# **2017 Kaiser Permanente :::** Advise clients on content for new members (Oversee production, write/edit content).



As a Kaiser Permanente member, you get the care and resources you need to live healthier. This booklet will show you how you can manage your care on kp.org, get prescriptions filled, and get the care you need. You'll also see the various ways you can receive care (including telephone appointments and video visits) and health workshops that are available to you.

Maximizing your health is a journey - and we're with you every step of the way.

Como miembro de Kaiser Permanente, usted tiene derecho a obtener la atención y los recursos que necesita para vivir de forma más saludable. Este folleto le mostrará cómo puede manejar su atención en kp.org/espanol, resurtir sus medicamentos recetados y obtener la atención que necesita. También verá las múltiples maneras en las que puede recibir atención (incluidas las citas por teléfono y las consultas por video) y los talleres sobre salud que están disponibles para usted.

Maximizar su salud es una travesía... y lo acompañamos en cada paso del camino.

Para el español, vaya a la página 8.

kp.org/southbay (en inglés)



### **Getting care**

### No matter what kind of care you need, we've got you covered

As a Kaiser Permanente member, you have access to routine care, urgent care, and emergency care.\* There are also several ways you can receive care.

### Choose how you connect to care†



### If you have a minor health condition that doesn't require an in-person medical exam - such as an allergy, upper respiratory infection, cold, or cough - you may be able to speak with a doctor by phone. You'll get

great care, and you'll save time.

#### When you call us, we'll:

- · Make sure you're 18 or older
- · Confirm you've had at least 1 face-to-face visit with us
- · Schedule a 1-hour window for the doctor to call you

For some conditions and symptoms, you can connect with a doctor face-to-face by video - from your computer, smartphone, or tablet.



By video‡

### For video visits, you'll need:

- An in-person appointment with us before a video visit can be scheduled
- · To be registered on kp.org
- · A computer with a camera, speaker, and microphone, or a smartphone or tablet with a front-facing camera and the latest version of the Kaiser Permanente app



By email

For nonurgent questions, you can simply email your doctor's office. You'll get a reply usually within 2 business days, if not sooner.



In person

Because most of our locations offer many services under one roof, you can see your doctor, get lab services and X-rays, and pick up your prescriptions - all in one trip

#### Making appointments

To get help determining which type of care you need, or to make an appointment, call 1-800-780-1230 (TTY 711), 24 hours a day, 7 days a week.

You can also schedule routine appointments online at kp.org/appointments.

New Member Welcome Booklet: Project manage

2017 Kaiser Permanente ::: Manage all marketing for new Medical Office Building – Skyport (Develop Skyport Marketing Plan, branding, websites, brochures, market outreach, focus groups, market analysis, multicultural marketing and translations).



### Healthy change is coming to San Jose

Soon, you'll have even more access to quality primary and specialty care in your community. We're excited to open a new medical office building in San Jose, making it easy for you and your family to get the care you need.



- Adult and family medicine
- Obstetrics-gynecology
- Pediatrics
- Audiology
- Dermatology
- Minor injury clinic
- Optometry and optical services
- Orthopedics, podiatry, and physical therapy



- Over 153,000 square feet
- 4 stories
- Lab, pharmacy, and imaging all under one roof
- Health education
- Conveniently located near the Mineta San José International Airport



Kaiser Permanente Skyport Medical Offices

1721 Technology Drive San Jose, CA 95110

# KAISER PERMANENTE

## Skyport - Executive Summary

Skyport will provide new offices in North San Jose, to improve geographic access for existing members and support growth of new membership in the Santa Clara and San Jose service areas.

### **Facility Offerings**

- · Over 153,000 square feet
- · Primary Care
- · Newborn Care Center
- · Nephrology & Peritoneal Dialysis
- Dermatology
- · Minor Injury Clinic
- · Orthopedics, Podiatry & Rehabilitation
- Certified LEED Gold
- Near San Jose Airport



### Our ASK:

Obtain feedback and alignment of our communications strategy to support the plan for the Skyport MOB opening.



3

KAISER PERMANENTE.

- Broker flyer (left): Project manage
- Marketing Plan Deck (right): Develop, write, project manage



# → 2016 UC Berkeley – Office of the Chief Information Officer ::: IT Annual Report

(write/edit, research, interview, photography, graphic design and layout).

### **IT Portfolio Management: A New Project Management Policy**

We have undertaken an ongoing and evolving set of activities that aim to strengthen project and portfolio management practices to improve the delivery of IT projects and to enable the IT governance model to more strategically manage the IT Services Portfolio.

#### Goals:

- Update the campus PM methodology in partnership with the Operational Excellence Program Office, Student Affairs IT Project Management Office, Educational Technology Services and Campus Budget Office project managers.
- · Manage IT projects more rigorously as a portfolio.
- Develop a campus IT Project Management Policy to help ensure that campus IT projects meet their objectives by establishing a common and consistent set of project management (PM) best practices to reduce project risks and increase project successes.

As the culmination of a year-long effort, in December of 2015, the IT Project Management Policy was approved by the IT Executive Committee and was recently announced to campus. A number of resources to help prepare for the policy, which takes effect in January 2017, have been developed, including training, PM tools and more. Visit technology.berkeley.edu/ pm-policy to review the policy and learn more about campus PM resources.

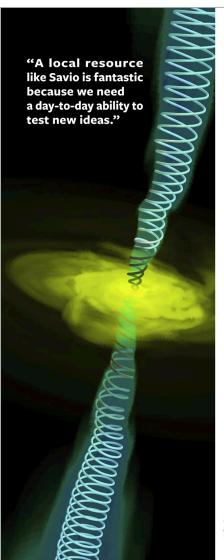
### A New Service Catalog

In an effort to improve transparency and discoverability of campus IT services, we are developing a single, centrally maintained IT service catalog. The catalog will provide consistent information for all in-scope services, including service definitions, SLAs, information about how to procure services, and more.

### **Working with CSS IT to Take Service** to the Next Level

IST is partnering with CSS IT to gain more clarity on roles and responsibilities regarding the delivery of IT services to our campus customers in an effort to continuously improve service. Under the leadership of Larry Conrad and Peggy Huston, a project has been initiated to move us to greater computer standardization across campus and working on other ways we can offer more efficient and cost effective solutions to our customers.





### Savio helps Berkeley astrophysicists achieve breakthroughs in understanding of black hole behavior

"Around a black hole, there is whirlpool of material, the 'accretion disk', which glows (radiates) as it falls into the black hole. As gas falls in, the tremendous heat strips protons and electrons apart. Most simulations model protons (which get most of the heat), but we had no idea what the electrons are doing, and they are what radiate. The existing models assumed electrons are cooler, but their predictions did not match observations of radiation detected from Sagittarius A\* [the black hole at the center of our Milky Way Galaxy]. Monica Moscibrodzka and collaborators found they needed to 'paint' the regions above and below black holes with high temperature, high energy electrons. That model matches observations, but it does not explain why electrons are hot. We took a forward modeling approach. We started from simulations, and added our best understanding of the physics of electrons. We used Savio to test and refine the models, ran the simulations for weeks, and computed and analyzed the resulting radiated spectra and images. We got results that matched observations! Electrons are heated more effectively in regions of high magnetic fields, which explains the observed phenomena. This is an important fundamental result for a question that people have been looking at for some time. A local resource like Savio is fantastic because we need a day-to-day ability to test new ideas."



Alexander Tchekhovskoy, post-doc in UC Berkeley's Theoretical Astrophysics Center working with Eliot Quataert, Director of the Center

Production and layout, Illustrator and InDesign

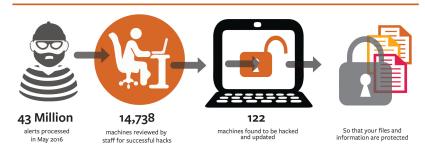
Christina Voyles ::: <a href="mailto:cvoyles@cvoyles.com">cvoyles@cvoyles.com</a>

# 2016 UC Berkeley – Office of the Chief Information Officer ::: Produce infographics



### Keeping Cal Safe: By the Numbers

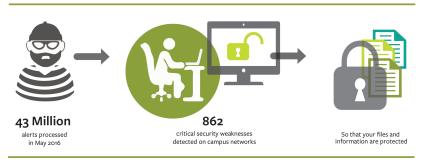
Information Security and Policy (ISP) staff recieve millions of security alerts every month and review thousands of alerts and systems to keep your information safe.



For more information on security and services available, please visit: https://security.berkeley.edu/

### Keeping Cal Safe: By the Numbers

Information Security and Policy (ISP) staff recieve millions of security alerts every month, review thousands to find and secure critical security weaknesses to keep your information safe.



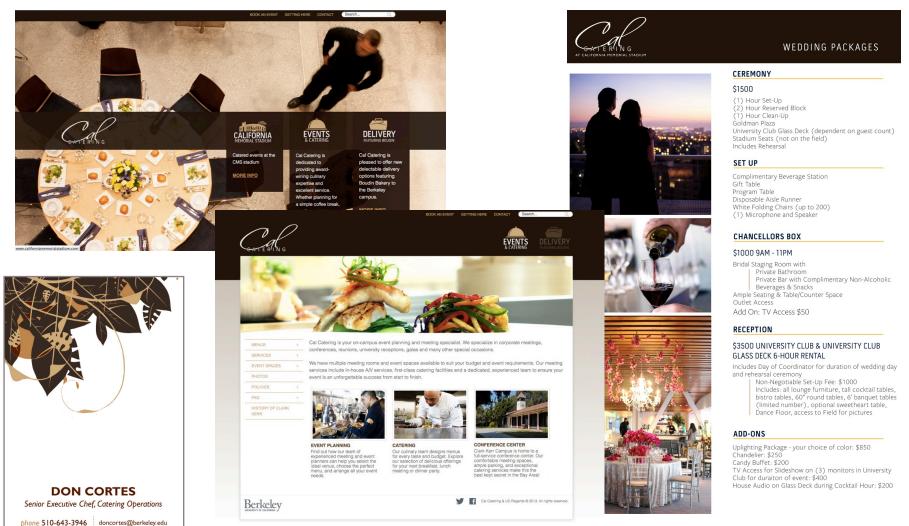
For more information on security and services available, please visit: https://security.berkeley.edu/

**2015 UC Berkeley - Conference Services :::** Manage all marketing for Conference Services (branding, web, brochures, photo and video shoots, outreach).





→ 2015 UC Berkeley - Cal Catering ::: Manage all Cal Catering Marketing (branding, brochures, menus, web and social media presence, outreach, photo shoots, wedding portfolio).



Web, brochure & business cards: Project manage, art direct

2601 WARRING ST BERKELEY, CA 94720 CATERING.BERKELEY.EDU

# 2015 UC Berkeley - Cal Concessions::: Manage all Concessions Marketing (branding, menus, web)





ADDITIONAL DISCOUNTS	
ESP seat holders	20% off room rental
UCB Affiliates	20% off room rental
Multiple room rental	20% off lowest priced room

Main Floor

WWW.CALIFORNIAMEMORIALSTADIUM.COM

HALF-DAY RENTAL ADD'L

(UP TO 4 HOURS) HOUR

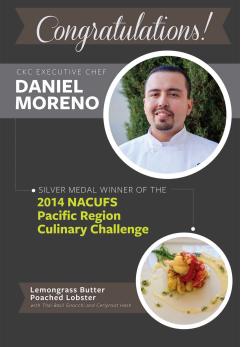


Web and brochure: Project manage

→ 2015 UC Berkeley - Cal Dining ::: Manage all Cal Dining Marketing (branding, brochures, special events, LTO's in retail, web and social media presence, photo shoots, merchandizing, digital menu & AD boards).



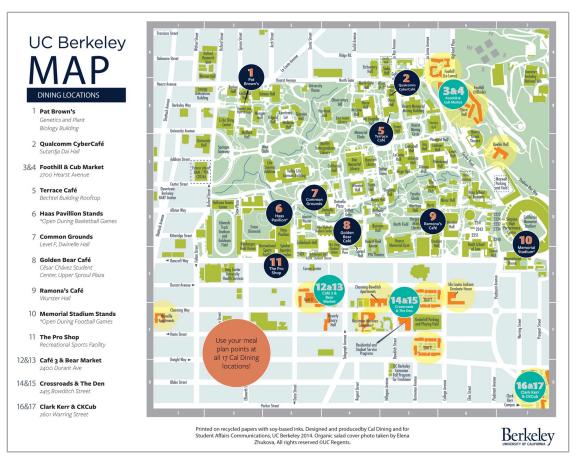




**2015 UC Berkeley - Cal Dining :::** Manage all Cal Dining Marketing (branding, brochures, special events, LTO's in retail, web and social media presence, photo shoots, merchandizing, digital menu & AD boards).







Dining Location Map: Photography, Project manage

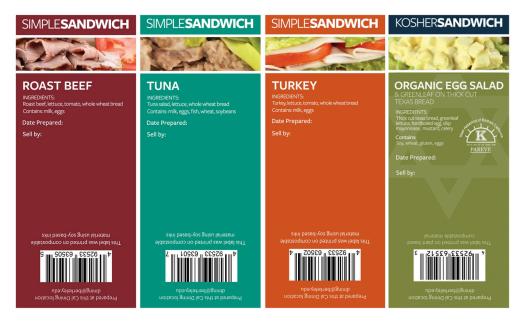
→ 2015 UC Berkeley - Cal Dining ::: Manage all merchandizing programs for ten retail units.





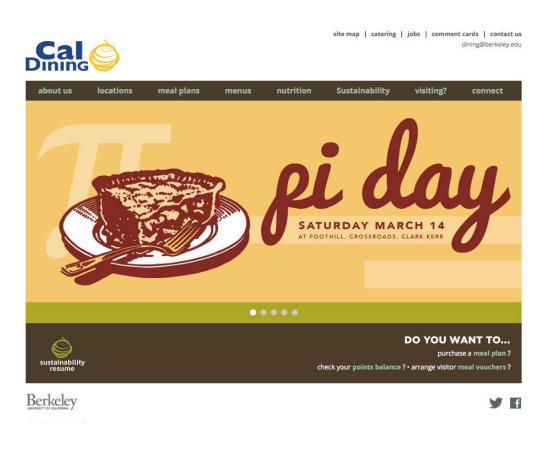






Grocery bag, sandwich labels, stainless cup: Project manage

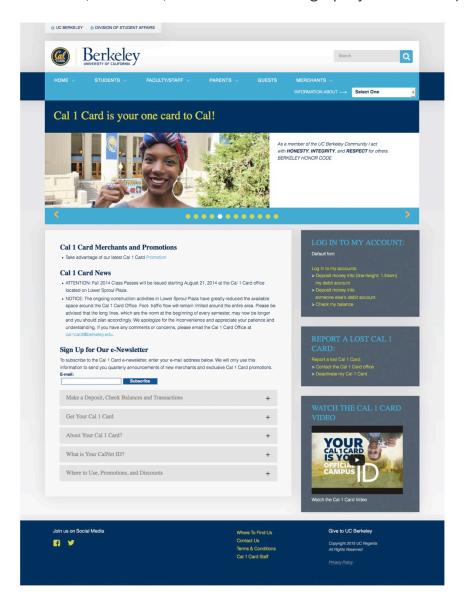
→ 2014 UC Berkeley - Cal Dining ::: Manage all Cal Dining Marketing (branding, brochures, special events, LTO's in retail, web and social media presence, photo shoots, merchandizing, digital menu & AD boards).





- Web: Manage and produce content; Drupal, Photoshop
- Social Media: Project manage

2014 UC Berkeley - Cal 1 Card ::: Manage all branding and marketing for Cal 1 Card (branding, web, brochures, outreach, and new card design project for 2016)





 Web transition: project manage web migration from old site (right) to new Drupal platform (left) → 2012 - 2013: Rebranding project - UM Dining ::: Managed all aspects of the rebrand including unit name changes, new logos, new website, new meal plans, new uniforms, and one remodel.



Web: Photography, design work, manage content

■ Logo: Project manage, art direct

→ 2012 - 2013: Rebranding project - UM Dining :::



THE FOOD COURT UM DINING

THE FOOD ZOO UM DINING

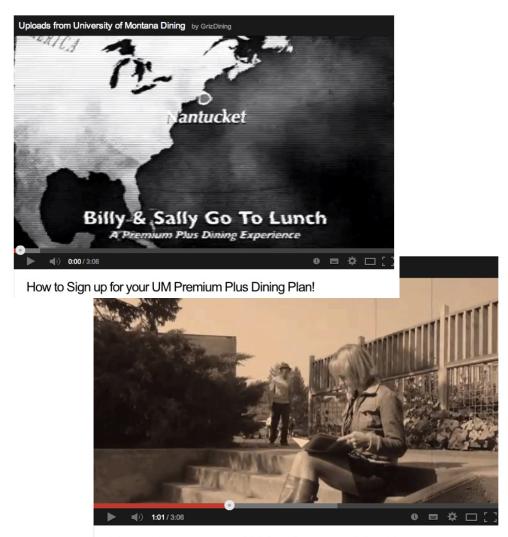


A campus favorite, our famous "Griz Breakfast Burrito" made it to the Final Four in the Cooking Channel's "Best College Eats" in the nation! The Griz Breakfast Burrito is served in the Corner Store and is a favorite pre-game meal for our Griz.

Logos: Project Manage

Brochure: Photography, copy, and layout InDesign

# + 2012: UM Dining ::: 1950's style promotional video ::: Logo for t-shirt



How to Sign up for your UM Premium Plus Dining Plan!



- Video: Project manage, wrote copy
- Logo: Photoshop, Illustrator, InDesign