Patty Maysent, Chief Executive Officer UC San Diego Health



Patty Maysent is chief executive officer at UC San Diego Health, the region's No. 1 health care provider and only academic health system. She's deeply committed to integrating the power of academic medicine with the accessibility of community health care to create a healthier world.

Maysent's passion is for building and sustaining care teams and spaces where world-class care happens every day. She aligns more than 14,000 team members who carry out 1.27 million patient visits annually. Under her guidance, the system has grown to include two academic medical centers, a community hospital, and more than 30 primary and specialty care offices spanning San Diego, Imperial, and Riverside counties.

Leading the Way in Quality

Maysent's dedication to providing the highest quality health care throughout the region led to UC San Diego Health landing on *U.S. News & World Report's* Best Hospitals National Honor Roll for two consecutive years (2023-2024 and 2024-2025), a distinction that is awarded to just 20 hospitals nationwide. The academic health system was named No. 1 in San Diego for the fifth year in a row and ranks among the nation's best in 11 specialties including top-30 placements in Pulmonology & Lung Surgery, Obstetrics & Gynecology, Geriatrics, Neurology & Neurosurgery, Gastroenterology & GI Surgery, and Heart & Vascular.

UC San Diego Health was named one of the top 10 academic medical centers for patient care by Vizient, Inc. and maintains Magnet status from the American Nurses Credentialing Center for nursing excellence. The academic health system consistently earns a 5-star rating from U.S. Centers for Medicare and Medicaid Services. The Joint Commission has awarded five disease-specific programs advanced certifications: Primary Stroke Center, Chronic Kidney Disease, Comprehensive Stroke Center, Spine Surgery, and Ventricular Assist Device. The Leapfrog Group gave an "A" rating to both the La Jolla and Hillcrest hospitals for safety and quality of care and cited the Hillcrest facility as a top teaching hospital.

Leading the Way in Growth and Stewardship

During Maysent's tenure, UC San Diego Health's annual operating revenue rose from \$1.7 to \$3.9 billion. She led the expansion of the academic health system's footprint with the construction and opening of Jacobs Medical Center and the Koman Family Outpatient Pavilion, both on the La Jolla medical campus. In 2023, she

oversaw the acquisition of Alvarado Medical Center in east San Diego to establish the organization's first community hospital — now known as East Campus Medical Center at UC San Diego Health.

Maysent's commitment to expanding access to care and reinvesting in San Diego's diverse communities led to a multi-phase, multi-billion-dollar, long range development plan to reimagine the 62-acre Hillcrest Medical Center. Phase I is underway and includes the 255,000-square foot McGrath Outpatient Pavilion. Scheduled to open in 2025, the facility will complement the core services offered at Hillcrest by addressing the region's growing demand for specialty care. The building will house women's health services, outpatient surgery and procedure rooms, advanced imaging suites, and a cancer infusion therapy and radiation center.

Leading the Way in Community Partnerships

Maysent champions initiatives that make world-class health care available to everyone, create a more diverse and inclusive workforce, alleviate public health crises, and stabilize community hospitals.

In 2023, UC San Diego Health's <u>community benefit</u> programs and services provided more than \$747 million to help meet the needs of uninsured or underinsured patients. This total includes \$692 million in government-sponsored care shortfalls and uncompensated charity care, \$2.6 million in insurance plan shortfalls, and \$52 million in support for the training and education of the next generation of health care professionals.

Throughout the COVID-19 pandemic, Maysent worked tirelessly with public health experts and county, state, and national officials to help develop and promote strategies, protocols, and standards of care. UC San Diego Health's comprehensive public health response model was shared with school districts, businesses, and municipalities to help them keep affected constituencies healthy and operations running during one of the most challenging times in recent history.

When COVID-19 vaccines were approved, UC San Diego Health, in collaboration with the County of San Diego, City of San Diego, and San Diego Padres, opened the state's first vaccination superstation, dispensing more than 225,000 doses at the Petco Park site in just 68 days — and more than 550,000 overall in less than six months.

Maysent is a strong proponent of developing affiliations, managed services agreements, and joint powers agreements with community hospitals serving southern Californians. She oversaw the creation of a strategic and operational plan to stabilize and financially bolster El Centro Regional Medical Center (ECRMC) in neighboring Imperial County. As a long-time partner of ECRMC, UC San Diego Health continues to collaborate with local and regional organizations to determine the best path forward for ECRMC and the community it serves. This includes supporting the exploration of a single health system to serve Imperial County with coordinated medical and surgical services and lower administrative costs.

Leading the Way in Innovation

Maysent embraces the power of technology and data to continuously improve safety, patient experience, and healthy outcomes. The Joan and Erwin Jacobs Center for Health Innovation (JCHI) at UC San Diego Health launched in 2021 with the mission of developing, testing and commercializing technologies that make a real, measurable difference.

Development of the first-of-its kind Mission Control Center at JCHI is now underway. Powered by UC San Diego Health expertise and leveraged with AI, the center is harnessing real-time data and predictive analytics to help manage care resources, improve safety, and increase efficiency in the delivery of world-class patient care. The goal is to improve overall health care responsiveness and patient outcomes — from inpatient rooms to clinic spaces to home environments. By thoughtfully utilizing technology and analytics, UC San Diego Health is transforming the way care is provided.

Previous Experience

Prior to assuming her current role in 2016, Maysent served as chief of staff and chief strategy officer at UC San Diego Health. She was CEO of St. Jude Medical Center and served as a consultant for The St. Joseph Health System, University of Southern California's Keck Medical Center and Norris Cancer Center, and Alliance Healthcare Services.

Education

Maysent holds a master's degree in business administration and a master's degree in public health, both from UCLA, and received a bachelor's degree in human biology from Stanford University.

Affiliations

Maysent chairs the board of directors of the Hospital Association of San Diego & Imperial Counties and serves on the board of the California Hospital Association. In addition, she is passionate about her years of work with the Boys and Girls Club of San Dieguito, where she has served on the board and executive committee.

Publications

- 1. Dameff C, Tully J, Chan TC, Castillo EM, Savage S, **Maysent P**, Hemmen TM, Clay BJ, Longhurst CA. Ransomware Attack Associated With Disruptions at Adjacent Emergency Departments in the US. *JAMA Netw Open*. 2023 May 1;6(5):e2312270. PMID: 37155166.
- 2. Longhurst CA, Kremer B, **Maysent PS**. Rapid Implementation of a Vaccination Superstation. *JAMA*. 2021 Jan 28. PMID: 33507206.
- 3. Reeves JJ, Longhurst CA, San Miguel SJ, Juarez R, Behymer J, Ramotar KM, **Maysent P**, Scioscia AL, Millen M. Bringing student health and Well-Being onto a health system EHR: the benefits of integration in the COVID-19 era. *J Am Coll Health*. 2020 Nov 12:1-7. doi: 10.1080/07448481.2020.1843468. PMID 33180683.
- 4. Sitapati AM, Berkovich B, Arellano AM, Scioscia A, Friedman LS, Millen M, **Maysent P**, Tai-Seale M, Longhurst CA. A case study of the 1115 waiver using population health informatics to address disparities. *JAMIA Open*. 2020;3(2):178-184. Published 2020 Jun 28. PMID 32734157.