

Jan Piercy:

Little did I know that when I joined Kaiser Permanente that it would be on my top 10 list for what has made this year great. It's terrific. It's like having it all under one roof, and that's been wonderful for me because I do a lot of other things. I'm very involved on the board of a local nonprofit. I love to read, and love to walk, and love to be involved in my daughter's life. With Kaiser Permanente, I can take care of my health and live a larger life.

You get the benefit of a direct relationship with a primary care physician and a whole team of specialists surrounding that primary care provider. Whereas before, maybe my gynecologist didn't know my ophthalmologist, was in a different system from the podiatrist, from a colonoscopy. Here it's all part of one circle, and the primary care physician is the sort of quarterback. If you need specialists or other kinds of medical attention, they will refer you. And by the way, I can make appointments online any hour of the day or night. I can interact with my physician. I can ask a question and get an answer by email, maybe don't even have to go in, and everyone throughout the Kaiser system will have your record and know what you need. I thought, "Oh! You've got it all." I mean, it's quality of care, it's compassion of care, it's convenience of care, and it's cost of care. It's terrific.