

# GOOD HEALTH™

A HEALTHCARE JOURNAL FROM SANSUM CLINIC • ISSUE 25 • FALL 2020

25<sup>TH</sup>  
ISSUE



**COVID + FLU  
DON'T RISK TWO**

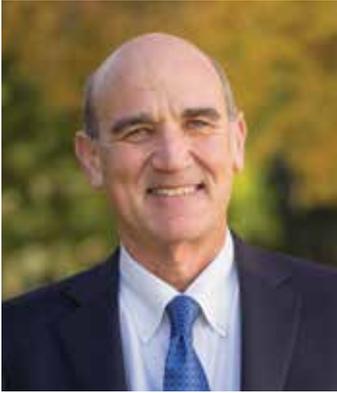
**ADVANCEMENTS  
IN UROLOGY**

**ONLINE BILL PAY  
IS HERE**

**TEEN HEALTH  
PANEL OF EXPERTS**



## Dear Patients,



Healthcare across the globe has been forever changed by COVID-19 and Sansum Clinic is no different. The pandemic delivered a double-edged effect, creating new operational challenges while also highlighting our many strengths. What emerged most clearly was the character of our people. The bravery, dedication, compassion and professionalism of our team is the anchor of this organization. These values have been a guide through unforeseen circumstances throughout a nearly 100-year history, and shone brightly while battling a new and still not-fully-understood virus.

March of 2020 will remain forever embedded in Sansum Clinic's institutional memory as staff members dug in to learn everything they could about the novel coronavirus, from its origins to its ability to spread, to its impact on health. Medical Director Marjorie Newman, MD, partnered with the Santa Barbara County Public Health Department to stay at the forefront of protecting patients, employees and the community. Battling worldwide shortages of personal protective equipment, clinicians and managers worked tirelessly alongside our Purchasing Department to outfit every site with appropriate masks and gear, while researching the best practices to reduce the risk of transmission. Screening and social distancing protocols went into effect at all of our 23 locations, from exam rooms to waiting areas, to maintain a virus-free environment in which to continue care. An appointment-based, drive-up testing site was constructed to safely evaluate patients for coronavirus, and both of our pharmacies created new ways to get medications to patients. Pediatrics turned to car-based injections to sustain important vaccinations for children. Our IT teams created web pages and a symptom-checking app to keep residents informed about the evolving indicators of the virus. Clinic communication dove into the virtual world of ZOOM as in-person group meetings became impossible.

By the time California Governor Gavin Newsom issued an executive order cancelling all non-urgent, elective medical procedures and visits, patients were delaying medical care in droves due to virus concerns. As a result, Sansum Clinic experienced an overnight 50% drop in patient volume. The Clinic displayed strong financial results at the end of 2019, however as a non-profit organization, the operation, which takes about a million dollars per day to function, took a huge financial hit. Sansum Clinic leadership carefully deliberated over which budgetary solutions might offer the best long-term viability. Ultimately, more than 700 employees received temporary full or partial furloughs (representing half our workforce and one-third of our payroll) designed to keep the doors open, with the hope that patient volume would eventually improve. A federal Paycheck Protection Program (PPP) loan of \$6 million provided a boost, but realistically only put a small dent in the amount needed to keep the financial ship afloat. When patients and businesses contacted Sansum Clinic with offers of contributions and gifts in-kind, the Pandemic Relief Fund was established to help cover costs of COVID-related expenses.

Born from necessity, ours and others' responses to this pandemic sped up one of the biggest trends in healthcare: telemedicine. While this type of virtual offering may have normally taken many months to initiate, Sansum Clinic's healthcare technology gurus built and launched a successful Telehealth program in less than three weeks, allowing patients to receive care from the comfort and safety of their homes. Hundreds of providers learned to log on and conduct virtual visits, reducing exposure for those who required in-person appointments while still continuing essential medical care.

*continued on page 1*

## GOOD HEALTH

A free publication from  
Sansum Clinic published  
three times a year

ISSUE 25 • FALL 2020

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

Kurt N. Ransohoff, MD, FACP  
*Chief Executive Officer and  
Chief Medical Officer*

Chad Hine, MBA  
*Chief Operating Officer*

**Sansum Clinic**  
Corporate Office  
470 South Patterson Avenue  
Santa Barbara, CA 93111  
(805) 681-7700  
[www.SansumClinic.org](http://www.SansumClinic.org)

### Editor

Jill Fonte, Director of Marketing/  
Public Information Officer

### Contributing Writers

Dru A. Hartley, Jill Fonte, Nicole Young

### Contributing Photographers

Nik Blaskovich, Nicole Young

If you would like to make a gift to Sansum Clinic, please contact Dru A. Hartley, Director of Philanthropy, (805) 681-7726, [dhartley@sansumclinic.org](mailto:dhartley@sansumclinic.org)

All gifts are tax-deductible  
to the extent allowed by law.  
Tax ID #: 95-6419205

 Design by Idea Engineering

*If you would like to be removed from our mailing list, please send an email with your full name and address to [donotmail@sansumclinic.org](mailto:donotmail@sansumclinic.org).*

*continued from inside front cover*

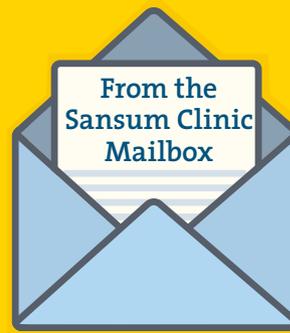
While Ridley-Tree Cancer Center’s oncologists wondered if the pandemic would delay proper diagnosis and treatment, the world-class care, stringent safety protocols and strong relationships built on mutual trust reassured patients to continue the lifesaving therapies they required. Supportive staff members, always a key to a patient’s experience at Ridley-Tree, became even more essential as the COVID-19 bubble closed around many families dealing with cancer. Telehealth visits with providers, virtual social work meetings and wellness classes helped to extend care to some of our most medically-compromised patients. As each summer month of COVID-19 ticked by, Sansum Clinic constantly fine-tuned each new tool and task, listening closely to patient feedback and to guidance from across the medical spectrum.

Partnerships across our community are the underpinnings of how we choose to do business. It’s an important part of our mission and institutions like Direct Relief and others contributed greatly to our efforts to fight COVID-19. These longstanding connections helped us to stretch and pivot during a challenging season. Deaths due to coronavirus within our own community have been a tragic reality. Until the virus is no longer a threat, our collective determination to work through these hardships and emerge with new knowledge and growth to better serve patients will stay our greatest priority. One thing that hasn’t changed as a result of this pandemic is the ongoing healthcare needs of our community, which is why I’m pleased to share in the following pages some highlights of the expert care our tremendous staff and physicians provide our patients each day.

Stay safe, and remember, we’re smiling under our masks.

Sincerely,

Kurt N. Ransohoff, MD  
CEO and Chief Medical Officer



Good Evening Dr. Newman,

*My name is Michael Cheng. My wife and I have been living in the area since 1978. We, as well as the family have been clients of the Clinic for as long as I can remember. The ‘Good Health Magazine’ is something I will*

*read from page to page whenever I could get it. It is very informative in content and in getting to know some new doctors who are joining the Clinic.*

*Dr. Newman, you were instrumental in bringing the following talents to our area: Estella Wu and Lily Yip (pharmacists), and as a speaker, Dr. Kimmie Ng. The following description: “...when Medical Director Dr. Marjorie Newman rang her (Dr. Yip) to discuss the use of clinical pharmacists, something uncommon for independent organizations the size of Sansum Clinic” sums it all in what kind of leader you really are as director. You were able to think outside of the box and you have nothing but the best of what could be for the Clinic. Dr. Newman, my wife and I are the direct benefactors of your incessant attempt into making the Clinic a better place for all of your clients-patients.*

*My doctor, Dr. Kershaw also demonstrates the kind of care and attention to those under his care as well. I wish I could serve as a conduit in introducing and in bridging our new doctors into the various strata in our prized community. The more these new talents could understand us, members in the community, the better a job they could help to deliver on behalf of the Sansum Clinic.*

*Dr. Newman, it is my belief this is what you are working on and attempting to accomplish as well. You are deserving of an Olympic level gold medal in advancing diversity and the representation of women in a field (medical) that used to be dominated by a male group. I knew I had seen the changes being made in all these years from the past.*

*Dr. Newman, here’s a word of thank you and appreciation from the bottom of my heart. 🍎*

Your Supporter,  
Michael Cheng

## GOODHEALTH

## Contents + Fall 2020

### FEATURES

- 2 Flu Season 2020-21**  
*COVID + Flu: Don't Spread Two*
- 4 Quality Care**  
*Expert Orthopedic Team*
- 6 Teen Health**  
*Vaping: Public Health Crisis?*
- 10 Advanced Technology**  
*Urinary Problems*

**On the cover:**  
*Teen Health Roundtable, page 7.*



### DEPARTMENTS/PROGRAMS

- 14 Weight Management**
- 17 MyChart**
- 21 Health Education**
- 22 Recognition**
- 24 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.*

# 2020-2021 Flu Shot Information for Sansum Clinic Patients

## COVID + Flu – Don't Risk Two



### This upcoming cold and flu season will be much different than prior years.

**W**e are battling the global COVID-19 pandemic, for which there is currently no vaccine, and will soon have another significant virus circulating in the community: influenza or “the flu”. Influenza can cause many of the same symptoms of COVID-19 and can result in similar illness or even death. The good news is that there is a vaccine for influenza and as a result, we encourage all of our patients to get vaccinated as soon as possible to ensure protection by the time the flu season is underway.

Flu shots are particularly important this upcoming flu season to prevent patients from potentially becoming ill with both

COVID-19 and influenza – especially for those at increased medical risk for severe complications should they contract flu or COVID-19.

**Flu shots are reserved for current Sansum Clinic patients and available while supplies last.** As a result of the COVID-19 pandemic, we are reserving flu shots for the 2020-2021 flu season for patients of Sansum Clinic to ensure they can get vaccinated, while also following social distancing guidelines and other safety precautions to protect patients and staff. To meet the needs of the community, we have also donated 2,000 doses to the Santa Barbara County Public Health Department.

**Children under 12 years of age will be given the flu vaccine only at the Pediatrics Department at 51 Hitchcock Way.**

Patients age 65 and older will be provided high dose vaccines, as appropriate, at any of our sites where adults are vaccinated, while supplies last.

Influenza vaccination should not be delayed to procure a specific vaccine preparation if an appropriate one is already available.

Pregnant women can receive a flu shot at any of our sites where adults are vaccinated.

Flu shots will be billed to insurance and documented in the patient's medical record.

For the safety of our staff who are providing flu vaccines, no dogs please, even if your are getting a flu shot in your car.

## Flu Shot Options for Sansum Clinic Patients:

1. **During an already-scheduled visit at any of our departments or locations.** Patients who have an inperson primary care, specialty care or urgent care visit are encouraged to get vaccinated at the time of their visit.
2. **At our by-appointment drive-up Influenza Immunization Tent in the 215 Pesetas Lane parking lot:** Beginning September 14, we will provide flu shots to Sansum Clinic patients age 12 years and older **by appointment** at a drive-up Influenza Immunization Tent located at the mountainside entrance of **215 Pesetas Lane**. Sansum Clinic patients can get flu shots at this site regardless of where their primary care provider is located. The Influenza Immunization Tent will offer appointments Monday through Friday 8:30 am – 4:30 pm and Saturday 8:30 am – 12:30 pm, while there is demand and as long as supplies last. High dose quadrivalent vaccine will be available for patients age 65 and older.  
  
Patients can schedule appointments for themselves and/or their family members (who must also be Sansum Clinic patients) by calling the Flu Hotline at (805) 681-7805. Patients can also self-schedule flu shots given at the Influenza Immunization Tent at Pesetas through MyChart. Log into your MyChart account, click **Visits**, then **Schedule an Appointment**, then **Flu Shot**, and follow the on-screen prompts. The Influenza Immunization Tent is the only location available for self-scheduling a flu shot through your MyChart account.
3. **At our Prescription Pharmacies:** We will also provide flu vaccinations for patients age 18 and older, by appointment, at our Prescription Pharmacy locations at 215 Pesetas Lane and 317 West Pueblo Street, Monday through Friday from 9:00 am – 4:00 pm starting on Tuesday, September 8. Patients can schedule an appointment for their flu vaccine at the pharmacy by calling (805) 964-4831 for **215 Pesetas Lane Pharmacy** location and (805) 682-6507 for the **317 West Pueblo Street Pharmacy** location. High dose vaccine will be available for patients 65 and older and quadrivalent vaccine will be available for patients ages 18-64.
4. **At Hitchcock Pediatrics:** The Pediatrics Department will provide flu shots to pediatrics patients in the office beginning on September 14 and will also offer **family flu shot appointments** on Mondays, Wednesdays and Fridays from 8:30 am – 12 noon and 1:00 pm – 4:30 pm. Call (805) 563-6211 to schedule an appointment. 🌻

*The Flu Shot Program has been made possible through the generous support of Virgil Elings.*

Special thanks to Montecito Bank & Trust and Bright Event Rentals.

For more information, call our Flu Hotline at (805) 681-7805. *Flushots.* [SansumClinic.org](http://SansumClinic.org).

## Sansum Clinic Donates Flu Vaccines to At-Risk Seniors

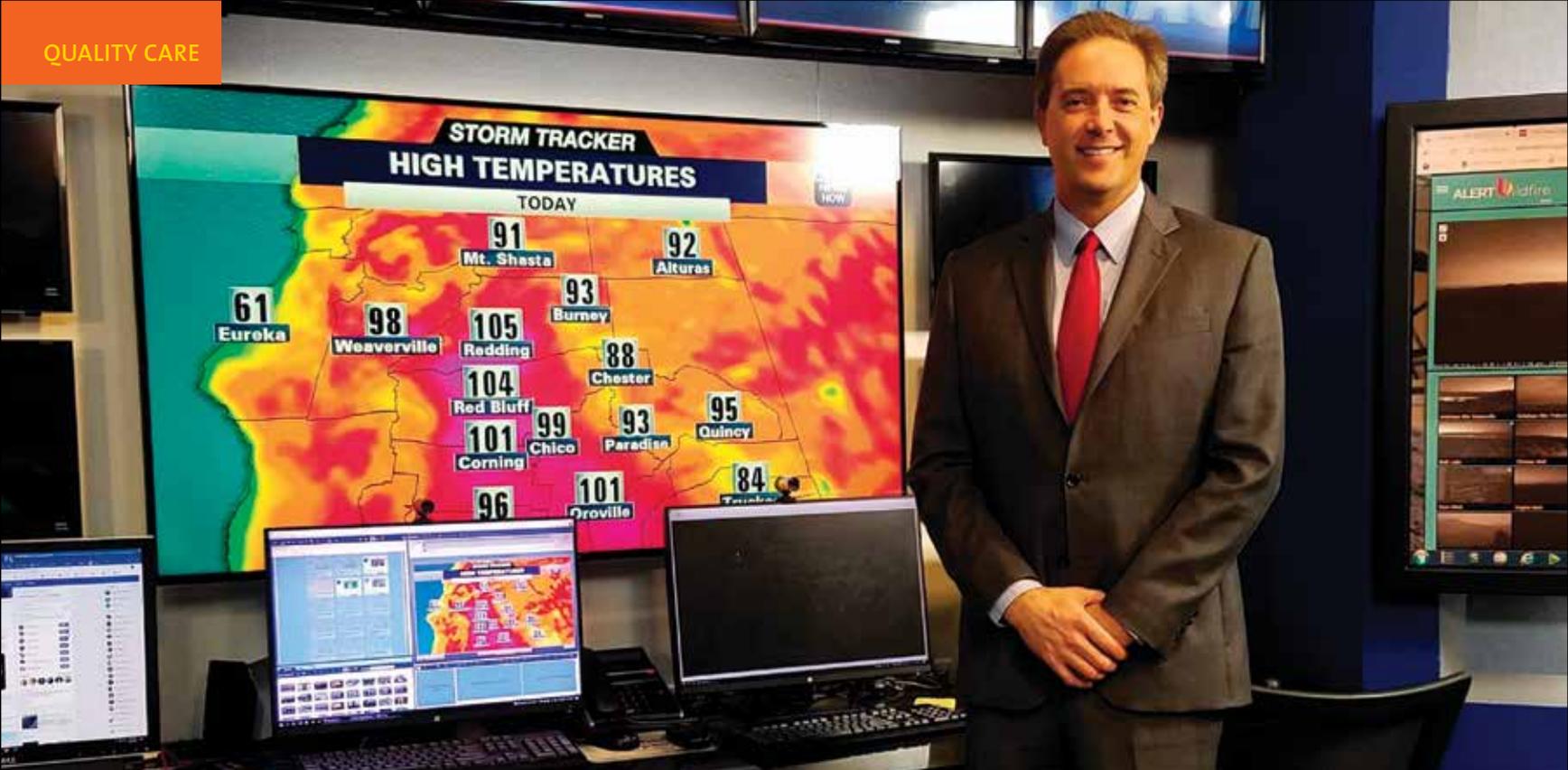
When the 2020 Senior Expo had to cancel its annual active aging fair for seniors and caregivers due to COVID-19 public gathering restrictions, organizers partnered with Sansum Clinic, a longtime sponsor of the event, on an alternate way to assist the elderly in our community during the pandemic. The Clinic donated 1,000 free flu shots for low-income seniors at specific residential facilities and mobile home parks in south Santa Barbara County. Medical Reserve Corps nurses and the Santa Barbara County Public Health Department will administer the vaccines in October.

Traditionally, many senior citizens count on the Expo to receive their annual flu shot. Local agencies like the Family Services Agency noted the importance of ensuring those with limited resources could still get vaccinated.

For over 30 years, the Senior Expo Active Aging Fair has provided a great quantity of information, resources, exhibits and health screenings to over 1,000 older adults and their caregivers, as well as free flu shots. Typically, Cottage Health and Sansum Clinic alternate years providing free flu vaccines to adults aged 55 and older.

Planning partners for this year's Senior Expo flu clinic include Alexander Gardens Assisted Living, Cottage Health, Family Service Agency, Hospice of Santa Barbara, Sansum Clinic, Santa Barbara County Public Health Department, Senior Programs of Santa Barbara Fund, and VNA Health. 🌻

For more information, visit [SeniorExpoSB.com](http://SeniorExpoSB.com) or email [seniorexpo@fsacares.org](mailto:seniorexpo@fsacares.org).



# Expert Orthopedic Team Gets Patients Moving Again

**W**hen 47-year old Jason Stiff planted his foot for a layup during a basketball game fundraiser for Pioneer Valley High School in January 2019, his knee gave way and he collapsed. “I was on the floor in a heap,” he recalls. “My kneecap was several inches higher on my leg than it should have been.” At the time, Jason was working as a meteorologist for KCOY-TV and he enjoyed participating in community events. During the dust-up on the court, Jason unfortunately ruptured his patellar tendon which attaches the bottom of the kneecap to the top of the shinbone. Staff at the Marian Regional Medical Center emergency room put Jason’s leg in a brace and recommended he visit orthopedic surgeon William (Hod) Dunbar, MD at Sansum Clinic’s Foothill Surgery Center.

Dr. Dunbar’s medical education includes orthopedic training from the University of Wisconsin, Madison and two fellowships, one in sports medicine from the North Sydney Orthopaedic and Sports Medicine Centre in Australia, and another in trauma medicine under Dr. Bruce Twaddle in Auckland, New Zealand. Dr. Dunbar is one of only two fellowship-trained trauma surgeons in Santa Barbara who handle critical emergency cases that require surgery. Dr. Dunbar also has the experience and the passion for helping a variety of local athletes in his hometown, from young ice hockey players to high school

football stars to competitors at UC Santa Barbara and Westmont College. This combination of specialties was a perfect match for Jason, because of the unique lens it provided. “Many of the things that happen in sports are traumatic injuries,” explains Dr. Dunbar. “With my background, I can often tweak the surgery to incorporate multiple repairs. In trauma medicine, it’s a different jigsaw puzzle every time.”

Jason needed a fix for what Dr. Dunbar terms a typical “weekend warrior” injury. Five days after the basketball game incident, the surgeon successfully repaired Jason’s knee at the Foothill Surgery Center. Both Jason and Dr. Dunbar praise the staff there for excellent customer service. “Sometimes, surgery centers can leave patients feeling like they are part of an assembly line, but I receive nothing but compliments on our people here,” reports Dr. Dunbar. The physician also credits Talia Beck, RN and his Clinic team for always finding a way to schedule patients who need immediate attention. “In the office, I am usually putting fires out one by one. I know I can call or text at any time and they can figure out how to get someone in. Our clinic staff members are phenomenal,” he offers.

A few days after his knee surgery, Jason became disoriented in the middle of the night and passed out while returning from



the bathroom. “I hit the hard ground with my shoulder which somehow tore all the ligaments connecting my shoulder and collarbone. The end of my collarbone was sticking up so far I thought it was broken. How I didn’t lose teeth, I have no idea,” recounts Jason. According to Dr. Dunbar, the incident was likely a vasovagal episode which occurs when the body overreacts to certain triggers, causing a sudden drop in heart rate and blood pressure, and sometimes a loss of consciousness. Jason’s 6’3” frame ached terribly. In addition to a healing knee, his recovery was now clouded by an AC joint separation, the collar bone separating from the shoulder blade, caused by landing on his outstretched arm.

Before Jason could address this second medical storm, he developed severe chest pains, extremely stressful since his father had passed away from a heart attack. Tests performed at Sansum Clinic Urgent Care showed pulmonary embolisms in both lungs. “They said it was life-threatening. I only had 25% capacity in my lungs,” he notes. Blood thinners eliminated his symptoms but this delay meant Jason would need to receive an AC reconstruction and ligament/tendon transplant instead of a repair. This is the sort of “balancing act” Dr. Dunbar endeavors with every patient, where he learns about their lifestyle, their exercise patterns, and their future plans and then tailors treatment to the individual. He regularly collaborates with the other Sansum Clinic orthopedic surgeons and sometimes will coordinate with other Sansum Clinic departments, like Neurology if there are nerve issues, or Nutrition, if patients need to safely lose weight before any type of surgery. In Jason’s

case, Dr. Dunbar connected him with the Physical Therapy Department, with whom he works closely. After more than 20 sessions with physical therapist Lillian Donner, PT, DPT and physical therapy assistant Stella Tsui, Jason’s flexibility and mobility greatly improved. Sometimes, multiple traumas in one year can create a tendency to avoid certain activities because of worry that

pain or re-injury will occur. “We practiced a variety of exercises that mimicked real life movements in order to address some of these concerns,” describes Donner. “We progressed his motion from barely being able to lift his arm above his shoulder to full range of motion and strength.” She calls Jason “the perfect patient,” truly dedicated to rehabilitating his knee and shoulder by religiously exercising at home and at the Clinic. Because Jason lived near the Foothill location, he frequently walked laps in the early morning around the parking lot to increase his strength. Dr. Dunbar, Lillian Donner and many of Jason’s medical team members enjoyed seeing their patient raise his arm to give them a wave. “I got to see many of the people who have helped me and say hi,” remarks Jason. “I have been very pleased with the doctors, nurses, physical therapists, receptionists, patient business services reps, everyone essentially. They’ve made this year easier.” 🌻



William (Hod) Dunbar, MD

# The Allure & Attraction of Youth Vaping

## Vaping: Public Health Crisis?



At the first Ridley-Tree Cancer Center Community Lecture of 2020, vaping researcher and epidemiologist Jessica Barrington-Trimis, PhD, described the evolution of the e-cigarette market. An Associate Professor of Preventative Medicine at the University of Southern California's (USC) Keck School of Medicine and Director of the USC Epidemiology of Substance Abuse Research Group, Barrington-Trimis used a multi-media presentation to unpack the latest data from the National Youth Tobacco Survey which indicated a huge increase in the proportion of youth who are vaping between 2011 to 2019.

She expressed concern about the new e-cigarette products on the market which no longer appear like traditional cigarettes. Unlike their predecessors, current e-cigarettes or vaping devices are smaller, sleeker, disposable, easy to conceal and customize, and can be filled with liquids of assorted flavors that appear to be targeted to young users. "I always challenge people to figure out a flavor you would like to vape that you cannot find online. I have yet to meet anybody who has found a flavor that they cannot find online," she added.

The greatest risk, said Barrington-Trimis, is the quantity of nicotine ingested using vaping devices. "These products are all really posing a threat to public health because of the very high levels of nicotine that are delivered. It's altering their brains, their cognition, their ability to make cognitive and rational decisions," she commented, noting the concerning nicotine quantities within certain vaping pods. One pack of cigarettes has about 20 milligrams of total nicotine, one milligram per cigarette. One type of the Juul brand vaping pod has 41.3 milligrams of nicotine, an equivalent of 41 cigarettes. She explained that the aerosol from e-cigarettes or the vapor contains respiratory toxins which adversely affect the lungs and heart. The 2,801 cases of e-cigarette or vaping-associated lung injury (EVALI) reported by the Centers for Disease Control and Prevention (CDC) as of February 2020, including 200 in

California, are likely caused at least in part by these toxins, according to the researcher.

Advertising for vaping devices targeted specifically to youth is escalating, effective and largely unregulated, according to Barrington-Trimis. Tobacco corporations are investing heavily in e-cigarette companies and the e-cigarette industry has "taken a page out of Big Tobacco's playbook" when it comes to marketing, she noted. While cigarette manufacturers are banned from advertising to youth, the e-cigarette industry has fashioned its media using attractive, young models, bright colors and flavors likely to appeal to a youthful audience. Vaping ads, direct and indirect, appear on social media and portray the practice as cool and popular, she said. "The tobacco industry has a long history of targeting disparate and vulnerable populations, including young people. And the vaping industry has been doing the same thing."

Nearly unfettered access is making the purchase of vaping devices and substances easy, according to research by Barrington-Trimis. While it's illegal to sell tobacco products to anyone under the age of 21 in California, her latest surveys of young adults found hardly anyone refused to sell these products to youth or check for proper identification. Teenagers are regularly purchasing e-cigarettes at a fairly-low price point from physical retail stores like tobacco and vape shops, liquor stores, small markets and convenience stores. A small portion of sales are from the Internet. The e-cigarette industry contends these vaping products need to be offered to help smokers quit, but Barrington-Trimis argues there is little proof that vaping is an effective cessation aid. She also outlined the challenges posed by loopholes in current federal policy regarding the sale of vaping products. The Food and Drug Administration (FDA) mandated as of 2020, that flavored vaping pods can only be available in tobacco and menthol flavors. However, if the flavored vaping solutions are not sold in a self-contained pod, they are still allowed even under the current flavor ban. Flavor attachments, which can be tacked on to the top of a vaping device, are still allowed. In addition to local jurisdictions deciding to enact their own specific rules on the sale of vaping products, Barrington-Trimis suggested that the public could curb sales using different measures like setting a minimum price for all tobacco products, and prohibiting the redemption of coupons, discounts and promotions with e-cigarette or vaping products. In the interim, she recommends that parents continue to talk to their children about vaping and the dangers of nicotine use, and seek treatment for nicotine dependence early. "There's absolutely no reason for youth who are not cigarette smokers to ever pick up a vape and use it," she stressed. 🌻

*Ridley-Tree Cancer Center Community Lectures are co-sponsored by the Cancer Foundation of Santa Barbara, the Cancer Center's fundraising partner. To learn more about our upcoming lectures or to access our library of past lectures, visit [lectures.ridleytreecc.org](https://lectures.ridleytreecc.org).*

table  
of Sansum Clinic

Roundtable  
with the Women's Council of Sansum Clinic



## Teen Health Roundtable

In early March at Ridley-Tree Cancer Center, Sansum Clinic gathered expert physicians from multiple specialties for an afternoon roundtable on the picture of teen health in Santa Barbara County. Led by Kurt N. Ransohoff, MD, FACP, Sansum Clinic CEO and Chief Medical Officer, and moderated by Marjorie Newman, MD, Sansum Clinic Medical Director, the panel shared their collective wisdom and experience on the greatest health risks teens face and how parents can encourage good decisions.



**Tom Anderson, MD**  
Sansum Clinic  
Urgent Care

When parents bring children in concerned about a concussion, one of the questions I often hear is, 'When do we need to get a CAT scan?' I always ask patients, 'Did you lose consciousness? Did you vomit more than two or three times after the event? Was there any seizure activity? Was there any persistent amnesia?' That would be concerning. There is a very good assessment tool we use, the PECARN Pediatric Head Injury Prediction Rule, which predicts brain injury. The tool has been validated and is incredibly sensitive and specific for head injuries, and it gives patients and their families assurance.



**Nicole Stern, MD**  
Sansum Clinic  
Urgent Care

While my background is in internal medicine, I also focus on sports medicine and help young athletes, teens and adolescents. In addition



**Dan Brennan, MD**  
Sansum Clinic  
Pediatrics Department

to concussions, some of the common things I see the most at Urgent Care in the younger patient population are ankle sprains, knee injuries, and shoulder injuries. Patellar tendonitis or jumper's knee is growing in our young patients because they are running a lot and doing multiple sports. Some overuse injuries are preventable. Strengthening exercises can help.

When you have a teenage brain, it's still forming. Nicotine can require your brain and make you want to crave it more and more. The nicotine in vaping is supercharged so it's really addictive. It also causes problems like anxiety, mood changes, and attention problems. Many of the vaping devices, if I had seen them just laying somewhere, I wouldn't have known what it was because they look like a computer device or a thumb drive. Some of them are designed to fit inside of your hand so you can just puff and nobody would ever know they're there. They don't give off a smell and they can taste like whatever you want.



**Bret Davis, MD**  
Sansum Clinic  
Dermatology  
Department

We expect 100,000 new cases of melanoma in 2020, and 2,500 of those cases are going to be kids or young people 15 to 29 years of age. What we're trying to do is decrease

the incidence of melanoma and ultimately deaths. We think sun protection and sun avoidance is part of that. We think that between three and five severe sunburns increases melanoma risk independently from family history or other factors. We like protective clothing, shade structures and sunscreen.



**Laura Polito, MD,  
Assoc. Medical Director  
UC Santa Barbara  
Student Health**

This is a generation that absolutely lives their entire life on their screens. It's very difficult to control access because everything they do is on their

device. What's new in terms of technology is the mental health effects we're seeing. The newer studies are showing that there is a stronger connection between depression and anxiety and the time spent on social media. I think one of the most important things parents can do when faced with all this screen time is to set limits. Set up phone-free zones, limit devices in bedrooms, at the dinner table and in cars. Setting the example for teenagers is very important and then just talking and listening. Keeping those lines of communication open is key.



**Sean Johnson, MHA,  
BSN, RN,  
Sansum Clinic VP  
Applications &  
Analytics**

California has lots of protections that teenagers are provided by the

State when it comes to healthcare. We have been working to provide the information parents want to see, while giving teenagers the protections they want. MyChart is probably one of the greatest tools to help you have better participation and engagement in your own care. We are now providing that for teens as they learn more about their health and the concerns they have in a private and healthy way.



**David Raphael, MD,  
Sansum Clinic Obstetrics  
and Gynecology  
Department**

Adolescents are in a group of the highest unintended pregnancies. Three-quarters of adolescent pregnancies are unintended.

It's a high percentage. They are clearly at risk and they're unfortunately not as educated as they should be. Often, teens

think they need to have an exam. But unless you are putting in an IUD, none of the other forms of contraception actually require an exam. Women and girls younger than 21 who do not need a pap smear, do not need an exam. I would encourage you to have a discussion with your teens with either pediatricians or by making an appointment in our department to get them educated on their options.



**Heather Terbell, MD,  
Sansum Clinic  
Obstetrics and  
Gynecology Department**

HPV or human papillomavirus is the virus that can cause precancerous and cancerous lesions in the genital tract. HPV is incredibly prevalent,

70 to 80 percent of sexually-active Americans have it or have had it. For a lot of young women, it's their first medical scare. Because it's a virus, there is not medicine, no antibiotic. We wait for a person's immune system to try and fight it. In 2006, they released a vaccine called Gardasil. The goal is to give it to a person before they are sexually active. The best time to get it is under 15 in two shots. If you are over 15, you need three. The vaccine has long-lasting immunity and is incredibly effective.



**Jackie Kurta, PsyD  
UC Santa Barbara  
Alcohol & Drug Program**

We're seeing a decrease in college alcohol use over the years, which is good news. We think more and more young people are getting information about the risks and consequences of

alcohol use. What we are seeing is a great increase in vaping. It is a tremendous problem. These devices allow people to take in the equivalent of 20 cigarettes. The potency is much more intense. Students tell us that the reason they've not talked about drug and alcohol abuse before is that nobody asked them. So I'm here to say please find a way to engage in the conversation without an accusatory tone, but more in a curious tone. Have them share what goes on around them. The more you can begin that conversation, the more likely it is that it will continue even after the students leave your home. 🌻

*The Teen Health Roundtable was hosted by Julie Nadel and Bobbie Rosenblatt of the Sansum Clinic Women's Council, who work closely with the Sansum Clinic Marketing and Philanthropy Departments to educate our community about timely health issues, bolster the Clinic's position as the leader in local healthcare, and to enhance the relationship with patients and donors.*

*Special thanks to sponsors Montecito Bank & Trust and Rincon Events.*



# Sansum Clinic's Secure Patient Portal for Online Access to Medical Records: Now Available for Teens

**Patients/Guardians of 12-17 year olds:** We know how important protecting your child's health is to you, and what an important responsibility it is. As teenagers gets older, they sometimes choose to participate in their own healthcare. They may want to plan their own visits, seek out information or ask for confidential medical advice. We always encourage teens to talk about any medical issues with their parents and families first.

*"Nothing is more important to me than my children's health. I'm thrilled that we will be able to communicate with Dr. Hamdani and track Kyle's appointment information through MyChart," said Deena Ferro, mother of Kyle, age 16*



It is important to know that, under state and federal law, there are certain types of medical information that the parent or guardian of a minor patient age 12-17 **may not view** without consent of the minor patient. Therefore, online access to your child's medical records through MyChart expires as of his or her 12th birthday.

The good news is, once our patients turn 12, they are able to have their own MyChart account. It is important to note that in accordance with the law, the **MyChart account request must be made by the 12-17 year old patient**. If your child would like to sign up for MyChart, they can visit [mychart.sansumclinic.org](http://mychart.sansumclinic.org). They will need a personal email address (not a school email address) to set up their own MyChart account, so they can set passwords and receive alerts. They can also contact the MyChart Help Desk at 805-898-3333.

*"Health has become more important to me over time and it is exciting to be able to see my own health information online," said Eden Andrulaitis, age 17, patient of Jerold Black, MD, FAAP*

We hope you will discuss this opportunity with your child. We certainly want to be respectful of your role as a parent while also respecting your teen's privacy, as is reflected in and required by California state laws.

We do offer the option of more limited MyChart proxy access for parents and guardians of patients age 12-17. Proxy access to patients in this age range excludes information that may require patient consent, and is more limited than proxy access to patients under age 12. If you are interested in proxy access to your child's information, they must first set up their own active MyChart account, then they have the option to grant others proxy access from within their account.

MyChart can be accessed using the app on a mobile phone, tablet or from a computer. Your child can use MyChart to conduct a Telehealth video visit via Zoom with their doctor, message the doctor's office, schedule appointments, receive reminders for upcoming appointments, and access important health information on many topics.

We are honored you have chosen Sansum Clinic as the place for your family to receive healthcare. We want to support all parents in our community and will always do our best to serve you in the best way possible. 🌟

**To sign up for MyChart, visit [MyChart.sansumclinic.org](http://MyChart.sansumclinic.org). You will need to have a personal email address (not a school email address) and telephone number to have in your chart. You can also contact the MyChart Help Desk at (805) 898-3333.**

# Advanced Treatment Options For Urinary Problems

Urinary leakage is a common but chronic and debilitating condition. One in four women suffer from overactive bladder while one in five women experience bothersome stress urinary incontinence. Often patients can be negatively affected by both. Constantly feeling a strong urge to go to the bathroom, not being able to make it there in time, waking up in the middle of the night to urinate, or significant loss of urine while coughing, sneezing, laughing or exercising, are all symptoms that can drastically impair quality of life. Sansum Clinic urologist Alexandra Rogers, MD is now using newly-approved, groundbreaking therapies to address these prevalent and vexing urinary problems. “These new therapies approved in the last few months are changing the landscape of how we treat and manage stress urinary incontinence, overactive bladder and even bowel incontinence,” reports Dr. Rogers.

The first line of treatment for overactive bladder or OAB usually involves behavioral changes like fluid reduction and timed voiding, or pelvic physical therapy. Sansum Clinic has a dedicated pelvic floor physical therapist, Taisa Skovorodko, DPT, for women who choose this option. Medications can be a second line of treatment however the oral daily pills are only utilized by 20% of OAB patients due to lack of effectiveness,

side effects and/or high cost. When these initial options fail, Dr. Rogers will consider third line therapies including Botox® injections of the bladder, percutaneous tibial nerve stimulation and sacral neuromodulation surgery. Approved by the FDA in the fall of 2019, Axonics® Therapy is a new sacral neuromodulation system which uses an implantable battery the size of a quarter. In a minimally-invasive outpatient surgery, the device is inserted on the backside and operates like a pacemaker, sending out automatic small pulses of stimulation which improve bladder and/or bowel control. “With its rechargeable battery, Axonics® Therapy has an expected life of 15 years in the body, which decreases the need for repeat or multiple surgeries. Its prior competitor required pacemaker replacement every four to seven years,” explains Dr. Rogers. Results from a clinical study of 129 patients released in July of 2020, 88% reported a positive response to the therapy at the two-year mark, and 37% were completely dry (no leakage to report.) This success rate is among the highest recorded in research and literature on sacral neuromodulation devices. Axonics treats symptoms of overactive bladder, urinary retention and fecal incontinence. An added benefit, patients with an Axonics® Therapy device can undergo full-body magnetic resonance imaging or MRI, while the older technology does not allow for MRI below the neck. Currently, Dr. Rogers is the number one implantor of Axonics in the state of California and her program was recently recognized as an Axonics® Center of Excellence. The Axonics® Center of Excellence program recognizes highly-trained and experienced physicians (typically urologists, urogynecologists, and colorectal surgeons) and clinical practices that are committed to patient education and providing exemplary care to achieve optimal clinical outcomes and patient satisfaction.





The Urology Specialists: Drs. Dan Curhan, Alexandra Rogers, Scott Tobis, Alex Koper, and Ron Golan.

For patients bothered by stress urinary incontinence, Dr. Rogers is now offering Bulkamid® which received FDA approval in January 2020. Bulkamid® is a soft water-based gel, which is found in many cosmetic products and has been quickly adopted to treat stress urinary incontinence in Europe over the recent years. It is injected into the tissue of the urethra using a light anesthetic. A cystoscope used during the procedure provides an internal view of the urethra and bladder, and helps with exact placement of the gel deposits. “Bulkamid® provides volume and acts like a scaffold for cells to grow through, supporting the closing function of the urethra for better control of urine with sudden increases in abdominal pressure,” notes Dr. Rogers. The clinical study of Bulkamid® treated 228 women at 33 medical centers and found that at seven years, 80% of patients were cured of or had significant improvement of symptoms. Of the 70,000 women with stress urinary incontinence who have tried Bulkamid® over the past decade, there have been no reports of long-term complications, and very few reports of even minor or temporary complications like delayed emptying, painful

urination, or urinary tract infections. Therefore, many women will choose this quick, safe and effective injection over surgical placement of a mid-urethral mesh sling. Dr. Rogers was the first physician to deliver Bulkamid therapy in the state of California.

Dr. Rogers is the only physician in the Santa Barbara area to offer these new treatments. She is also the only female urologist in the Santa Barbara area with fellowship training in female urology, received from Cedars-Sinai Medical Center in Los Angeles. She graduated from Wake Forest University Medical School, and completed a urology residency and a general surgery internship at Mayo Clinic in Jacksonville, Florida. She treats a wide variety of urological issues in both men and women. 🌻

***For more information, contact the Sansum Clinic Urology Department at (805) 681-7564 or visit [www.sansumclinic.org](http://www.sansumclinic.org) for more information about therapy options.***

# High-Tech Approach to Detecting Prostate Cancer

Prostate cancer is one of the most common cancers among men in the U.S. (second after skin cancer) and can often be treated successfully. Advanced imaging technology currently plays a significant role in the identification and diagnosis of prostate cancer. It is for this reason that the Sansum Clinic Urology Department now offers next-generation prostate imaging using the UroNav Fusion Biopsy System. This sophisticated technology blends pre-biopsy magnetic resonance imaging (MRI) views with ultrasound-guided biopsy images in real time, producing a detailed, high-quality 3D look at the prostate and any concerning lesions.

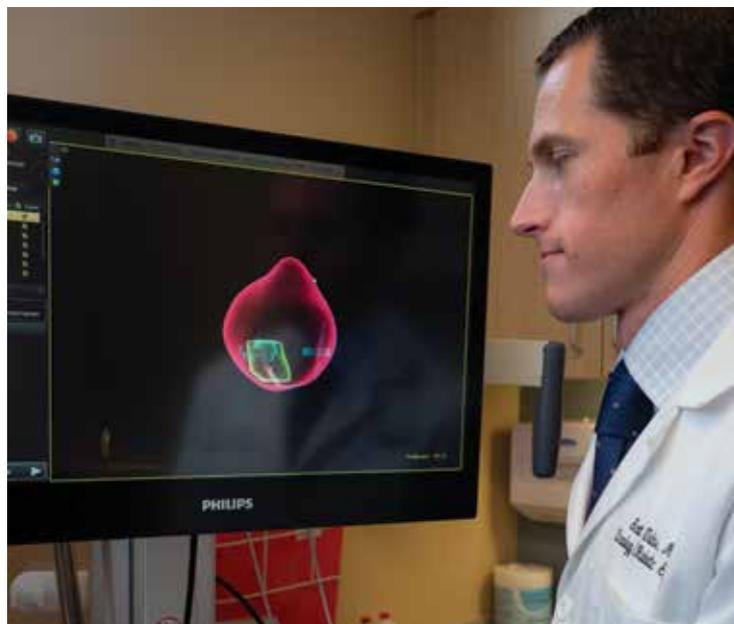
In the same way a car's GPS leads a driver to a destination, the UroNav technology helps the urologist precisely target the area of concern during the procedure. UroNav also provides more complete information that could potentially identify cancer missed with only a regular biopsy. "UroNav helps to decrease the false negative rate. We don't want to unnecessarily put patients through more than one biopsy which could possibly delay a diagnosis," explains Dr. Tobis. "This allows us to be more precise the first time, meaning better care of the patient by picking up the cancer more quickly and accurately."

The use of images from Cottage Hospital's 3 Tesla MRI is an important ingredient to successful use of the UroNav. A 3T MRI has a magnetic field twice as powerful as fields used in conventional MRI scanners. Patients first receive a 3T MRI at the hospital where radiologists use special software to mark the images and carefully identify any lesions that require targeting. Then, the images are forwarded to the urologist.

The entire process requires a high-level of clear and efficient communication between the two organizations. "I am very proud of the relationships and workflows we have built with our hospital partner, all for the better care of our patients," reports Aniko Kim, MPH, Foothill Surgery Center Director of Operations.

The Urology Department's dedicated team member, Nanette Halasz, RN, guides and coordinates this process for patients. She works as a bridge between the doctors and the hospital, and is a comforting presence in the procedure room. "Nanette has been a champion for this. She has taken on the scheduling, planning, and performance of all of our MRI/US fusion biopsies, along with rapidly learning and implementing all the technical aspects," notes Dr. Tobis. Nanette reassures those in her care that the few extra minutes added to the biopsy procedure to use the UroNav is well worth it. "I say, if you are having this done and you have cancer, you want the doctor to find it. This is the whole reason you are here. No one wants to have cancer, but if you have it, you want it found and treated," she confirms.

During the in-clinic procedure, the urologist places an ultrasound probe next to the prostate under local anesthesia,



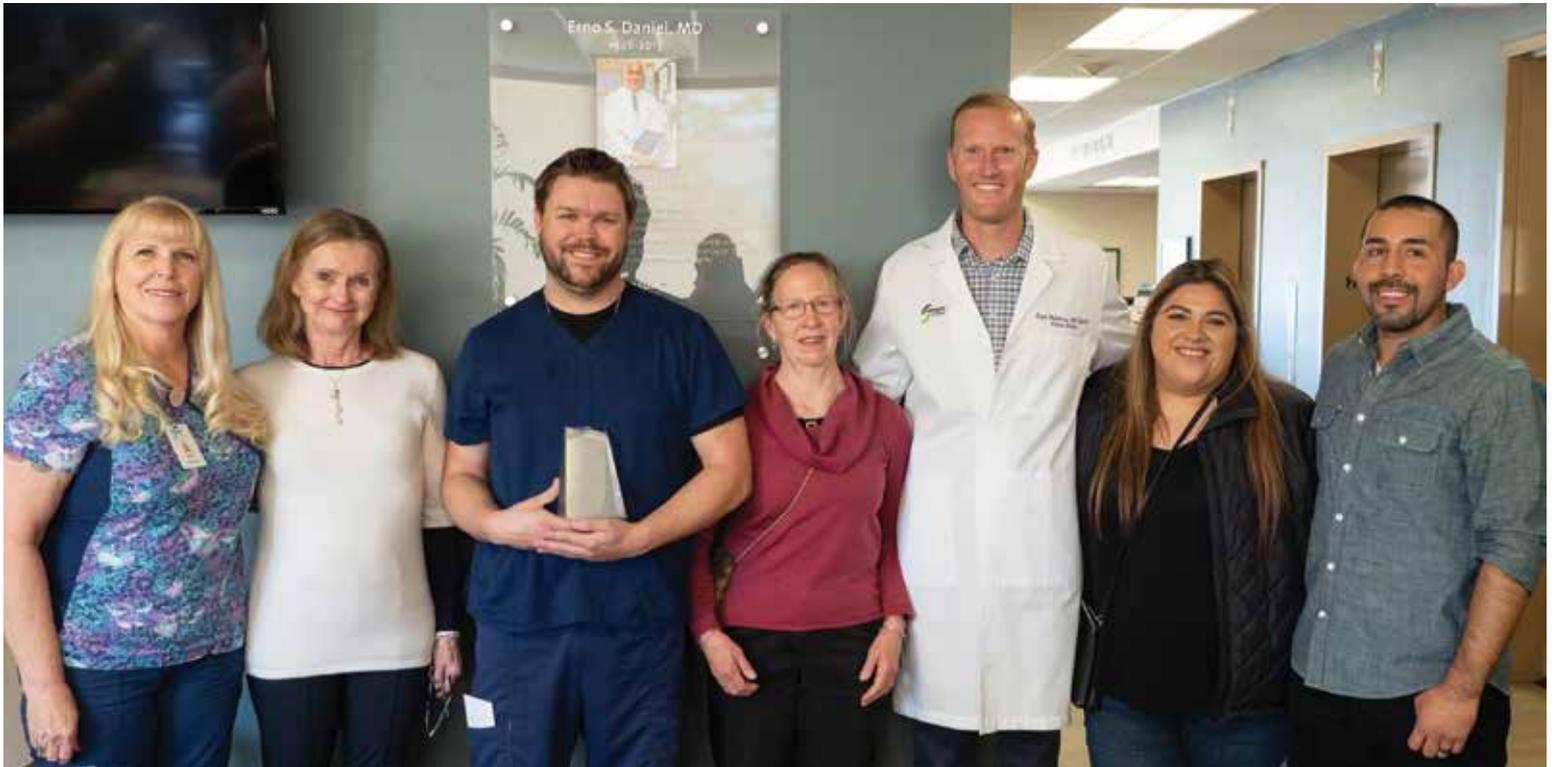
similar to a traditional biopsy for prostate cancer. However using UroNav, the physician is better able to locate, flag and biopsy the kinds of abnormalities that often turn out to be cancer. These abnormalities are sometimes found in a part of the gland that is not usually displayed during a traditional biopsy.

The board-certified UroNav team which includes Dr. Tobis, Dr. Alex Koper, Dr. Daniel Curhan and Dr. Ron Golan, has performed more than 100 of these state-of-the-art biopsies since April of 2020. Procedures have continued during the pandemic with enhanced safety precautions. "Already we have had patients whose cancers would not have been detected without this technique," assures Dr. Tobis. "It's changed the course of treatment for the better for those people."

The imaging and subsequent biopsies created using UroNav give patients the best possible information to make critical decisions about their care and treatment. Plus, all of the images and medical data are saved in their electronic health record so if future biopsies are required, there is a point of comparison. Dr. Tobis adds that not all prostate cancer needs to be treated. Some patients can remain on active surveillance. If a patient determines with their urologist to delay intervention, the UroNav adds an added degree of certainty on the best course of action. 🌟

***The purchase of this state-of-the-art technology was generously funded through philanthropic support secured by Sansum Clinic and the Cancer Foundation of Santa Barbara. To learn more about UroNav or to determine if you could be a candidate for this procedure, call the Urology Department at (805) 681-7564.***

# Dr. Erno S. Daniel Legacy Awarded to Sansum Clinic Medical Assistant Luke Dobson



Luke Dobson was awarded the Dr. Erno S. Daniel Legacy Award for 2020 by Dr. Bryce Holderness (Pesetas Internal Medicine Department Chair) at a department luncheon on February 7. Luke joined Sansum Clinic in January 2017 as a Medical Assistant.

Luke Dobson (third from left) with Martha Daniel and Dr. Bryce Holderness and previous award recipients Monica Picard (2019), Alex Mahto (2016), Damaris Campero (2018) and Ervin Loeza (2017).

Sansum Clinic meant so much to Dr. Daniel who passed away in February 2015. Dr. Daniel was a knowledgeable, kind and caring internist who worked at Sansum Clinic for more than 37 years, taking care of thousands of patients, in many cases, several generations of the same family.

The Daniel Family chose to establish this award with gifts given to the Clinic in memory of Dr. Daniel. This award is given annually by Dr. Holderness and Martha Daniel to an employee in the Pesetas Internal Medicine Department who exemplifies compassion, dedication, and integrity. 🌻

Need a little help?

Food  
Housing  
Goods  
Transit  
Health  
Money  
Care  
Education  
Work  
Legal

## Community Resource Hub

Find the resources you need quickly and easily.

Visit our online Community Resources Hub for free or reduced-cost health resources and social services. Because everyone needs a little help sometimes.

[COMMUNITYRESOURCES.SANSUMCLINIC.ORG](https://communityresources.sansumclinic.org)

# You Can't Weigh Happiness

ED BAUM



## Bariatric Surgery and Smart Lifestyle Choices Enabled Alicia Calderon to Lose 130 Pounds and Keep it Off

**A**licia Calderon was concerned about her weight. She was getting heavier at an alarming rate, despite a healthy diet and lifestyle. “I gained more than one hundred pounds,” she says. “My primary care doctor’s examinations and blood panels didn’t provide any explanation for the sudden increase. We didn’t know what was going on.” Eventually Alicia was referred to an endocrinologist who successfully diagnosed her condition. The specialist’s tests revealed that Alicia had hypothyroidism, insulin resistance and a fatty liver.

She was prescribed Synthroid (levothyroxine), a thyroid medicine that replaces a hormone normally produced by the thyroid gland to regulate the body’s energy and metabolism. And she began working out with a fitness coach. “After taking the thyroid medication for six months, exercising with a personal trainer and refining my diet, I actually gained twenty-five more pounds,” she shares. “I was very frustrated.”

Alicia’s doctor prescribed weight loss medications including Qsymia and BELVIQ (lorcaserin). The weight loss pills didn’t work either. She gained an additional fifteen pounds while taking those medications. A dietitian implanted a blood sugar monitor into her body for seven days. The monitor indicated that her diet and blood sugar levels were healthy. Two years had elapsed since the increase began and she was still battling persistent weight gain.

The struggle was adversely affecting quality of life for Alicia and her family. “My family and I would get invited to events such as weddings, parties and outings,” she says. “I would just sit home and cry because I was a size 28 and I’m five feet tall. I couldn’t find any clothes that would fit me. I didn’t feel like socializing or going places. I tried to hide my bulk by wearing black, but nothing could disguise the fact that I was double my normal size. The person I saw in the mirror didn’t look like me. At family beach picnics, my kids would ask me to build a sandcastle with them or join them for a walk. But I didn’t want to do anything. It wasn’t easy lugging around all that unhealthy extra weight.”

### Medical Advice Leads to the Right Procedure

When Lucy Ortega, a physician’s assistant in the Sansum Clinic Endocrinology Department at that time, suggested Alicia consider bariatric weight loss surgery, her initial reaction was dismissive. “It was embedded in my mind that surgery was the easy way out,” she says. “I was also fearful of the procedure. I was afraid it would kill me. So I tried for six more months with medications, diet and exercise, but I continued to gain weight. Lucy was so compassionate with her care and advice. She told me that the surgery would not kill me, but I was basically killing myself by being so overweight.”

Lucy Ortega referred Alicia to Dr. Marc Zerey, a board-certified surgeon at Sansum Clinic who specializes in bariatric surgery and advanced laparoscopic techniques. Alicia attended an orientation session at Sansum that provided information and guidance about gastric sleeve surgery (vertical sleeve gastrectomy), a bariatric procedure that removes 70 to 80 percent of the stomach.

“The orientation provided so much reassurance and information,” Alicia notes. “It helped me build my courage and confidence about the procedure. I had tried all other options and none of them were working. I told myself: I’m going to do this!”

Alicia arrived for her surgery scared and nervous. “Dr. Zerey gave permission to the anesthesiologist to give me something to help me relax,” she says. “When I woke up he said, ‘You’re all done.’ Two days later I was on my feet, back home and doing things around the house. Within two weeks I was walking five miles with light weights on my feet and arms.”

After gastric sleeve surgery, Alicia’s stomach was very slim—about the size and shape of a banana and 30 percent of its original volume, causing her to feel full more quickly when eating. It now holds only three ounces at a time. The surgery increases stomach motility, which allows food to pass through the stomach and intestine faster. It also changes the body’s release of a hormone called ghrelin that stimulates appetite and promotes fat storage.

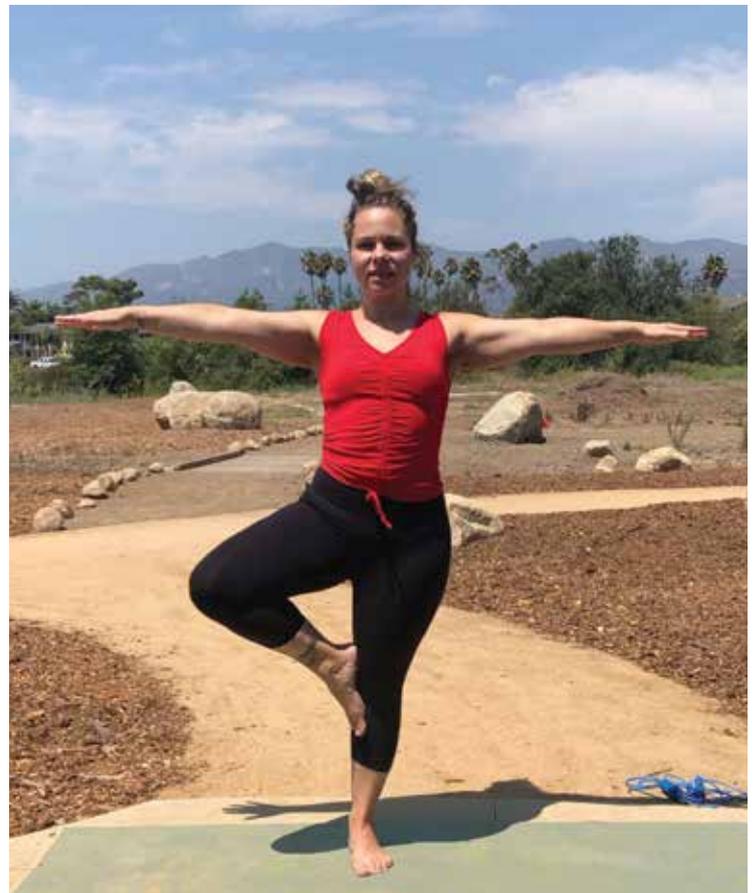
“Because of the hormone change, I didn’t feel hungry,” Alicia explains. “For the first three months following the surgery, I didn’t want to eat. I set a timer on my cell phone for every fifteen minutes to remind me to drink my protein shakes, followed fifteen minutes later with a glass of water. Over time my appetite returned and I had to carefully choose what to eat. It is important to make mindful decisions. I chose high-protein foods and a little bit of fruit. No starches and no carbohydrates.”

### Guidance and Resolve Help Maintain Success

Alicia says she got excellent medical supervision and nutritional guidance after the surgery through Sansum Clinic. “They gave me a notebook that provides comprehensive information and guidelines that I obeyed faithfully,” she says. “The Sansum post-surgery program also provides a dietitian who I visited weekly for six weeks. They monitor everything very closely including food intake, calorie intake and blood sugar. My cholesterol, blood pressure, resting heart rate and other health metrics all returned to recommended levels.”

Alicia also attended a monthly bariatric support group through Sansum Clinic. The group is supervised by nutritionists and other medical professionals. During the group sessions, patients who have undergone the surgery share successes and tips about diet, supplements and lifestyle strategies that work for them, as well as challenges and struggles. Alicia attributes a lot of her success to the group sessions. “The support sessions are highly recommended,” Alicia says. “People who attend the support groups have a higher success rate because of the information sharing and the accountability.”

One year after surgery Alicia was 130 pounds lighter, and she has successfully maintained the reduction. She attributes her



ongoing success not only to smart dietary choices but also to a steadfast commitment to exercise and an active lifestyle.

“I was so petite that many members of the support group and people at orientation interested in the surgery were asking if I had a tummy tuck or liposuction along with the bariatric surgery,” she shares. “Dr. Zerey jumped right in on that conversation and told the group, ‘Alicia works out seven days a week. That’s why she has these results.’ On breaks from work I do a power walk as well as arm and leg workouts. When I get home I do another hour workout, which is a combination of cardio and weightlifting. I also do yoga. And I follow a lot of fitness teachers on the web. YouTube is a great resource.”

Now when Alicia and her family ride their bikes to Goleta Beach for a picnic, she no longer hides under a beach umbrella. “I think my family got a better deal out of this than I did because they got Momma back,” she says. “I’m interacting with them and we do so many fun activities together. The success has improved the quality of life for all of us. I am so happy to be healthy again. My advice for people struggling with their weight: don’t be afraid to get help. You can’t weigh happiness.” 🌻

*Alicia Calderon is an authorization specialist at Ridley-Tree Cancer Center where she authorizes patients for chemotherapy. A native of Goleta, California, Alicia has two sons and a daughter with her partner.*

## Primary Care Spotlight



Internal medicine physicians Dr. Avery Wilmanns and Dr. Grace Park joined the WAVE\* team as Assistant Medical Directors of Health Information Systems. Their roles as “Physician Champions” was a clinical component to the MyChart upgrade. The doctors provided education and encouragement to primary and specialty care staff learning the new software, and feedback to the WAVE team as the clinic made the transition.

“The goal of everything we do is designed around setting up a system where physicians can easily and efficiently take care of their patients,” remarked Sean Johnson, Vice President of Applications and Analytics. Both physicians praised the new customer service features, particularly those that will allow them to schedule patients during visits. “There will be no need to go outside the exam room to book a return visit if I feel a patient should be seen again to check their blood pressure or determine if their medication is working. This will be incredibly useful,” explained Dr. Park. “We were focused on rolling this out in a way that each visit utilizes MyChart to provide the appropriate level of care,” commented Dr. Wilmanns.

*\*WAVE is the name of the EPIC brand software used to run Sansum Clinic’s electronic health record. 🌻*

# A Response to Stress During Covid-19

Stress during the coronavirus pandemic is at an all-time high. A study conducted by the Census Bureau and the Centers for Disease Control and Prevention (CDC) reported that a third of Americans are showing signs of clinical anxiety or depression. In direct response to this alarming picture of the psychological toll caused by COVID-19, and in an effort to assist the emotional well-being of patients, employees and community members, Sansum Clinic launched an 11-episode stress management video series on YouTube with family medicine physician **Jay Winner, MD, FAAFP**. “It is imperative that we address how stress from the global pandemic is impacting our emotional and physical health,” commented Dr. Winner. “My hope is that this series gives people real tools to help them better manage stress now, during the COVID-19 pandemic, and in the future.”



Each episode of the series examines a different aspect of stress and how it can be reduced. Dr. Winner explains the causes of stress, and how practices such as mindfulness, meditation, reframing your perspective and the management of difficult emotions can all lower the angst and distress felt by so many. Learning a variety of skills to effectively deal with stress is important for improving one’s health, relationships, and performance at work and school, according to Dr. Winner.



A physician with Sansum Clinic for nearly 30 years, Dr. Winner founded the Clinic’s stress reduction program in 1992 and authored the book “Relaxation on the Run.” He has taught stress reduction techniques to a wide variety of groups, including health professionals, for many years. His website [stressremedy.com](https://stressremedy.com) is an important resource for patients and for anyone battling the negative health effects of stress. 🌻

*To view the stress management series visit the Sansum Clinic YouTube channel at <https://bit.ly/32vfWRb>.*

# Wave (Electronic Health Record) Upgrade

In March, Sansum Clinic implemented Wave\* (Epic) Revenue Cycle, the most significant upgrade to our electronic health record in the past nine years. The \$7 million dollar expansion of the WAVE Electronic Health Record system is improving and broadening patients' digital experience, while also making it more streamlined, efficient and easier to use.

This upgrade not only positions us strategically, it also enabled us to respond quickly to the COVID-19 crisis to rapidly adapt our business model to the new realities of a global pandemic. We were able to launch a Telehealth program where our providers could safely treat patients remotely, using state of the art video visits. The improvements within the new system provided us with the ability to accurately capture data required by the Centers for Medicaid and Medicare as well as private health insurance companies so the Clinic could be reimbursed for these newly-covered healthcare services.

More than 110,000 patients are currently signed up for MyChart, the secure portal that connects patients with their healthcare team and their personal medical information. A push to encourage MyChart participation allowed our patients with active accounts to safely message their healthcare providers to determine if they needed in-clinic appointments, or if their medical conditions could be addressed appropriately via Telehealth visits during Governor Gavin Newsom's stay-at-home order.

New customer service features will mean less time on the phone and the ability to get more answers to questions online. "We are completing a picture we started ten years ago," explains Sean Johnson, Sansum Clinic's Vice President of Applications and Analytics. "We know that our MyChart patients love the features and access it provides. We hope that these terrific new features will encourage even more patients to sign up for MyChart."

The rollout of new customer service features will continue throughout 2020. Primary care departments were the first to pilot online scheduling for established patients and the tool will eventually be extended across all areas of the clinic. When the entire upgrade is completed, users will be able to book and cancel several types of visits online using their mobile phone or their home computer without the assistance of a scheduler. "In the same way you can book a flight online, patients will be able to make their appointments. Our goal is for them to be able to arrange their medical care at a time and location that's convenient for them," adds Johnson. Because of the sometimes fragile health of some patients seeing specialists in departments like cardiology, nephrology or neurology, online appointments may preclude staff from evaluating whether symptoms require an immediate visit so special consideration will be given to online scheduling for these areas. This is the reason why the scheduling rollout is purposely gradual, so the Wave Support department

can monitor its progress, ensuring patients with complex needs are not missed, and any lab work or tests requested by physicians is flagged and can be completed before appointments.

With the new **eCheck-in** tool, patients can fill out forms or provide important information like a new insurance card or an advance directive, prior to their medical visit. Patients who have a scheduled appointment but would prefer an earlier one will soon be able to utilize the Fast Pass feature within MyChart that automatically scans schedules for openings due to cancellations or rescheduled appointments, and alerts patients if they want to make the switch. "We will be in a much better position to take advantage of time that would otherwise go unused," notes Johnson. New **online bill pay** options are likely to be some of the most-anticipated and widely-used new **MyChart** features. Patients can now pay copays online and manage balances online for charges incurred after March 1st. They can receive estimates for services and select paperless billing. Patients can also communicate with members of the Patient Business Services Department using MyChart to inquire about their bills or insurance coverage. These upgrades are expected to result in shorter telephone wait times, improved clinical documentation, more accurate billing and decreased claim denials. Patient privacy is a top priority when it comes to the electronic health record. Sansum Clinic enlisted the expertise of security consultants to ensure all of the private health information exchanged by MyChart users is completely secure. A partnership with Union Bank means any credit card information shared with staff or in MyChart, lives with the bank rather than residing on Clinic servers.

All types of staff members, doctors, nurses, and advanced practice providers across the clinic worked hard to learn the new software, spending between 4 to 12 hours in training before needing to pass a proficiency exam. Sansum Clinic's Wave (Electronic Health Record) department dedicated employees to smooth the transition technologically, as well as educate on how to utilize the Wave to deliver the best care possible. "Investing in our technological foundation is critical to our mission to care for our community," adds Johnson. "Because of the generosity of our Board of Trustees and donors, we are able to fund and complete this innovation. While our technology and staff have always been excellent, these new features in our electronic health record help lay the foundation for a truly state-of-the-art experience for our patients. 🌟"

*If you are a Sansum Clinic patient and would like to learn more about the benefits of MyChart, visit [www.sansumclinic.org/patient-information/mychart](http://www.sansumclinic.org/patient-information/mychart). To sign up for MyChart, visit [mychart.sansumclinic.org/signup](http://mychart.sansumclinic.org/signup) or call the MyChart help desk at (805) 898-3333 Monday - Friday 8:00 am to 5:00 pm or mention MyChart during your next visit with us.*

# Sansum Clinic Urgent Care Expands Hours of Operation

## All of the urgent. All of the care.



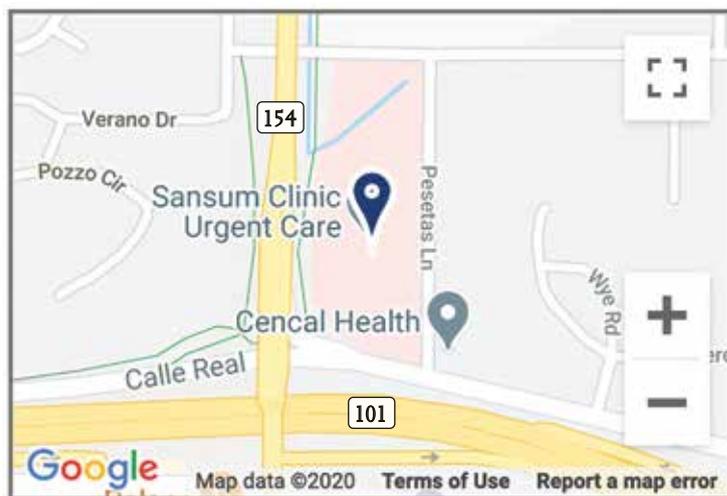
Due to an increasing community need for urgent medical services, Sansum Clinic has expanded the hours of its **Urgent Care** at 215 Pesetas Lane in Santa Barbara to **8:00am to 7:00pm, 7 days a week**. It is staffed by nearly 20 highly-trained physicians and advanced practice providers, with specialized education in emergency medicine, family medicine, internal medicine and sports medicine. Sansum Clinic Urgent Care offers immediate care when a same-day visit with a doctor is not possible, or if treatment is required outside of office hours. Urgent Care is following all of the proper precautions against COVID-19 such as masking, social distancing and enhanced cleaning protocols, so patients can feel confident they are protected.

The focus of this department is treating minor emergencies, acute problems and urgent medical needs of pediatric, adolescent and adult patients. Walk-ins are welcome, no appointment is needed and you do not have to be a Sansum Clinic patient to receive treatment. Symptoms that can be evaluated and treated at Urgent Care include colds, sore throats, fevers, vomiting, eye, ear or bladder infections, abdominal pain, breaks or sprains, bites or burns, rashes, difficulty with breathing or vision, dehydration, cuts or injuries that may require stitches. Sansum Clinic's Urgent Care offers advanced imaging and intravenous therapies, saving patients a trip to another location. Our physicians are also experienced and trained to treat concussions and sports-related injuries. Urgent Care provides on-site lab and pharmacy services. "Sansum Clinic's Urgent Care, with advanced imaging and other

diagnostic testing capabilities, allows us to provide the type of care and services that typically would only be found in an emergency room setting, and we have shorter wait times and lower costs to the patient," noted Marjorie Newman, MD, Sansum Clinic Medical Director.

We understand that our patients' time is valuable. To better inform patients of wait times before they arrive, our **Sansum Clinic Urgent Care Wait Time App** is available on Apple iTunes. In the App Store, search **Sansum Urgent Care**. 🌟

*To reach the Urgent Care location, call (805) 563-6110 or view the Urgent Care web page at [urgentcare.sansumclinic.org](http://urgentcare.sansumclinic.org).*



# GI Ambulatory Surgery Center Achieves Quality Care Accreditation

*Awarded Accreditation by*



ACCREDITATION ASSOCIATION  
*for* AMBULATORY HEALTH CARE, INC.

Sansum Clinic's GI Ambulatory Surgery Center has received accreditation from the Accreditation Association for Ambulatory Health Care Inc. (AAAHC) a leader in the field accrediting more than 6,100 organizations. The achievement is the highest third-party recognition that a surgery center can achieve and is considered to be the gold standard for the industry. It distinguishes our Gastroenterology Department from many other outpatient facilities through its adherence to rigorous standards of care and safety.

Status as an accredited organization means Sansum Clinic has met nationally-recognized standards, participates in peer-review and education to consistently better care and services, and committed to a thorough, on-site survey every three years by AAAHC staff who themselves are healthcare professionals. This milestone also means the Center has met all conditions in order for Medicare patients to receive coverage. "Continuous improvement is part of the mindset that allowed us to accomplish this accreditation and it is something that we strive to integrate into our daily activities long after the on-site survey is completed," commented Marjorie Newman, MD, Sansum Clinic Medical Director. "Our intent within the Center and across the Clinic is to adopt policies and procedures that fuel advancement and long-lasting quality care." The AAAHC helps the Center find new ways to improve care as well as increase efficiency and reduce costs.

For nearly 40 years, accreditation has been the highest form of public recognition that a healthcare organization could receive for the care it offers. The concept started with hospitals but now with the AAAHC, nearly all types of ambulatory healthcare providers can receive this distinction.

Sansum Clinic's GI Ambulatory Surgery Center, located at 317 W. Pueblo Street Santa Barbara, provides the highest levels of comprehensive care for gastrointestinal disorders. The Center is staffed by board-certified gastroenterologists, alongside an experienced team that uses the latest techniques and technologies for diagnosis and treatment. Advanced procedures like endoscopy and colonoscopy are offered. 🌻

*For more information, visit [www.sansumclinic.org](http://www.sansumclinic.org) or call the Gastroenterology Department at (805) 898-3050.*



# Physical Therapy Department Moves to New Location



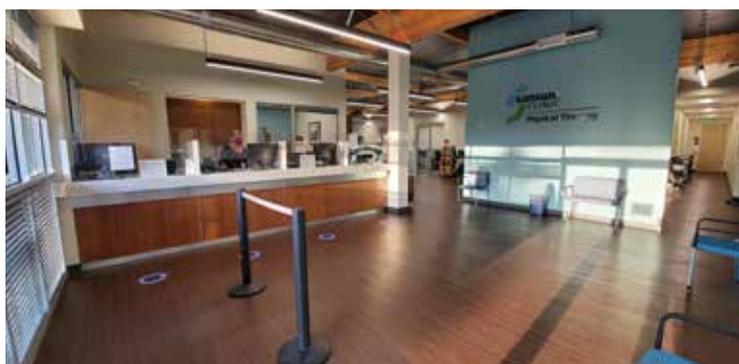
Sansum Clinic's Physical Therapy Department has moved to 5385 Hollister Avenue, Building 1, Goleta, CA 93111. The easiest way to access the new office is from Patterson Avenue.



The Sansum Clinic Physical Therapy Department works closely with patients to improve function and quality of life. We treat those with injuries and those who are experiencing general orthopedic or neurological dysfunction. Our physical therapists have specialized experience in post-surgical rehabilitation and treatment of work and sports-related general musculoskeletal, hand, knee and ankle injuries. We also care for patients with balance disorders who need fall prevention assistance.

Our therapists develop individualized therapeutic exercise programs using manual treatments and other therapies, which are accompanied by customized home exercise regimens. We also teach our patients proper posture and body mechanics to prevent new or recurrent injuries. Our occupational therapist helps patients to learn skills that will help them lead independent, productive lives. In addition, we have the most highly-trained lymphedema therapist in Santa Barbara. 🌻

*To reach the Sansum Clinic Physical Therapy Department, call (805) 681-7781.*



# Health & Wellness

Free of charge from the comfort of home



## Open to the Community

Advance Directives Workshop

Asthma Update

Cancer Wellness & Support

Dementia Education & Support  
by Alzheimer's Association

Diabetes Conversations

Doctors Weight Management Program

Healthy People Healthy Trails  
Connect to an active life. Connect to the outdoors!

Healthy Recipes

Medicare Seminars  
by HICAP

Stop Smoking Help

Stress Management

Weight Loss Surgery Orientation

WomenHeart Support Group

## Sansum Clinic Patients Only

Advance Care Planning

Help with the form and answers to your questions.  
By appointment only. Call 805-681-6599.

Advance Directives Notary Service

Requires a visit. Bring completed form.  
By appointment only. Call 805-681-6599.

Medical Social Worker

Help with community resources, financial concerns,  
caregiver needs and complex care. By appointment only.  
Call 805-681-7580.

Prescription Navigator

Review your medications and make changes for safety  
and better health results. By appointment only.  
Call 805-898-3075. ☀

More information at [SansumClinic.org/health-and-wellness](https://SansumClinic.org/health-and-wellness)  
or *Health & Wellness Directory* at 1-866-829-0909.

# Awards & Recognition



Women in Medicine

## Women in Medicine

A group of Sansum Clinic medical professionals gathered in February at the Margerum Wine Company tasting room at the Hotel Californian for the first “Women in Medicine” gathering of 2020. From physicians and surgeons, to dietitian nutritionists and physical therapists, a wide variety of women working in various specialties at Sansum Clinic gathered to connect and learn from one another, and to share common experiences that include balancing a busy career with raising children, and caring for family members. “It’s great to decompress and have a little fun with your co-workers,” said Marjorie Newman, MD, Sansum Clinic Medical Director. “We’ve grown so much with so many more women in each department, and it is great to have an opportunity to connect with each other.”

## Ridley-Tree Cancer Center Oncology Nutrition Program

The Ridley-Tree Cancer Center Oncology Nutrition Program presented a poster at the annual San Antonio Breast Cancer Symposium highlighting the strategic planning and implementation of an electronic wearable device loan program for breast cancer patients and survivors. The team included Sarah Washburn, MS, RDN, CSO, Rebeca Colvin, MPH, RDN, CSO, Sam Howland, MS, and Frederic C. Kass, JD, MPA, MD.

Sarah Washburn, MS, RDN, CSO, Oncology Nutrition Manager, Certified Specialist in Oncology Nutrition pictured with Frederic C. Kass, JD, MPA, MD, Director, Medical Oncology (photo credit: Julie Taguchi, MD)





FPO

Dr. Nicole Stern Moderates Panel at AAMC Annual Meeting in Phoenix, Arizona

### Dr. Nicole Stern Moderates Panel at AAMC Annual Meeting

Urgent Care physician Nicole Stern served as moderator of a panel entitled “Answering the Call for More Native Physicians” at the Association of American Medicine Colleges (AAMC) Annual Meeting in Phoenix, Arizona. The AAMC brings together diverse communities within medical education, patient care, and research so that academic medicine professionals may learn from one another, find common ground, and build organizational capacity.

### Dr. Andrew Mester Delivers Keynote Lecture in Switzerland

Sansum Clinic ENT physician Dr. Andrew Mester was the keynote speaker at Internationaler Kongress SGOLA, an annual meeting on laser technology, in Locarno, Switzerland. His lecture was entitled “The Invention of Laser Biomodulation.”



### Retired Sansum Clinic Physician Dr. Joseph C. Howarth Celebrates His 100th Birthday



Dr. Howarth was born in England July 9, 1920. He graduated from the medical school at the University of Manchester. During World War II, he served in the British Royal Army Medical Corps. After the war, he came to North America and completed his training in neurosurgery at the Cleveland Clinic under Dr. W. James Gardner. He served on the Cleveland Clinic neurosurgical staff and then moved to Orlando, Florida and worked in private practice at the then Orange Memorial Hospital for nearly 25 years, becoming Chief of Staff in 1966. Dr. Howarth joined the United States Air Force in 1975. After leaving the Air Force with rank of Colonel, he moved to Santa Barbara, CA and became Director of the Neck

and Back Clinic of Sansum Clinic, where he served from 1980 to 2000. Dr. Howarth retired in Palm Desert, CA with his wife Peggy of 58 years. He enjoys traveling and visiting his 6 children and 5 grandchildren. 🌻

# Welcome New Providers

## AMANDA BEAUDRY, OD

### Optometry

Dr. Beaudry joined our Optometry team in November 2019 and works at 317 W. Pueblo Street. She received her Doctor of Optometry degree from Ketchum University, School of Optometry and finished her residency at the Center for Vision Development Optometry in Pasadena, CA. Dr. Beaudry is a member of the American Academy of Optometry, College of Optometric Vision Development and the California Optometric Association and finds the most fulfillment treating children.

## MIA BENTON, PA

### Cardiology

Ms. Benton, PA joined our Cardiology team at Pueblo Multi-Specialty Clinic in January 2020. She completed the Duke University Physician Assistant Program and completed an emergency medicine fellowship at Duke University Medical Center in Durham, NC. She is certified by the National Commission of Physician Assistants.

## JOY BUECHLER, NP

### Orthopedics

Ms. Buechler, MSN, FNP-C joined the Sansum Clinic Orthopedics Department in August 2020. She earned her Master of Science in Nursing at Yale School of Nursing in Connecticut and is a board-certified family nurse practitioner (FNP-C) from the American Academy of Nurse Practitioners. She has worked at Stanford Health Care in Palo Alto, CA and most recently worked at the Hospital for Special Surgery in New York City as a nurse practitioner in adult reconstruction and joint replacement. Buechler has specialized in both the in-patient and out-patient settings evaluating and treating patients with hip and knee osteoarthritis (OA), as well as assisting in the operating room.

## VICTORIA ENG, MD

### Allergy & Immunology

Dr. Eng joined the Allergy & Immunology Department located at 51 Hitchcock Way in August 2020. She earned her medical degree from Georgetown School of Medicine in Washington, DC and completed a pediatric residency at Kaiser Permanente in Los Angeles, CA where she then went on to complete her allergy and immunology fellowship.

## JOANNA LYNN GIBBS, PA-C

### Obstetrics & Gynecology

Ms. Gibbs, PA-C joined the Obstetrics & Gynecology Department at 317 West Pueblo in July 2020. After completing her undergraduate degree at University of California, Santa Barbara (UCSB), Gibbs attended Samuel Merritt University in Oakland, CA where she earned her physician assistant certification. She has worked at Planned Parenthood in Los Angeles and most recently has been working at the Santa Barbara Fertility Center.

## CAITLIN HARRIS-HWANG, DO

### Urgent Care

Dr. Harris-Hwang joined our Urgent Care Department at 215 Pesetas Lane in February 2020. She completed the Post Baccalaureate Pre-Medical Program at Goucher College in Maryland and later received her Doctor of Osteopathic Medicine at Tuoro College in New York. She recently completed her residency in family medicine at the University of Wisconsin. Dr. Harris-Hwang is originally from Malibu, CA and enjoys gardening, outdoor activities, and cooking.

## JUSTIN HWANG, DO

### Family Practice

Dr. Hwang joined our Goleta Family Medicine team in February 2020. He completed his Doctor of Osteopathic Medicine at Tuoro College and completed his residency in family medicine at the University of Wisconsin. He is certified by the American Osteopathic Board of Family Medicine. Dr. Hwang grew up in Pasadena, CA and enjoys working on cars, sewing, and backpacking in his free time.

## WINIFRED LEUNG, MD

### Advanced Imaging Services

Dr. Leung joined our Imaging Services Department. She is a fellowship-trained breast radiologist who has been practicing in Santa Barbara for the past 10 years. Dr. Leung earned her medical degree at Drexel University College of Medicine and completed her internship, residency and fellowship at University of Wisconsin Clinical Science Center in Madison, WI. As an early adopter of tomosynthesis and whole breast ultrasound, she specializes in all aspects of breast imaging including MRI and image-guided biopsy. She is the current chair of the Santa Barbara Breast Care Alliance, an NAPBC-accredited "breast center without walls" of which Sansum Clinic and Ridley-Tree Cancer Center are founding participants.

## SEAN MCGUINNESS, MD

### Hospitalist

Dr. McGuinness joined the Sansum Clinic Hospitalist Department in August 2020. He earned his medical degree at St. George University in Grenada and completed his internal medicine residency at Cottage Hospital where he has been working alongside many of our other experienced hospitalists.

## ANNE MCMULLEN, NP

### Cardiology

Ms. McMullen, NP (formerly Anne Purcell) joined our Cardiology team at Pueblo Multi-Specialty Clinic in February 2020. She received her Masters of Science in Nursing from Regis College in Weston, MA, and is certified by the American Academy of Nurse Practitioners. McMullen has worked in various specialties including internal medicine, cardiology, and urgent care. She is certified to teach English as a foreign language and has working knowledge of Spanish in the medical field.

## LESA MORBY, CRNA

### Anesthesia

Ms. Morby, CRNA joined our Anesthesiology team at Foothill Surgery Center in 2020. She received her Doctorate in Nursing from Rush University Medical College in Chicago, IL and is a member of several professional organizations including the American Association of Nurse Anesthetists, Ophthalmic Anesthesia Society, Sigma Theta Tau International Honor Society of Nursing, and the California Association of Nurse Anesthetists.

## DAMIEN RAY, MD

### Urgent Care

Dr. Ray joined our Urgent Care Department at 215 Pesetas Lane in November 2019. He received his medical degree from the College of Medicine at the University of Vermont and completed his residency at St. Anthony North Hospital in Westminster, CO. Dr. Ray grew up in Wyoming and Colorado and enjoys many hobbies including hiking, skiing, sailing, mountain biking and Classic Volkswagen restoration.



AMANDA BEAUDRY, OD



MIA BENTON, PA



JOY BUECHLER, NP



VICTORIA ENG, MD



JOANNA LYNN GIBBS, PA-C



CAITLIN HARRIS-HWANG, DO



JUSTIN HWANG, DO



WINIFRED LEUNG, MD



SEAN MCGUINNESS, MD



ANNE MCMULLEN, NP



LESA MORBY, CRNA



DAMIEN RAY, MD



ANDREW REARDON, MSPT



NAVDEESH REINERS, MD



CARDY D. ROMERO, MD



SHIELA TUNGOL-LAFFIE, NP



KIRSTEN WAGNER, MD



CORI WRIGHT, NP

### ANDREW REARDON, MSPT

#### Physical Therapy

Mr. Reardon, MSPT joined our Physical Therapy Department at our new Goleta location in February 2020. He received his medical degree from the University of Kentucky in Lexington, KY. Reardon previously worked in Tennessee where he spent most of his life. Andy loves cycling, hiking and the outdoors.

### NAVDEESH REINERS, MD

#### Obstetrics & Gynecology

Dr. Reiners, board-certified obstetrician and gynecologist, joined our Obstetrics & Gynecology Department at 317 West Pueblo in 2020. She earned her medical degree at the University of California, San Diego School of Medicine and completed her residency at University of California, Los Angeles (UCLA) Medical Center. Dr. Reiners also earned a Master of Public Health degree at UCLA with a concentration in population and reproductive health. Dr. Reiners most recently worked as a Clinical Assistant Professor at Stanford University School of Medicine providing both in-patient and out-patient Ob/Gyn care at Stanford University Medical Center.

### CARDY D. ROMERO, MD

#### Occupational Medicine

Dr. Romero joined our Occupational Medicine team in January 2020. He received his medical degree from The University of Iowa and completed his family practice residency at West Suburban Medical Center in Oak Park, IL. He has more than 30 years of experience in the medical field. He is certified by the American Board of Family Medicine and the American Board of Medical Acupuncture.

### SHIELA TUNGOL-LAFFIE, NP

#### Family Medicine

Ms. Tungol-Laffie, NP returned to our Family Medicine Department at 215 Pesetas Lane in December 2019 after completing her Post-Masters Family Nurse Practitioner program at Western University of Health Sciences in Pomona, CA and her Master of Science in Nursing from California State University, Fullerton. She is a member of the American Association of Nurse Practitioners and Sigma Theta Tau International Honor Society of Nursing.

### KIRSTEN WAGNER, MD

#### Ophthalmology

Dr. Wagner, board-certified cornea specialist, joined the Ophthalmology Department at our Foothill Elings Eye Center in August 2020. She earned her medical degree from Georgetown University School of Medicine in Washington, DC where she went on to complete her ophthalmology residency and serve as chief resident. Dr. Wagner completed a cornea and external eye disease fellowship at Wake Forest Baptist Health University Medical Center in North Carolina.

### CORI WRIGHT, NP

#### Pain Management

Ms. Wright, NP joined Sansum Clinic's Pain Management Department at 3916 State Street in November 2019. She received her Masters of Science in Nursing from Pennsylvania State University followed by her Doctor of Nursing Practice from Chamberlain University College of Nursing in Illinois. Wright is certified by the American Academy of Nurse Practitioners. Her prior specialized experience includes internal medicine, pain management and addiction medicine. 🌻



# Health & Wellness

*Right now, the things we think of first when we think of health are wearing masks, keeping safe distance from others, and wash, wash, washing hands! All the while, the things that were important for health before COVID-19 are still important. We invite you to care for your overall health with these trusted resources:*



## Open to the Community

- Advance Directives Workshop
- Asthma Learnings for Kids
- Cancer Wellness & Support
- Dementia Education & Support by Alzheimer's Association
- Diabetes Conversations
- Doctors Weight Management Orientation
- Healthy People Healthy Trails  
Connect to an active life. Connect to the outdoors!
- Healthy Recipes
- Health Resource Center
- Medicare Seminars by HICAP
- Stop Smoking Help
- Stress Management
- Weight Loss Surgery Orientation
- WomenHeart Support Group

## Sansum Clinic Patients Only

- Advance Care Planning
- Advance Directives Notary Service
- Medical Social Worker
- Prescription Navigator

### For More Information:

Visit [SansumClinic.org/health-and-wellness](https://www.SansumClinic.org/health-and-wellness) • Call Health & Wellness Directory, (866) 829-0909