



Kaiser Permanente Baldwin Park Medical Center

Serving the San Gabriel Valley

General Facts:

Baldwin Park Medical Center is a part of an integrated health care delivery system serving the community and more than 292,000 members in the San Gabriel Valley. A team of highly qualified physicians, nurses, and staff are committed to providing safe, accessible, high-quality, and culturally sensitive health care to all members. The 272-bed facility provides a full array of health care services, including primary, specialty, surgical, obstetrical, and emergency services.

Baldwin Park Medical Center is a 9-1-1 receiving hospital that has met the standards of the Centers for Medicare & Medicaid Services approved accreditation body as a Primary Stroke Center and has been approved as a Stroke Center by the Los Angeles County Emergency Medical Services Agency.

Minimally invasive hysterectomy is done in more than 80% of patient cases resulting in a faster and less painful recovery. Baldwin Park's Orthopedic Oncology Department provides specialized services for patients throughout Kaiser Permanente Southern California.

The medical center is supported by satellite medical offices in the surrounding communities of City of Industry, Diamond Bar, Montebello, San Dimas, West Covina, and Irwindale (2019).

Quality:

Healthgrades

The leading online resource for information about physicians and hospitals. The achieved distinction is awarded for demonstrating superior clinical excellence over a multi-year period, and represents the top 2% of hospitals in the nation.

- *America's 100 Best Hospitals*

The Leapfrog Group

A national nonprofit organization that focuses on the quality and safety of American health care.

- *"A" Hospital Safety Grade – recognized as one of the safest hospitals in the nation (received consecutively for the last 5 years)*

The Joint Commission

An independent, not-for-profit organization that accredits and certifies health care organizations and programs in the United States. Recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

- *Advanced Certification Programs: Palliative Care, Advanced Heart Failure, Primary Stroke Center, Total Hip and Total Knee Replacement*

American Heart Association/American Stroke Association

Recognizing excellence in better outcomes for stroke and heart failure patients.

- *Get With the Guidelines Heart Failure Gold Plus Quality Achievement Award*
- *Stroke Gold Plus Quality Achievement Award*
- *Target: Stroke Honor Roll Elite Plus*

The National Accreditation Program for Breast Centers (NAPBC)

Administered by the American College of Surgeons, the NAPBC recognizes the hospital's commitment to excellence for the multidisciplinary treatment of breast cancer.

- *Certificate of Accreditation*

Women's Choice Awards

Recognized as The Voice of Women. Serves as a trusted referral source for women who are searching for the most recommended hospitals, businesses, brands, and services.

- *America's Best Stroke Centers*
- *America's Best Hospitals for Obstetrics*
- *America's 100 Best Hospitals for Patient Experience*

GetWellNetwork

A health care company that offers the only cross-continuum platform that performs across every care setting to engage patients and families, empower clinicians, and deliver outcomes that matter.

- *Care Process Integration Award*

Culturally Responsive Care

- Physicians speak 17 different languages.
- More than 800 Qualified Bilingual Staff in Cantonese, Korean, Mandarin, Spanish, Tagalog, and Vietnamese.
- All physicians and staff receive ongoing training on providing culturally and linguistically appropriate care.
- Certified Spanish and Chinese healthcare interpreters are available in addition to telephone and video access for all languages.

Center for Healthy Living

- The Baldwin Park Center for Healthy Living offers easy-to-understand health information in a variety of convenient ways including interactive workshops and one-on-one health education.
- Most classes are available in Spanish.
- Interpretation is available for other languages.