

# ABOUT US



SAN MATEO COUNTY HEALTH  
**SAN MATEO  
MEDICAL CENTER**



*San Mateo Medical Center is an essential community hospital and clinic system for the most vulnerable and underserved people in San Mateo County.*



We provide integrated medical, dental, specialty, OB/GYN, and behavioral health services in multiple clinics and health centers throughout the county.

As a key provider for the Health Plan of San Mateo, San Mateo Medical Center is the medical home to 61,000 children, youth, and adults.

We operate a fully accredited acute care 167-bed hospital that provides a range of services including emergency, psychiatric, surgical, rehabilitation, ancillary, and skilled nursing. We also oversee the operation of Burlingame Long-Term Care which provides skilled nursing to 281 residents.

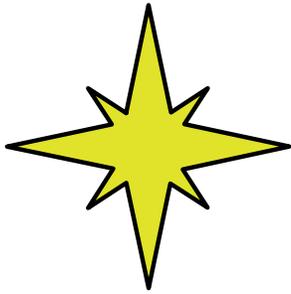
San Mateo Medical Center strives to be a high quality, high value provider of choice. We do this by focusing on education and prevention, integrating physical and mental health services, and offering patients the care they need, when they need it. We partner with our patients to ensure their voices,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

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

[www.smchealth.org/smmc](http://www.smchealth.org/smmc)

Updated 8/2023

# TRUE NORTH



## OUR VISION

Every patient will live their healthiest life.

## OUR MISSION

We partner with our community to provide excellent healthcare for patients, including those experiencing social, environmental, or economic challenges.

## OUR VALUES

We commit to **equity**.

*We include and prioritize the voices, experiences, interests, and needs of those who are most impacted by social injustices.*

We seek **collaboration**.

*We pursue meaningful partnerships with patients, peers, and community members to achieve shared goals.*

We embrace **learning**.

*We are dedicated to continuous improvement and invested in the growth of ourselves and one another.*

We inspire **trust**.

*We are reliable, display integrity, follow through on our promises, and create safe spaces for all.*

We nurture **ownership**.

*We are empowered to focus on achieving the best outcomes for patients, taking pride in the work we do.*

## OUR GOALS



### Excellent Care

*We partner with patients to achieve their health goals by providing safe, integrated, evidence-based care.*



### Patient Experience

*We practice cultural humility and focus on what matters most to our patients and their families; partnering with them to provide compassionate care.*



### Staff Engagement

*We foster professional fulfillment and a culture of wellness and belonging so we can be at our best to serve the community we love.*



### Access to Care

*We make sure every patient gets the care they need, when, how, and where they need it.*



### Financial Stewardship

*We optimize the use of all resources to deliver high value care in a financially responsible manner.*

**66,844**  
**UNIQUE PATIENTS**

**61,000**  
are Health Plan of San Mateo members

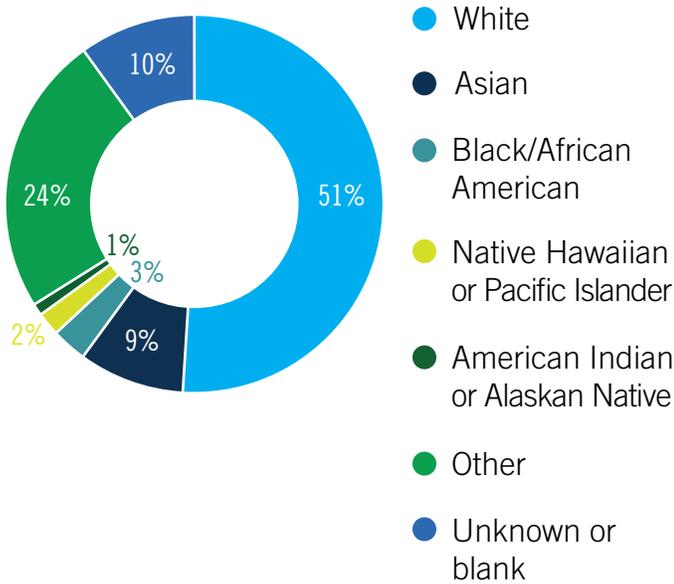
8,000  
Seniors

40,000  
Adults

13,000  
Pediatrics

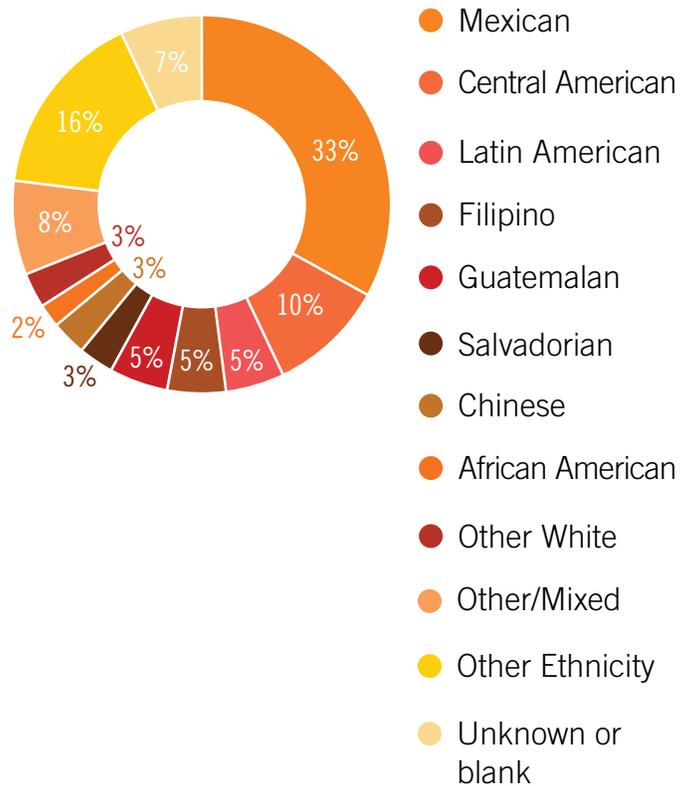
**RACE**

*Race* refers to how society groups people based on their physical traits.

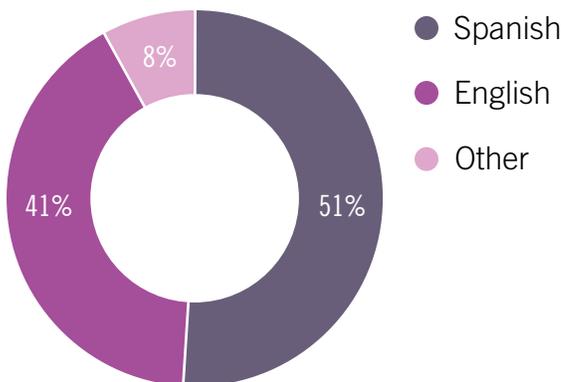


**ETHNICITY**

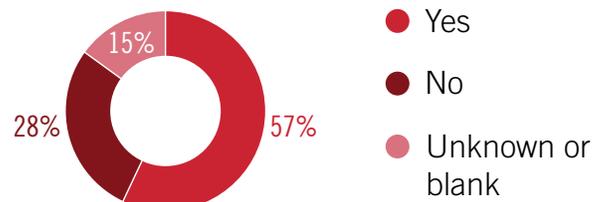
*Ethnicity* refers to how society groups people based on a shared heritage.



**PRIMARY LANGUAGE**

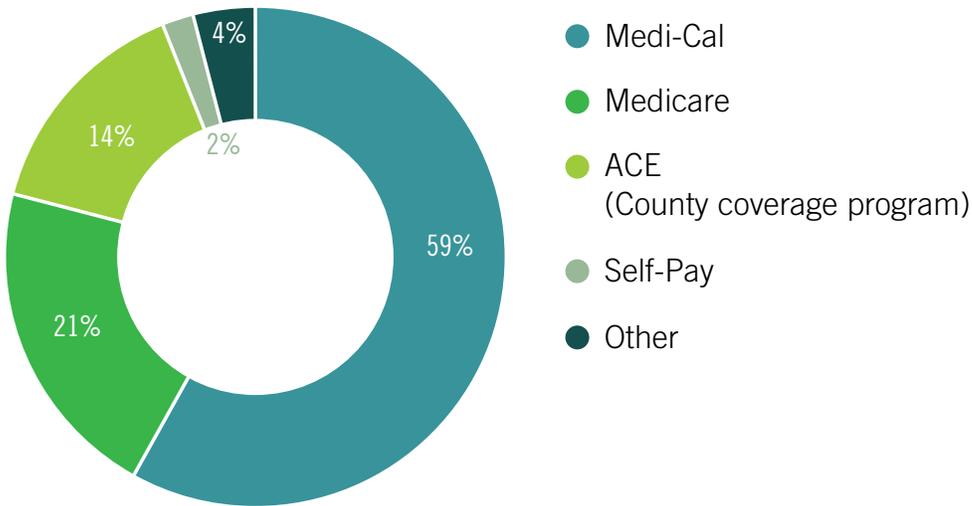


Hispanic, Latinx or Spanish origin?

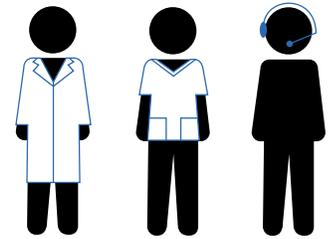


*Race, ethnicity, and language data is based on all patients who used services in the past 18 months.*

## PAYOR MIX



## STAFF



**1,140** Employees

**439** Contracted Providers

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**1,579 TOTAL**

## ANNUAL VOLUMES



Patients admitted to hospital: **2,300**

Patients admitted to Inpatient Psychiatry: **144**

Patient visits to Emergency Department: **34,990**

Patient visits to Psychiatric Emergency Services: **2,418**

Unique visits to all ambulatory clinics: **284,204**

## LICENSED BEDS



**7** ICU

**62** Medical Surgical

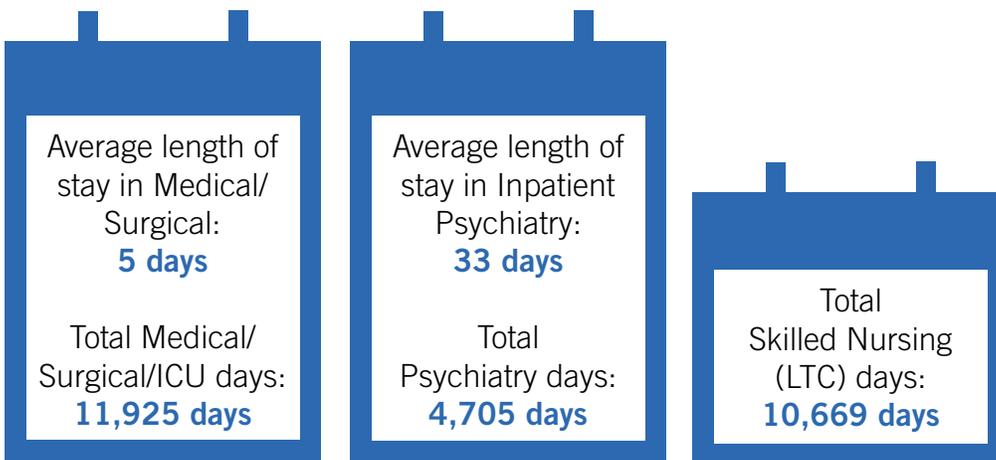
**64** Skilled Nursing

**34** Inpatient Psychiatry

**281** Burlingame  
Long Term Care  
(skilled nursing)

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**448 TOTAL**



# SERVICES

## AMBULATORY CARE

- Adult Clinics
  - » Includes OB/GYN and Dental Care
- Integrated Behavioral Health Services
- Medical / Surgical Specialty Clinics
- Pediatric Clinics
  - » Includes Dental Care
- Senior Care Center
- Teen Clinics (primary care)

## MEDICAL / SURGICAL ACUTE CARE

- Emergency
- Infusion Center
- Intensive Care Unit
- Keller Center for Family Violence Intervention
- Medical / Surgical Inpatient Units
- Skilled Nursing Units
- Short Stay Surgical Unit

## PSYCHIATRIC ACUTE CARE

- Emergency Services
- Inpatient Units

## ANCILLARY SERVICES

- Dietary
- Laboratory
- Pharmacy
- Radiology
- Respiratory
- Rehabilitation
  - » Audiology
  - » Creative Arts & Recreational Therapy
  - » Occupational Therapy
  - » Physical Therapy
  - » Speech Therapy

## Chronic Disease Management

*Our primary care clinics offer team-based care for adults, teens, and children using the Chronic Care Model, which focuses on coordinated care, health promotion, and education.*

## Pediatric Care

*We provide comprehensive health care for infants and children, including newborn physicals, asthma care, immunizations, and weight and nutrition guidance. We work closely with private hospitals to coordinate delivery and follow-up care.*

## Teen and Young Adult Care

*In partnership with local school districts, we offer easy-access primary care for youth ages 12-25. Co-location on a school campus reduces barriers for confidential services such as birth control and mental health services.*

## Integrated Behavioral Health

*We embed behavioral health services in our primary care clinics to help patients maintain a healthy lifestyle, overcome emotional struggles, and cope with day-to-day challenges. Our team screens for and treats a range of conditions including depression, anxiety, trauma, stress, substance use and other addictive behaviors.*

## Ron Robinson Senior Care Center

*We provide interdisciplinary primary care for seniors ages 60 and older, including complete outpatient care focused on physical, mental, social, and lifestyle health. Patients can receive care in the clinic or in their home, if needed.*

## Keller Center for Family Violence Intervention

*This nationally recognized center offers comprehensive forensic medical exams, crisis intervention, forensic interviews, and coordination of community services for victims of sexual assault, physical and sexual abuse, domestic violence, and elder/dependent adult abuse.*

## Pain Management Clinic

*Our interdisciplinary team works collaboratively with the patient, taking a more holistic approach to pain management. We use the "functional restoration" model, which focuses on helping patients manage the impact of pain and improve their quality of life.*

*Patient treatment plans may include intensive case management, medication management, physical, occupational, and aquatic therapy, psychotherapy, and addiction referrals.*

# LOCATIONS

## NORTH COUNTY CLINICS

### ① Daly City Health Center

380 90th Street, Daly City, CA 94015  
(650) 301-8600

*adult and pediatric primary care, obstetrics, dental, podiatry, mental health services*

### ② Daly City Youth Health Center

350 90th Street, 3rd Floor, Daly City, CA 944015  
(650) 877-5700

*primary care for teens and young adults ages 12 to 25*

### ③ South San Francisco Clinic

306 Spruce Avenue, South San Francisco, CA 94080  
(650) 877-7070

*adult and pediatric primary care, optometry, podiatry*

## MID COUNTY CLINICS

### ④ Coastside Clinic

225 South Cabrillo Highway, Ste. 200A,  
Half Moon Bay, CA 94019  
(650) 573-3941

*adult and pediatric primary care, obstetrics, dental, mental health*

### ⑤ San Mateo Campus Clinics

222 West 39th Avenue, San Mateo, CA 94403

*adult and pediatric primary care, obstetrics, dental, mental health, specialty care*

Dental Clinic .....(650) 573-3982

Innovative Care Clinic  
(Adult primary care) .....(650) 573-3702

OB/GYN Clinic .....(650) 573-3702

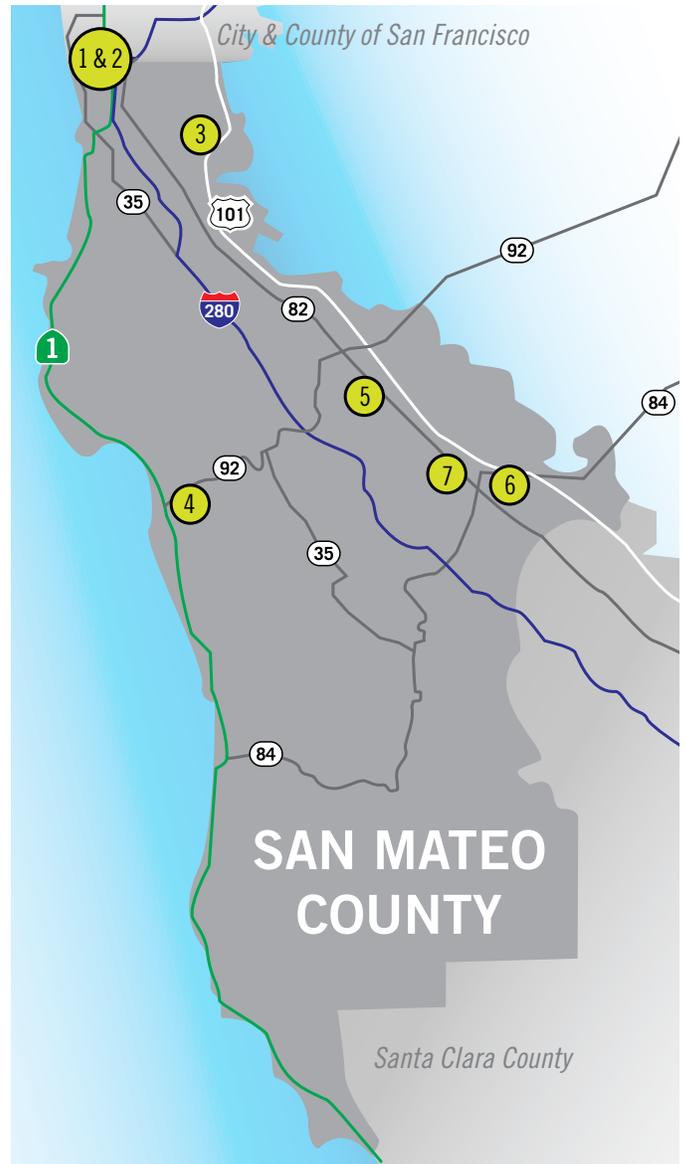
Pediatrics Clinic .....(650) 573-3702

Ron Robinson Senior Care Center ... (650) 573-2426

Specialty Clinic - Medical .....(650) 573-3982

Specialty Clinic - Surgical .....(650) 573-3982

*San Mateo Medical Center operates a hospital and seven clinics throughout San Mateo County.*



## SOUTH COUNTY CLINICS

### ⑥ Fair Oaks Health Center

2710 Middlefield Road, Redwood City, CA 94063  
(650) 578-7141

*adult and pediatric primary care, obstetrics, optometry, dental, podiatry, mental health*

### ⑦ Sequoia Teen Wellness Center

200 James Avenue, Redwood City, CA 94062  
(650) 366-2927

*primary care for teens and young adults ages 12 to 25*

# LEADERSHIP

## SENIOR LEADERSHIP TEAM

The *Senior Leadership Team* is a subset of the *Executive Management Team*, and reports directly to the CEO.



**Chester Kunnappilly, MD**  
*Chief Executive Officer*



**Robert Blake, RN, MBA**  
*Chief Operating Officer*



**David McGrew, CPA,  
CHFP, CRCR**  
*Chief Financial Officer*



**Carlton Mills, RN, MSN**  
*Chief Nursing Officer*



**Alpa Sanghavi, MD**  
*Chief Quality and Patient  
Experience Officer*



**Yousef Turshani, MD**  
*Chief Medical Officer*

**Amar Dixit**  
*Chief Medical Informatics  
Officer*

**Vacant**  
*Deputy Director of Nursing -  
Acute Psychiatry*

**Katalin Szabo**  
*Medical Director of Acute  
Psychiatry*

**Gabriela Behn**  
*Compliance and Privacy  
Officer*

**Michele Medrano**  
*Deputy Director of Nursing -  
Ambulatory Services*

**Jeanette Aviles**  
*Medical Director of Primary  
Care*

**Jack Nasser**  
*Deputy Director of Ambulatory  
Services*

**Roberta Larcina**  
*Deputy Director of Nursing -  
Medical Surgical Inpatient  
Services*

**Aileen Shieu**  
*Medical Director of Primary  
Care*

**Emily Weaver**  
*Deputy Director of Ancillary  
Services*

**Angela Gonzales**  
*Human Resources Manager*

# LEADERSHIP

## MEDICAL EXECUTIVE COMMITTEE

**Frank Trinh, MD**  
*Chief of Staff*

**Scott Oesterling, MD**  
*Vice Chief of Staff*

**Gordon Mak, MD**  
*Treasurer*

**Steve Hassid, MD**  
*Immediate Past Chief of Staff*

**Emergency Medicine**  
*Chair: Serena Lee, MD*  
*Vice Chair: Vacant*

**Medicine**  
*Chair: Suja Georgie, MD*  
*Vice Chair: Abhishek Gowda, MD*

**Primary Care**  
*Chair: Mithu Tharayil, MD*  
*Vice Chair: Allen Tong, MD*

**Psychiatry**  
*Chair: Katalin Szabo, MD*  
*Vice Chair: Vacant*

**Surgery**  
*Chair: Scott Lock, MD*  
*Vice Chair: Ken Fong, MD*

**Members at Large**  
**Grace Hassid, MD**  
**Khushleen Jaggi, MD**  
**Currie Lee, MD**  
**Vivian Levy, MD**  
**Zachary Plaut, MD**  
**Tiffany Leung Tsurudome, DDS**

**Affiliate Staff**  
**Ryan Keefe, PA**  
**Chris Balkissoon, DNP**

**Ex-Officio**  
**Chester Kunnappilly, MD**  
*CEO*  
**Yousef Turshani, MD**  
*CMO*

## HOSPITAL BOARD OF DIRECTORS

**David Canepa**  
*Board of Supervisors,  
San Mateo County*

**Noelia Corzo**  
*Board of Supervisors,  
San Mateo County*

**Mike Callagy**  
*County Executive Officer,  
San Mateo County*

**Louise Rogers**  
*Chief,  
San Mateo County Health*

**Chester Kunnappilly, MD**  
*Chief Executive Officer,  
San Mateo Medical Center*

**Frank Trinh, MD**  
*Chief of Staff,  
San Mateo Medical Center*

**Scott Oesterling, MD**  
*Vice Chief of Staff,  
San Mateo Medical Center*

**Dr. Gordon Mak**  
*Medical Executive  
Committee Treasurer,  
San Mateo Medical Center*

**Deborah Torres**  
*Community Member*