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ADVANCED NURSING PRACTICE

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The Role of Teams in Extraordinary Care Delivery

Annie J Russell RN, MSN, MBA

Chief Operating Officer for the Southern California Permanente Medical Group, USA

Annie is a creative and dynamic leader looking to serve both Kaiser Permanente members and the broader community. She thinks out-of-the-box. An example is the leadership she demonstrated to set 12 Guinness World Records in 2013. Each record was based on a Health Prevention message. An example of this is the importance of flu shots. Every year in the U.S., there are about 30,000 influenza-related deaths. These deaths are largely preventable. The previous world record for the largest number of flu shots at one site, in one day, had been 3,271. To raise awareness, and to increase the lifesaving vaccinations, Annie led the Kaiser Permanente of San Diego attempt to break the Guinness World Record at the Qualcomm Stadium. Under her leadership, the San Diego Medical Center completed 6,215 – nearly double the record! Her approach was creative, engaging, and highly effective. Come learn how she accomplished this under her leadership and more information on the role teams play in the extraordinary care delivery.

Biography

Annie has an incredible professional journey, with her most recent accomplishment of being named the Chief Operating Officer for the Kaiser Permanente Southern California Permanente Medical Group (SCPMG) which serves over 4.3 million members in Southern California and has an operating revenue of \$6 billion. She is the Operations executive for the Kaiser Permanente medical office buildings attached to 13 medical center areas in Southern California. It spans from San Diego to Kern County. This includes over 15 executives, 220+ medical office buildings, and over 35,000 employees. Annie is an accomplished senior healthcare executive with over 30 years of knowledge and experience in managing medical office operations, physician, nursing, ancillary, and support services across the health care continuum. She has demonstrated ability to deliver excellent outcomes with emphasis on patient safety, quality, satisfaction and effective resource utilization in a complex and highly regulated environment.

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