



JASON M. GUARDINO, DO, MS, FACP

GASTROENTEROLOGIST:

KAISER PERMANENTE SOUTH SACRAMENTO

FOUNDER & CHIEF EXECUTIVE OFFICER:

FROM COMPASSION

FORMER GI CHIEF & APIC OF QUALITY:

KAISER PERMANENTE SOUTH SACRAMENTO

FORMER CHIEF EXPERIENCE OFFICER (CXO):

THE PERMANENTE MEDICAL GROUP

FORMER CHIEF MEDICAL OFFICER FOR CARE EXPERIENCE (CMO-CX):

THE PERMANENTE FEDERATION

CONTACT



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Jason M. Guardino, DO

PROFESSIONAL PROFILE

Board-certified gastroenterologist, healthcare leader, and Founder & Chief Executive Officer of **From Compassion**, with more than two decades of experience spanning clinical practice, physician leadership, quality, care experience, organizational strategy, and culture. Has led transformation at the local, regional, and national levels, including senior leadership roles across one of the nation's largest integrated healthcare systems. Brings the perspective of a practicing physician together with deep expertise in human-centered transformation, physician engagement, organizational change, and the use of technology and data to make healthcare more human.

EDUCATION AND TRAINING

Cleveland Clinic Foundation

- Internal Medicine Residency: 2001-2004
- Gastroenterology Fellowship: 2004-2007
- GI Advanced Endoscopy: 2007-2008

Western University of Health Sciences

- Doctor of Osteopathic Medicine: 2001
- Master's in Health Education: 2001

PROFESSIONAL DEVELOPMENT

Harvard Business School

- Executive Leadership Program: 2018

University of California, San Francisco

- California Health Care Foundation Leadership Program 2016-2018

University of Michigan, Ross School of Business

- Strategic Leadership Program: 2017

PROFESSIONAL LEADERSHIP

From Compassion

- **Founder and Chief Executive Officer, 2026-Present**
Founded a healthcare advisory and consulting firm focused on care experience, organizational culture, leadership, human-centered design, and healthcare transformation. *FromCompassion.org*

The Permanente Federation

- **Chief Medical Officer for Care Experience (CMO-CX), 2023-2026**
Partnered with TPF and KFH thought leaders to co-design consumer experience excellence nationally across KP enterprise

The Permanente Medical Group, Regional

- **Chief Experience Officer (CXO), 2021-2026**
Advanced the vision, culture, and operations of Care Experience to drive more human centered care as *TPMG's first-ever CXO*
- **Regional Medical Director, Exceptional Care Experience, 2018-2021**
Developed and launched the vision and strategy for Care Experience across Northern California

The Permanente Medical Group, South Sacramento

- **Assistant Physician in Chief (APIC), Quality Operations - South Sacramento 2015-2020**
Oversaw all quality operations for medical center, including 500+ physicians & several thousands of staff
- **Assistant Chair, Regional Chiefs of Gastroenterology - Northern California 2015-2020**
Co-led regional strategy and direction for elevating Gastroenterology performance in Northern California
- **Chief of Gastroenterology & Hepatology - South Sacramento 2010-2020**
Created a departmental culture of caring, developed innovative operational efficiencies, and balanced budgets
- **Professional Staff President (2015), Vice President (2014), Secretary (2013) - South Sacramento**
- **Co-Chair Physician Wellness - South Sacramento 2012-2018**
- **Gastroenterologist - South Sacramento 2008-Present**

California Northstate University - College of Medicine, Elk Grove

- **Associate Clinical Professor of Gastroenterology, 2013-2017**

AWARDS

Top Doctor Award, Gastroenterology, Sacramento Magazine: 2016-2024

Cecil Cutting Leadership Award, The Permanente Medical Group, 2016

Dan B. Moore Award on Quality/Leadership, Kaiser Permanente South Sacramento, Voted by peers, 2015

Outstanding Consultant to Emergency Services, Kaiser Permanente South Sacramento, Voted by peers, 2013

Hospital Consultant of the Year, Kaiser Permanente South Sacramento, Voted by peers, 2009

Graduate Level-One Excellence Award, Nominee, Cleveland Clinic, 2002

The President's Award, Western University of Health Sciences, Ranked #2 of 176 graduating class, 2001

The Dean's Award, Western University of Health Sciences, 2001

National Dean's List, Western University of Health Sciences, Top 10% of class, 2001

Outstanding Teaching Fellowship Award, Western University of Health Sciences, 2001

Guy M. Allmon Scholarship Award, Western University of Health Sciences, Community service, 2000

Osteopathic Physicians and Surgeons of California Award, Western University of Health Sciences, 1997

TEAM ACCOMPLISHMENTS

CARE EXPERIENCE LEADERSHIP

- ◆ Co-Developed core vision, strategy and framework for Northern California Kaiser Permanente's Care Experience program. Operationalized this with leadership at 21 medical centers to empower 10,000+ physicians, and 48,000+ staff (80,000+ staff for all of KP Northern CA) to create emotionally connecting *caring moment* experiences for 4.6+ million members
- ◆ Created and executed the vision for TPMG's first ever, CARE Experience Management (CareXM) platform to retire three-decade legacy MPS system
 - 2M+ yearly patient responses (including 1M+ yearly caring moments), Increased Google star ratings average 4.7 from 2.7, 15K+ closed loop tickets, 15K+ unique users of CareXM and more.
- ◆ Established KP NCAL's first ever Care Experience Peer Group: Local physician leaders and administrative leaders
- ◆ Co-Chair Member Concerns Committee; Helped build structure for Medical Decision Making Committee
- ◆ With KFH/HP, co-created Care Experience Live - an Immersive educational program for KP physicians and staff
- ◆ Led development for physician and staff recognition program, NCAL Caring Kudos and CARE service recovery
- ◆ Worked in partnership to ensure KP focused on CAHPS
- ◆ Partnered with various industry leaders on Care Experience over a decade: Qualtrics, Bain, Disney Institute and others.

QUALITY LEADERSHIP

- ◆ Led strategic development of Quality programs and infrastructure at South Sacramento
- ◆ Developed the Stay Around Campaign - Medical center wide program for educating physicians, staff and patients. This campaign was recognized and modeled at Kaiser Permanente Center for Total Health in Washington DC
- ◆ Established the Stay Around Call Center and supported the creation of House Calls
- ◆ Launched the Stay Around New Member Onboarding Center for Primary Care Medicine
- ◆ Organized and taught Annual Quality CME course - Physicians, Managers, Directors, Ancillary Staff
- ◆ Supported the development of @GOAL Chronic Conditions Management program
- ◆ Led Hospital Quality improvement initiatives: Sepsis reduction, Cdiff eradication, and ERAS (surgery recovery) expansion

GASTROENTEROLOGY LEADERSHIP

- ◆ The Department of Gastroenterology at SSC was recognized nationally in US News & World Report
- ◆ SSC led Northern California Permanente region in efficiency of Colon Cancer Screening
- ◆ Development of subsections in Hepatology, Inflammatory Bowel Disease and Advanced Endoscopy
- ◆ Oversaw major multi-million-dollar renovation of GI department clinic and endoscopy suites to promote better physician ergonomics, staff safety, efficiency and exceptional patient care experiences
- ◆ Concluded each year within allotted GI Departmental budget (several million dollars) since beginning as Chief; Developed key financial initiatives in GI, spread regionally: Inpatient billing, SpaceTRAX, Split-dose prep, Two room endoscopy model

LOCAL AND REGIONAL OPERATIONS LEADERSHIP

- ◆ South Sacramento Medical Executive Committee (MEC) member, 2013-2019
- ◆ Kaiser Permanente Regional Recruiting Ambassador, Northern California, 2015 to 2018
- ◆ Member of Member Issue Resolution Committee (MIRC), Sacramento Valley, 2015- 2018
- ◆ Peer Review and Focused Practitioner Review (FPR) process team member, 2014-2018
- ◆ Member of Credentialing and Privileges Committee, South Sacramento, 2011-2018
- ◆ Medical Facility Release of Information Lead, South Sacramento, 2011-2013
- ◆ Department Technology Lead, Gastroenterology, South Sacramento, 2009-2014

SELECTED PUBLICATIONS

BOOK

Primo Gastro: The Pocket GI/Liver Companion

Jason M. Guardino. Wolters Kluwer/Lippincott Williams & Wilkins, 2008. Primo Gastro is a pocket handbook and includes over 130 topics in both gastroenterology and hepatology. The handbook contains several unique features including a bullet format discussion of each topic and incorporation of national guideline references.

PENDING MANUSCRIPTS - Pending Submission

Communicating with Young Adults in the Modern Information Age.

Jason M. Guardino, DO, MS Ed, Karen San, MS, Denise Brahan, MD, MPH, and Tracy A. Lieu, MD, MPH

Physician-Led Primary Care Redesign and Patient Experience: A Comparative Study of RESET and Traditional Adult and Family Medicine Practices.

Stacy Fletcher MD FAAFP, Andrew T. Muck MPH, Holly Finertie MPH, Cpong U-thaiwat PhD, Deborah Y Kewon MS, Karen H San MS, **Jason M Guardino DO, MS**, Christopher W Walker MD, Thea Giboney MHA, Julie A. Schmittiel PhD, Christopher W. Walker MD

MANUSCRIPTS

Dechicco B, Neal T, **Guardino JM.** Developing an Education Program for Nutrition Support Teams. Nutr Clin Pract 2010;25(5):481-89.

Guardino JM, Proctor DD, Lopez R, Carey WD.

Utilization of and Adherence to the Gastroenterology Core Curriculum on Hepatology Training During a Gastroenterology Fellowship. Clinical Gastroenterology & Hep 2008;6:682-88.

Guardino JM, Khandwala F, Lopez R, Wachsberger DM, Richter JE, Falk GW.

Barrett's Esophagus at a Tertiary Care Center: Association of Age on Incidence and Prevalence of Dysplasia and Adenocarcinoma. Am Journal Gastroenterol 2006;101:2187-93.

Guardino JM, Vela MF, Connor JT, Richter JE. Pneumatic dilation for the treatment of achalasia in untreated patients and patients with failed Heller myotomy. J Clin Gastroenterol 2004;38(10):855-60.

Pandolfino JE, Richter JE, Ours TM, **Guardino JM,** Chapman J, Kahrilas PJ. Ambulatory esophageal pH monitoring using a wireless system. Am Journal Gastroenterol 2003;98(4):740-9.

Guardino JM, Hix J.K, Seidner D. A case of hypokalemia and rhabdomyolysis in a patient with short bowel syndrome. JPEN J Parenter Enteral Nutr 2003;27(4):305.

COMMUNITY

Alzheimer's Association, Northern California chapter, 2016-Present

Help the Homeless, Sacramento County, 2013-2024

Cultural Awareness and Community Health Education (CACHE), 2009-2010

Volunteer Physician Instructor and High School Student Mentor

Valley High Health Tech Academy & Kaiser Permanente, South Sacramento

Cleveland Clinic eXpressions: an intersection of art and science, 2007

Volunteer Health Presenter to local High School Students

The Greater Free Clinic of Cleveland. Volunteer Physician, 2001-2005