



Since its inception, the medical foundation has grown significantly and achieved exceptional milestones strengthening Stanford Health Care’s reputation and reach. These achievements would not have been possible without the efforts of our dedicated employees and providers.

Our Network

Clinics & Services

	2011	2021
Providers	~60	→ ~330
Employees	~200	→ ~1140
Clinics	3	→ 68



3 medical groups
17 cities • **4** counties
~**24** specialties

Enterprise-Wide Initiatives

- Developed cancer care network initiatives **to expand services** in Emeryville and the Tri-Valley
- **Advanced** cardiovascular initiatives in Emeryville and the Tri-Valley
- Created and participated in enterprise efforts in **revenue cycle** and **supply chain management**
- Implemented **Workday** and **StandOut** applications in collaboration with Stanford Health Care

Facilities

- Castro Valley medical office building opened August 2021
- Primary Care medical office building (Gibraltar Dr.) in Pleasanton opened March 2022
- Planning for the opening of the 2585 Samaritan Drive San Jose facility in January 2023
- Creation of Cardiovascular Health (CVH) integrated services in Pleasanton

Mission

University HealthCare Alliance is the premier community network for Stanford Health Care, delivering the best patient experience with the most effective clinical outcomes.

Vision

Healing humanity through science and compassion, one patient at a time.

Governance

Formed as a 1206(l) 501(c)(3) medical foundation organized to operate and support medical practices with a board of directors comprised of leaders from Stanford University School of Medicine, Stanford Health Care, University HealthCare Alliance, and the community.

Accountable Care Population Health

\$12.99 million net savings for performance year 2020

46,000

MANAGED LIVES*

Launched Medicare care management team and robust risk adjustment program

*Commercial HMO, Medicare Advantage HMO, MSSP

Our Patients & Community

COVID-19 Efforts



Partnered with Stanford Health Care and Stanford Health Care – ValleyCare to provide over **604,000 vaccinations** for our communities



Established local testing sites and respiratory care sites

Quality

- **4.5 stars** in HMO Medicare Advantage from the California Integrated Healthcare Association (IHA) Align. Measure. Perform. program
- **Exceptional performance** in quality for Medicare Shared Savings Program (MSSP)
- 2020 Malinda S. Mitchell Award for Service
- 2019 Malinda S. Mitchell Award for Quality
- Most improved award from the Integrated Healthcare Association’s (IHA) Align. Measure. Perform. (AMP) program 2019

Patient Experience

- **Exceeded** likelihood to recommend (LTR) top box score 84.8% with a score of **86.9%** in FY21
- Exceeded **new patient visits** goal (5%) with 9.1% in FY21
- Grew digital offerings to include **e-consults** with multiple specialties
- Provided over **373,000 video visits** from FY19-21
- Improved **same-day patient access**

Our Growth

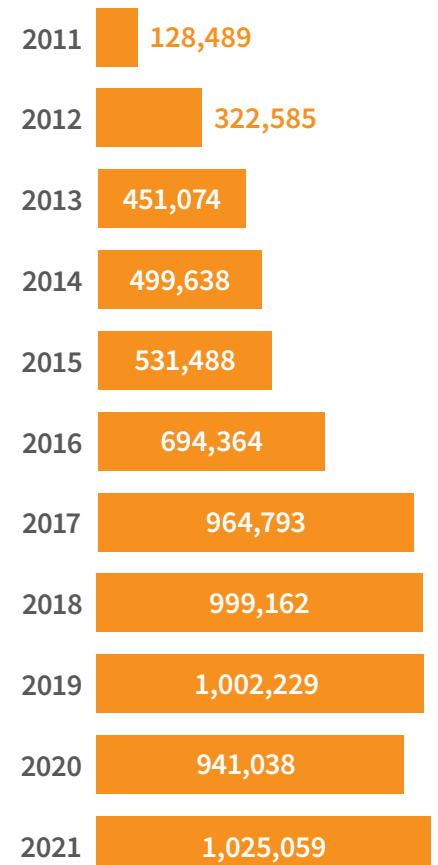
Wellness

- Wellness survey has been administered annually since 2016 for providers and bi-annually since 2019 for employees
- High response rates for both providers (99%) and employees (79%)
- Top themes on “What Makes You Proud” were helping patients, support from colleagues, and my work accomplishments
- Implemented HealthySteps to Wellness employee program in 2022

Inclusion, Diversity, & Health Equity (IDHE)

- Steering committee developed strategic plan
- Department implementation FY 2022
- Medical Disparities Taskforce formed in 2020
- Biannual IDHE survey kickoff response rate of 57.4%

Patient Visits 2011 – 2021



Looking Forward



Mission & Vision



Alignment & Collaboration



Network of Care & Clinical Services



Research & Education