

# GOOD HEALTH™

A HEALTHCARE JOURNAL FROM SANSUM CLINIC • ISSUE 14 • WINTER 2016

**SEEING  
IS ACHIEVING**

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**THE NEW  
FEMTOSECOND LASER**

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**CIRCLE OF CARE  
STRONGER TOGETHER**

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**HEALTHY PEOPLE  
HEALTHY TRAILS**

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**LASTING LEGACY**





## Dear Patients,

As we look towards the New Year, we see a medical world that is still changing rapidly. The Affordable Care Act (ACA) appears to be here to stay. Fortunately, the ACA has provided many people previously without insurance with coverage for healthcare. At the same time it continues to send aftershocks across the healthcare landscape in terms of accommodating patients looking for providers and dealing with the changing reimbursement models that have come with the ACA.

Sansum Clinic, along with the entire healthcare community, will see more change in the coming years as Medicare moves from a pay-for-volume mindset to a pay-for-value mindset. We recently received our report card from Medicare and we provide our Medicare patients with a very high quality of care in a very efficient manner. The Medicare data shows that the Clinic provides higher quality of care than most of those against whom we are measured and at a lower cost. The shifts coming from Medicare in the upcoming years will reward providers, like Sansum Clinic, who can deliver that kind of value to our patients.

In this issue of Good Health, we are pleased to share many examples of our organization's efforts to provide the highest quality of healthcare, while enhancing our patients' experience. In addition, you will find tips to keep you and your family healthy during the holiday season and beyond.

Thank you for choosing Sansum Clinic as your healthcare provider, and warmest wishes for a wonderful holiday season and continued good health in the new year.

Sincerely,

Kurt N. Ransohoff, MD  
CEO and Chief Medical Officer

## GOOD HEALTH™

A free publication from Sansum Clinic published three times a year in April, August and November

ISSUE 14 • WINTER 2016

Sansum Clinic's mission is to provide an excellent healthcare experience, recognizing our first priority is the patients we serve.

Sansum Clinic is accredited by the Institute for Medical Quality

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Chief Medical Officer*

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# Honors & Awards

Readers of the *Santa Ynez Valley News* voted Sansum Country Clinic as Best Family Practice in the 2015 Best of the Valley awards.

Sansum Clinic was voted Best Medical Facility in the 2015 *Santa Barbara News-Press* Readers' Choice Awards. **Dr. Daniel Brennan** was selected as Best Pediatrician, **Dr. Andrew Mester** was selected as Best ENT Doctor, and **Dr. Douglas Katsev** was runner up for Best Lasik Surgeon.

**Dr. Jerold Black** was selected as Best Pediatrician in Santa Barbara by the *Santa Barbara Independent* Best of Santa Barbara Readers' Poll 2015. Genetic Counselor **Danielle Sharaga, MS, LCGC** was honored by the *Pacific Coast Business Times* on the 40 Under 40 list of up-and-coming business professionals.

Pulmonologist **Dr. David Zisman** was selected by the Internal Medicine residents at Santa Barbara Cottage Hospital to receive the "Excellence in Teaching" award in recognition of his outstanding contribution to their training during the 2014-2015 academic year.

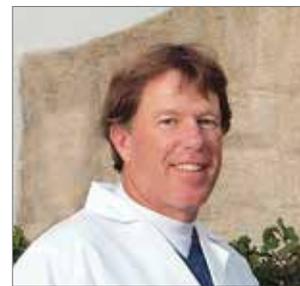
**Dr. Jay Winner** has achieved the Degree of Fellow of the American Academy of Family Physicians (AAFP), which recognizes family physicians who have distinguished themselves through service to family medicine and ongoing professional development. 🌸



Daniel Brennan, MD



Andrew Mester, MD



Douglas Katsev, MD



Jerold Black, MD



Danielle Sharaga, MS, LCGC



David Zisman, MD



Jay Winner, MD

## GOODHEALTH

### FEATURES

- 2 The New Femtosecond Laser**  
*Cataract Surgery Safety and Precision*
- 12 Brenda and Tony Spinella**  
*Legacy Society Members*
- 10 Healthy People, Healthy Trails**  
*Find Your Park! Find Your Health*
- 16 Holiday Treats**  
*The Blood Sugar Roller Coaster*

On the cover: Adam Gross, patient of Mark Silverberg, MD, page 4.



## Contents + Winter 2016

### DEPARTMENTS/PROGRAMS

- 14 Weight Management**
- 19 Communication**
- 20 Education**
- 21 New Providers**

*This magazine is not intended to provide medical care. For specific medical advice, diagnoses, and treatment, consult your doctor. All information in this publication is for educational purposes only.*

# The New Femtosecond Laser

NICOLE YOUNG

**A** new femto laser, in place since early 2015 at the Foothill location of Sansum Clinic, is giving eye doctors there an unparalleled level of safety and precision in cataract surgery. (Femto is short for femtosecond. A femtosecond laser has an ultra-short pulse, one-quadrillionth of a second to be exact.) Unlike the traditional procedure where surgeons use a blade to access the cataract, the femto laser creates perfectly-sized incisions, cutting the cataract into small pieces so the cloudy lens can be removed more easily, and with less damage to the eye.



Dr. Ryan Fante and Dr. Toni Meyers are Sansum Clinic ophthalmologists who use the femto laser on a regular basis. They describe its precision as unparalleled. “When incisions are made by a laser, they don’t vary,” says Dr. Meyers. “The thickness and sizes are programmed in and set to the surgeon’s specifications.”

All cataract surgery generally has a 99% success rate. But when a femto laser handles the capsulorhexis or removal of the lens, the risks of a more challenging part of the procedure are virtually eliminated.

When eyes are young, the natural lens is clear and flexible, so seeing near and far is easy. With age, that flexibility goes

away, and the lens gets cloudy. “It’s like looking through a dirty window,” describes Dr. Fante. This is why most cataract patients are senior citizens. Regular cataract patients are candidates for the femto laser, unless they have irregularly small eyes, corneal scars or pupil dilation issues.

Dr. Fante and Dr. Meyers have collectively performed hundreds of surgeries with the femto laser so far. About 50% of their patients at Sansum Clinic are opting to remove cataracts this way. “Even the best surgeons are using it, because it makes everything so precise, so reliable, and so reproducible. No human can do that,” says Dr. Meyers.

Patients are awake in the operating room, and need to be still and focused for the five-minute or less laser portion. Most are finished in less than 15 minutes. “We know that putting the least amount of energy into the eye is better. The femto laser does this, and patients recover faster, and their corneas look better,” reports Dr. Fante. Additionally, more patients are opting for specialty lenses as part of the procedure.

To work properly, these lenses need to be perfectly centered, and adjustment with the femto laser is extremely accurate. “It’s a very big investment they are putting in their eye, so it makes sense for that piece of hardware to be in an exact position,” says Dr. Fante.

After learning he was a candidate for cataract surgery, patient Richard Rogers chose The Crystalens<sup>®</sup>, a specialty lens which simulates a normal, younger eye. He hoped it would eliminate the need for glasses when watching television and driving at night.

“My cataracts looked something like a photograph of a distant galaxy taken by the Hubble Telescope,” he says jokingly. “Big clouds in each eye, kind of a yellowy color.”

The former California Fish & Game Commissioner thought the surgery might also help his fly fishing, a sport where acute vision is extremely important.

Rogers says within 48 hours after Dr. Meyers worked on his eyes, the effects were startling. “Literally, by the time I got home, I could notice the change. The difference in color was profound,” he said.



So far, Rogers hasn't missed hunting around for his glasses, or pumping up the font size on his iPad prior to reading. He says his vision is perfect, and the effects have been life-changing. While Rogers had to pay out of pocket for his surgery since insurance often doesn't cover the femto laser, he has no regrets. He only wishes he'd received the cataract diagnosis earlier, so he could have achieved better vision sooner, and avoided the expense and hassle of eyeglasses over the years.

Both doctors expect more requests for this technology. Dr. Fante tells his patients that if he or anyone in his family needed cataract surgery, he would opt for the femto laser. Dr. Meyers agrees, "The eye is a small organ. Any errors can really lead to a big visual change. This is a great advancement. The femtosecond laser provides extra peace of mind for patients." 🌟

### Most common symptoms of cataracts:

- Blurry vision
- Fading or yellowing of colors
- Needing more light to read
- Difficulty with vision at night
- Seeing starburst or halos around lights

## The Most Advanced Technology

The Sansum Clinic Elings Eye Center is equipped with the most advanced technology available.

In addition to the femto laser, doctors use the ORA System® (optiwave refractive analysis) attachment on their operating room microscope. Once the cloudy lens is removed, the ORA sends a beam into the eye, and bounces back data to a nearby computer, telling the surgeon exactly what power lens to insert.

The operating room is stocked with hundreds of lenses, and the doctor can customize the optimal lens on the spot. The ORA can also help fine-tune placement, once the lens is in. 🌟

# Seeing is Achieving

ADELE MENICHELLA



**T**en years ago, pediatric ophthalmologist Mark Silverberg, MD, examined Adam Gross, a six-year-old boy with amblyopia, or “lazy eye.” The doctor put his young patient on a strict two-year treatment program. Today, defying expectations, Adam has grown into a formidable water polo player at Santa Barbara High School; known by teammates and opponents for his laser-like focus in the pool.

Adam’s remarkable ability to spot opportunities to pass to unguarded players renders him especially dangerous. The team leader in assists for two consecutive years, last season Adam achieved a “50/50,” referring to the number of goals and assists he garnered. The left-handed attacker has attracted the attention of college coaches and in July, Adam was invited to represent Team USA in Berlin at the European Maccabi Games, a premier international competition for Jewish athletes.

Though Adam’s mother Randy recollects noticing that her son’s “right eye was squinty from the time he was a baby,” she and her husband Howard, like many parents of children with monocular (one-eyed) vision, didn’t realize anything was amiss until their family pediatrician (Gerard Brewer, MD) referred Adam to Dr. Silverberg.

If left untreated amblyopia causes permanent sight impairment. Early detection, before age seven is necessary to optimize the development of depth perception and stereoscopic vision.

According to Dr. Silverberg, the eventual transformation of Adam’s vision was not a given. “The weak eye was 20/100,” says Dr. Silverberg, “so we immediately started aggressive intervention in order to redeem his sight.” Treating Adam’s amblyopia would not require surgery, but rather a long-term daily commitment to retraining the weak eye.

“I told Randy that her son’s success depended upon the cooperation of both child and parents,” says Dr. Silverberg. “You need diligence – and vigilance – to do the work every day. Many parents don’t follow through.”

“I was freaked out by the diagnosis,” says Randy, “but I was adamant, thinking “There’s no way my son is going blind.”

Randy, an experienced motivator (Adam has four older sisters) disguised her vigilance behind a relaxed veneer. “He didn’t particularly want to wear his patch every day,” she says, “so I



tried to make it as fun a process as I could.” Under his mother’s direction, Adam’s eye covering became the “after school pirate patch” and visual tracking and eye-hand coordination exercise sessions became his “video game time.”

“I didn’t mind the video games,” smiles Adam, adding, “I never grasped how serious the eye condition was.” For over a year, he wore eyeglasses “strapped to my head, with one strong thick lens, the other clear glass,” Adam remembers. “I wasn’t much of an athlete on land,” he adds wryly.

“You need peripheral vision to play water polo, baseball, or basketball,” says Howard, adding, “Adam could always throw a ball but I worried about his eyesight.”

Gradually, Adam’s weak eye grew stronger and his binocular vision kept improving. Finally, during an exam at Dr. Silverberg’s office two years later, a nurse declared the program a success. Randy recalls, “When they told me his vision was 20/20 in both eyes I was ecstatic. I hadn’t known that was even possible!”

As Adam’s vision improved, he discarded his glasses

permanently and began to excel at athletics. At age nine, already a strong swimmer, he joined club water polo.

“He’s been devoting himself to the sport ever since,” says Randy.

“My goal every day is to work as hard as I can,” says Adam, who at 5’9” has developed a muscular physique. “My dream is to play at the highest level.”

In his position as attacker, Adam says, “It’s very important at all times to know what’s going on all around, and who’s behind me.” Such awareness is a key component of Adam’s “water polo I.Q.” – his ability to improvise effectively during matches.

Howard and Randy are passionate and vocal presences at poolside during the Dons’ home and away games. “Wherever he’s playing, we’re there to support him,” says Randy.

Howard reflects on his son’s journey from after school pirate to standout water polo player. “It’s uncanny. Adam’s greatest strength in the pool is his vision,” says Howard. “He sees open players who no one else sees.”

**Team Emilee**



Sam Howland, MS  
Patient Navigator

Sarah Washburn, MS, RD, CSO  
Oncology Nutritionist

Fred Kass, MD  
Medical Oncologist

Kimba Madsen, RN  
Nurse

Cheryll Willin, MS, NPC, AOCN  
Clinical Director, Oncology Services

Amanda Sweet, PA  
Physicians Assistant

Cheri Clampett  
Yoga Instructor

Cindy Gasser, RN, OCN  
Nurse Navigator

Dawn Elliott  
Medical Assistant

Emilee Garfield  
Patient

Erica Wellington, MS, LCGC  
Genetic Counselor

Deborah Ames, RN  
Infusion Nurse

Mary Solis, LCSW  
Social Work Services

*"After finding out that I had cancer again, I decided that I was going to take the journey with a different approach. I was going to embrace it with a positive attitude. Dr. Kass at the Cancer Center and his staff really helped me with this."*  
**— EMILEE GARFIELD**

# Circle of Care – Stronger Together

NICOLE YOUNG

**W**hen Emilee Garfield first met Dr. Fred Kass at the gym where she teaches Pilates and yoga, little did she know that in just a short time she would come to rely on the oncologist at the Santa Barbara Cancer Center with Sansum Clinic and his staff to get her through one of the most difficult periods of her life.

2015 began as a perfect storm for Emilee. She was soldiering through a divorce, adjusting to life as a 39 year-old single mom of three. Her focus on fitness and strength had quickly turned to a spiral of medical symptoms she couldn't control. Emilee's doctors determined that she had stage 3 ovarian cancer. They recommended surgery to remove the tumor. But first, she would need ten weeks of chemotherapy. And following the surgery, she would need another ten weeks of chemotherapy treatment. Emilee had already survived a rare childhood cancer called Rhabdomyosarcoma. In college, she had a cervical cancer

scare. Another threat to her life seemed too much to handle.

"I kept telling myself I am not going to die. I have three kids to live for," recalls Emilee. "It took a while to realize I just have to let go and accept the fact that I really have cancer."

When she arrives at the center for chemotherapy, the front desk staff greet her by name. Her regular spot for treatment is in a circle of recliners where patients can interact, and the rapport with nurses is visible.

Emilee finds the atmosphere so comforting she often drives by even when she doesn't have chemo scheduled. Many of the people she's met while sitting in those chairs hour after hour now attend a support group with her. It's a restorative, sacred time to share a common experience, according to Emilee. "I met friends I will have for the rest of my life there," she

explains. “It takes a village, it’s true.”

The Cancer Center is founded on the belief that a holistic approach to treating illness benefits patients. Its programs are designed to address all the social, psychological, financial and emotional issues that often overwhelm those with dealing with cancer. For Emilee, the overload of insurance information brought her to tears. “It’s so stressful. I just cried and said I couldn’t handle all the paperwork.”

She found relief at the office for financial and insurance matters. Her children received free sessions with a family psychologist to begin to understand their mother’s illness.

The Cancer Center offers its patients nutrition and genetic counseling, yoga, meditation, healing touch and painting classes, support groups, beauty services, and a cancer resource library.

It’s this method of care that drew social worker Sam Leer to work here. He regularly sits with Emilee and others who need help locating community resources, or just need someone to listen.

“Part of the counseling technique is engaging people, helping them to realize their strengths,” says Sam. “Hopefully I am making a heart-to-heart connection because that is why I am here.”

Dr. Kass is proud that his workplace has adopted this philosophy, and has made it an integral part of care. “Most conventional centers aren’t there,” says Kass. “We’re not doing it just to be nice. These programs are expensive, but we work hard to raise funds to support them because we think it makes a difference.”

This community funding provides what Dr. Kass describes as the best of all worlds: the most advanced technology, treatments and wellness programs in a setting still small enough for immensely personal care.



The plan is to build a new Cancer Center two blocks from Cottage Hospital and Sansum Clinic. This new facility will put all the players in a patient’s cancer-fighting team in one location.

“We are going to take these resources and put them into a building where we can integrate them all. Patients won’t shuttle between health care providers. We’ll all be in one place,” says Dr. Kass.

Emilee credits the oncologist for saving her life two times; the first time by assisting with her diagnosis, the second for providing her with humor and encouragement during her darkest hours.

“It’s the only way I can practice,” says Kass. “I have so much admiration for my patients and their families. I love finding myself as both their doctor, and one of their biggest fans.”

This kind of support inspired Emilee to fight her illness on multiple fronts, and gave her courage to tackle challenges she before would have deemed impossible, like her recent speech before a local cancer foundation. Ovarian cancer moves rapidly and aggressively, and often returns. But Emilee says she’s now armed with what she needs to beat the odds.

“I am changing the story of cancer. I am not going to let it get me,” she says determinedly. “I don’t want to die now. I want to fight harder than ever.”

*The Cancer Center of Santa Barbara with Sansum Clinic provides state-of-the-art care to those on the journey to live with, through and beyond cancer by retaining devoted personnel from nationally renowned medical programs, acquiring the latest technology and research trials protocols, as well as integrating patient support, wellness, and survivor programs. Funding for programs and services provided through the Cancer Foundation of Santa Barbara. 🌻*

# NEW CANCER CENTER

OF SANTA BARBARA with **sansum** CLINIC

*Raising Cancer Care to a New Level of Excellence*



*...coming soon*

Located within two blocks of Sansum Clinic and Cottage Hospital in the heart of Santa Barbara's medical village, our new facility is designed to offer both scientifically comprehensive and intensely personal care, in line with the National Cancer Institute's (NCI) recommended best practices.

The new Cancer Center will improve coordination of care, provide room for the latest treatment technologies and offer

the space needed to care for the increasing number of cancer patients expected as baby boomers age.

Opening in 2017, Santa Barbara's new Cancer Center will provide a rich environment where patients can access their entire cancer care team in one location, which will propel cancer care in our region to a higher level of excellence!

## *What the New Cancer Center Will Mean to Me*



Fred Kass, MD  
Medical Oncologist

*"I see the promise of this new Cancer Center as being so special. Patients will be able to come to one place to see their doctors, navigators, social services, wellness team, nutrition and genetics counselors. All that in one building — that will be extraordinary."*



W. Warren Suh, MD, MPH  
Radiation Oncologist

*"The new Cancer Center will enable us to combine the latest in technology, treatment, accuracy and safety, while at the same time enabling us to care for patients in a truly comprehensive, integrated care model."*

## *Focused on Cancer. Centered on You.*

The Cancer Center of Santa Barbara delivers integrated, multi-disciplinary methods of screening, prevention, diagnosis, treatment and supportive care of cancer. And we do all this right here, close to your home, family and friends.



(805) 682-7300 • CCSB.org

Special Thanks to the  
**Cancer Foundation of Santa Barbara**  
 for Ongoing Support of Cancer Center Programs & Services

# Passport to Pink

A MIXER AND PANEL DISCUSSION  
 ON BREAST CARE, NUTRITION  
 & GENETIC COUNSELING

More than 80 guests joined the Cancer Center of Santa Barbara and Sansum Clinic for Passport to Pink on Friday, October 30 at Sansum Clinic, 317 W. Pueblo, in the Julie and Jack Nadel Lobby.

The event focused on the importance of genetic counseling and nutrition in the world of breast cancer with talks by Genetic Counselor Danielle Sharaga, MS, LCGC and Oncology Nutritionist Sarah Washburn, MS, RD, CSO. After the discussion and Q&A, attendees traveled 16 Education Stations with Pink Passports to learn about breast cancer prevention, diagnosis, treatment, survivorship, and healthy living after a diagnosis.

*Sponsored by The Towbes Foundation, Ricoh USA, Inc. and the Avon Foundation for Women.*

Team Sansum Clinic – including patients, friends and family members of all ages – is proud to support the American Heart Association’s annual Heart Walk.



# Find Your Park! Find Your Health!

## Healthy People, Healthy Trails

PATRICK JOHNSTON, NATIONAL PARK SERVICE  
RIVERS, TRAILS, AND CONSERVATION ASSISTANCE PROGRAM

# PARK

Sansum Clinic and a dynamic group of community partners—including the Santa Barbara County Trails Council, CenCal Health, Cottage Health, and the City of Santa Barbara—have come together to collaborate on an innovative Healthy People, Healthy Trails program designed to strengthen the connection between the use of local public parks and trails and individual healthcare. With technical assistance from the National Park Service, the team is working to establish a pilot Prescription Trails program as a centerpiece of the Healthy People, Healthy Trails concept, making it easy for healthcare providers to prescribe physical activity in nearby outdoor spaces to their patients. The goal is to develop a program that fosters use of local parks, trails, and open spaces as resources for improving community health, wellness and fitness.

Coinciding with the pilot of Healthy People, Healthy Trails, next year will mark the 100th anniversary of the National Park Service. In celebration of this milestone event, the Park Service has launched an exciting Find Your Park initiative designed to encourage all of us to get outdoors and experience the beauty and benefits of the natural world. And while it's fairly common to picture a handful of famous sites like Yosemite, Yellowstone, and the Grand Canyon when thinking of the National Park Service, the Find Your Park initiative is about discovering much more than those far-off places. It's about discovering the natural world in your own community, your own neighborhood, and even your own backyard!

More than just getting outdoors and experiencing nature, “finding your park” can also mean finding a pathway to improving your health. It is no secret that in today's world an increasing number of people are living a sedentary lifestyle and spending more time indoors than out. The Centers for Disease Control and Prevention (CDC) estimates that less than half of all American adults meet minimum daily recommendations for physical activity. This is resulting in a national epidemic



of obesity and contributing to chronic illnesses such as type-2 diabetes, high blood pressure, and heart disease in adults and children alike.

At the same time, a growing body of research is beginning to illuminate the positive relationship between spending time in nature and improved physical health and mental well-being. Research is showing that simply being outdoors increases physical activity amongst children. Likewise, proximity and access to park spaces correlates with increased use of those spaces and increased physical activity in those spaces. As a result, public parks are beginning to be seen as low-cost, accessible resources capable of playing a key part in the solution to address inactivity and obesity in communities across the nation.

Programs like this are the result of a renewed, and perhaps more complete, understanding of the overall value of our public parks and outdoor spaces. For many years, the National Park Service has been at the forefront of stewarding some of our nation's most cherished natural and cultural resources. We are now beginning to see how some of these same places offer an opportunity for us to play a role as stewards of public health as well.

But it's not just about National Parks. Far from it! Finding your park is really about the park right in your own neighborhood, the experience just around the corner, and the trail right in front of you. Best of all, you don't have to wait for a prescription. So go outside, take that first step, and Find Your Park today! 🌻



Kurt N. Ransohoff, MD, and Vicki Hazard

## Dear Friends,

As 2015 moves toward a close, we take pride in the fact that Sansum Clinic is the healthcare provider of choice for more than 125,000 patients in our community. We remain committed to your good health and to delivering excellence in medical care...things we have been doing well for almost 95 years!

*As a nonprofit organization, we are challenged to provide exceptional care in an era of declining insurance payments to the Clinic and growing regulatory demands on healthcare systems.*

Sansum Clinic is increasingly dependent upon philanthropic support from our community to keep our organization at the forefront of high quality medical care. Generous donors allow us to continuously upgrade technology and facilities despite the constant pressure to trim patient programs and services in our effort to keep costs under control.

Public support allows us to meet the continuing demands for new state-of-the-art equipment, a critical component of providing you and others in the community with the caliber of care that you deserve and have come to expect from Sansum Clinic. To put this in the proper perspective, our routine annual equipment expenditures can run in the millions of dollars.

Here at Sansum Clinic, we strive to bring the best possible healthcare options to the Santa Barbara community. In our efforts to enhance the level of care we deliver, we are focused

on providing our physicians and other providers with the most advanced equipment and technology available. From our new 3-D mammogram machines, to whole breast ultrasounds, to handheld ultrasound equipment that can be used in individual doctors' offices, the Clinic is committed to providing our professional caregivers with the best possible tools to meet our demanding standards of patient care.

## Won't you join us today with a gift to support our efforts?

We appreciate the confidence you have placed in Sansum Clinic for your healthcare, as well as your consideration of a gift in support of our programs and services. Working together, we can continue to make a difference in the quality of healthcare provided in the Santa Barbara community.

Thank you in advance for your consideration.

Sincerely,

Kurt N. Ransohoff, MD  
CEO and Chief Medical Officer

Vicki Hazard  
Chair, Board of  
Trustees

P.S. We are truly grateful for every gift we receive, regardless of its size. Your support helps us shape the future of healthcare in our community.

# Meet Legacy Society Members

## Tony & Brenda Spinella

ANN MOORE

**B**renda and Tony came to Santa Barbara when they retired, he from being a chemist working at Rocketdyne and she from working as a medical laboratory and nuclear medicine technician at various labs and hospitals, most recently at Los Robles Hospital in Thousand Oaks. The Spinellas were married 25 years ago. Since then, they've shared a great love of laughter, rugby, photography – and Sansum Clinic!

When I first approached them about doing an interview, Tony exclaimed, “You want to do an interview about us? We're not important!” I said, “You are to us,” and so I met with the Spinellas. Their stories illustrate their commitment to helping their community and leaving a lasting legacy for the future.

Prior to moving here, the Spinellas “did their homework” as they considered where to go for their healthcare. “I did a lot of research,” said Brenda. “I wanted to go to a place that offered comprehensive services and had a sterling reputation for high quality medical care. It was very important to us to find doctors who would treat us as whole people, doctors we could trust and with whom we'd feel comfortable. I found everything we were looking for at Sansum Clinic.”

Tony hails from an Italian/Sicilian family in Rhode Island. His father was a laborer and his mother was forced to leave school when she was only 16 due to the Depression. Nevertheless, Tony's parents emphasized the importance of education for their children. “My mother was very smart and both she and my father managed to live well, although they were frugal and they always saved. Those were important lessons for me as I grew up and let me tell you, “My mother could squeeze a penny out of a rock!” he said proudly.

“I remember working with my dad during the summers when it was very hot. It was hard work and some of the laborers would say, ‘Listen, you don't want to do this for the rest of your life – so go to school!’” Tony went on to junior college and then signed up for military service. After a battery of tests, he ended up working at a base in Tacoma, WA. He was almost sent to Greenland instead of British Columbia where his friend told him, “You'll find a girl behind every tree!” Of course, there were no trees growing in Greenland. After his tour in BC, he went to Denver University on the GI Bill, received a BS degree in Chemistry, and eventually went to work for Santa Barbara

Research (SBRC). While at SBRC, he also went to USC night school and received his MS degree in Systems Management. When he got off the plane in Santa Barbara, a beautiful rainbow welcomed him and he thought, “I've landed in the right place!” When that job ended, Tony had to move away to work for Rocketdyne. However, he always wanted to return to Santa Barbara. “It was lucky he moved away,” said Brenda, “Because otherwise, he wouldn't have met me!”

Like Tony, Brenda is of Italian extraction. She grew up on Long Island and her New York accent is still very much with her. She's an enthusiastic person with an infectious laugh. She worked in the medical field as a licensed nuclear medical technologist (in New York) and a chemical medical technician for her entire professional career. Brenda also developed a love for photography and some of her beautiful pictures are on display in their home.

Brenda was honored by the Peace Officers Association of Ventura for her bravery when she saved an elderly man's life by pulling him out of his car after a bad accident. Besides her heroism, Brenda shares a love of rugby with Tony. We laughed over the quotation that says, “Soccer is a gentleman's game played by hooligans. On the other hand, rugby is a hooligan's game played by gentlemen!” Tony played rugby in college and he coached the team at UCSB in the 1980s. He now serves as the vice president of the local youth rugby club – “I was bamboozled into doing it,” he chuckled. The two of them laughed heartily.

These are just a few of the stories about Tony and Brenda Spinella. They're very important to us because they've included Sansum Clinic in their will. However, they said that they're not wealthy people but they very much want to make a difference in our community. Their gift will, indeed, make a difference and we deeply appreciate their generosity. 🌻

*Ann Moore is a planned giving consultant. Sansum Clinic is pleased to offer Ann's services free of charge to anyone interested in including Sansum Clinic in their estate plan. For more information or to schedule an appointment, please contact Dru A. Hartley, Director of Philanthropy, at (805) 681-7726 or [dhartley@sansumclinic.org](mailto:dhartley@sansumclinic.org).*



# Staying On Track

## During the Holidays

*Doctors' Weight Management Program participants Kathy and Chris Greco share how they maintained their combined 120 pound weight loss during the holiday season.*

When the Grecos were ready to commit to a healthier lifestyle they turned to the Sansum Clinic Doctors' Weight Management Program to support them with food choices and behavior changes, resulting in an incredible transformation and a combined weight loss of 120 pounds. Kathy and Chris were able to avoid over-indulging at birthdays, social gatherings, and holiday festivities by being mindful of portion sizes and tracking calories. They also found that playful competition not only kept them active, but more emotionally involved in their workout routines. Overall, with the support of each other they were able to stay on track with their diet and weight loss goals.

### **GOOD HEALTH: WHAT LED YOU TO THE DECISION TO CHANGE YOUR LIFESTYLE AND LOSE WEIGHT?**

**KATHY GRECO:** My cholesterol was through the roof and my glucose level was creeping up. I did not want to take medications for the rest of my life.

**CHRIS GRECO:** At the start of the program, I was on medication for high blood pressure, my glucose level was in the range of patients with type 2 diabetes, and I was unable to run any appreciable distance. I was not happy with my lifestyle. If I didn't make a drastic change to my lifestyle, I was likely to have a serious illness. I made the conscious decision to commit to a healthier lifestyle.

### **GH: CAN YOU BRIEFLY DESCRIBE YOUR EXPERIENCE WITH THE DOCTORS' WEIGHT MANAGEMENT PROGRAM?**

**CG:** We decided on the program for two reasons; real results and a clearly defined program with little interpretation. The first two weeks were an adjustment. Within seven months of starting the program, I lost more than 70 pounds, significantly reduced my blood pressure, stopped taking medication, and no

longer had the glucose level of a patient with type 2 diabetes. I started to enjoy activities that I hadn't tried in years such as running and waterskiing. My wife lost more than 50 pounds and looks years younger. The program was easy to follow, the diet was satisfying and we achieved dramatic results.

### **GH: DID YOU ORIGINALLY PLAN ON JOINING THE PROGRAM AS A COUPLE?**

**CG & KG:** Yes, we knew we had a better chance of success if we signed up together. We also knew that it would be easier to give in to temptation if it was just one of us.

### **GH: HOW HAS SUPPORT FROM YOUR PARTNER HELPED YOU LOSE WEIGHT?**

**CG & KG:** By providing encouragement and friendly competition! We started walking the hills in our neighborhood every morning for one hour. It was a nice way to start our day. Competition always won – we were always both out the door!

### **GH: WHAT DID YOU FIND MOST CHALLENGING ABOUT THE PROGRAM? WHY?**

**CG & KG:** Not indulging over holiday events and birthdays was difficult because food was so readily available at social events.

### **GH: HAVE YOU EXPERIENCED ANY SETBACKS DURING THE PROGRAM? IF SO, HOW DID YOU HELP EACH OTHER OVERCOME SUCH OBSTACLES?**

**CG & KG:** Stressful life events made us gravitate towards comfort food and family gatherings often involved food and drinks so we were mindful of portion sizes. We always brought our walking shoes and made the time to walk. We planned ahead when possible and made shakes that tasted like Pina Coladas, HMR brownies, HMR mini meatloaf appetizers or HMR mini muffins so it felt like we were partaking with "appetizers" and drinks.



Chris Greco — Before



After



Kathy Greco — Before



After

**GH: WHAT WAS IT LIKE TO BE DIETING DURING HOLIDAYS OR SPECIAL EVENTS? DID YOU MANAGE TO STAY ON TRACK?**

**CG & KG:** It was difficult but it helped to have one another's support. Our friends and relatives were also very supportive and helped us avoid our usual temptations. In most cases, we successfully maintained our weight.

**GH: WHAT ARE SOME OF YOUR FAVORITE TYPES OF EXERCISE? DO YOU PREFER TO EXERCISE TOGETHER OR ALONE?**

**CG & KG:** Walking together in the morning guaranteed we got our minimum daily physical activity in before our work schedules interfered. The rest of the day we exercised separately, like attending a CrossFit class at work three times a week.

**GH: HAVE YOU REACHED YOUR WEIGHT LOSS GOALS? IF YES, HOW HAS THIS IMPACTED YOUR LIFE? IF NOT, DO YOU FORESEE YOURSELF REACHING THIS GOAL IN THE FUTURE?**

**CG & KG:** We have not reached our goals quite yet but the impact thus far has been tremendous. We feel healthier and

stronger. We're participating in new activities with friends and family, fitting into new clothes and enjoying compliments. We are still planning to reach our original weight loss goals. Life is a journey. We have overcome our setbacks and charted a course to get to our target weights. The HMR Program has equipped us with all the tools that we need to be successful and trained us on how to use these tools. The rest is up to us.

**GH: WHAT ADVICE DO YOU HAVE FOR OTHER COUPLES LOOKING TO LOSE WEIGHT AND ACHIEVE A HEALTHIER LIFESTYLE?**

**CG & KG:** Join the Doctors' Weight Management Program together! Clear out your pantry and fridge completely and build a foundation on healthy food and exercise. There's strength in sharing the same commitment and you can support each other with healthy choices. You're both worth it! 🌟

*Doctors' Weight Management Program is offered in Solvang and Santa Barbara. To learn all about the program, call, email or go online to sign up for a free orientation session.*

*Call (805) 563-6190 or email: [hmrprogram@sansumclinic.org](mailto:hmrprogram@sansumclinic.org), or visit us at [www.sansumclinic.org/weight-loss-programs](http://www.sansumclinic.org/weight-loss-programs).*

# Holiday Treats & the Blood Sugar Roller Coaster

GERRI FRENCH, MS, RD, CDE



In addition to sweets, the dietary culprit to reactive hypoglycemia is an excess consumption of refined carbohydrates: pancakes with syrup, white rice, bagels, cereal, for example, without adequate amounts of protein and fat. During the holiday season we often skip meals because we are busier than usual, which leads to cravings for these quick carbohydrate food choices.

Eating the right combination of foods can make a difference with our energy and insulin response. Enjoying balance of foods with carbohydrates (whole grain bread, tortillas, beans, fruit) with healthy fats (avocado, nuts, seeds, olive oil), protein (meat, fish, poultry, cheese, tofu) and vegetables is ideal. Enjoying dessert after a meal is preferred to eating cookies and candy alone. Chocolate desserts may actually be preferable to sugary candies and cookies because the fat in chocolate may delay stomach emptying. Plain dark chocolate is best because it contains less sugar and more fiber than other candies; or perhaps dark chocolate covered nuts.

A few other factors that can also contribute to reactive hypoglycemia include excessive stress, lack of quality sleep and caffeine. This time of year is notorious for added feelings of stress (family visits, decision making, financial pressures.) Stress hormones are released when we experience true danger or simply by worrying. Excessive anxiety increases resistance to proper functioning of insulin which encourages the body to produce more insulin. This can lead to weight gain, with fat storage in the mid-section since insulin's other function is to store fat. Excessive intake of caffeinated beverages can exacerbate the stress response and also create sleep disturbances, both of which can change our hormonal responses. Incorporating exercises such as yoga, tai chi or Qigong which involve rhythmic diaphragmatic breathing are wonderful ways to relax the body and relieve stress. ☀

*The holiday season is a special time to enjoy family and friends. It might require being creative with balancing meals and fitting fitness into your schedule. A registered dietitian can help brainstorm ideas with you and help create simple, practical meal plans. For additional information regarding nutrition counseling at Sansum Clinic, please visit [sansomclinic.org/nutrition](http://sansomclinic.org/nutrition).*

If you have a tendency to feel shaky between meals or experience sweating, nausea, extreme hunger or feelings of anxiety or mood swings, beware the ghost of Holiday Sweets.

Eating concentrated sweets like candy, cookies or apple cider, especially on an empty stomach can produce these symptoms suggesting “reactive hypoglycemia” which is a term for “low blood sugar”. What might be happening is the pancreas (the organ responsible for insulin production) could be overreacting to the large burst of sugar and release excess insulin which can produce these feelings. If a person has the ability to check their glucose, it might be “normal” (less than 70 is considered low), however the dramatic *change* in glucose may be producing symptoms. The solution to fix this immediate problem is actually the same as what caused it: drinking fruit juice or eating sugary foods, however this will stimulate the roller coaster effect. The ultimate goal is to prevent the symptoms. Physical activity after eating sweets can mitigate the spike in sugar since physical activity is comparable to “healthy invisible insulin.” A simple 15 minute walk is beneficial.

# A Compassionate Vision

ADELE MENICHELLA



When ophthalmologist Douglas Katsev, MD, flew to Kenya in June of this year, he spent three days and \$20,000 to get there. As a member of a team of medical volunteers with SEE International, Dr. Katsev not only raised funds to support the non-profit organization's effort to bring much needed eye care to impoverished people in the vicinity of Marindi, he also paid his own and his family's travel expenses.



A veteran "Doc volunteer" who has gone on numerous SEE International expeditions since his first trip to Honduras in 1987, Dr. Katsev brought with him specialized tools to perform the high tech cataract surgery he's known for, called phacoemulsification.



"Phaco," says Dr. Katsev, "reduces the amount of time it takes to remove cataracts by more than fifty percent. That becomes very important when treating upwards of 25 patients per day."



Unfortunately, on this trip, neither Dr. Katsev's luggage nor his surgical tools ever arrived. Undaunted, he improvised with the

medical equipment on hand at the temporary clinic, which was set up by Kenya Relief at an orphanage. "I just did the surgeries the way I used to before the technology changed," he says,

referring to the small incision technique he employed.

Over a period of five days, Dr. Katsev and the other medical volunteers from SEE International examined and treated more than 1,000 patients, most of whom were bilaterally blind.

"Many patients walked two days' journey with their families to get to the clinic," says Dr. Katsev. He adds, "Most were elders who'd done strenuous physical work their whole lives. Some patients were young goat or sheep-herders who couldn't farm once they went blind." In rural Kenya, people without cash use sheep and goats to trade for goods and services. "These farmers were eager to get the surgery to restore their vision so they would no longer be a burden on their families," says Dr. Katsev.

Three trained surgical assistants from Nairobi helped with the medical procedures and follow-up care. Dr. Katsev's wife, Nina, and daughters Cailyn and Kiki, all optometrists, "worked pre-op," according to Dr. Katsev, and his son, Blake, a student at San Marcos High School, "assisted the anesthesiologist."

After serving twelve-hour days in the clinic, the volunteers slept in the orphanage, "on beds with mosquito nets," says Dr. Katsev. Prior to traveling, he and his family met with Dr. Mary-Louise Scully, Sansum Clinic's Travel and Tropical Medicine specialist, for a series of vaccinations to prevent them contracting rampant third world maladies such as hepatitis, malaria, meningitis, rabies, and typhoid.

In the Marindi clinic, Dr. Katsev embraced the arduous schedule with enthusiasm and took the inconvenience of his missing bags in stride. "I wore scrubs the whole trip," says Dr. Katsev, adding, "My luggage was waiting for me when we returned to the States."

Asked to name the best part of his experience in Kenya, Dr. Katsev answers without hesitation, "Having my family all together, and experiencing the joy of people seeing their grandkids for the first time." 🌻

*Dr. Doug Katsev is a board-certified ophthalmologist trained in corneal refractive surgery at the prestigious Jules Stein Institute at UCLA.*

**Dr. Katsev is offering a holiday special on LASIK eye surgery through the end of 2015. Schedule your FREE laser eye surgery consultation today. Call (805)681-8951. Book before December 31, 2015 to receive 25% off LASIK.**

# Father & Daughter Success

## Bariatric Patients



Donny Ripberger, and Christina Rios are a father/daughter weight-loss surgery success story. Both had tremendous success thanks to Dr. Marc Zerey and his bariatric surgery team. Donny and Christina rely on each other, and the bariatric support group services at Sansum Clinic for their continued success after weight-loss surgery.

### Donny Ripberger Lost 80 pounds

I have been overweight my whole life and began to experience some health issues. My daughter underwent weight-loss surgery a year prior and it had been very successful. I decided it was time to go for it!

Since the surgery, I am no longer pre-diabetic, and both my cholesterol and blood pressure are down. My knee pain has decreased and my overall health is much improved. My confidence is up and I find being active is much easier, and I enjoy it so much more now that the weight is gone. My self-confidence is up too!

This surgery has been an excellent start to changing my lifestyle and eating habits. It has given me the opportunity to lose the weight and re-educate myself how to eat. Everyone is different at losing weight – don't set your goals too high, and by all means, don't get frustrated. You are still going to have to continue educating yourself for the rest of your life to maintain success.

Everyone involved in the Bariatric group at Sansum Clinic – from Dr. Zerey and his amazing medical team, to my nutritionist

and the support group – has all been fantastic. It has been one of the best decisions I have ever made.

### Christina Rios Lost 140 pounds

I decided to have weight-loss surgery because I wanted to be healthy and I knew one day I wanted to start a family. I couldn't imagine not being able to keep up with kids because I was so unhealthy and out of shape. After I attended Dr. Zerey's orientation, I knew what I wanted and what I needed to do to achieve my goal.

Since the surgery, my life has changed 100% for the better. I married my high school sweetheart and recently gave birth to our first child – and I am happy and healthy! I can go on hikes, cross my legs, tie my shoes and sit comfortably in a restaurant booth. Life has definitely changed for the better and I am a much happier person than I was a few years ago.

Most of my success comes from my support system. I have an amazing support system that has helped see me through some tough times. All of my family has been extremely supportive, especially my dad. He had weight-loss surgery a year after I had mine, so having him know what I went through has been a lot easier. He helps me with food, working out and goes to support meetings with me. My dad gives me that extra push because he has been down the same road. We help each other out! The other part of my support system is the people in the support group meetings. This is a group of people that have had weight-loss surgery, or are thinking about weight-loss surgery. Everyone is there to support one another and to give advice, share recipes and provide general support. The nutritionist, Emily Luxford, MS, RD, is amazing! She knows her stuff and is there for us in the support meetings or any other time we might need her.

If you are looking into weight-loss surgery, make sure it's something you want to do, and remember that there is so much support from the Bariatric Department and the support groups. Take some time to think about it, because it is such a big lifestyle change. To those considering weight-loss surgery, I recommend going to orientation and coming to a support meeting to get some answers directly from people who have had weight-loss surgery.

The Bariatric Surgery Department at Sansum Clinic is amazing! I have to thank everyone in this department for making this wonderful journey that much easier and wonderful. 🌸

# Now you can receive text appointments *on your mobile device!*



It's easy to receive these helpful appointment texts! Simply use one of these two methods to sign up today!

1

Text **SANSUM** directly to **622622**. You will receive a text reply to verify that you are signed up

OR

2

Scan the QR Code with your QR Code Decoder App\*



Message and data rates may apply. Text **HELP** to **622622** to receive help. Text **STOP** to **622622** to opt-out. Visit [txt.tvox.com](http://txt.tvox.com) for more info. \*Download compatible QR code detector app on your mobile device before scanning.

## IRA Tax Alert!

If you are age 70½ and have an Individual Retirement Account (IRA), you will receive funds by means of a Minimum Required Distribution (MRD, also referred to as RMD). Please note that the MRD does not apply to Roth IRAs.

Your MRD is determined by dividing the adjusted market value of your tax-deferred retirement account as of December 31 of the prior year (2014) by an applicable life expectancy factor taken from the Uniform Lifetime Table. For example, if you have a \$100,000 account and you are 80 years old, you would divide \$100,000 by 18.7 (from the table) and the distribution would come to \$5,348. That amount would be taxed as ordinary income. That's the case—unless you donate \$5,348 to a charity, such as Sansum Clinic, with a Qualified Charitable Distribution (QCD).

Congress passed the Tax Extenders Package at the end of 2014 permitting tax-free distributions from an IRA for charitable purposes. It remains to be seen whether or not Congress will pass the act again this year. By making a QCD, you will satisfy the required distribution rules for up to \$100,000 per taxpayer. The amount of the QCD is excluded from your gross income for tax purposes. As a rule, deducting the donation from your gross income results in a greater tax savings than you would receive with an itemized deduction.

You can make your donation today and hope the QCD benefit will be retroactively extended by Congress through December 31, 2015. If that fails to occur, you can still benefit tax-wise, because you are entitled to take the itemized deduction.

*If you have questions, please contact  
Dru A. Hartley, Director of Philanthropy, at  
(805) 681-7726 or [dhartley@sansumclinic.org](mailto:dhartley@sansumclinic.org).*

## Speaking Engagements

### American College of Chest Physicians and American Thoracic Society

Pulmonologist **Dr. David Zisman** spoke at the American College of Chest Physicians International Meeting on Idiopathic Pulmonary Fibrosis: Diagnosis and Treatment in Toronto. He also spoke at the “Battle of the Minds: Diagnosing and Treating IPF” Symposium at the American Thoracic Society (ATS) international meeting in Denver.

### ALS Community Conference

Neurologist **Dr. Karen DaSilva** spoke at the ALS Community Conference at the Four Seasons Biltmore Resort in Santa Barbara, presented by the Cedars-Sinai Department of Neurology in November. Attendees of the conference were those living with ALS, their families, friends and caregivers. Participants spent the afternoon with Dr. DaSilva and **Dr. Robert Baloh** of the Cedars-Sinai ALS multidisciplinary team to discuss current trends in care and research pathways, including a discussion of clinical research opportunities.

### American Academy of Ophthalmology

Ophthalmologist **Dr. Mark Silverberg** gave a talk on strabismus surgery at the American Academy of Ophthalmology international convention in Las Vegas. He also gave a lecture to UCSB mechanical engineering titled “Innovation in Ophthalmology.”

### American Academy of Family Physicians

Family Practitioner **Dr. Jay Winner** presented “Reducing Patient Stress to Improve Health” in Denver at the American Academy of Family Physicians Assembly, the largest convention of family medicine doctors in the country.

Dr. Winner says, “The large majority of lectures in this conference discuss pharmacological treatments, so it is exciting to discuss stress reduction techniques. After all, a central principle for family medicine is supposed to be the “biopsychosocial model.” In other words, it is important to treat the whole person and to pay attention to both physical and mental health, and also pay attention to how family and social circumstances can affect health.

Dr. Winner has been a family practitioner at Sansum Clinic since 1991. Recognizing the frequency of stress-related illness and that medication was only part of the solution, in 1992, Dr. Winner founded Sansum Clinic’s highly successful **Stress Reduction Program**. Dr. Winner has written articles on stress for both professional medical and mental health journals, and has been quoted frequently for lay articles on the subject. He is also the author of the book and CD set *Take the Stress Out of Your Life*. His new book, *Relaxation on the Run*, will be published in 2015. Dr. Winner is also Clinical Assistant Professor of Family Medicine at USC’s Keck School of Medicine.

*Dr. Winner’s website [www.stressremedy.com](http://www.stressremedy.com) is an excellent stress management resource with free audio exercises and other interesting links.*

# Welcome New Providers



Oleya Brisse, MD



Gregory A. Cogert, MD,  
FACC, FHRS



Sawyer Haig, DO



Lawrence Li, MD, MPH

## **OLEYSA BRISSEY, MD**

### **Internal Medicine**

#### **Lompoc Urgent Care & Multi-Specialty Clinic**

1225 North H Street, Lompoc

Dr. Brisse, board-certified in Internal Medicine, received her medical degree from the Russian State Medical University and completed her internal medicine residency at St. John's Episcopal Hospital in Far Rockaway, NY.

## **GREGORY A. COGERT, MD, FACC, FHRS**

### **Cardiology**

#### **Pueblo Multi-Specialty Clinic**

317 West Pueblo Street, Santa Barbara

Dr. Cogert, board-certified in Cardiovascular Disease, received his medical degree from the University of California, Irvine College of Medicine and completed his residency at UCLA Medical Center. He completed a fellowship in Cardiovascular Medicine at Cedars-Sinai Medical Center and a fellowship in Clinical Cardiac Electrophysiology at the Mayo Clinic in Rochester, MN.

## **SAWYER HAIG, DO**

### **Internal Medicine**

#### **Pueblo Multi-Specialty Clinic**

317 West Pueblo Street, Santa Barbara

Dr. Haig, board-certified in Internal Medicine, received his medical degree in Osteopathic Medicine from Touro University College of Osteopathic Medicine and completed his Internal Medicine residency at Santa Barbara Cottage Hospital.

## **LAWRENCE LI, MD, MPH**

### **Family Medicine**

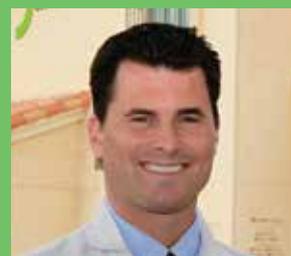
#### **Lompoc Urgent Care & Multi-Specialty Clinic**

Dr. Li, board-certified in Family Medicine, received his medical degree from Columbia College of Physicians & Surgeons in New York and completed his Family Medicine residency at Duke-Watts Family Medicine Program in Durham, NC. Dr. Li completed a fellowship in Mental Health in Primary Care from the University of Washington, where he also received his Master of Public Health. 🌻

## Orthopedics

Now at

## Solvang Multi-Specialty Clinic



Robert Fry, MD

Orthopedics is the latest specialty to join Solvang Multi-Specialty Clinic & Cancer Center located at 2040 Viborg Road in Solvang.

Dr. Robert Fry, board-certified orthopedic surgeon and sports medicine specialist at Lompoc Multi-Specialty Clinic is now seeing patients at our Solvang location. Dr. Fry received his medical degree from Emory University School of Medicine in Atlanta, GA and completed his residency at Loyola University Medical Center. He also completed San Diego Arthroscopy and Sports Medicine Fellowship. Dr. Fry has been a Sansum Clinic physician since 2013.

Other services offered in Solvang include Cardiology, Nephrology, Nutrition, Oncology/Hematology, Oncology Nutrition and Oncology Social Services, and Rheumatology.

*For more information about our locations, specialties and services, please visit [sansomclinic.org](http://sansomclinic.org).* 🌻

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members paddling in Santa Barbara harbor*

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- All-new comprehensive Cancer Center – COMING IN 2016
- Awarded California Association of Physician Groups *Elite* status
- As a nonprofit, all Sansum revenue is invested into improving services and facilities

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