The Picture of Health.

When we envision the picture of health, first we picture you. The whole picture. We believe getting to know you as a person—what makes you tick, lifts your spirit, and makes your heart sing—helps us provide better care. Our integrated team of doctors, nurses, pharmacists, and other health care professionals works together to provide you seamless, personalized care, so you can focus on being the healthiest picture of you.

FOR MORE THAN 65 YEARS, Kaiser Permanente has brightened the picture of health for our members, our patients, and the communities we serve. Throughout our history, we have always made it our mission to provide high-quality and affordable health care and coverage.

We invite you to view our full annual report online at kp.org/annualreport where you'll see snapshots of how we are working together every day to make lives better and to improve the health of our more than 9 million members across the nation. You’ll meet a woman from Maryland who overcame breast cancer through the support of her family and the personalized care of her Kaiser Permanente care team. You’ll see how a busy mother of three boys is using our mobile website to manage her family’s health while saving time. You’ll learn how our research and innovation centers are continually discovering new ways to transform care and improve health outcomes. You’ll see how we’re making communities healthier with farmers markets, green technology, safer routes to school, and cleaner parks. And you’ll walk with us to fight obesity, diabetes, and other related chronic diseases, and stand with us to end disparities in health care.

You will also see that again in 2012, Kaiser Permanente achieved some of the best clinical scores, safety ratings, and member satisfaction rankings, including leading the nation in effectiveness of care measures according to the 2012 National Committee for Quality Assurance's Quality Compass data. And we won’t stop here. Our front-line care delivery teams are working together every day to provide you with even better quality and service, and more affordable care.

Looking ahead, we will continue to build on our strong tradition of prevention and innovation to provide high-quality care, whether you’re the picture of health or faced with a serious health concern. As more people gain access to care through health care reform, we look forward to being here for all of our members, today and well into the future.

Be Well,

George C. Halvorson
Chairman & CEO
Kaiser Foundation Health Plan, Inc.
Kaiser Foundation Hospitals

Jack Cochran, MD, FACS
Executive Director
The Permanente Federation, LLC

kp.org/annualreport
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EXCELLENT CARE
At Kaiser Permanente, we make it our mission to empower your wellness. Whether you’re in good health or facing a serious health issue, we put our leading-edge research, technology, and evidence-based medicine to work for you.

Supported by your secure electronic health record, your entire care team is connected, informed, and focused on you for quicker, better diagnoses and treatments.

From proactive advice about healthy eating and active living, to preventive health screenings and care for chronic conditions, our doctors, specialists, and care teams work together with you to design your personalized plan for health.

149,316 inpatient surgeries
94,292 babies delivered
ALL ABOUT YOU
On your journey of wellness, we’re with you wherever you are.

At Kaiser Permanente, your care is centered around you. In one place, you’ll get everything you need to thrive. You get your choice of doctors, and your care team is supported by one of the most advanced electronic health records. We also know that your health extends into the areas where you live, work, and play. It’s about having fresh fruits and vegetables in your neighborhood stores, successful schools, clean air, accessible parks, and safe playgrounds. It’s also about helping you to manage your health anywhere you are, whether scheduling an appointment and refilling prescriptions from your phone, finding the nearest facility with a simple click, or searching for a safe walking route on the way to work. Our foundation is, and has always been, built around you.
# BY THE NUMBERS

- **$50.6 billion** operating revenue
- **$1.7 billion** operating income
- **$2.6 billion** net income
- **9,056,234** members
- **175,668** employees
- **17,157** physicians
- **49,034** nurses
- **37** hospitals
- **618** medical offices & other facilities
- **94,292** babies delivered
- **88 million+** secure sign-ons to My Health Manager
- **116 million+** total visits to kp.org
- **32.3 million** lab test results viewed online
- **13.4 million** secure emails sent
- **3.2 million** online requests for appts
- **11.9 million** online prescription refills
- **36.3 million** doctor’s office visits
- **149,316** inpatient surgeries
- **1.2 million** mammograms
- **1.7 million** colorectal cancer screenings

# 2012 COMMUNITY INVESTMENTS

- **Approximately $2 billion** invested in our communities
  - **$69.5 million** grants & donations
  - **$27.9 million** to safety-net clinics, hospitals, and health depts
  - **$169.4 million** invested in research
- **563,674** low-income children & adults enrolled in care & coverage programs
- **1,070** articles published in peer-reviewed journals
- **1 million+** people reached by Educational Theatre Program
- **53** farmers markets

19 million+ visits to mobile optimized kp.org site
IMPROVING HEALTH FOR ALL

We don’t just picture health for all, we help make it a reality. Every day, we at Kaiser Permanente share our resources, research, and clinical practices to improve the health of our members, our communities, and the world around us. In 2012, we provided health access for the uninsured, helped communities become cleaner and healthier places to live, and got closer to our goal of reducing—and ultimately eliminating—disparities in health and health care.

In 2012, we challenged people to walk with us for better health, end obesity, and improve health equity for all, such as those living with HIV.

We are driven by the understanding that all groups in our community are part of the picture of health. We believe that when we help everyone to stay healthier, our picture looks a whole lot brighter.

- $2 billion invested in our communities
- 6.2 million+ people reached by The Weight of the Nation screenings
- 33,000 Every Body Walk! mobile app downloads
Kaiser Permanente is committed to providing high-quality, affordable health care now and into the future. Our culture of innovation means our employees and physicians work together to find new ways to help keep you healthier and make your life easier. And we take our responsibility to our communities and our role as a leader in health care innovation seriously; we are committed to sharing our knowledge and innovative solutions. Our state-of-the-art Center for Total Health is a place for the public and health care leaders from across the country to gather and discuss the future of health care.

We believe that leading the way today means healthier tomorrows for our members, patients, and communities.
Kaiser Permanente is committed to environmentally sustainable practices. In an effort to conserve paper and resources, printed copies of this annual report are available, but limited. We encourage you to view the report online at kp.org/annualreport. © 2013 Kaiser Permanente. Kaiser Permanente, One Kaiser Plaza, Oakland, CA 94612. This report was produced by the Kaiser Permanente Brand Communication and Multimedia Communications Northern California departments.

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