



**SOUTHERN CALIFORNIA
WILDFIRES**

**KAISER PERMANENTE'S
RESPONSE
& COMMUNITY SUPPORT**

Presenters



Michael Kawada

Vice President of Support Services
and Sustainable Resources Officer of
Kaiser Permanente Southern
California and Hawaii



Dr. Jeremy Maggin

Regional Physician Director of
Emergency Preparedness and
Physician Lead for Medical
Transportation Services



Francesca Tanglao

Emergency Management Program
Leader for Kaiser Permanente
Southern California and Hawaii



Naomi Ruiz, RN

Assistant Medical Center
Administrator at Kaiser
Permanente Kern County

Disclosure of Relevant Financial Relationships

Michael Kawada reports no relevant financial relationships or relationships he has with ineligible companies of any amount during the past 24 months.

Jeremy Magin, MD reports no relevant financial relationships or relationships he has with ineligible companies of any amount during the past 24 months.

Francesca Tanglao reports no relevant financial relationships or relationships she has with ineligible companies of any amount during the past 24 months.

Naomi Ruiz, RN reports no relevant financial relationships or relationships she has with ineligible companies of any amount during the past 24 months.

KP Southern California & Hawaii By The Numbers

KP has been serving Southern California for 80 years, with nearly 4.8 million members, and today stands as both the largest health plan and care provider in the region, delivering market-leading results. In Hawaii, KP has provided care for 67 years to over 270,000 members, continuing to offer integrated, high-quality services across the islands.

Delivery System & People



- 16: SCAL Hospitals
- 1: HI Hospital



- 122: SCAL Medical Offices
- 19: HI Medical Offices



- 8,844: SCAL Physicians
- 508: HI Physicians

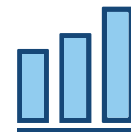


- 89,402: SCAL Employees
- 4,569: HI Employees

Membership & Financials



- 4,795,470: SCAL Members
- 0.9% SCAL Membership Growth 5-year CAGR (2019- 2024)
- 271,066: HI Members
- 1.0% HI Membership Growth 5-year CAGR (2019- 2024)



- 34%: SCAL Commercial Share
- 21% SCAL Enrollment Share
- 23.9%: HI Commercial Share
- 20.5% HI Enrollment Share



- \$40.2 Billion: SCAL Revenue
- 1.8% SCAL Operating Margin
- \$1.4 Billion: SCAL Capital Expenditures Annually
- \$2.3 Billion: HI Revenue
- 0.7% HI Operating Margin
- \$98 Million: HI Capital Expenditures Annually

Quality & Experience

SCAL



Highest-performing NCQA Medicare & Commercial health plans in Southern California



Top performer on 66 HEDIS quality measures, more than any other health plan in the country



4.5 Stars for Medicare health plan in California



9 Magnet designated hospitals



Outperforms national average survival rates for 42 cancer types



High-Reliability Journey to ensure KP is the safest place to give and receive care in Southern California

HAWAII



2025 Women's Choice Award® as one of America's best hospitals for Cancer Care, Obstetrics, and Stroke Care



297 doctors that have been recognized as Castle Connolly Top Doctors in 2025
A 300% increase in the last 5 years



The American Heart Association/ American Stroke Association recognized the Moanalua Medical Center with the Gold Plus Quality Award for Stroke and Type 2 Diabetes Care



4.5 Stars for Medicare health plan in Hawaii



High-Reliability Journey to ensure KP is the safest place to give and receive care in Hawaii

Incident Overview

In January 2025, the Palisades and Eaton wildfires swept through Los Angeles County, burning nearly 38,000 acres combined. The fires led to the evacuation of over 186,000 residents and caused widespread destruction—more than 16,000 structures were damaged or destroyed. Kaiser Permanente responded swiftly, deploying mobile health units, opening community support centers, and standing up a temporary field clinic within the Pasadena Convention Evacuation Shelter. The coordinated response underscored the critical role of health care systems in disaster resilience and recovery.



Consecutive Red Flag Warnings: January 7- 16

25 tracked wildfires in Southern CA Counties

Palisades Fire: 23,448 acres burned

Eaton Fire: 14,021 acres burned

Assessing the Impact

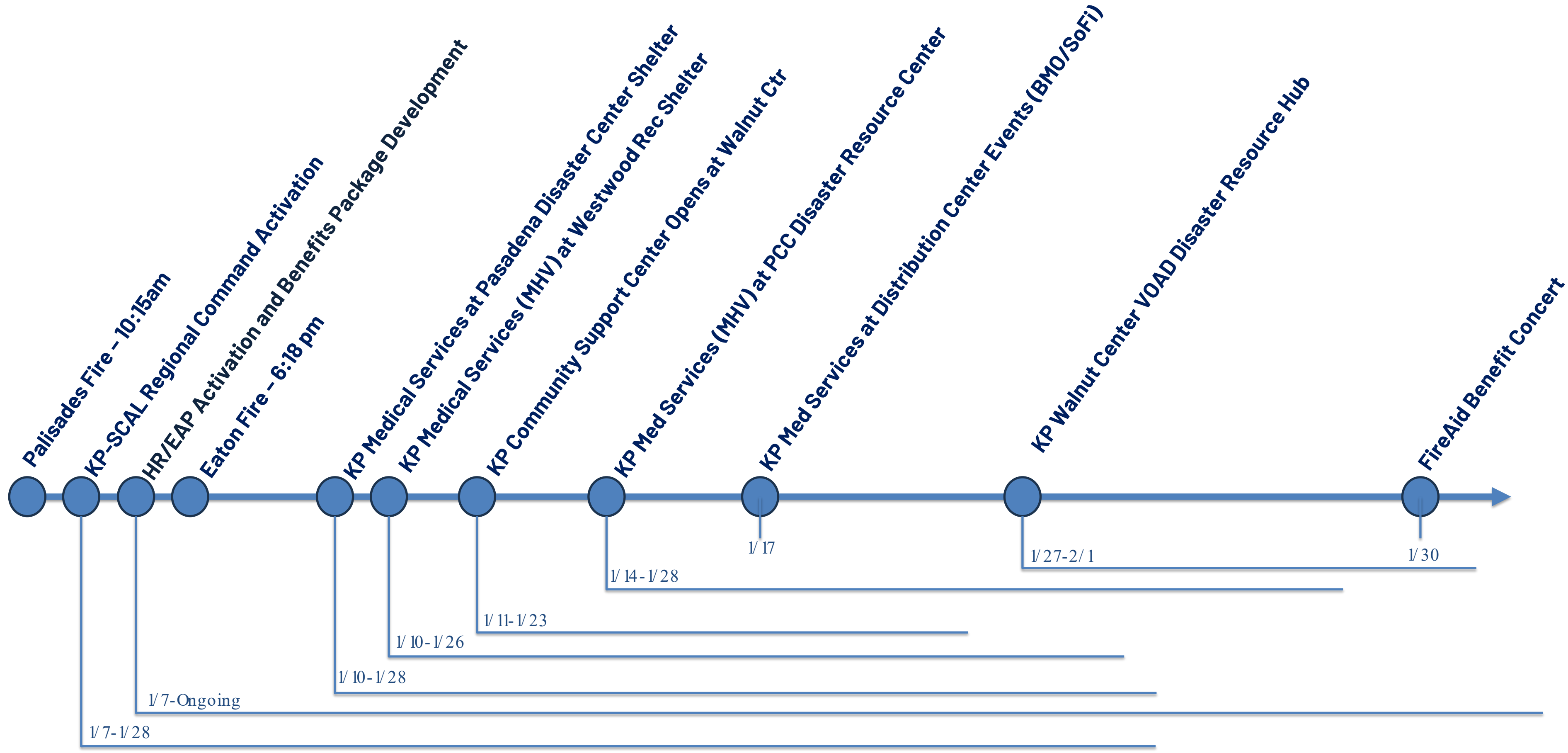
	Damaged Structures	Destroyed Structures	Fatalities	Injuries	Evacuated
Palisades	973	6,833	12	4	83,622
Eaton	1,074	9,413	17	9	102,821
Total	2,047	16,246	29	13	186,443

KAISERPERMANENT IMPACTED AREAS

- ✔ 3 Medical Centers Threatened: Los Angeles, Woodland Hills, Panorama City
- ✔ 7 Medical Office Buildings & Regional Offices Closed Due to Power Outages
- ✔ 597 Employees Evacuated
- ✔ 90 Employees Suffered Loss of their Home



Regional Command Center Timeline



Regional Command Center: Daily Situational Report Agenda

Conditions & Impacts

- Wildfire Update
- School Closure Update
- Weather and Wind Pattern Update

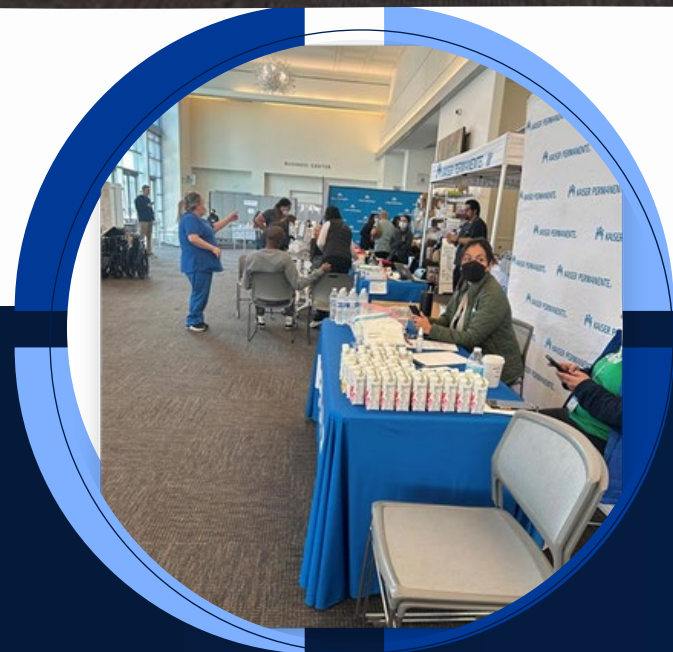
Community Resources & Support

- Mobile Health Vehicle
- Pasadena Convention Center Disaster Shelter
- KP Community Support Center
- VOAD (Voluntary Organizations Active in Disaster) Disaster Resource Center
- Employee Assistance Program

Operational Functions

- Human Resource
- Communications
- Community Health and Government Relations
- Accreditation, Regulatory, and Licensing
- Finance
- Clinical Operations
- Infection Prevention
- Facilities and Security
- Supply Chain
- Pharmacy
- Medical Center Report Out
- KP School of Medicine

Pasadena Disaster Center Shelter



- Clinic Operation Period: January 10- 28
- Coverage Schedule:
 - 24/7 coverage from January 10- 24
 - 12/7 coverage from January 24- 28
 - Over 400 KP volunteers
 - 4,200 volunteer hours

Staffing:

- Registration
- Physicians
- Nursing
- Pharmacy
- Mental Health
- Chaplain
- Medical Transportation

- 1,419 patient encounters
 - 50 BLS Ambulance Transports
 - 56 pieces of DME Equipment Supplied
- Pharmacy Services:
 - Assisted 96 patients
 - Provided over 300 over the counter medications

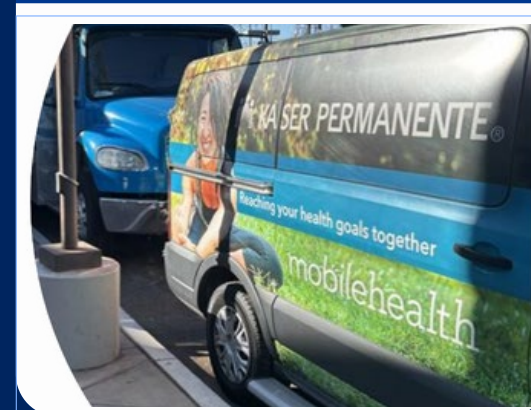
KP Community Support Center

- Kaiser Permanente rapidly transformed Walnut Center into a community hub for wildfire-affected residents
- Conference rooms converted for children's play, warm meals, rest areas, and mental health support
- Second floor room dedicated to first responders for rest, meals, and respite
- Operational period: January 12-23
- Total served: 278 people



Mobile Health Vehicles

- 3 Mobile Health Vehicles
- 8-12 hours per day
- Staffing:
 - Physicians
 - Nursing
 - Mental Health
- Locations:
 - Westwood Recreation Center Shelter
 - Pasadena City College Disaster Recovery Center
 - Distribution Centers (SoFi Stadium, BMO Stadium)
 - VOAD Disaster Resource Hub at KP Walnut Center
- Over 400 Patient Encounters



VOAD Disaster Resource Hub



- Disaster Resource Hub Partners:

- FEMA
- LAC Office of Emergency Management
- Emergency Network Los Angeles
- California Voluntary Organizations Active in Disaster (CA VOAD)
- Engaged over 40 non-profit organizations

- Hub operated from January 27 to February 1
- Delivered \$8.4 million in financial assistance to 2,472 households
- Provided 9,035 meals
- KP Mobile Health Vehicle recorded over 70 patient visits

- Distributed over 10,000 goods valued at more than \$3 million, including:

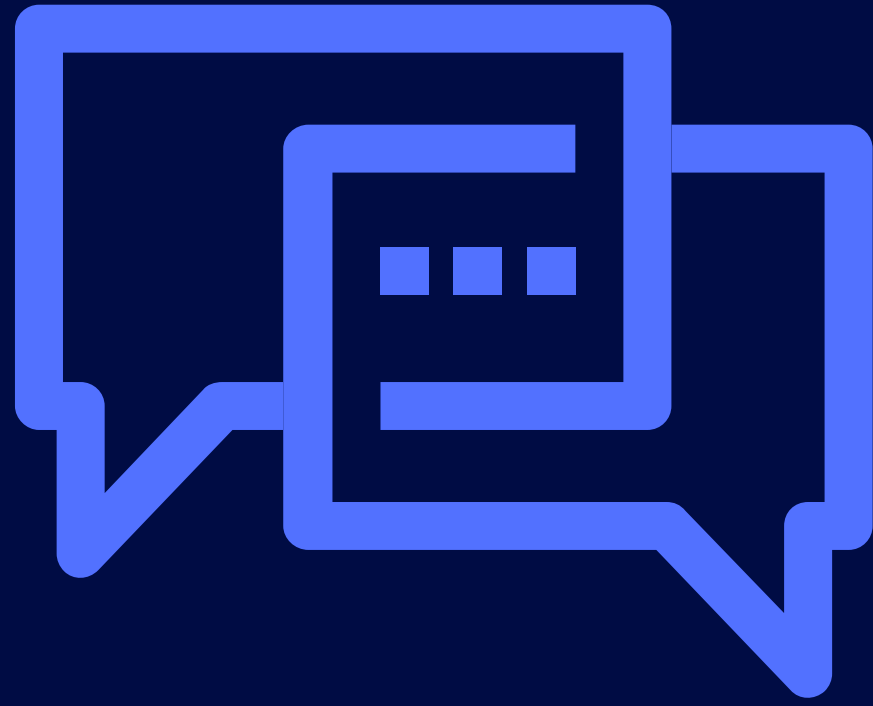
- Household items
- PPE
- Food
- Clothing
- Air purifiers
- 228 pairs of eyeglasses

Lessons Learned

**Role of
Leadership,
Situational
Agility &
Optimizing
Resources**

**Importance
of Cross
Functional
Coordination
& Community
Partnerships**

**Mental Health
and Wellness
Support for
Staff and
Community**



real talk

CANDID
CONVERSATION

Contact Information



Michael Kawada

Vice President of Support Services
and Sustainable Resources Officer of
Kaiser Permanente Southern
California and Hawaii

michael.y.kawada@kp.org



Dr. Jeremy Maggin

Regional Physician Director of
Emergency Preparedness and
Physician Lead for Medical
Transportation Services

jeremy.maggin@kp.org



Francesca Tanglao

Emergency Management Program
Leader for Kaiser Permanente
Southern California and Hawaii

francesca.x.tanglao@kp.org



Naomi Ruiz, RN

Assistant Medical Center
Administrator at Kaiser
Permanente Kern County

naomi.w.ruiz@kp.org

**THANK YOU
FOR YOUR ATTENTION
AND PARTICIPATION**

