
For many patients, the need for cancer screening, diagnostic services, imaging, infusion treatments, and medical oncology can result in lengthy waits for appointments. While some are able to seek care outside of our community, Chinese Hospital is deeply committed to ensuring that world-class care is available close to home. To address this, we are poised to significantly expand



“We are deeply grateful to **Arthur Chan** and all those who have generously supported this project,” said **Dr. Jian Zhang, CEO of Chinese Hospital**. “Community is the cornerstone of everything we do, and we are proud to stand behind our commitment to enhance the care we provide to every patient. By expanding the hospital’s cancer and infusion center, we are ensuring that our patients and community receive culturally and linguistically appropriate care close to home, precisely when they need it most.”

Cancer touches us all, whether through a family member or friend who has faced this formidable disease. At Chinese Hospital, our mission is to provide every opportunity for our community members to overcome cancer. This new space represents a significant enhancement, offering a more comfortable and serene environment that strengthens our families’ and friends’ chances of winning their battle against cancer.

For more information on how you can support the expansion of Chinese Hospital’s Cancer Care and Infusion Center, please contact the Office of Fund Development at 1-415-677-2470 or via email at [donate@chasf.org](mailto:donate@chasf.org).



**Edward Y Chan, M.D.**  
Oncologist, Hematologist



# Modernizing for Tomorrow: Key Milestones in the 1979 Building Renovation



Mechanical Backbone



In 2024, Chinese Hospital celebrated a significant milestone in the renovation of our historic 1979 Building. As part of our commitment to ensuring this vital facility continues to serve our community for generations, we successfully completed the critical electrical and mechanical backbone projects. These advancements mark a key step forward in our comprehensive modernization plan.



The electrical and mechanical backbone projects, totaling \$21 million, were designed to strengthen the infrastructure of the 1979 Building. The new electrical upgrade enables the 1979 Building to draw emergency power from the state-of-the-art generators housed in the new Patient Tower. In the event of a power outage, both buildings can switch to backup power within 10 to 30 seconds, ensuring that patient care remains uninterrupted. Complementing this, the mechanical backbone project brought a new HVAC unit to the roof, significantly improving the building's energy efficiency and preparing it for future development.



To address the growing demand for surgical services, we expanded the same-day surgery area and revitalized the operating room in the 1979 Building. This project enhances our capacity to meet the growing demand for surgical services and expand our collaboration

with key partners such as UCSF Health, Zuckerberg San Francisco General (ZSFG), and San Francisco Department of Public Health (SFDPH). We also invested \$1 million to upgrade our lab's blood draw area and chemical analyzer to better accommodate the increased need for diagnostic services.

**Looking ahead, we are excited to launch our next major project: the creation of a state-of-the-art Cancer and Infusion Center on the second floor of the 1979 Building.** This project is estimated at \$4 million, and thanks to a generous lead gift of \$1.25 million from Arthur Chan, we have already raised \$2.5 million. We are now focused on securing the remaining funds to begin construction in 2025, with the clinic anticipated to open in 2026.

The renovation of the 1979 Building exemplifies our dedication to delivering top-tier healthcare to the Chinatown community and beyond. As we work to bring the new Cancer and Infusion Center to life, we are deeply grateful for your continued support in building a brighter, healthier future for all.

SCAN TO DONATE



Every penny raised will directly contribute to enhancing our facility, helping us provide exceptional care for our community.

# Chinese Hospital Health System Leadership



## Medical Executive Committee



- |  |  |
|--|--|
| <b>Clifford Chew M.D.</b><br>Chief of Staff              | <b>Dennis Shen, M.D.</b><br>Representative-at-Large  |
| <b>Fred Hom, M.D.</b><br>Vice Chief of Staff             | <b>Maian Ye, D.O.</b><br>Representative-at-Large     |
| <b>Weiwen Zheng, M.D.</b><br>Secretary/Treasurer         | <b>Jessica Li, M.D.</b><br>Representative-at-Large   |
| <b>Samuel Kao, M.D.</b><br>Immediate Past Chief of Staff | <b>Robert Hoang, M.D.</b><br>Representative-at-Large |
| <b>Roger Eng, M.D.</b><br>Medical Staff Trustee          | <b>Nam Le, D.O.</b><br>Hospital Based Representative |

## Chinese Hospital Senior Management Team

- |   |  |
|---|--|
| <b>Jian Zhang, DNP, MS, FNP-BC, NEA-BC, FAAN</b><br>Chief Executive Officer | <b>Jeff Swanson, CSPG</b><br>Chief Fund Development Officer                          |
| <b>Michael Chung, MHA</b><br>President & Chief Financial Officer            | <b>Patricia Chung, MHA, CPMSM, HACP</b><br>VP of Quality, Medical Staff & Compliance |
| <b>Sylvia Munguia Pittman, MSHR</b><br>Chief Human Resources Officer        | <b>Gina Ko Yam, Pharm.D.</b><br>VP of Operations                                     |



## CCHP Senior Management Team

- |   |  |
|---|--|
| <b>Larry Loo, MPH</b><br>Chief Executive Officer              | <b>Sylvia Munguia Pittman, MSHR</b><br>Chief Human Resources Officer |
| <b>Ketan Gima</b><br>Chief Operating Officer                  | <b>Craig Reich, MD, ABFM</b><br>Chief Medical Officer                |
| <b>Ken Choi, MBA, CPA, CMA, EA</b><br>Chief Financial Officer |  |





## Board Community Organizations

The volunteer leaders from our associated community organizations have provided counsel and support to Chinese Hospital since its founding in 1899. This incredible, enduring leadership holds our mission steadfast in providing culturally competent compassionate care and remaining connected to evolving community needs.

### Chinese American Citizens Alliance

Our connection to the Chinese American Citizens Alliance extends from our beginning as the Tung Wah Dispensary, through the Chinese Hospital Association formation and 1925 Hospital construction. The Chinese American Citizens Alliance is a national Chinese American fraternal, benevolent non-profit organization founded in 1895 in San Francisco. Its mission is to secure equal rights for Americans of Chinese ancestry and improve the welfare of their communities. This is consistent with Chinese Hospitals' mission to provide compassionate care tailored to community needs. We gratefully acknowledge the many milestones and achievements that the Chinese American Citizens Alliance has advanced here at Chinese Hospital.



**Robert Wong**  
Chinese Hospital Board of Trustees

### IUOE Stationary Engineers, Local 39



The International Union of Operating Engineers (IUOE) was organized and established in 1896. The primary mission of the organization is to advocate for fair working conditions for its members to improve their lives and livelihoods for the greater good of all. The men and women of Stationary Engineers, Local 39 operate and maintain the building systems within high-rises, hospitals, hotels, and other locations where large assemblies of people or critical infrastructure are found. These employees look after the structural and systemic "health" of Chinese Hospital, so that in turn, Chinese Hospital can look after the health of our community. IUOE Stationary Engineers, Local 39 not only supports our mission through their work, but they have generously given over \$100,000 in contributions, cementing their partnership with Chinese Hospital.

We gratefully acknowledge our IUOE Stationary Engineers, Local 39 partners.

### Thomas Lin

Thomas Lin, a dedicated member of our Environmental Services (EVS) team, has been with Chinese Hospital for seven years. Originally from China, Thomas migrated to the United States in search of a better life for his family. His first job in the U.S. was as a security guard, but after being laid off, he faced uncertainty. He then enrolled in a janitorial training program, which led to a referral to Chinese Hospital through the Chinatown Neighborhood Access Point.

For Thomas, Chinese Hospital is more than just a workplace; it is a symbol of the strength and unity of the Chinese community. He is proud to work for an institution built by the community, for the community. Additionally, he is deeply grateful for the stability and income that Chinese Hospital has provided him, especially as he continues to improve his English proficiency. In a gesture of profound appreciation, Thomas decided to donate his PTO hours, worth \$8,000, to Chinese Hospital.



### Rui Zhen Wu

For more than 20 years, Rui, now 74, has relied on the services provided by Chinese Hospital. In April 2021, she began experiencing symptoms of chest tightness, abdominal bloating, and persistent coughing. Seeking help, she turned to Chinese Hospital, where a lung X-ray and CT scan revealed hydrops and ovarian cancer. The diagnosis was a shock to Rui, who had no family history of cancer. It felt as if her world was ending.

After receiving the devastating news, Rui's attending doctor, surgeon, chemotherapy nurse, dietitian, and social worker at Chinese Hospital rallied around her, providing a comprehensive treatment plan and unwavering support. This strengthened her resolve to conquer cancer. Nurse Wang offered Rui a warm smile during her chemotherapy sessions and regularly checked on her well-being after each infusion. Rui also received regular calls and visits from her social worker. With the coordinated medical care and support, Rui's

health steadily improved. Her spirits lifted, and she began to see her hospital visits as pleasant rendezvous with friends at a teahouse. Rui's last chemotherapy treatment was in July, and her cancer count is now zero. She has regained her strength, going from a frail 90 pounds to a healthy 130 pounds.

When asked about the significance of Chinese Hospital during her cancer care, Rui exclaimed, "I couldn't have made it without Chinese Hospital. Many patients like me, who don't speak English, need Chinese Hospital. From blood draws and CT scans to chemotherapy and follow-ups, I received one-stop service in my own language. Now, I am well. Without Chinese Hospital and its dedicated medical team, I wouldn't be standing here today."



### Sylvia Munguia Pittman & Her Father

When Sylvia's father came to visit, their reunion took a worrisome turn. He had been bitten by a dog the day before and downplayed the injury, but Sylvia could see it was much worse than he admitted. Without hesitation, she rushed him to Chinese Hospital's Emergency Department, confident in the care they could provide.

On the drive over, Sylvia noticed her father's anxiety growing. His mind raced with questions—what if it got infected? Would he need stitches or even surgery? The fear was evident on his face, and Sylvia shared his worry.

But everything changed once they walked through the hospital doors. A kind security guard greeted them warmly, and the clean, welcoming atmosphere immediately soothed some of their tension. For the first time that day, Sylvia saw a flicker of relief in her father's eyes. They had arrived at a place that didn't just treat injuries—it healed the whole person.

The doctors examined him thoroughly, offering reassurance with each step. "You're going to be okay," one said gently, and Sylvia saw the fear in her father's eyes begin to fade. The nurses were just as remarkable,

checking on him frequently, not just for medical care but to make sure he was comfortable and at ease. Their kindness and attentiveness extended far beyond their clinical duties.

By the time they left, Sylvia could see a profound change in her father. His wound had been tended to, but more importantly, his spirit had been lifted. "Thank you for taking such good care of him," Sylvia later wrote. "You didn't just treat a patient; you cared for my dad in every sense."



**Yue Tao Chen & Ginny Lin**

For over six years, the Chen family has trusted their health and well-being to Chinese Hospital and CCHP. But for Ginny Lin and her mother, Yue Tao Chen, this has been more than just routine medical care—it has been a deeply personal journey shaped by the exceptional dedication of Dr. Jennifer Chen.

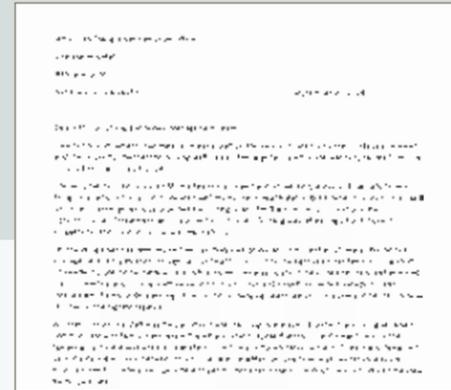
Dr. Chen's care goes far beyond medical treatment. She has formed a bond with Yue Tao and her family that gives them comfort and peace of mind, knowing they are not facing their health challenges alone. Ginny reflects, "When we see Dr. Chen, it's not just about appointments or test results. It's about feeling that my mother is truly cared for by someone who treats her like family."

Yue Tao, who can be strong-willed, only listens to Dr. Chen when it comes to her health—especially with her diet and lifestyle. "My mother trusts Dr. Chen completely," Ginny shares. "Because of her, my mom has made real changes to improve her health. Dr. Chen has a way of explaining things that make my mom feel understood and supported."

Dr. Chen's genuine compassion shines through in every interaction. No matter how many questions the family may have, Dr. Chen always takes the time to answer with patience and kindness. Ginny often marvels at how polite and caring Dr. Chen is, never rushing, always listening, and offering her full support at every visit.

The clinic staff has also been a vital part of the family's journey. "The staff are always there for us, making sure my mom gets the attention she needs. We're so grateful for their kindness and support," Ginny says.

For Ginny, Dr. Chen's care has made a world of difference. "We feel so fortunate to have Dr. Chen as our family doctor. She doesn't just take care of my mother's health—she gives us peace of mind, knowing someone truly cares. Dr. Chen and the entire clinic have become part of our family."



**Linda Lew & Family**



**Yan Ling**

sensitive conversations about end-of-life care with the patient and her family in their native language. A family member said, "Yan Ling's ability to speak Cantonese was invaluable, especially when discussing a culturally sensitive topic like death and dying." Yan Ling's kindness, patience, and understanding helped introduce the concept of hospice care in a way that respected both the patient's wishes and her family's values.

For the Lew family, Chinese Hospital has been a trusted partner in their healthcare for many years. During Linda Lew's recent hospitalization in July 2024, the exceptional care from Dr. Hui Ming Yang, Dr. Shu Wing Chan, and the palliative care team left a lasting impact on both Linda and her family.

Dr. Yang provided more than just updates on the patient's health. She became a trusted sounding board for the family, offering insights and feedback on potential treatment options. Her honesty, empathy, and deep understanding of cultural sensitivities brought comfort during a challenging time. A family member reflected, "Dr. Yang wasn't just straightforward about my mother's health, she listened to our concerns and helped us navigate difficult decisions with genuine care."

The palliative nurse, Yan Ling Chen, also played a crucial role during the hospital stay. Bilingual in English and Cantonese, Yan Ling was able to have

Beyond this, other members of the Lew family have had personal interactions with Chinese Hospital, including visits to the emergency room and lab services. The family also expressed their gratitude to the staff in medical records and billing, who worked together to resolve insurance issues efficiently.

"Our family is deeply grateful to Chinese Hospital for providing such high-quality, compassionate care," they shared. "It brought us peace of mind knowing our loved one was in good hands."

# Coalition For A Healthy Chinese Community



## Mission:

The Coalition For A Healthy Chinese Community is dedicated to ensuring equitable access to healthcare for the Chinese community in San Francisco. We work to identify and secure sustainable financial resources for essential healthcare services, advocate for the needs of our community, and address disparities in healthcare access and outcomes.

## Vision:

We envision a community where every member has access to high-quality, culturally competent healthcare services, supported by a strong network of healthcare providers and sustained by robust financial and policy support.

In 2023, the Coalition For A Healthy Chinese Community was established with a clear mission: to ensure equitable access to healthcare for the Chinese community in San Francisco. Over the last year, we have focused on identifying sustainable funding to address the Chinese Hospital's financial deficit. By continuing to advocate for essential financial resources, we aim to ensure the long-term stability of this vital institution. Our commitment to health equity is further demonstrated through a community-wide survey (2024-2025) partnering with Chinese Community Health Resource Center (CCHRC) that aimed at understanding the specific needs of our community and addressing disparities in healthcare outcomes within the Chinese and Asian community. This feedback will help guiding our work with the Chinese Hospital to enhance services and better meet the community's needs.

The Coalition, in partnership with the Prop B campaign, held a press conference at Portsmouth Square in Chinatown, joined by city officials, community partners, senior residents from Chinatown, childcare representatives, and others. Together, we advocated for crucial funding to renovate key health infrastructure, including the Chinatown Public Health Center, Zuckerberg San Francisco General Hospital (ZSFG) Building 3, and City Clinic, as well as for essential repairs and renovations at Laguna Honda Hospital and ZSFG. We also pushed for securing additional resources to support other vital healthcare initiatives.

Looking ahead, the Coalition is committed to exploring sustainable solutions to close gaps in the cost of care and to increase patient volume through stronger partnerships with other healthcare providers. We remain deeply engaged in government affairs and policy advocacy to ensure that our community's needs are represented and addressed at every level.

## Could you use an extra



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Chinese Community Health Plan (CCHP) is a Medicare Advantage HMO plan with a Medicare contract and a California Medicaid program contract for our HMO D-SNP Plan. Enrollment in CCHP depends on contract renewal. For accommodations of persons with special needs at meetings call 1-888-371-3060 (TTY 1-877-681-8898). CCHP complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. H0571\_SFSMAL2025SVNWAD\_M



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# Recognition from

Speaker Emerita Nancy Pelosi

前美國眾議院議長南希·裴洛西頒發表揚狀



## Certificate of Special Congressional Recognition

Presented to  
Chinese Hospital

Celebrating 125 Years of Quality, Culturally Unique and Affordable Community Healthcare

*in recognition of outstanding and invaluable  
service to the community.*

May 9, 2024

DATE

*Nancy Pelosi*

MEMBER OF CONGRESS

# Recognition from California State Legislature

加州眾議員頒發表揚狀

## California State Legislature Certificate of Recognition



Presented to

**The Chinese Hospital**

東華醫院

*I hereby award this Certificate of Recognition in honor of your 125 years of service to the residents of San Francisco bay area. For over a century, your hospital has been committed to providing high quality medical services to meet the diverse medical needs of our people, and to make our communities healthier and more vibrant. Thank you for your commitment and dedication, and congratulations on your achievements.*

*M. Haney*

Matt Haney  
17<sup>th</sup> Assembly District

*Scott Wiener*

Scott Wiener  
11<sup>th</sup> Senatorial District



*Philip Y. Ting*

Philip Y. Ting  
19<sup>th</sup> Assembly District

Senator

Assemblymember

# Proclamation from

San Francisco Mayor London Breed

三藩市市長倫敦·布里德公告東華醫院紀念日

## Proclamation

City and County of San Francisco

**WHEREAS**, the City and County of San Francisco traditionally recognizes organizations who have made remarkable contributions to the vitality of our City, and the incredible work of the Chinese Hospital truly represents San Francisco values at its best; and

**WHEREAS**, established in 1899, the Chinese Hospital has been a treasured part of San Francisco, providing access to quality care and vital health services to our City's Chinese communities for the past 125 years; and

**WHEREAS**, originally named as the Tung Wah Dispensary, Chinese Hospital was founded to address the healthcare needs of the Chinese communities and has since grown to become a symbol of medical excellence and cultural inclusion; and

**WHEREAS**, Chinese Hospital has been on the frontlines throughout San Francisco's history, including the Great Earthquake and Fire of 1906, the bubonic plague, and many more; and

**WHEREAS**, most recently, Chinese Hospital teams have heroically responded to the global COVID-19 pandemic and continues to treat patients and administer vaccines to San Franciscans; and

**WHEREAS**, with a focus on prevention, wellness, access, and integrated services, Chinese Hospital remains a critical part of ensuring our community has access to the care they need to lead healthy lives; and

**WHEREAS**, Chinese Hospital's unwavering dedication to serve San Francisco has been truly commendable and continues to be a leader in the advancement of health care and modern medicine; and

**WHEREAS**, Chinese Hospital is an irreplaceable part of our City and its endless dedication to treat and provide essential healthcare for all San Franciscans deserves a grand celebration; and

**THEREFORE BE IT RESOLVED**, that I, London Breed, Mayor of the City and County of San Francisco, on the occasion of its 125<sup>th</sup> Anniversary, do hereby proclaim May 9, 2024 as...

### CHINESE HOSPITAL DAY

...in San Francisco!

*IN WITNESS WHEREOF, I have hereunto set my hand and caused the Seal of the City and County of San Francisco to be affixed*

*London Breed*

London N. Breed  
Mayor



# Recognition from

The Office of San Francisco Board of Supervisors

三藩市參事會頒發表揚狀

## 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**  
125<sup>th</sup> Anniversary

In recognition of your remarkable service to the Chinatown community and surrounding neighborhoods for the past 125 years, exemplary commitment to quality healthcare and culturally competent services, and promotion of personal wellbeing through community-centered interventions, the San Francisco Board of Supervisors extends its highest commendation for your tremendous impact that transform lives for those most in need.

*Aaron Peskin*

Board of Supervisors President Aaron Peskin  
May 9, 2024



# YOUR SUPPORT MATTERS



For 125 years, Chinese Hospital has served the health of our community. Your support ensures quality health care continues to thrive:

- Use Chinese Hospital and Clinic services
- Join CCHP
- Donate to ensure excellent care close to home

## 您的支持至關重要

125年來，東華醫院致力守護社區健康。您的捐款將確保社區繼續獲得優質的醫療服務。

- 使用東華醫院及診所的服務
- 加入華人保健計劃 (CCHP)
- 捐款支持東華醫院



Scan to Donate  
掃描進行捐款

### For more information

查詢  
donate@chasf.org  
1-415-677-2470

Chinese Hospital is a tax-exempt 501(c)(3) nonprofit organization. 東華醫院是 501(c)(3) 的非牟利機構。Tax ID 稅號: 94-0382780.

Certain charitable contributions are eligible for a tax deduction or tax benefit. 部分慈善捐贈可獲得稅收減免或退稅。

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## INVEST IN A HEALTHIER FUTURE

實現更健康的未來



Our next chapter begins with you. Expand our current medical services and invest in new healthcare programs.

與我們邁向醫療發展的新篇章，幫助擴展我們現有的醫療服務及發展新的醫療項目。

1

Create a New Cancer and Infusion Center

建立全新癌症及輸液中心

2

Expand the Skilled Nursing Facility and Subacute Care Unit

擴充專業護理設施及亞急性護理中心

3

Grow the Multi-specialty Services

發展綜合專科服務



SCAN TO DONATE  
掃描進行捐款



**Supporting Chinese Hospital, can be as easy as changing your health plan coverage to CCHP.**

Sign up with CCHP for Medicare and Balance by CCHP for individuals. Balance is also your choice for employer group coverage. We are a part of the Chinese Hospital Health System which, together, keep the community healthy and well.

**Open enrollment is now.**  
Be sure to contact CCHP and Balance today.

*Make great impact – support your health and community with quality health coverage!*

**1-888-681-3888**

**CCHPHealthPlan.com**  
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**支持東華醫院非常簡單！**  
只需加入 CCHP，就能為社區健康出一份力。

無論是 CCHP 的聯邦保健計劃，還是 Balance 的個人/家庭或僱主/團體計劃，我們都能滿足您的需求。作為東華醫院專屬的健康保險，我們致力為社區居民提供優質，可靠的健康保障。

**健康保險開放登記期已經開始！**  
把握時機，立即聯絡 CCHP 和 Balance。

讓您的選擇更有影響力——選擇優質的健康保險，守護您的健康，同時支持社區！



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

**SERVICES OFFERED**

- Community Events
- Education Seminars
- Chronic Disease Education & Management
- Individual Assistance
- Patient Navigation Program
- Health Education Materials

**服務包括：**

- 社區健康活動
- 教育講座
- 慢性疾病的教育與管理
- 個人輔導
- 病人指導計劃
- 雙語健康教育資訊



**1-415-677-2473 | cchrhealth.org**

**Wellness Library**  
健康圖書館

845 Jackson Street, Lobby, San Francisco  
三藩市積臣街845號，東華醫院大堂。





# 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

- Acupuncture 針灸
- Cardiology 心臟科
- Ear, Nose & Throat (ENT) 耳鼻喉科
- Endocrinology 內分泌科
- Family and Internal Medicine 家庭科及內科
- Geriatric 老人科
- Hepatology 肝臟科
- Imaging 放射科
- Lab Services 化驗科
- Nephrology 腎臟科
- Oncology 腫瘤科
- 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
- Pulmonary Disease 肺部疾病
- Women's Health 婦女健康科

## Thank You to All of Our Generous Donors.

特此鳴謝以下機構及人士的慷慨捐贈。

### Donors who gave between October 2023 and Setember 2024.

於2023年10月至2024年9月期間捐款予東華醫院的機構及人士。

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Daly City, CA 94015

#### Support Health Services

健康服務中心  
845 Jackson St, B1  
San Francisco, CA 94133

1-628-228-2828 | [www.ChineseHospital-sf.org/clinics](http://www.ChineseHospital-sf.org/clinics)

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