Position Specification

Chief Medical Executive

CONFIDENTIAL

Prepared by
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This Position Specification is intended to provide information about Memorial Medical Center and the position of Chief Medical Executive. It is designed to assist qualified individuals in assessing their interest.
The Organization

Memorial Medical Center (MMC) is a well regarded not-for-profit 423-licensed bed full service, acute care medical center whose mission is to maintain and improve the health status of citizens in greater Stanislaus County. Located in Modesto, California, MMC is affiliated with Sutter Health, a major not-for-profit healthcare system in Northern California. Memorial Medical Center is the flagship hospital of Sutter Health’s Central Valley Region which is comprised of three hospitals and a large physician medical foundation.

MMC was opened in 1970 and over the years, has grown and developed to be a very successful and highly regarded facility providing quality primary and tertiary care and a continuum of services to meet the healthcare needs of local residents. Memorial Medical Center has 597 physicians on its medical staff (356 active physicians), 81 allied health professionals, 2,603 employees, and 274 volunteers. In 2007, it completed its North Tower, a seven-story expansion adding 112 inpatient beds and 18 operating rooms.

The hospital is committed to high quality health care delivery, as evidenced by advanced diagnostic and treatment options offering state-of-the-art technology and interventions. It provides a full continuum of care including:

- 24-hour emergency care
- PromptCare for minor illness and injury
- Intensive and critical care services
- Surgery: including cardiac and neurosurgery, orthopedic, trauma, urological, general, and outpatient surgery, ASBMS Bariatric Surgery program, da Vinici Robotic program
- Cardiology: Diagnostic/Interventional Cardiology, STEMI Receiving Center
- Trauma and Orthopedic: ACoS Level II Trauma Center, orthopedic/sports
- ACoS Designated Cancer Center
- Obstetrics, family birthing center, licensed Level II neonatal unit, pediatrics
- Gastroenterology
- Advanced Medical Diagnostic Center (AMDC): nuclear medicine, MRI, cardiac catheterization, and diagnostic imaging
- Dialysis therapy
- Health Center: Outpatient disease management, education, wellness and health screenings. Breastfeeding Assistance, Cardiac Independence, Diabetes Treatment, Heart Failure Education, Pulmonary Independence, Smoking Cessation
- Home health: Visiting Nurse Association of the Central Valley
- Inpatient and outpatient and satellite pharmacy
- Physical therapy
- Education department
- Medi-Flight air ambulance service
The medical staff of Memorial Medical Center is comprised of Sutter Gould physicians and independent private physicians, the majority of which are in small groups. Memorial Medical Center physicians are trained at renowned centers, and 95% of the medical staff has board certification in their respective disciplines. Nursing care at Memorial is also highly regarded. The hospitalist program, comprised of 28 Sutter Gould physicians, cared for approximately 60.3% of inpatient admissions at Memorial Medical Center year-end 2013. Quality indicators are very strong as are metrics related to patient, employee, and physician satisfaction. Memorial Medical Center is qualified and certified by JCAHO and its Orthopedic Services Hip Fracture Repair was rated by Health Grades, the nation’s leading healthcare quality measurement company, among the best in the nation in its Hospital Quality Analysis. Consumers gave Memorial the highest possible rating in several important areas of the California Hospital Experience Survey.

Historically, Memorial Medical Center has been one of the top financial performers within Sutter Health and has traditionally met or exceeded budgets for the last several years. This trend continues through diligent focus on performance, increasing volume and monitoring productivity. The organization has fully embraced LEAN methodologies and is two years into EPIC implementation. Memorial Medical Center’s 2013 net operating revenues were $498.2 Million with a strong positive bottom line of $45.7 Million. The overall Case Mix Index was 1.53 and the Medicare CMI was 1.67. In 2013, the hospital had 137,932 outpatient registrations, 65,000 Emergency Department visits, 17,307 discharges and 1,818 births.

Our Mission

Memorial Medical Center is a not-for-profit organization that exists to maintain and improve the health status of citizens in the greater Stanislaus County. Memorial extends selected services to other communities whenever this will meet the critical needs and when it will enhance the productivity of local resources.

We pursue our mission by providing and promoting effective health care services and by fostering an integrated system of care in partnership with physicians, other health care providers, and payers. For more information, go to http://www.memorialmedicalcenter.org/

Awards & Recognition (See Addendum)

Sutter Health

As one of the top ten not-for-profit healthcare networks in the United States, Sutter Health is one of the nation’s leading systems of community healthcare services, serving more than 100 communities of Northern California, from the Oregon border to the San Joaquin Valley, and from the Pacific Coast to the Sierra foothills. The organization has more than 5,000 physicians; twenty-five acute care hospitals; long-term care centers; home health and hospice services; occupational health services; medical research institutes; and more than 40,000 employees. Sutter Health is governed by a 15 member Board of Directors, with its corporate office located in Sacramento. For more information, go to www.sutterhealth.org.
Sutter Health Central Valley Region (CVR)

To provide healthcare services that are responsive to local needs while still preserving the benefits of a large integrated healthcare provider, the Sutter system is organized with five regions. Sutter Health’s Central Valley Region provides quality health care services to meet the needs of people living in Stanislaus, Merced, San Joaquin, Tuolumne, and Calaveras Counties. The Sutter Health Affiliates within the Central Valley Region include:

- Memorial Medical Center, Modesto, California
- Memorial Hospital Los Banos, Los Banos, California
- Sutter Tracy Community Hospital, Tracy, California
- Sutter Gould Medical Foundation (SGMF), Modesto, California. SGMF is the physician affiliate support organization aligned with Modesto-based Gould Medical Group (GMG, Inc.).

In spite of increased competitive market pressures, the Sutter Health Central Valley Region has continued to perform extremely well financially. In 2013, net operating revenues for the region were $659.27 Million with an operating margin of 10.82%. The Central Valley Region is governed by a 16 member advisory board with overlapping members for the consolidated Sutter Health Central Valley Hospitals Board and the Sutter Gould Medical Foundation Board.

In addition to Memorial Medical Center, the other organizations that constitute the Sutter Health Central Valley Region include:

**Memorial Hospital Los Banos** is a 48-bed facility which opened in 1967 to provide quality health care for the Merced County Westside area. The hospital affiliated with Memorial Hospitals Association in 1994 and became part of the Sutter system with Memorial’s affiliation with Sutter Health in 1996. It has a medical staff of 25 physicians, mostly in solo or small practices, who primarily are members of Modesto-based AllCare IPA. Sutter Gould Medical Foundation has an office in Los Banos.

**Sutter Tracy Community Hospital** was established by community members in 1948 to serve the need for quality local medical care in the growing town of Tracy which had a population of 5,000. Originally called Tracy Community Memorial Hospital, the hospital changed its name after affiliating with Sutter Health in 1993. Since its founding, the hospital has expanded to meet the needs of the growing Tracy community as it evolved into a bedroom community for the San Francisco Bay Area. Today, Sutter Tracy is an 82-bed fully accredited, not-for-profit, full-service medical center serving a community of 80,000 residents. It has a high quality medical staff of 180 with 97 active physicians. Approximately 90% of the physicians are in one to two person physician groups and 14 physicians are members of Sutter Gould Medical Foundation. The hospital has purchased 36 acres of land in Tracy for an eventual move to a new facility on this new site to accommodate future growth.

**Sutter Gould Medical Foundation** is a not-for-profit multi-specialty outpatient health care organization dedicated to improving the health and well-being of residents of Stanislaus and San Joaquin counties. Headquartered in Modesto, Sutter Gould Medical Foundation has 24 care centers and 310 SGMF physicians in both primary and specialty practices who provide outpatient services for communities such as Modesto, Tracy, Stockton, Lodi, Turlock, Ceres, and Patterson. SGMF offers 29 medical specialties and provides a full range of outpatient medical
services and state-of-the-art technology including electronic medical record, clinical laboratory, audiology and hearing aid center, EKG/Treadmill Labs, radiology and mammography, nuclear medicine/ultrasound unit, and gastrointestinal endoscopy units. In 2013, Sutter Gould Medical Foundation’s net operating revenues were $315,333 with an operating budget of $313,496. Through a professional services agreement, physician services are provided for the Foundation primarily by Gould Medical Group Inc., a large, well respected and long established medical group practice known for outstanding quality of care. Founded in 1947 in Modesto, California by Drs. Rusty and Vernon Maino, the Gould Medical Group was modeled after the Mayo Clinic where both served their residencies. In 1986, the physicians of GMG, Inc. established the not-for-profit Gould Medical Foundation. Over the years, the Gould Medical Foundation has grown and today, remains one of the most prominent medical groups in the Central Valley. In 1993, Gould Medical Foundation affiliated with Sutter Health. For additional information on the organization, please refer to their website at: www.suttergould.org

Opportunity and Summary of Position

The Chief Medical Executive (CME) is a key member of the MMC Administrative Team and is responsible for medical affairs and providing hospital, regional, and system level administration as well as medical staff with knowledge, experience and leadership from a medical management perspective. The position facilitates communication and understanding among the various clinical components of the delivery system, assuring the provision of high quality, efficient and safe care.

In this role, he/she works intimately with the Chief Executive Officer, the Chief Nurse Executive and the regional Chief Medical Officer to assure better, safer care, and enhance the environment for practicing clinicians with the goal of providing patient centered, perfect care. This is a newly created “C” level position which is “at the table” as a valued member of the senior executive team. It will be appropriate for an individual who in many ways, can create the position and wants to put his/her “stamp” on the role.

Reporting Relationships

The Chief Medical Executive reports directly to Daryn Kumar, Chief Executive Officer of Memorial Medical Center and has a dotted line reporting relationship to Dr. Ash Gokli, Central Valley Region Chief Medical Officer (RCMO). Reporting to the Chief Medical Executive are 10 departmental medical directors.

The CME has frequent contact and regular working relationships with members of the MMC medical staff, the Quality Department, Risk Management, the public, the Medical Staff Office and other departments within MMC.
Responsibilities

Patient Safety, Quality Improvement and Physician Relations

- Influences and engages the medical staff in the improvement of the quality of patient care monitors where indicated and recommends changes in the quality of care rendered. This includes both the quality of medical and humanistic service rendered.

- In conjunction with the Director of Quality, develops and implements quality improvement plan for the hospital. Assists the Quality Department in investigations and responds to concerns about quality issues expressed within the facility, from government agencies, staff and other external entities.

- Works directly with hospital patient safety leadership in implementation of patient safety initiatives by advising the CEO, CNE and medical staff about patient safety and quality outcomes.

- Consults with hospital-based physicians (ED, hospitalists, radiologists, etc.) to provide safe, timely, efficient and effective patient throughput.

- Works directly with Medical Staff and Administrative Teams to provide ongoing and immediate access to clinicians and services provided at the affiliate and proceeds with implementation as approved by the Board of Directors and Medical Staff.

- Continues and further develops positive, mutually supportive relationships between Medical Center Administration and the Medical Staff.

- Engages medical staff leadership in maintaining high quality medical staff and help lead the medical staff’s participation in furthering the mission of the organization.

Liaison

- The CME serves as the principal interface between physicians and other practitioners and Administration. The CME serves as a clinical voice with Administration representing opinions of practitioners and conversely, helps the Medical Staff understand the rationale for administrative decisions.

Administrative Role and Duties

- Actively participates as a member of the MMC administrative team. In conjunction with the elected medical staff leaders, the CEO, and the CNE, is accountable for the quality of care delivered at MMC.

- Serves as an ex-officio member of all medical staff committees, serving to integrate the activities of the various committees with each other, and with overall goals of the hospital.

- Attends CVR Board Quality Committee and other regional and system wide committees as required.
• Represent the hospital on assigned internal and external committees, task forces, commissions, agencies and by promotional or public relations efforts regarding medical affairs. Also monitors and interprets legislative and administrative activities which may impact the medical staff and the organization. (External liaison)

Monitoring/Tracking/Trending

• On behalf of the Medical Staff structure, monitors trends in clinical outcomes, evidence based medicine, utilization, cost-effectiveness, and quality/service outcomes, makes recommendations for action and influences improvement projects as needed.

• Monitors the integration of all care necessary to meet patients’ healthcare needs through review of trending data, works with the hospital's IT department to assure that data on quality of care are timely and useful and works with Sutter regional and system leadership to assure that quality data are presented in a consistent and meaningful format.

New Program Development

• Participates in the evaluation of the new program services and initiatives considered by the facility, including development and monitoring of best practices for all new services.

On Going Relationships

• Develops and maintains effective working relationships with the affiliate's organized medical staff leadership, in particular the Chief of Staff and other members of the Medical Executive Committee, to assist in providing delivery of care that is in the best interest of the patient. Develops and sustains effective relationships with colleagues in other affiliates and regions to share and learn best practices.

• Works with the CEO/CNE to assure cooperative, collegial relationships between all caregivers that leads to patient centered, perfect care.

• Provides consultation to medical staff leadership in areas of disciplinary action, legal concerns, continuing medical education, privileging, and regulatory requirements.

Guest Relations/Incidental Patient Care HIPAA

• Builds and maintains effective working relationships with others. Deals with patients, physicians, employees, and visitors in a friendly and cordial manner, in person or on the telephone, thus promoting a positive service image for MMC. Because this position will not require any access to any patient Protected Health Information (PHI) it is understood that no PHI incidentally learned will ever be communicated to another person at any time.

• Creates positive first impressions, and maintains appropriate patient/client contact, in keeping with the Guest Relations Standards. Honest and tactful in both pleasant and unpleasant situations. Develops relationships of cooperation, trust and teamwork with associates, no matter how diverse their backgrounds, education, or experience. Seeks consensus in those situations where it is required, and is respectful of others regardless of personal values. Takes steps to avoid exposure to PHI and is fully aware that any PHI
learned must not be disclosed. Notifies supervisor of situations where employee is made aware of PHI.

**Strategic Planning**

- Services as an active participant in strategic planning and budgeting process conveying needs of physicians and other clinicians tempered by economics, staffing and political considerations.

**Information Systems**

- Works cooperatively with the CVR CMIO and other regional and system IS committees to provide physician leadership in advancing clinical information technologies.

**Goals and Objectives**

During the first 12-18 months, the new Chief Medical Executive will be expected to make significant progress in the following areas:

- Foster and advance the vision, mission, and core values of Memorial Medical Center.
- Establish identity as the senior physician executive responsible for overall medical leadership and management for Memorial Medical Center.
- Develop and build trust, rapport, credibility, and confidence with the medical staff that practice at MMC and its formal and informal leadership, the medical community at large, as well as with the leadership teams at MMC, Central Valley Region, and Sutter Health.
- Build on and enhance the Administration’s good relationships with the medical staffs at Memorial Medical Center and gain a thorough understanding of their needs and priorities.
- Facilitate communication and forums to enhance collaboration across departments that will ensure communication and integration and minimize siloed behavior.
- Working with the CEO, continue to explore systems and methodologies which strengthen the alignment and communication between MMC and the medical staff, bringing common understanding to areas with different interests through finding synergies and points of agreement. The CME will effectively engage with the medical community to promote collaborative, “win-win” relationships and enhance physician engagement and satisfaction.
- Create the environment and continue the educational process in which practicing physicians perceive the importance and critical role the CME plays as an advocate and supporter of the medical staff.
- Provide leadership for culture change efforts and in the building of a service excellence culture which includes the further implementation and refinement of service standards, performance measurement, and training.
• Ensure that MMC excels at delivering the highest quality of care and improve patient satisfaction scores; strive to enhance and continue MMC’s position of the provider of choice for patients in the community. Take responsibility for improving clinical quality and utilization metrics, patient safety, patient satisfaction and physician satisfaction, and cost effectiveness. The CME will assist in building a culture of openness and transparency in reporting medical errors/adverse events and in establishing contemporary approaches to patient safety.

• Enhance the knowledge base of the medical staff on national trends and issues, serving as a resource. Proactively address and help position the medical staff relative to future and upcoming industry changes to clinical standards, rules, and regulations.

• Participate in key physician recruitment and retention strategies.

• Mentor members of the medical staff into leadership roles, coordinating with the Central Valley Region’s physician leadership initiatives.

• Serve effectively in an administrative liaison role and enhance operating relationships with the hospitalist program at Memorial Medical Center.

• Provide leadership in the continued development of financial and clinical IT systems that strengthen adherence to quality and safety initiatives.

• Continue to further align and integrate the medical staff across the Central Valley Region and Sutter Health system.

• Facilitate excellent physician/nurse relationships. Provides physician perspective and involvement where required as programs evolve. Ensure an appropriate work environment exists that will enhance nursing staff retention and employee satisfaction.

Candidate Qualifications

Education & Experience

• MD or DO degree is required. Board certification or Board eligible.

• Graduate degree in business, medical management or public health is preferred.

• Must have or be eligible for a California medical license.

• A minimum of five years prior executive level medical leadership experience in a complex hospital is required, ideally as Chief Medical Officer, VP-Medical Affairs, Medical Director, or the equivalent. Experience in a leadership role in a medical staff structure, such as functioning as a Medical Executive Committee member, department chair, committee chair or chief of staff or other leadership training will also be considered.

• Experience working in a hospital which is part of a healthcare system is preferred.
Skill Set

- **Leadership**: Demonstrated team leadership and organizational skills and the ability to manage multiple priorities and deadlines. A proactive, solutions oriented problem solver. Strong action planning skills, interpersonal skills and proven written and verbal communication skills are required. Flexibility, adaptability, motivation and creativity in dealing with change, timeliness and attention to detail are required as well. Comfort level with matrix reporting with the ability to influence motivation and behavior often without direct authority.

- **Business acumen**: familiar with the operational, financial and regulatory aspects of healthcare. Able to translate business metrics into useful information for medical staff use.

- **Finance**: understands healthcare financing and the implications for both hospitals, employed and independent physicians. Ability to oversee business plan preparation for proposed programs/ventures.

- **Change management**: can lead an organization through a transformational process, managing anxiety, resistance and the inevitable conflict that arises from such situations.

- **Mentor**: Capable of educating and guiding physicians to a greater level of understanding of healthcare reform and how to maximize their performance and profitability within the new dynamics to come. Works to increase the number of physicians involved in leadership roles and mentors their successor.

- **Physician relationships**: credible, visible, approachable and transparent to practitioners. Fosters trust; approach to decision making that is inclusive of physician input. Works towards alignment of mutual goals. Solid recruiting and retention skills. Collaborates with formal and informal medical staff leadership. Able to build referral networks.

- **Professionally integrated**: involved with regional and national professional associations. Keeps self current with national trends in the healthcare industry.

- **Vision and strategic planning**: energized about working with the medical staff and its leadership to create a vision for the future that encompasses increasing hospital alignment and increasing success for all. Builds physician engagement.

- **Community involvement**: comfortable living and serving as an involved member of the Modesto community and Central Valley region.

Personal Style/Characteristics

- **Style**: Leadership presence, team player, but independent thinking; individual who likes to be visible and known to members of the organization and community; diplomatic, but not political; collaborative, fosters a sense of team work; optimistic and enthusiastic; results oriented; transparent with information; extrovert and confident, without being egotistical. Finds synergies, places a premium on, but is not paralyzed by building consensus. Credible with physicians.
- **Values**: has personal standards of professionalism and infuses those into the organization; trustworthy, high level of personal integrity and honesty; passionate about the organization's mission and providing the best for patients and their families; known for strength of character.

- **Communication**: excellent written and verbal communication skills in large and small groups and with a variety of constituencies; able to modify approach to target audience; good at instilling horizontal and vertical communications throughout the organization. Relationship builder with all stakeholders; consistency of message, regardless of audience; participatory decision making style, but decisive when necessary. Must possess strong listening skills.

- **Results Driven**: relationally driven, but will hold others accountable for outcomes; maturity that allows in-check ego, but decisive. Establishes measurable goals and objectives, clearly communicates expectations.

**The Community**

Modesto, with a population of over 210,000, is the largest city and seat of Stanislaus County and part of California’s fertile Central Valley, which stretches 300 miles through the center of California. Modesto offers the diversity and facilities of a metropolitan city, but still maintains an atmosphere of old-fashioned hospitality and the pace and friendliness of small town living. Centrally located on Highway 99, Modesto is easily accessible from throughout California. West of the valley and over the coastal mountain range lies the San Francisco Bay Area, a 90-minute drive from Modesto. It is conveniently located 75 miles from Sacramento and 93 miles from San Jose, and a two hour drive from Napa Valley and the wine country. Eastward are the foothills that house the famed Mother Lode gold country and lead to the majestic Nevada mountain range and Lake Tahoe (3 hours) and Yosemite National Park (2 ½ hours). Modesto is located in the heart of one of the greatest agricultural areas of the nation – the San Joaquin Valley. Dairy products, almonds, apricots, melon, tomatoes, wine grapes, peaches, walnuts and poultry products are some of its top commodities.

Modesto is rich in rivers, lakes, and has an abundance of year round recreational opportunities, both indoor and outdoor. Although not a “Big City”, Modesto provides venues for excellent entertainment and inviting culture which ranges from its Central California Art League Gallery, symphony, civic theater, opera productions, and musical concerts. It is the home to the oldest professional sports franchise in the Western U.S., the Modesto Nuts of the Colorado Rockies farm system. Opened in 2007, the new Gallo Center for the Arts is a major performing arts center and community asset that has set a new standard for all the arts, education, and entertainment for the entire region of Central California while celebrating the diversity of the Central Valley. The city operates three municipal golf courses and maintains 66-parks. The
Modesto City Schools District, which has earned a reputation for providing excellent instructional programs, serves approximately 31,000 students in 23 elementary schools, three junior high schools, a middle school, five high schools, and an extensive alternative education program. Well respected higher education institutions include California State University, Stanislaus and Modesto Junior College.

The Stanislaus River Valley averages just 12 inches of rainfall each year and experiences a full spectrum of the seasons. Temperatures range from a low of 38 degrees F in the winter and an average high in the 90's during the summer months.

Residents in Modesto and surrounding communities have a wide variety of excellent neighborhoods and living situations available and significant choice in terms of housing prices, land, lot sizes, architecture, and older, newer, and recently built homes. Homes prices are considered affordable and historically much less than the San Francisco Bay Area. For further information on the area visit: www.ci.modesto.ca.us; www.stanalliance.com; www.cvar.org.

Procedure for Candidacy

Send résumés, curriculum vitae and salary requirements or nominations as soon as possible to:

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The material presented in this position specification should be relied on for informational purposes only. This material has been copied, compiled, or quoted in part from Memorial Medical Center documents and personal interviews and is believed to be reliable. While every effort has been made to ensure the accuracy of this information, the original source documents and factual situations govern.
Memorial Medical Center

ADDENDUM
Quality: Awards & Recognition

- Memorial Medical Center named Top Performer on Key Quality Measures by The Joint Commission (2013).

- EHR went live in October, 2011, meaning better, safer care for our patients. This was the first time an entire Sutter region and multiple hospitals went live on our integrated EHR at the same time.

- MMC successfully participated in CDPH's Pilot Respiratory Protection Survey in 2011, with no specific recommendations.

- Chest Pain Center Accreditation from the Society of Chest Pain Center with full Cycle III accreditation with PCI.

- Designated as STEMI Receiving Center for Stanislaus County by the Mountain-Valley EMS Agency for handling the delivery of STEMI patients from the pre-hospital environment to a STEMI Receiving Center for cardiac catheterization or care.

- ACOS 3-year re-accreditation of Cancer Services Program.

- The American Cancer Society awarded MMC and SGMF with its Visionary Award. Dr. David Shiba, Oncologist, accepted the award on behalf of both organizations.

- Carla Mensonides, RN, and Julie Meyers, RN, MA, CPHQ, were both selected as finalists for Nurse.com magazine's 2011 Nursing Excellence Awards, with Carla Mensonides being selected as the winner in the Mentoring category. 2012, Craig Bosch was selected as the winner in Nurse.com, Clinical Category, Nursing Excellence Award. 2013, Kati Madsen, RN, NP has been selected as finalist as well for her Clinical excellence in Palliative Care.

- MMC’s Acute Multi Care Unit (AMCU) received the Beacon Award for Excellence, Gold Status from the American Association of Critical Care Nurses. The AMCU at MMC was the first unit in Sutter Health to receive this award, and came after a nearly three-year, rigorous process of evaluation and improvement in the unit based upon multiple measures.

- Visiting Nurse Association (VNA) of the Central Valley, was named to the 2011 HomeCare Elite, a compilation of the top-performing home health agencies in the U.S. Winners are ranked by an analysis of performance measures in quality outcomes, process of care measures an financial performance.

- For the 12th consecutive year, Memorial Medical Center was recognized by the National Research Corporation as a Consumer Choice Award winner and Stanislaus County Residents' Most Preferred Hospital.
• MMC received the Readers' Choice Award from the Modesto Bee as "Best Hospital". MMC has received the award eight out of twelve years.

• MMC was recognized as Patient Safety First top performer for significantly reducing two or more types of hospital acquired infections to zero and maintaining that standard for a full year from April 2011 through June, 2012.

• MMC consistently followed the treatment guidelines in ACTION Registry®-GWTG™ for eight consecutive quarters and met a performance standard of 90% for specific performance measures to receive this 2012 award.

• In 2013, AHA awarded MMC with a Lifeline®Receiving Center-BRONZE Level Recognition Award. This award is based upon MMC's Mission: Lifeline achievements through the ACTION Registry®-GWTG™ data submitted for the 2012 calendar year!

• MMC designated as Aetna Institute of Quality®(IOQ ) Bariatric Surgery Facility for treating individuals living with morbid or extreme obesity.

• Memorial Medical Center received the prestigious "Certificate of Excellence" recognition from the California Hospital Assessment and Reporting Task Force (CHART) – January & July, 2010, January & July, 2011.

• MMC was honored with an "A" Hospital Safety Score SM by The Leapfrog Group.

• MMC received no deficiencies in participation requirements during the January, 2013 CDPH Patient Life Safety Survey.

• The American Association of Blood Bank survey at MMC in May 2013 resulted in only 1 deficiency.

• Memorial Medical Center was recognized with the California Integrated Waste Management Board's WRAP award for the sixth year in a row for its efforts to reduce the waste that goes into local landfills. MMC received the City of Modesto Business Recycling award as well.
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