

GOODHEALTH™

A HEALTHCARE JOURNAL FROM SANSUM CLINIC • ISSUE 19 • WINTER 2017

**RIDLEY-TREE
CANCER CENTER
OPENS**

**EXCELLENCE IN
RADIATION ONCOLOGY**

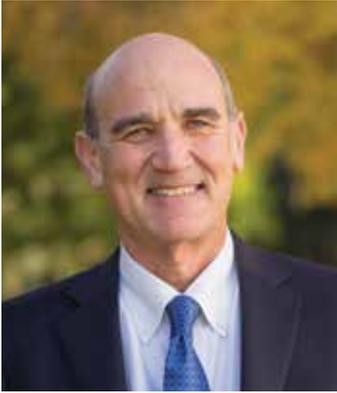
**DR. GREG GAITAN
TRIATHLETE**

**ONLINE BILL PAY
IS HERE**

**SANSUM SPOTLIGHT
KIM HURLEY**



Dear Patients,



We celebrated a major milestone in healthcare on the Central Coast in September with the opening of our new world-class regional cancer facility – Ridley-Tree Cancer Center. This state-of-the-art Cancer Center will facilitate a level of excellence in the delivery of cancer care unmatched in our community. We are truly grateful for the generous support of Lady Leslie Ridley-Tree, Virgil Elings and all our loyal donors, as well as our new community of friends who have supported the project.

Sansum Clinic was recognized for the fourth consecutive year for its achievement of Elite status for the 2017 CAPG Standards of Excellence™ Survey for our strong scores in the areas of Care Management, Information Technology, Accountability and Transparency, Patient Centered Care, Group Support of Advanced Primary Care and Administrative and Financial Capability. In addition, we are one of a select number of outpatient facilities that voluntarily seek accreditation from the Institute for Medical Quality (IMQ) and we were recently re-accredited for our third three-year term. It is gratifying to receive this level of national recognition for the quality of care we provide our patients.

Many of you have discovered the benefits of accessing your own medical information through our secure online portal, MyChart. This powerful tool has had a tremendous positive impact on communication between our patients and our healthcare providers. MyChart went through a comprehensive upgrade recently and now offers a number of new features to improve your experience. See page 20 for more details and if you haven't already set up your MyChart account, I encourage you to consider doing so today.

Our last issue featured maintenance technician Elizardo Martinez. We had a great response from readers – it seems patients are interested in getting to know our staff. In this issue we are pleased to shine the Sansum Spotlight on Kim Hurley, director of operations, who has dedicated 30 years of service to Sansum Clinic (*See Page 2*).

We will welcome our first international Visiting Professor of Surgery, Professor O. James Garden from the University of Edinburgh, who joins us for Surgical Academic Week, March 5-9, 2018. Professor Garden serves as Surgeon to the Queen in Scotland.

We are pleased to feature the cutting-edge technology that Dr. Greg Cogert uses that allows patients with pacemakers to receive MRIs. Doctors also do great things without sophisticated technology, such as the care that Dr. Koper provides to infants. We are also fortunate to share a story of a grateful patient who has included Sansum Clinic in her estate plans. Sharon Clenet-Purpero's generosity will help us provide future generations with the quality healthcare that our patients receive at Sansum Clinic.

As the year comes to a close, I would like to thank you for choosing Sansum Clinic. It is a privilege to serve you and your family.

Warm wishes to you and yours this holiday season.

Sincerely,

Kurt N. Ransohoff, MD, FACP
CEO and Chief Medical Officer

GOOD HEALTH

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Sansum Clinic published
three times a year

ISSUE 19 • WINTER 2017

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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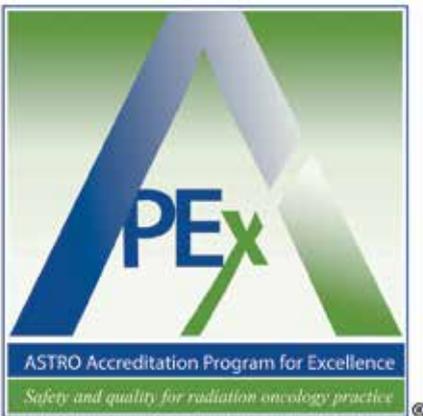
Focus on Excellence



With a focus on excellence, Sansum Clinic is pleased to announce that it has earned the 2017 Platinum Seal of Transparency on GuideStar, the world's largest source of information on nonprofit organizations.

By sharing metrics that highlight the progress we are making toward our mission, Sansum Clinic is helping donors and supporters better understand our achievements as a nonprofit community organization. 🌟

Radiation Oncology



The Radiation Oncology department at the new Ridley-Tree Cancer Center is the first in southern California to receive the American Society for Radiation Oncology (ASTRO) Accreditation Program for Excellence (APEX®) designation.

Read more on page 10. 🌟

Support Doctors Without Walls – Santa Barbara Street Medicine

Donate Needed New Items at These Sansum Clinic Locations

Doctors Without Walls - Santa Barbara Street Medicine (DWW-SBSM) is dedicated to providing free, volunteer medical care for the most vulnerable of Santa Barbara County, when and where they are in need. We are proud to support DWW-SBSM by providing collection boxes at Sansum Clinic locations throughout December. Your donation of socks and other new items will provide the most basic comforts to those most in need.

Dr. Laura Polito, assistant medical director and Urgent Care physician, is one of several doctors and medical professionals at Sansum Clinic who donate their time serving our community through DWW-SBSM. Dr. Polito reminds us that, "This year is going to be a rough winter for the most vulnerable population here in Santa Barbara. While those of us who are housed are still hoping for rain, the homeless and 'under-housed' really suffer with the winter weather. These basic items can open the door to delivering vital medical care and other services to those in need."

Doctors Without Walls is currently in need of these new items:

- Socks
- Rain Ponchos
- Beanies/Hats
- Space Blankets

Collection boxes are available at the following Sansum Clinic locations:

Pesetas Urgent Care & Multi-Specialty Clinic –
215 Pesetas Lane

Pueblo Multi Specialty Clinic – 317 West Pueblo Street
Elings Pavilion at Foothill Medical & Surgical Center –
4151 Foothill Road – Building A

Elings Eye Center at Foothill Medical & Surgical Center –
4151 Foothill Road – Building B

Ridley-Tree Cancer Center – 540 West Pueblo Street 🌟

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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.

Sansum Spotlight

Kim Hurley

NICOLE YOUNG



Kim is now 50 years old and Director of Operations and Clinical Coordinator. Her initial span of assorted administrative jobs carried her through numerous departments including Undersea Medicine, Occupational Medicine, Ophthalmology, and the Doctors' Weight Management Program. In her twenties, she rose up through the ranks, becoming a medical assistant and then a phlebotomist trained to draw blood. She studied nursing at Santa Barbara City College, squeezing in work hours around her class schedule. Several long-standing physicians became her mentors, encouraging her and offering flexible hours while she earned her degree. Once she received her RN license, she dove into her first official nursing job in the Clinic's Pediatrics department. "It was intense, but one of the greatest learning experiences," Kim explains. A transition into Urgent Care provided a fast and varied immersion into almost every kind of medical situation imaginable. Kim thrived and ultimately managed more than 75 people in both the Urgent Care and Pediatrics departments.

With the birth of her son, Liam, in 2006, Kim and her husband, Troy, decided that life attached to a pager buzzing at all hours might not match well with caring for an infant. So Kim became Director of Nursing, a job centered around policy, procedure and education. One year later, Kim's daughter Kascata arrived, allowing her to fully utilize her multi-tasking skills honed as a nurse while juggling two babies and a busy career.

When Sansum Clinic began a multi-year, mammoth-sized project to upgrade its electronic health record or EHR, Kim joined a special team comprised of clinical staff and information technology experts to research, acquire and implement new software. Once the team chose "Epic" software to run their digital EHR operation, she spent many weeks at the company's Wisconsin headquarters for in-depth training to become certified in all the program modules. This education would allow her to oversee a smooth transition and "optimization," a critical piece of the equation to determine if the new system was accurately recording important medical data without interrupting patient care. Sansum Clinic needed a Nursing Informatics Analyst, a specialty that combines nursing with the management of information and communications, a perfect fit for Kim's background. This new field is expanding

Kim Hurley arrived in Santa Barbara the week of her 18th birthday, a young woman thrilled to begin her modeling career with a successful local agency. She took a receptionist position for several Internal Medicine doctors at the Santa Barbara Medical Foundation Clinic (now Sansum Clinic) to keep her afloat financially. "We didn't have computers. We were writing on paper and using typewriters," she chuckles. While her dreams of becoming a supermodel faded, her time with patients made her realize she truly loved helping people, and her backup employment plan turned into a 30-year career in medicine. "If I were to do a tour of Sansum operations, we might find a figurative 'Kim was here' in each and every nook and cranny," says Karen Handy, Kim's supervisor and Vice President of Operations.

rapidly, coinciding with the explosion of technology in the medical setting. Kim views this current role as Director of Operations and Clinical Coordinator, as a fantastic opportunity to contribute and learn something new. “I really saw it as a great career move and something that excited me,” she says. Her main focus is meeting with every department to observe how the electronic health record is used in the clinical setting. “Most of the doctors and nurses know me and trust me. I rely on the people on the front lines to tell me what’s working or not working, and how I can help. Then I take that information back and fix it, or share it,” she notes. “I always try to look at things through their eyes. I try not to come in with preconceived notions. Instead, I sit back and remember what it’s like to be in their shoes.”

Kim runs down details on everything from how many clicks it takes for doctors to complete their digital checklists, to how patients react, recording her own observations along with employee concerns. She then returns this immense data haul to the IT members of her team so they can customize how the system operates for each department. Because of her many hours spent in offices and exam rooms, Kim has a keen sense of what and who is making a difference. “I can see who the hot shots are who should be moved up, as well as which individuals might need some mentoring,” describes Kim. “We are a large and successful clinic that has been around for almost 100 years, but we can’t rest on our laurels. We need to seek out what the barriers are to providing the best patient care possible and find ways to address them. “

Even though acting as a conduit between clinical staff and administration is extremely rewarding, Kim does sometimes miss the experiential side of nursing. She’d eventually like to go back to school to receive a nurse practitioner license. Right now, despite sleep not appearing to be high on her need list, there might not be enough hours in the day for her to tackle that aspiration. In addition to her Sansum Clinic job, she is the PTA president for the Ellwood School, she helps organize the Dos Pueblos Little League organization, and she is a volunteer bartender at the Santa Barbara Bowl for more than 30 shows a season. Kim’s vast range of roles within medicine could easily land her a plum position in any large healthcare organization, but the many people she’s connected to personally and professionally keep her in town. “My roots are here,” she admits. That’s good news for Karen Handy, who has only the highest praise for Kim. “She is my right hand and my left hand in helping to move our organizational initiatives forward. It is a true pleasure and privilege to work with and learn from Kim.” Openness to new challenges helps to keep things fresh, even if hard work is required, according to Kim. “Many people have taken chances on me, and allowed me to try new things. I am really thankful for the different ways I’ve been able to contribute and grow here.” 🌻

The Allergy Department has Moved!

Drs. Myron Liebhaber and Jinny Chang and the Allergy & Immunology department has relocated to the newly renovated facility at 51 Hitchcock Way in Santa Barbara. The new location is conveniently located adjacent to our Pediatrics and Adolescent Medicine department. The entrance to the Allergy department is on Hitchcock Way, across the street from the YMCA and easily accessed from the 101 Freeway or State Street. There is plenty of parking for patients.

Our Allergy & Immunology department offers comprehensive care for children and adults with allergic and immunologic disorders, including:

- Immunotherapy (allergy shots)
- Pediatric and adult pulmonary testing
- Allergy blood and skin testing
- Patch skin testing
- Oral challenge testing
- Drug testing
- Lab and x-ray services. 🌻

Pesetas Prescription Pharmacy has Relocated Inside Pesetas Multi-Specialty Clinic

Sansum Clinic Prescription Pharmacy at 215 Pesetas Lane has moved inside the building!

For easy access, please park in the north (mountain side) parking lot and enter through the Rykenboer Pavilion. Prescription Pharmacy is located next to Registration and our newly designed Health Resource Center.

Prescription Pharmacy provides our patients with access to a wide range of brand name and generic prescription drugs, health information and medical care, and is expanding immunization services, now offering adult vaccines daily during business hours. 🌻

Visit Our Website
for a Complete Guide
to Our Services and Locations.
www.SansumClinic.org

Dr. Greg Gaitan

Triathlete

NICOLE YOUNG

When Sansum Clinic pediatrician Dr. Greg Gaitan donned the Team USA uniform at the ITU World Triathlon Grand Final in September, it was a day he had worked years to achieve. The 52-year-old physician, a three-time All-American, qualified for the world competition with a solid finish at a race in New Orleans last year. Held in the Dutch city of Rotterdam, the course included a 750-meter swim along the Maas River, a 20-kilometer bike ride over amazing bridges and a 5-kilometer run through the second largest city in the Netherlands. Dr. Gaitan chose a “draft legal” race after learning that format benefits strong swimmers like himself. The designation means he was able to exit the water, hop on a road bike and ride with other athletes in a pack for a competitive edge.

Dr. Gaitan caught the triathlon bug back in 2009 when some colleagues invited him to join their relay team for an event in Carpinteria. They felt his swimming experience would boost their chances and Dr. Gaitan welcomed the chance to delve back into fitness. “I had a blast in that race. I learned what it was all about, the excitement, the energy, the vibe,” he explains. In 2012, he branched out to do entire triathlons himself, working up to an intense exercise regimen necessary to enter the high-level competitions. “In an average week, I do 12 to 15 hours of training. That’s anywhere from 4 to 5 bike rides, 4 to 5 runs, 3 to 4 swims, 2 strength sessions and one yoga class.” When Dr. Gaitan’s mother was diagnosed with central nervous system (CNS) lymphoma in 2015, he skipped racing to help with her care. When she learned the cancer had returned last fall, Dr. Gaitan nearly missed the qualifying race. “It was a great joy to go straight to the hospital upon returning and share the news with her that I had made Team USA,” he shares.

A summer training camp in Bend, Oregon gave Dr. Gaitan an opportunity to meet other triathletes and learn about the enjoyment and awe of representing your country. His triathlon training is fueling discussion on physical exercise and healthy diet with patients and their parents. When families or children see him on a run or on his bike, that speaks more than any recommendation he could offer about staying active, according to the physician. “Doing triathlons is more than achieving a certain time,” he says. “It’s about striking a life balance. The balance of those three disciplines carries over to balance in life.”

Dr. Gaitan joined more than 500 Team USA members and placed 42nd among 99 athletes in his age group. Dr. Gaitan describes the experience of a lifetime in his own words.

Hearing my name announced as a member of Team USA was the realization of a goal I set when I learned three years ago that the ITU World Triathlon Championships would be in Rotterdam, Holland. I wanted to race on Team USA after hearing about how thrilling an experience it was from SB Tri club members Fred Maggiore and Kyle Visin. I chose to qualify for the Sprint draft legal race because being a strong swimmer, I would have a solid chance of getting into the lead pack on the bike. This would allow me to work with other riders in the pack to gain more separation from the rest of the field. Draft legal racing differs greatly from non-draft legal racing in that aero bars and disc wheels are not allowed. I made the team at a qualifying race in New Orleans in 2016. To prepare, I rode often with the local roadies and added more short, high-power interval workouts on the trainer.

I arrived in Rotterdam a few days before the race with rain in the forecast. The poor weather unfortunately made it tough to do much preparation. I had never had such little training leading up to an event but took solace in realizing that it allowed me some extra rest.

On race day, the weather was cool but clear! The Standard (Olympic) distance race was in the morning and the Sprint race was in the afternoon, making my start time 1:40pm. Given the cool weather, heat wouldn’t be an issue racing so late in the day. My wave would be the second to go following the 45-49 year-old age group. We were to report to the holding corral 10

minutes prior to our launch. It was such a thrill to stand shoulder-to-shoulder with nearly 100 men from all over the world who had also qualified for this race. After the first wave was launched, we were led out to the pontoon as our names were announced. When I heard my name, I waved out to my wife and uncle and gave a big thumbs-up. With a minute before start time, all went quiet as we were told by the starter to jump into the water and put one hand on the pontoon as we waited for the horn to blow. And we were off! Being a strong swimmer, I was out in front for the first half of the swim and remained near the front throughout. The swim was in a cove which made for no significant issues with the current.

I knew the run to the first transition would be long (approximately 500 meters) and would include stretches of cobblestone. It felt like I was running forever in my wetsuit and I was gassed when I got to my bike. Taking my wetsuit off was like peeling off skin! The run to the mount line was about half as long, but was easier sans wetsuit.

The bike portion was the highlight of the race and a complete blast. For the first few minutes, I was in no man's land trying hard to reel in a rider from Ireland to no avail. Fortunately, a USA teammate caught up to me and we then worked together to bridge the gap and pass Ireland before coming upon a pack of three riders from Great Britain. We rotated pulls varying in time from 30 to 180 seconds and did a good job of communicating the sharp turns ahead. Save for a bee sting on the arm, the ride was as good as I could hope for. We were never passed, caught many others including riders from the preceding wave, and my dismount was smooth. Then, it was off to the run.

As I started, my legs felt like limp noodles and sadly I had nothing left in the tank. Rather than get frustrated, I was determined to give it my best and take it all in, enjoying the fact that I was racing at the World Finals. I got passed by quite a few uber-fast Europeans and USA teammates. When the finish line approached, I saw the USA team manager in the chute handing out U.S. flags. I was probably passed by a few more while grabbing the flag, but it didn't matter. I was happy and proud to be representing my country. This was beyond a doubt the best race experience of my life!" 🌻



Caring for Children

with Dr. Alex Koper, Urologist

NICOLE YOUNG

Handing over your newborn baby for a surgical procedure requires a huge amount of trust from any parent. Dr. Alex Koper blends his medical experience with his parenting skills to put families at ease when they select him to treat their children. The urologist clocks 36 years at Sansum Clinic, coordinating with pediatricians and obstetricians to care for the littlest of patients who need simple procedures like circumcisions, or who require more specialized care for conditions like hernias or infections. New parents Tanya Morovati and her husband, Dominic Wagner, chose Dr. Koper to perform a circumcision on their son, Jack, after his birth in June. Tanya admits she was very anxious, but Dr. Koper immediately calmed her nerves and answered all of her questions. She liked that her new baby would be in the hands of a trained surgeon. “He is so caring. I felt really comfortable,” she recalls. Tanya is an anesthesiologist at Goleta Valley Cottage Hospital. As a doctor herself, she greatly appreciated Dr. Koper using an injectable pain solution for Jack’s procedure, a less common choice but one she thought demonstrated Dr. Koper’s experience in his field. She first met Dr. Koper in the operating room after she began working in Santa Barbara three years ago. His great respect for the staff at every level impressed her. “He is one of the kindest physicians, just a pleasure to be around. I felt a connection with him right away,” Tanya explains.

Dr. Koper describes his manner of caring communication as a reflection of who he is as a person, rather than something gleaned from his medical training at UCLA and Stanford. “I try to understand what it’s like from a parent’s point of view because there is nothing more stressful than when your child is sick,” he says. “I have three children and some of them have had health problems. I know what that’s like. Nowadays in the practice of medicine, there’s a great deal of high-tech equipment, but the human interaction is really what’s most important to me. That’s what I love the most about being a doctor.”

Those human qualities are why Dr. Koper chose urology from the start. He rotated through various specialties in medical school, but felt the urologists who he trained with were highly skilled surgeons and excellent communicators. “It was just contagious to be with them,” he remarks. “When you first get out of medical school, you are pretty book smart, you take your boards and you know the answers to many questions. But there’s still a lot to learn about working with people. There’s definitely a learning curve that takes time.” Dr. Koper always makes time at the beginning of exams to talk with patients, to turn away from his computer and really connect with them, so they feel their time with him has been a good experience. The physician’s listing on the Castle Connelly “Top Doctors” list is an indicator of his outstanding work in his specialty. The survey allows doctors to nominate their



peers and was created to help consumers find the best medical care.

While the majority of Dr. Koper’s patients are adults, he loves the pediatric part of his practice, filling his pockets with stickers to entertain them during appointments. He explains that becoming a grandfather especially impacted his way with youngsters. “Now that I am a grandparent myself, it feels especially sweet to spend time these little patients,” he reflects. One of his favorite activities



is spending time with his family, in particular his six month-old granddaughter, Eloise, and his three year-old namesake grandson, Alex IV, who live here in town. “When I see my grandchildren, it just warms my heart,” he gushes. “They are just so precious.”

Service to his community is also a large part of Dr. Koper’s focus. He’s completed lengthy terms on the board of the Sansum doctors corporation, as well as the board of directors for Cottage Hospital and the Central Coast Medical Association. In these roles, he was gratified to learn how like himself, the

administrators deeply care about making Santa Barbara’s health system the best it can be. It’s this spirit that moves Dr. Koper and his partner, Dr. Scott Tobis, to schedule one day a month at the county health clinic. When he first began this endeavor, there were no urologists seeing patients there. Now, Dr. Koper looks forward to connecting with others in the community who truly need his expertise. “I believe part of being a doctor is taking care of everybody and taking care of the underserved population. I really love being a doctor, and I enjoy working to help people through their ups and downs. That is my passion.” 🌻



Ridley-Tree Cancer Center at Sansum Clinic

NICOLE YOUNG

When the new Ridley-Tree Cancer Center opened its doors in September, a dream launched by the trustees of the Cancer Center almost 20 years ago and built with extraordinary support from our community became a reality. The generosity of local philanthropists Lady Leslie Ridley-Tree, Virgil Elings and hundreds of other donors combined with the development efforts of Sansum Clinic and the Cancer Foundation of Santa Barbara created an expanded, world-class medical center on par with some of the most renowned institutions across the country.

The facility, a short two block walk from Sansum Clinic and Cottage Hospital, encompasses more than 54,000 square feet and houses state-of-the-art technology found nowhere else on the Central Coast. The property includes a rooftop patio, adjacent parking garage, a half-acre Healing Garden and a Cancer Resource Library. Gifts donated from more than 70 local artists, collectors and photographers grace the Center's walls. Every decision guided by the Cearnal Collective LLP architecture firm, Boulder Associates design firm, and general contractor G.L. Bruno Associates is focused on improving the experience for those needing care. Patients can now choose from multiple medical oncology infusion areas filled with natural light and panoramic views of the mountains and tree canopy. They can opt to have their treatment in private, with just a few others, or in a larger common area. On-site suites for outpatient surgery eliminate the need to visit other locations for routine procedures.

Equally important to the quality finishes, open floor plan and warm, inviting spaces will be the opportunity for almost all of Ridley-Tree Cancer Center staff to be housed under one roof. This change will make it easier for patients to attend multiple appointments without switching buildings, accessing all aspects of multi-disciplinary care including medical oncology and hematology, radiation oncology, surgical oncology, clinical research, genetic counseling, patient navigation, nutrition, social workers and wellness programs. "We take a whole person approach to cancer, not only treating the disease, but offering a comprehensive array of services," notes Dr. Lindsay Blount, radiation oncologist. A single location will also enhance the ability of physicians and staff to collaborate more easily. "Our medical professionals conference together a number of times during the week to discuss challenging cases. Patients at the

Cancer Center don't just get the opinion of their treating doctor, they get opinions from as many as two dozen colleagues giving input and feedback," reports Dr. Mark Abate, medical oncologist. Patients can rest easy knowing that despite the distance from major cities, the caliber of Cancer Center staff and doctors is superb. Training at top institutions, engagement in the latest research, and links to companies and institutions making major cancer advancements is the norm. "When you look at the experience, resumes, and training of our physicians, it's quite extraordinary. They could practice anywhere and they have chosen to serve our community," explains Hugh Boss, vice chair of the Cancer Foundation of Santa Barbara. Another reason doctors, nurses and medical staff choose this organization as the place to continue their careers is the ability to offer care in a personal way, with the best possible resources at their fingertips. "Cancer medicine is no longer one size fits all. Each patient gets a treatment plan custom-tailored to their unique situation," says Dr. Fred Kass, medical oncologist. The new, larger building accommodates a growing number of cancer patients and an entire workforce that values quality time with them. Their dedication to this principle provides an emotional respite from the sometimes overwhelming maze of navigating a cancer diagnosis. "We get to know our patients very well. We become like family for them, and they become a part of ours too," acknowledges Beverly Toole, RN, OCN, radiation oncology nurse.

Fighting cancer successfully in the 21st century requires access to the latest science and research available. This is why Ridley-Tree Cancer Center is home for the largest genetic counseling program between Los Angeles and San Francisco, and why an entire team is dedicated to connecting patients with groundbreaking clinical research trials. "The Cancer Center has done an incredible job of keeping up with advancements that enable us to cure cancers that weren't previously curable," Dr. Shane Cotter, radiation oncologist, observes. All these options empower patients with more choices and more hope along with guidance from medical experts.

Support for the new facility follows in the spirit of giving that has sustained the Cancer Center for more than 68 years. The *Campaign for Our New Cancer Center* has so far yielded gifts and pledges in excess of \$47 million toward the \$53 million



Ridley-Tree Cancer Center



cost of construction, and the campaign will continue until the year's end. Those involved with the campaign testify that providing treatment for those who can least afford it is not only rewarding, but life-changing for the givers and receivers. "I've seen the benefits of social services for our patients, such as counselors, support groups, financial assistance and other necessary support. Anyone, regardless of their ability to pay, can get the care they need here," confirms Sue Birch, trustee for the Cancer Foundation of Santa Barbara.

The logo for Ridley-Tree Cancer Center, a strong, beautiful tree with branches stretching toward new heights, is symbolic of the kind of renewal offered daily at this facility. Growth of new projects on the site will continue even now that medical operations are up and running. The Wolf Education and Training Center, an 80-seat, theater-style auditorium geared for ongoing learning is still under construction but scheduled to open soon. Six on-property apartments will be finished by early 2018, completing the campus. Ridley-Tree Cancer Center stands as a model of coordinated cancer treatment in a peaceful, healing environment for patients, families, visitors and employees. And the lasting legacy of such an undertaking is much more than a building. The true engine of the entire enterprise, according to medical oncologist Dr. Daniel Greenwald, is the compassion and empathy exhibited by each person under the Cancer Center umbrella. "What drives us is a deep caring for our patients. We put their health and wellness first. Focusing on the patient's comfort and quality of life is the ultimate goal."

For more information on how you can become part of the Ridley-Tree Cancer Center family by donating a gift of any size, including naming opportunities on everything from tiles to trees to departments, please contact contact Lori Willis, Executive Director at Cancer Foundation of Santa Barbara at (805) 898-2187 or lwillis@cfsb.org, or, Dru Hartley at Sansum Clinic at (805) 681-7726 or dhartley@sansumclinic.org. 🌻

Special thanks to Bobbie Rosenblatt, art committee member and longtime supporter of Sansum Clinic

Bobbie Rosenblatt's passionate dedication to this effort resulted in the generous outpouring of gifts of art from artists and art collectors in our community.

She and her husband Eddie graciously donated two Hank Pitcher paintings for the new Ridley-Tree Cancer Center.

We cannot thank her enough for her leadership support. 🌻





Radiation Oncology

Accredited Program for Excellence

NICOLE YOUNG



Dr. George C. Cheng and Chief Radiation Therapist Elise Poindexter with patient and Elekta Versa HD

The new Ridley-Tree Cancer Center opened in September of 2017 and the Radiation Oncology department is relocating in phases from the basement of Cottage Hospital to a revolutionary space designed specifically to improve the care and comfort of patients. What will *not* change are the smiling attendants at their Nurse's station post, ready to welcome you by name. They are the front lines of a department whose many contributors are often unseen while they work in secluded rooms dwarfed by massive machines. These hidden heroes are delivering care to cancer patients fighting for quality of life, or in some cases, for life itself.

Founded in 1950, the Radiation Oncology department



encompasses more than 25 people including doctors, nurses, radiation therapists, physicists, biomed engineers, dosimetrists and administrative staff. The physicians and staff serve a large community of patients from all over Santa Barbara and Ventura counties. Some patients drive from even further away because they believe the quality of care is unmatched. The department maintains a well-respected reputation among premier cancer centers nationwide, utilizing the connections of its physicians to



Radiation Therapist Clarence Thompson, Dr. Fred Kass, Chief Radiation Therapist Elise Poindexter, and Dr. Shane Cotter.



premier hospitals and academic centers of excellence.

The American Society for Radiation Oncology (ASTRO), the premier radiation oncology society in the world, recently awarded the group with accreditation for compliance with its Accreditation Program for Excellence (APEX[®]), making Ridley-Tree Cancer Center the first in southern California to receive the designation. The department had to meet a list of rigorous, evidence-based standards for practicing radiation oncology and undergo a comprehensive on-site evaluation with an ASTRO team in order to become accredited. The achievement confirms the department's commitment to a high standard of safety and quality, as well as a targeted focus on effective communication and well-coordinated treatment plans. "To do this in the midst of activating a whole new cancer center with patients under current treatment, along with other transitions and projects over the past year is truly amazing," remarks Matthew Kunkel, vice president of oncology services for Ridley-Tree Cancer Center. "This is a testament to how wonderful a team we have."

Dr. W. Warren Suh, medical director of the department, is proud of his colleagues' pedigree. "We are from top institutions in terms of training and experience. You could not find a better group." The dedication and compassion displayed by the staff is the reason he believes they consistently sail to the top of patient satisfaction surveys. "We all have the same mindset, a similar

mission in mind. Our ethos is putting patients first," says Dr. Suh. Dr. Shane Cotter, a radiation oncologist, agrees. "When in doubt, we fit a patient in. We don't turn anyone away. We find time to treat them. Often that means working harder or longer, but everyone pitches in. Everyone is on board," he admits. "We recruit people that want to impact the community, to be part of it." For many in the Radiation Oncology department, the ability to practice big-city medicine with a small-town feel is what attracted them to this location. They like building personal relationships with their patients, running into them at the local grocery store or getting to know their family members. "Deep down, we all truly want to do what is best for the patient and I think that is what drives us and unites us," notes Dr. Suh.

Each week, around 10 to 15 new patients arrive for treatment. There are regularly between 60 and 70 people on the roster needing radiation therapy, with most coming every day for at least six weeks. The group of nurses, led by manager Beverly Toole, RN, OCN, provides the initial education. Having the heart and the temperament to rise daily and meet patients in this very difficult, intense time is key, according to Beverly. "It's not what drains us, it's what motivates us. We do the right thing when no one is looking. It's about being present and listening and hugging. We get to take the time to love on people." Martha Becker, RN, has close ties with Beverly and other Cancer Center oncology nurses she has worked with for nearly



The Radiation Oncology team at Ridley-Tree Cancer Center

her entire 20-year career. It's a privilege, she says, to become part of the lifeline for patients. "When you are faced with your mortality, it's a scary thing. We can offer hope and friendship. You do have your ups and downs but I definitely know this is where I am supposed to be."

Once a patient is diagnosed and assessed, the department's dosimetrists using computer-guided software begin to create a treatment program. Their function is defined as dose measuring, evaluating all the medical information and imaging to determine how best to deliver the radiation. The process can take a half-day or a few days depending on how complex the case is. Once the plan is completed and the doctor signs off, the dosimetrists sometimes assist when the patient is placed on the machine for the first time. Dosimetrists are incredibly knowledgeable about beam placement, and actively ensure the patient is in exactly the right position. Tim Johnson's 29 years with the department provides him with a wide range of experience to call upon when drafting a treatment plan. Drawn to the medical field at age 18 after his father died of a brain tumor, Tim's emotion wells up when describing his work. "It's

something inside that makes you feel that you should help. You won't cure everyone, but we can make a positive difference in patients' lives or stop their pain. That is so worthwhile." Partnering with Tim and Sarah Sullivan is a team of medical physicists, including Sernger Shen. This young addition to the department's behind-the-scenes task force is focused on quality assurance, checking every patient's plan so it meets all the physician's orders and proper constraints. His more recent education on the latest protocols brings a fresh perspective. Without therapeutic medical physicists or biomed engineers who at all hours carefully calibrate the radiation machines, the entire operation would screech to a halt.

The cement vaults in this department are where the rubber meets the road, where the cancer-fighting battle takes place. The giant machines can be intimidating. It falls upon the radiation therapists to not only push the buttons but counsel patients through the process. Whether someone is weak, nauseous, claustrophobic or unable to stay still, it's the therapists' job to keep them calm. Calling these eight staff members "techs" doesn't give credence to a role that requires



great people skills and a keen sense of emotional intuition. They are therapists in every sense of the word. “Some patients are very business-like and just want to get it done. Others need reassurance and want to talk to take their minds off it,” explains Elise Poindexter, chief radiation therapist. “I go into the room as if it could be one of my parents on the table. I try to treat every patient with the kindness that I would want for my own family.” From Rafael Rosas, nicknamed ‘Big Raffa’ because he stands more than six feet tall and escorts elderly ladies on his arm, to Peggy Thomas whose “healing touch” and loving manner helps put patients at ease, each therapist’s personality is an important piece of the puzzle. “Every one of them gives 110%,” confirms Beverly. “When I give patients a tour, I can wholeheartedly say, ‘you are going to love your therapist.’” Radiation oncology relies on each individual staff member contributing and communicating well, but Clarence Thompson is the glue. He is a radiation therapist as well as the department’s director, leading the charge for efficiency and empathy, while encouraging the bonds that develop from working long hours together. “It’s like a family. We celebrate each other’s birthdays, attend each other’s weddings, and mark the birth of children. It puts it into perspective. Patients can feel that we all care for each other.”

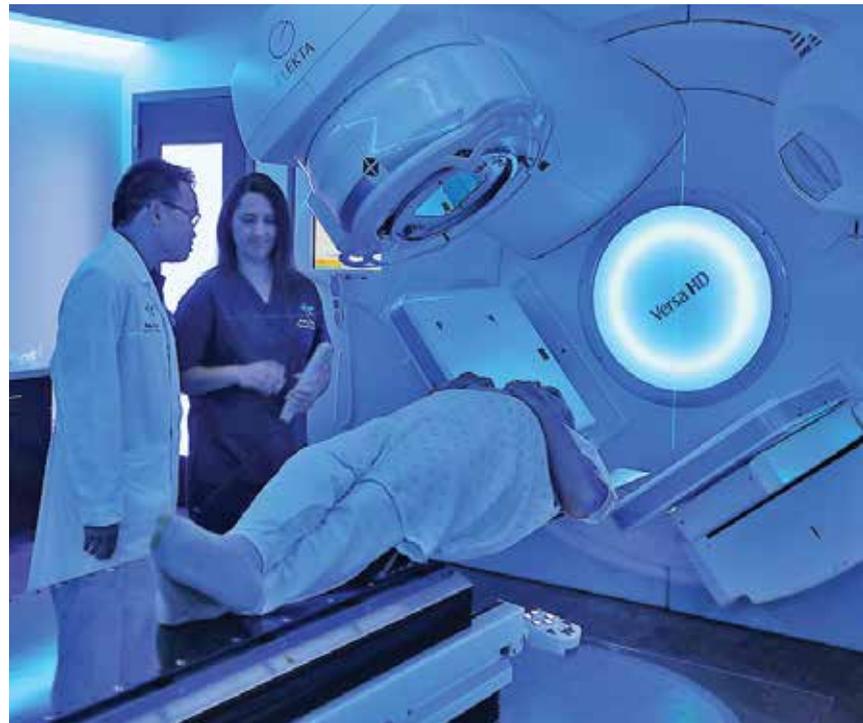
The move to the new Elings Oncology Building at Ridley-Tree Cancer Center prompted a look at the most cutting-edge radiation technology available. After a lengthy research project by staff and the department’s radiation oncologists, they secured the purchase of two new, multimillion-dollar Elekta Versa High Definition™ linear accelerators, so big they had to be delivered on multiple flat-bed trucks. These sophisticated machines, similar to those found at MD Anderson, UCSF and Johns Hopkins cancer centers, deliver a CT scan image and radiation simultaneously, making treatments more accurate. “The more anatomy you can see on that scan, the better. We put a lot of thought and effort into evaluating the different options available.

The radiation technology in the new building is among the most advanced in the world,” says Elise. Another innovative upgrade in the radiation oncology wing of the new building is a state-of-the-art Sentient light and sound package for the treatment suites. Using an iPad-like device, patients will be able to play their own music, and select which colors and peaceful images project on the ceiling screens. “The goal is to help patients be more relaxed, to relieve anxiety,” suggests Beverly, who spearheaded the acquisition. “Perhaps they will have a positive experience, and it’s one thing they *can* control.”

This combination of a staff dedicated to patient care and the financial means to afford the latest machinery, is the best of

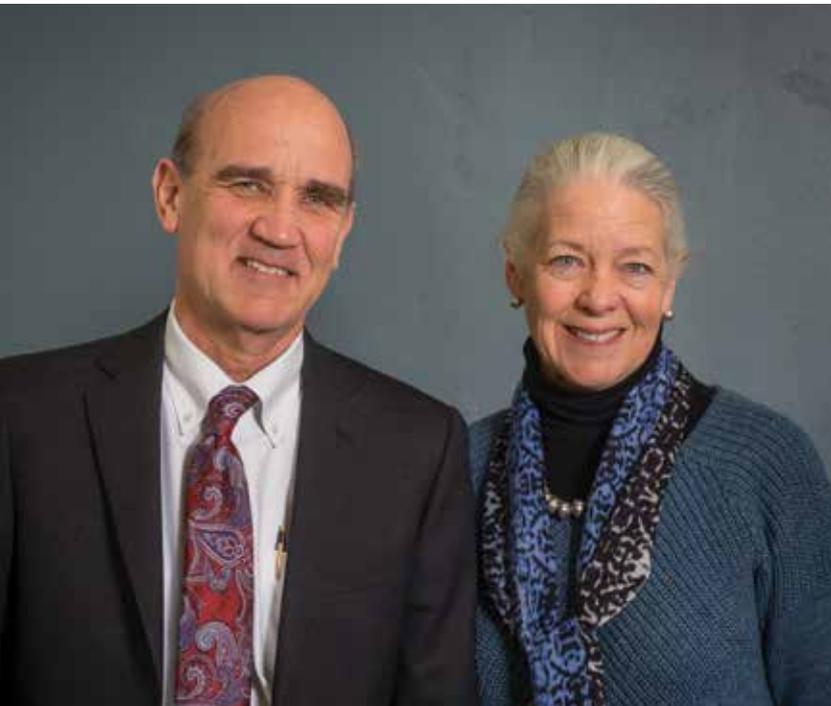
both worlds, according to Dr. Suh. “It’s a wonderful blessing to be in a community of this size with all the resources that you typically have in a large academic center,” he notes.

The special rituals the staff employ keep the mood light even if the work is serious. Events like a bell-ringing, confetti-throwing ceremony once treatment is complete and celebrations with food, decorations and costumes for every holiday on the calendar provide something happy and fun to look forward to. “We do spend a lot of time talking about the technology, but how we interact with those we serve, how they feel about their time here, that is what makes the difference,” affirms Dr. Cotter.



More than half of cancer patients now receive radiation as a curative treatment up front, or as a palliative treatment later on, according to the National Cancer Institute. Drs. Suh and Cotter attribute this to a demographic trend, with more people living longer and more options for less invasive medical solutions. On both fronts, radiation oncology is likely to be a field more in demand. Success for this staff though will not be determined by a rising caseload. Rather, the numbers of patients and their relatives who return long after their radiation course to give thanks, or visit a while, is the truest sign of a job well done. “We know that there will be better, happier days because we’ve seen it. We try to give them hope,” offers Dr. Suh. “When patients come back later and want to thank everyone here for helping them get through a tough time. That is the gratifying part.” 🌻

How You Can Help



As a **nonprofit organization** we are challenged to continue providing exceptional care in an era of diminishing insurance reimbursements. **Our goal is to continue delivering excellence in healthcare while ensuring patients have convenient, coordinated access to care.** Philanthropic support from our community makes a critical difference in helping Sansum Clinic to achieve that goal!

Our work is never done...we continue to focus our efforts on keeping pace with the latest technology, acquiring needed equipment, and further enhancing our patients' healthcare experience with new programs and services.

We remain committed to your good health.

As the year comes to a close, we ask you to join our community of donors who help make it possible for us to take such significant steps forward in providing quality healthcare close to home.

We take pride in the fact that we have been delivering excellence in medical care for more than 97 years and that Sansum Clinic is the healthcare provider of choice for more than 130,000 patients on the Central Coast.

Won't you join us today with a year-end gift to support our efforts?

Exploring new, different and better ways of delivering expert, compassionate medical care is central to our mission of serving the needs of our community. We consider it our privilege and we ask you to invest in Sansum Clinic with your gift today.

Please accept our deepest gratitude for your consideration and warmest wishes for a healthy and joyous holiday season!

Sincerely,

Janet A. Garufis
Chair, Board of Trustees

Kurt N. Ransohoff, MD, FACP
CEO and Chief Medical Officer

P.S. Your support helps us shape the future of healthcare in our community. Every gift we receive helps to make a difference! 🌟

Dear Friends,

We were thrilled to celebrate the September opening of our brand new Ridley-Tree Cancer Center, a world-class regional diagnostic, treatment and research facility right here in Santa Barbara!

We are truly grateful for the generous support of Lady Leslie Ridley-Tree, Virgil Elings, our loyal donors, as well as our new community of friends whose gifts to the Campaign for our New Cancer Center have enabled the building of this extraordinary community resource. At Ridley-Tree Cancer Center, patients are now able to access all the services they need – including a comprehensive wellness program – while remaining close to their homes, families, friends and work. **This state-of-the-art Cancer Center will facilitate a level of excellence in the delivery of cancer care unmatched in our community.**

This year, donor support has also enabled us to expand our Urgent Care and Primary Care capacity in the newly-updated clinic at 215 Pesetas Lane. These changes improve patient access to critical services and ensure we are treating patients in a comfortable, welcoming and efficient environment. Thanks to a significant gift from Leatrice Luria we installed an emergency generator at Pesetas Lane, which enables us to serve the community in the case of a widespread natural disaster. As a result, we are now partners in the County of Santa Barbara's Emergency Preparedness Program.

Sharon Clenet-Purpero

Sansum Clinic Legacy Society Member

ANN MOORE



Sharon Clenet-Purpero calls Sansum Clinic the baby Mayo Clinic of the West Coast. “I love Sansum Clinic!” says Sharon. “The doctors there saved my life – not just once but twice!”

Sharon and her husband Tony are long-time residents of the community who are very appreciative of the excellent medical care

they receive from the physicians and medical staff at Sansum.

“It’s an incredible place with the most prestigious, dedicated doctors you could find anywhere. I can’t tell you how grateful I am to Sansum for giving me back my life so I can now enjoy the love of my wonderful family, including my husband, my children, and my beautiful grandchildren! I’m so blessed – but I wouldn’t be here without the medical care I’ve received at Sansum.”

In 1986, Sharon was married to Alain Clenet, the designer and manufacturer of classic, retro-style Clenet cars. At the time, they had three young children, Asha, Damien and Troy. Sharon began feeling poorly and attributed it to the fatigue she associated with her busy life and raising her children. One afternoon, she was visiting her friend, Kate Wyatt, whose husband, David, was a physician who eventually worked at Sansum Clinic. He came home, saw that Sharon’s skin and the whites of her eyes were quite yellow and he asked her what was wrong. “Nothing,” she said, dismissing the idea that anything could be seriously amiss. However, Dr. Wyatt was concerned and suggested that she see a doctor immediately. He ordered an extensive blood workup, and insisted she take it the following morning. The results showed she was suffering with a blood disorder and needed a specialist. He made arrangements to have her seen by a very competent, caring physician, at Sansum Clinic, one day later.

Sharon was relieved when she was seen by Dr. Abraham Potolsky, a hematologist at Sansum who specialized in the prevention and treatment of blood disorders. Dr. Potolsky diagnosed Sharon with autoimmune hemolytic anemia. He said her heart was working overtime, which could lead to life threatening complications. He said there were three options – prednisone, a splenectomy (removal of the spleen) and/or chemotherapy. It soon became

clear that she needed a splenectomy. “I was fine with that,” says Sharon. “You don’t need your spleen, anyway. Dr. Potolsky was unbelievably thorough and professional – but the most important thing to me was how caring he was. I was rather distraught but Dr. Potolsky was very kind and compassionate. He held my hand and was so reassuring – I went through the surgery with remarkable ease. That wasn’t the end of it. I then had to have chemotherapy, followed by blood transfusions. All in all, it took 18 months but the many-pronged approach worked and as suddenly as they’d come on, the problems vanished.

“Dr. Potolsky was so sweet and concerned that I was worried about him in return. Failure was not in his vocabulary when it came to his patients’ treatments and cures. I felt I had to get well! He read everything, sought other opinions, monitored my progress every few days and ordered diagnostic tests to help find a solution. I felt he was personally invested in my recovery. He was my hero and I felt if anyone could cure me, it was him.”

After her recovery, Sharon was very healthy for 25 years when she had to have some surgery on her foot when she was out of town. When she returned home, she had a difficult time healing. She was referred to Dr. David Fisk, an infectious disease doctor at Sansum Clinic. Again, the doctor was extremely caring and very concerned for her wellbeing. “He saw me weekly, prescribed various antibiotics and changed dressings for me for three weeks.

“The doctors found that I was allergic to Betadine solution, the antibacterial medicinal cleanser used prior to performing surgery, as well as for aftercare cleansing and as a topical solution to keep wounds from becoming infected. Wouldn’t you know that I’d be one of the few people in the world who’d be allergic! Once the Betadine was washed away, my foot healed perfectly!

“I really do love the services, doctors, and friendly reputation of your wonderful facility, as well as the ease of navigating Sansum Clinic. I will be forever grateful,” says Sharon. “Being in good health has allowed me to travel with my husband and most importantly, be able to spend time with my children, as well as my beautiful grandchildren, Danielle, Gianna, Olivia and Coco! I’m only too happy to include Sansum Clinic in my estate plan. For me, their doctors, nurses and medical staff are literally lifesavers!” 🌻

Note: Sadly this was Ann Moore’s last article for Good Health. She passed away on March 17, 2017.

For more information visit sansumclinic.org/legacy-society.

Advancements in Cardiology Pacemaker MRI

NICOLE YOUNG

Until recently, the U.S. Food and Drug Administration prohibited patients with pacemakers or implantable cardioverter defibrillators (ICDs) from receiving magnetic resonance imaging (MRI) over fears that the devices could malfunction or the heart could be permanently damaged. New research from clinical trials has cleared the way for federal regulators to approve MRI for some of the latest generations of heart technologies.

Sansum Clinic is now hosting a clinical trial that provides imaging for patients with certain St. Jude Medical pacemakers and defibrillators, and is the only center between Burbank and Redwood City to offer the service.



Examples of St. Jude Medical devices included in the clinical research trial being performed at Sansum Clinic

The parent company, Abbott Laboratories, covers the cost of MRI for qualifying patients. Dr. Gregory Cogert, Sansum Clinic's cardiac electrophysiologist, supervises this research.

His resume is steeped with degrees from some of the finest academic institutions for cardiology in the country. He graduated from UC Irvine School of Medicine, completed his residency at UCLA Medical Center, did his fellowship in cardiovascular medicine at Cedars-Sinai Medical Center, and received his electrophysiology training at the Mayo Clinic in Minnesota. Dr. Cogert got the chance to run the Santa

Barbara trial after scanning between 200-300 pacemaker and defibrillator patients as part of several research projects over the past few years. He's collected a large reservoir of information on how to safely scan this population. "If you take a patient with an old device and place them in an MRI scanner, you can get into trouble. It really needs to be handled appropriately with the device being evaluated before, during and after the procedure. That is all part of the research protocol. It can be safe when done properly," explains Dr. Cogert.

Newer pacemakers are designed with increased shielding that protects them from magnetic interference. Patients no longer need to worry about passing thru metal detectors or using a microwave. The most current devices typically last a decade or more and contain wireless transmitters that communicate digitally with a doctor so function can be closely monitored.

In most cases when cardiac patients need an MRI, it's to investigate a possible stroke. But there are countless other reasons why a person may require "the best scanning modality," according to Dr. Cogert. "Whether it's an orthopedic injury, knee pain or really any part of the body, an MRI has some superior imaging capabilities. Now we can offer that to some of these patients," notes Dr. Cogert.

A challenge remains though for the thousands whose devices don't qualify for imaging via a clinical trial. Over 2 million people in the U.S. have pacemakers and ICDs. According to estimates from the American College of Cardiology, more than 50% of these patients will require an MRI after the device is inside them. "It's frustrating because you know it can be done safely," admits Dr. Cogert. "The research proves it. In an ideal world, the FDA would carefully look at the results of these trials and allow us to go back and scan these people."

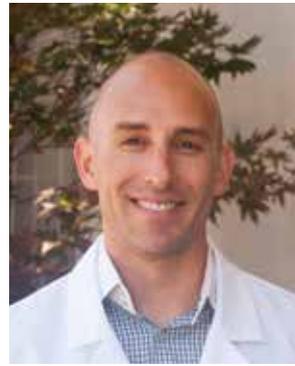
Dr. Cogert's day-to-day work revolves around heart rhythm problems, when the heart is beating too fast or too slow. "People mainly talk about cardiology and think in terms of the plumbing, doctors who take care of heart attacks and the

valves. I focus on the electrical issues,” he describes.

After positions at several large academic centers, he is confident about the ability to appropriately and confidently treat any electrophysiology disorder.

He joins a group of physicians able to manage nearly any heart issue short of transplantation here at Sansum Clinic.

“We have so many phenomenal physicians that have made a lifestyle decision to live in Santa Barbara and we benefit from that. Coming to a smaller location, I wasn’t really sure what to expect, but I was blown away. I’m proud to be part of the Sansum Clinic team.”



Dr. Gregory A. Cogert, FACC, FHRS received his medical degree from University of California Irvine College of Medicine where he also completed his internship and residency training. Dr. Cogert completed a fellowship in Cardiovascular Medicine at Cedars-Sinai Medical Center and a fellowship in Clinical Cardiac Electrophysiology Certification at Mayo Clinic. He is certified by

the American Board of Internal Medicine in Cardiovascular Disease and Clinical Cardiac Electrophysiology in addition to certification by the National Board of Echocardiography and the Board of Nuclear Cardiology. ☀

Go Red for Women Luncheon • February 9, 2018

The American Heart Association’s Go Red for Women Luncheon will be held Friday, February 9, 2018 at The Ritz-Carlton Bacara Resort.

Sansum Clinic patient and heart attack survivor Michele Mallet will be the passion speaker at this event, which will be co-chaired by Sansum Clinic Board Chair, Janet Garufis, and Director of Marketing, Jill Fonte.

“ I am honored to share my personal story at the Go Red For Women Luncheon.

I recently survived cardiac arrest from a tear in my heart artery.

My life was saved as a result of the advancement of medical technology, research and education of the American Heart Association around heart disease.

I want to thank you for your support to a cause that means so much to me personally.”



Michele Mallet, Heart Attack Survivor
and Passion Speaker

For more information visit GoRedSB.heart.org. ☀

2017 McNamara Fund

for Professional Enrichment & Education



Dr. and Mrs. McNamara, shown with award recipients Natalie Madden, Rebecca Bautista, Lori Wells, Emily Luxford, Lucinda Aguilar and Blanca Sanchez

Recognizing that people are Sansum Clinic's most valuable asset, the McNamara Fund was established by Dr. and Mrs. James McNamara, with support from donors, to provide both clinical and non-clinical employees with unique personal and professional development opportunities.

Sansum Clinic awards grants to staff members who have a desire to increase their knowledge and enhance their ability to move forward in their careers. The McNamara Fund is in its third year and we are proud to announce this year's recipients:

Blanca Sanchez, HR Representative, Corporate Office (joined Sansum Clinic in 2004)

"I have been with Sansum Clinic for almost 14 years. I am proud that all of the knowledge I have gained so far in workers' compensation has been self taught. I am looking forward to increasing my knowledge in Ergonomics by becoming a certified Office Ergonomics Specialist."

Emily Luxford, Clinical Dietitian, Health Education (joined Sansum Clinic in 2013)

"As a Registered Dietitian, the Integrative and Functional Nutrition certification will provide me requisite knowledge and skills to be a competent practitioner. This program will improve my ability to identify root causes, system imbalances and enhance treatment solutions resulting in improved patient health outcomes."

Lori Wells, Licensed Vocational Nurse, Lompoc Urgent Care (joined Sansum Clinic in 2008)

"The McNamara Fund will provide me with the necessary means to take my RN license exam. Becoming a licensed Registered

Nurse will not only provide me with personal growth but also provide Sansum Clinic with a higher level of patient care."

Lucinda Aguilar, Registered Nurse Manager, Urgent Care (joined Sansum Clinic in 1995)

"Last year the McNamara Fund assisted with a wound care seminar for Sansum employees. Both the providers and clinical staff were excited about the advancement of wound care. The training is beneficial for our own knowledge and most importantly for the care of our patients. The class is provided by the Wound Care Education Institute and we are excited to provide this training to more employees for the benefit our patients."

Natalie Madden, Manage Care Referrals Coordinator, Corporate Office (joined Sansum in 2013)

"I have been working in the medical industry for over 25 years and with Sansum since 2013. Since 2015 I have been attending the Laurus College Medical Billing and Coding program to expand my knowledge. In the time I have been enrolled I have been able to bring new knowledge to my current position in the Managed Care department and stay up to date with changes in healthcare."

Rebecca Bautista, Registered Nurse Specialist, Pesetas - Urgent Care (joined Sansum Clinic in 2011)

"As an urgent care nurse, earning certification for Emergency Nursing will provide me with the most current evidence-based practices to improve patient outcomes. I believe acquiring this certification will enhance my skill set and make me a better-prepared nurse." 🌸

Sansum Clinic Nursing Scholarships

Recipients



Scholarship recipient Sheena Cruse, pictured here with her certificate, surrounded by key members of the Sansum Clinic Executive Team, Human Resources and Operations staff

Sansum Clinic's mission is to provide an excellent healthcare experience, recognizing our first priority is the patients we serve. Throughout our 97-year history, the Clinic has depended upon the quality of its people to fulfill this commitment. Great nurses make a tremendous impact on the lives of our patients. Supported through generous gifts from donors, the Sansum Clinic Nursing Scholarship program is designed to support current and former Sansum Clinic employees who are furthering their nursing education by pursuing an Associate, Bachelor, or Masters Degree.

We are pleased to announce this year's recipients:

Amber Sabiron, Registered Nurse, Supervisor (joined Sansum Clinic in 2012)

"I have worked for Sansum for the last five years. During this time I've worked my way up to Nurse Supervisor. During my employment at Sansum I've learned that I have a passion for teaching and leadership. I enjoy working with my co-workers teaching annual competencies and finding new ways to deliver the information. Once I complete my schooling I plan to use what I've learned to benefit Sansum and our patient population."

Sarah Delgado, Licensed Vocational Nurse (joined Sansum Clinic in 2012)

"I am the eldest of three children and the first of my family to be successful in college. My parents always taught me to be ambitious and self-motivated in all aspects of my life. I

not only stop at nothing to achieve my goals, but I also have a true passion for nursing. This profession gratifies me in that I am helping others, and at the same time, giving back to my community using the knowledge I have gained. During my employment at Sansum Clinic I have learned a wide array of skills in the medical field and have grown tremendously as a healthcare professional. The first thing that was instilled in me is the philosophy, "Patients come first." Not only are we serving patients and attending to their needs, we are ensuring that quality care is being provided."

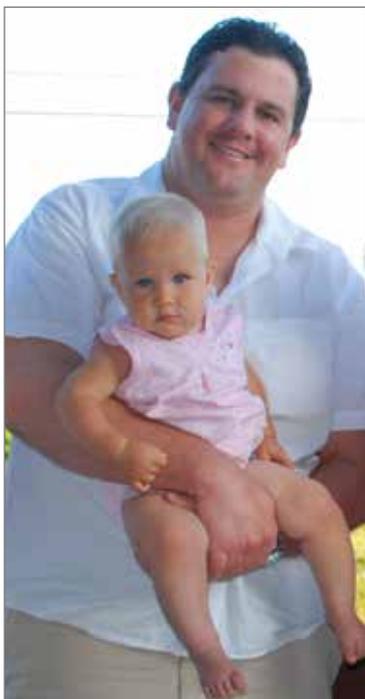
Sheena Cruse, Licensed Vocational Nurse (joined Sansum Clinic in 2006)

"I became an employee of Sansum Clinic ten years ago and since then I have received my CNA and LVN licenses and am currently pursuing my RN license. It has been a long and challenging journey to achieve my goal of becoming a nurse, yet I never waived in my persistence. During my years of employment at Sansum, I have been fortunate to gain experience in the Internal Medicine, Nephrology, and Surgery departments. I have gained important skills and knowledge from each of these areas."

Congratulations to our 2017 award recipients. We wish them continued success and we encourage everyone to "Nurse their Potential" and continue pursuing their dreams. 🌟

Mastering the Odds of Weight Management Success

CHRISTOPHER WILLIAMS



John Before



John After

The perception of the general public is that very few succeed at long-term weight loss. Studies show that the majority of “dieters” regain all, or more, of the weight they lost after only three years. The overwhelming percentage of those regaining weight continues to climb in studies that followed individuals for five or more years after their initial weight loss.

In our Summer 2012 issue of GoodHealth, we introduced readers to John Demboski, who started his journey toward a healthier lifestyle in 2010 and lost more than 52 pounds during the first two phases of our medically-based Doctors’ Weight Management Program (DWMP).

Phase 1 of DWMP focuses on achieving aggressive weight loss goals through weekly classes and coaching. On the more intensive track, participants use solely HMR™ meal replacements and are medically supervised (Decision Free®). Alternatively, participants see consistent weight loss on the other, less aggressive track (Healthy Solutions®) using HMR meal replacements plus fruits and vegetables, without medical supervision. HMR is the leading provider of medically-based weight management programs in clinics, hospitals and major

medical centers throughout the country. Sansum Clinic is recognized by HMR as a Gold Standard Program, achieving the highest compliance and success of all HMR programs. Phase 2 of the program teaches maintenance strategies with continued accountability along with the use of some HMR meal replacements, lots of fruits and vegetables and incorporating other foods into the diet.

At the time, John committed to “sticking with the maintenance program so long as it continues to help me become a healthier individual.” Five years later, we thought we would check back to see how John has incorporated the support that the program provides to keep him on his path to success.

As a Certified Financial Planner™ (CFP) professional and motivational speaker, John now uses many of the same principles and methods he learned through the Doctors’ Weight Management Program to offer advice for successful life and financial strategies. He explains, “If we can learn how to create and apply new habits in an environment that gives us regular measurable updates of our progression, i.e. proof of success (or failure); then we will be equipped to apply those same exact strategies used to lose weight, to accomplish our other goals.”

John points out that the program is about establishing a “journey mindset” to better health, rather than getting to a set weight loss goal. “As I think about what I learned in the program, I can break it into a couple of beneficial habits that apply to success in any area of life.” Those include:

- **The importance of keeping score** — documenting the key metrics is critical. No data on our progress is deadly, but too much data can also be just as damaging to our success. Be like a pilot who has dozens of gauges to look at, but just keeps a steady eye on the key five dials.
- **Surround yourself with others who are on the same mission.** They will hold you accountable, and push you farther than you would ever dream on your own.
- **Meet regularly** to review success metrics both quantifiable and qualitative. This may be the hardest of all, but it is one of the most important strategies.
- **Have a mentor** who is more knowledgeable than you in the area you want to improve and then listen to them and take their advice — especially when you don’t want to.
- **Invest in the outcome and results** — magic happens when we put our commitment behind our words. Massive action always follows closely.

- **When we fall down, make sure to pick ourselves up immediately.** Learn from what happened wherever possible and avoid the defeating negative “self-talk.”

Today, John has lost a total of 100 pounds, but more importantly, he enjoys a healthier, more active lifestyle. “The bottom line is that one’s choices will alter the quality and fullness of life for all of those around them, and those effects can be amplified at any moment by the resulting inevitable consequences of poor health. I intend to live my life in such a manner and to never have to apologize for not having taken better care of myself.” 🌟

To learn more about the Doctors’ Weight Management Program, located at our Hitchcock Branch (51 Hitchcock Way, Santa Barbara), please call us at (805) 563-6190, email us at hmrprogram@sansumclinic.org or find us at Sansumclinic.org.

New Year’s Diet Boot Camp No Gimmicks, Just Real Results

The Doctors’ Weight Management Program combines a structured diet, physical activity, and behavioral lifestyle-change coaching and is designed to help people lose weight while learning the skills they need to keep it off.

Healthy Solutions®

Join the Doctors’ Weight Management Program at Sansum Clinic for our 10-week diet boot camp. This low calorie diet plan includes HMR® meal replacements, a high level of fruits and vegetables and weekly exercise goals.

Get a jumpstart on your New Year’s goals.

- Sign up now to start feeling better through weight loss and improved health
- Program includes: weekly classes, personal coaching, goal setting, planning and accountability.

Sign up before December 20th.

Space is limited! Sign up to attend an orientation session to learn more about the program prior to December 20, 2017 to guarantee a spot in the New Year’s Boot Camp which begins January 10, 2018!

Find us at sansumclinic.org/doctors-weight-management-program to sign up for our orientation session.

Doctors’ Weight Management Program
51 Hitchcock Way
Santa Barbara, CA 93105
(805) 563-6190
hmrprogram@sansumclinic.org 🌟

Did You Know HMR Meal Replacements Can Be Delivered Right to Your Home?

Low calorie HMR shakes and entrees are satisfying substitutes for some of those high calorie meals and snacks that can throw your diet for a curve and help crowd out some of those extra holiday calories.

Visit SansumWeightLoss.com.
Use Coupon GHMAG to get 20% off your total HMR Products. (Minimum \$25 purchase. Expires 12/31/17). 🌟



Check Out Our New Technology to Enhance Your Experience at Sansum Clinic

Online Payment Portal is Here!

To sign up, visit sansumclinic.patientsimple.com.

You only need two things to create an account:

- 1) A balance to pay
- 2) The account number from your billing statement

Registered users can:

- Make an online payment – pay a balance in full or make partial payment for a particular service
- View account activity for services that have a balance due
- View payment history for online payments (only)
- Provide new insurance
- Request an itemized statement
- Request a payment plan
- Request an estimate
- Get answers to common questions
- Request that a representative contact you

If you have any questions, please email or call the customer service team at Billing@sansumclinic.org or (805) 681-1760.

Appointment Reminders by Text

Patients now have the option to receive appointment reminders via **text message!**

Simply text the word **SANSUM** to **622622**. You will receive a text reply to verify that you are signed up. All departments offer the ability to confirm an appointment by texting **YES**.

You can also cancel your appointment via text. Send a message that says **NO** prior to 25 hours in advance of the appointment and your appointment will be cancelled and removed from our schedule.

To cancel this service, just send a text that says **STOP** to 622622 prior to 25 hours in advance of the appointment.



MyChart Upgrade: New Features!

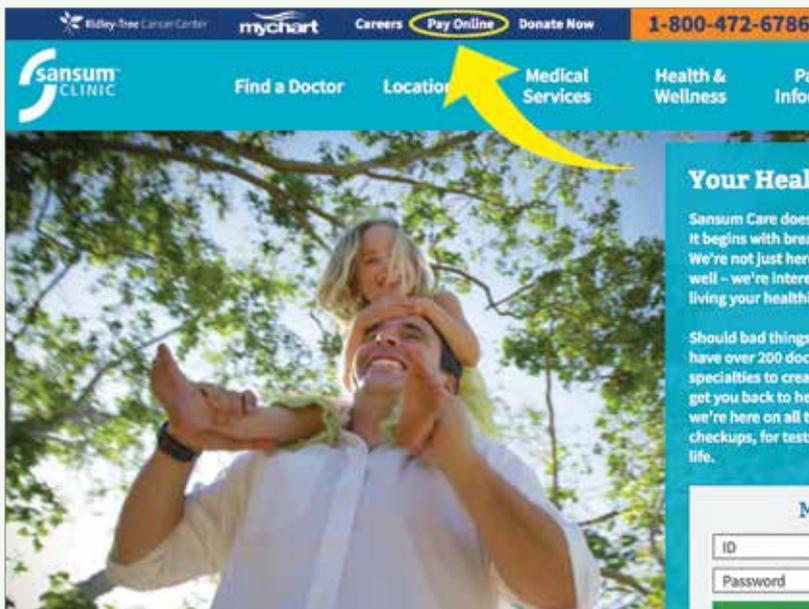
The MyChart website was recently upgraded with some valuable new features:

Advance Directives: Under Health> Advance Directives, you can see any advance directive documents you have on file at Sansum Clinic. Information on submitting new advance directives or updating existing documents is included on that page.

Consolidated Messaging View: Under Messaging> Message Center, both incoming and sent messages are displayed, each on their own tab.

Download My Record: Under Health> Download My Record, you can see a consolidated view of summaries of past visits, requested records, and who has accessed your record, all on one page.

If you have questions about MyChart, you can **Request Technical Support** online, or contact the MyChart Help Desk at (805) 898-3333. Hours of operation are Monday through Friday, 8:00am to 5:00pm.



Get the MyChart Mobile App Available for Apple® & Android® Devices!

WHAT IS IT?

The MyChart Mobile app is available for Apple (iPhone®, iPad®, iPod touch®, Apple Watch®) and Android devices. The app provides fast, secure access to the most frequently used features of MyChart. With this app, you can quickly and easily access your medical records, send messages to your providers, see upcoming and past appointments, get lab results, and much more on your mobile device.

WHY WOULD I USE IT?

MyChart offers true mobility, instant access, and optimized convenience. Users are not required to be in front of a desktop or laptop computer to access the benefits of MyChart.

HOW DO I SIGN UP?

To use the mobile MyChart app, you need to have a MyChart account. If you don't already have an account, you can sign up online at <https://mychart.sansumclinic.org/MyChart/>.

I HAVE A SANSUM CLINIC MYCHART ACCOUNT.

HOW DO I GET THE APP?

The app is free.

Apple: To get the app, you need an iPhone®, iPad®, iPod touch®, or Apple Watch®. From one of those devices, go to the App Store and search for **MyChart**.

Android: From an Android device, go to Market or Google Play, and search for **MyChart**.

Patient surveys show that many patients have a better healthcare experience when they are able to access lab results, appointment information, current medications, immunization history, and more on their mobile devices. Get the MyChart app today!

MyChart: Prescription Refills with Just a Few Clicks!

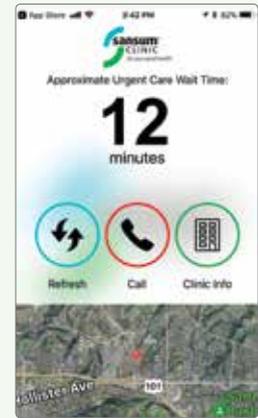
“MyChart is great for prescription refills! You simply sign on to MyChart, go to Medications, and click on the ones you want refilled. It eliminates calling the pharmacy, then having to punch in all your RX numbers, and then your call back number. My prescriptions are filled within 24 hours, sometimes sooner. It's so much easier than calling the pharmacy!”

— Betty Lee, Sansum Clinic MyChart User

MyChart can be used to request refills of prescriptions that were ordered by Sansum Clinic providers and that have not yet expired. Refill requests can be made on the MyChart website as well as the mobile app. If you do not see a prescription you would like to refill on the list in MyChart, you can send a Contact Your Doctor's Office message to request a new prescription.

Sansum Clinic Urgent Care Download Our Wait Time App

We know your time is valuable. To better serve you and to inform you of what you can expect when arriving at Pesetas Urgent Care, you can now download our *Sansum Clinic Urgent Care Wait Time App* available in the **Apple App Store**. In the App Store, search *Sansum Urgent Care*.



We are Pleased to Announce the Launch of Our New & Refreshed Sansum Clinic and Ridley-Tree Cancer Center Websites!

New information and features include:

- Enhanced navigation and search options
- Improved content so you'll get more from a quick read
- Responsive design that adapts to your screen size to provide for a seamless experience on your desktop, tablet or other mobile devices
- An option for patients looking to schedule an appointment with a PCP (Primary Care Provider) to schedule a callback or request a call from the first available representative
- Access to refreshed online calendars of events for up-to-date class and program schedules (calendar.sansumclinic.org or calendar.ridleytreecc.org)
- Expanded physician and provider profiles
- Access to important information for before or after patient appointments: forms, MyChart, billing and insurance information, etc.
- Online donation capability

www.sansumclinic.org www.ridleytreecc.org 🌟



Expanded Radiology Hours to Serve You Better

Friday Afternoon & Saturday MRI & Mammography Appointments

Our Radiology department is offering extended hours on Friday and appointments on Saturday to offer more convenient access to our patients for select imaging services. We are currently offering Mammography and MRI services on Friday afternoons until 5:00 pm and on two Saturdays each month by appointment.

To schedule a Mammography or MRI appointment, contact the Radiology department at (805) 681-7671.

Same Day Appointments for Urgent Care and Primary Care Patients

In order to better serve your unplanned medical needs, in addition to Urgent Care, we offer same day appointments at several Sansum Clinic locations. Same day appointments allow us to care for you and your loved ones when unplanned medical conditions occur.

Some patients visiting Urgent Care may be offered same day appointments with one of our Primary Care Providers (PCP) to

meet your needs and reduce wait times. If you need a same day appointment, you may call your Primary Care Provider's office directly. If your PCP does not have availability, then our highly trained staff will help you find a same day appointment with the first available PCP, or direct you to Urgent Care.

When to Request Same Day Appointments

Some examples of illnesses and injuries that can be handled at a same day appointment are:

- Ear pain
- Sore throat
- Sinus infections
- Urinary tract infections (UTI)
- Injuries to arms or legs
- Rash

Same day appointments are available Monday - Friday. No holiday or weekend appointments are available at this time; however, Urgent Care departments are open on weekends. 🌟

New Year – New You

Are you considering making changes in your life for the New Year?

If you're struggling with obesity, you're far from alone. According to the CDC, more than one-third (36.5%) of U.S. adults are morbidly obese, increasing their risk for heart disease, stroke, type 2 diabetes and certain cancers, and keeping them from the active and happy life they deserve.

At Sansum Clinic's Bariatric Surgery Center, it's never too late to take control. As a nationally recognized Bariatric Surgery Center of Excellence®, we integrate surgical technology, dietary and nutritional counseling, emotional support, and long-term follow-up care.

Our medical weight loss clinic is led by board-certified surgeon, Marc Zerey, MD, who specializes in minimally invasive procedures, like laparoscopic gastric sleeve, gastric bypass and LAP-BAND® surgery. These techniques allow for greater precision, with less incision—which may mean less pain and a quicker recovery for you.

Dr. Zerey is backed by a team of bariatric specialists—including a hands-on dietitian, program coordinator, nurse specialist and more. Working closely with you and your primary care physician, we'll create a personalized plan that promotes positive change, inside and out.



Weight loss surgery is the start of a lifelong commitment to wellness—and we're with you every step of the way. Our Bariatric Surgery Center offers extensive education prior to surgery, as well as post-operative monitoring, nutritional counseling and weight loss support groups to help ensure lasting success.

Start with a free orientation, hosted monthly by Dr. Zerey. He'll walk through weight management and surgical solutions, and see if a bariatric procedure may be right for you. **Call (805) 898-3472 or visit us online to sign up for an upcoming weight loss surgery seminar.** 🌟

Double Board Certification Allows Facial Plastic and Reconstructive Surgeon to Better Focus on One Specialty

David F. LaPatka, MD, FACS

CHRISTOPHER WILLIAMS

Patients today are becoming more aware of the importance and benefits of seeking a “board certified” doctor or surgeon. Board certification in a particular surgical specialty assures patients that a physician has completed as many as five years surgical training following medical school and has also completed a surgical residency program. The letters FACS after a surgeon’s name are an indication to the patient that the surgeon is a member of the Fellow of the American College of Surgeons (FACS) and has passed a thorough evaluation of both professional competence and ethical fitness.

All of the doctors and surgeons at Sansum Clinic are board certified in at least one medical specialty and many are certified in two or more specialties. David F. LaPatka, MD, FACS is one of our surgeons who is “double board certified.”

Dr. LaPatka has been with Sansum Clinic for more than 30 years as a board certified Facial Plastic Surgeon, but he has also been a board certified Reconstructive Head and Neck Surgeon in the Ear-Nose-Throat (ENT) Department. He regularly performs complex surgeries to restore normal function or appearance due to congenital issues or after traumatic injury. Physicians and other surgeons refer many patients to Dr. LaPatka for nasal and facial reconstruction and he is an “on-call” surgeon at the Trauma Center at Cottage Hospital responding to trauma emergencies throughout Santa Barbara County, as well as parts of Ventura and San Luis Obispo counties.

In June of 2017, Dr. LaPatka stopped seeing new patients in the ENT Department at Foothill Medical & Surgical Center to focus exclusively on patients at the Facial Plastic and Reconstructive Surgery Center at 215 Pesetas Lane. “While I find the work in ENT very rewarding, my real passion has always been facial plastic and reconstructive surgery and that is where I will be focusing my practice now,” he explains.

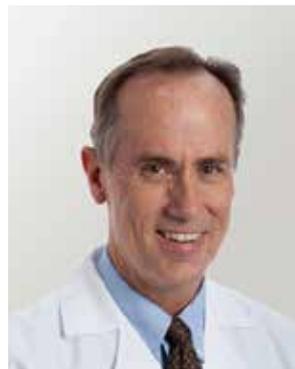
Dr. LaPatka believes that his experience in facial plastic surgery allows him to achieve better results for patients undergoing reconstructive surgery. “So much of what we do in facial plastic surgery relies on a full understanding of the underlying structures of the face and neck,” he says. “I don’t think I would be able to achieve the results that I do without that additional ENT surgical training and experience,” he adds. Dr. LaPatka has performed thousands of surgical and non-surgical corrections of the skin, forehead, brow, eyelids, nose, cheeks, chin and neck.

Over the years, Dr. LaPatka has been at the forefront of advancements in facial plastic surgery. Many procedures such as eyelid surgeries and nasal reconstruction are performed to improve eyesight or breathing issues and can greatly improve the quality of life for many of Dr. LaPatka’s patients. “Patients today

are more informed and we, as surgeons, have many more options available that reduce the severity of surgical procedures and achieve a more natural result.”

The Facial Plastic and Reconstructive Surgery Center at Sansum Clinic is a fully-accredited surgical facility with a dedicated surgical staff, private operating suite and licensed anesthesiology providers. The center has a private entrance to a spa-like setting and offers a complete range of facial rejuvenating laser treatments, fillers and injectables, as well as prescription-grade cosmetics and skin care products. Many of these services are provided by Heather Grieco, RN, a plastic surgery and aesthetic nurse specialist. Her experience includes an extensive surgical background and advanced certification in lasers and other aesthetic services. Heather brings the proficiency that is required to perform advanced laser and other treatments in a safe medical surrounding under the direction of Dr. LaPatka. “There is no ‘one solution fits all’ for our patients,” says Dr. LaPatka. “We spend as much time as is needed to get to know each of our patients and understand what they are looking to achieve. Then together we develop a customized treatment plan to meet their realistic expectations.”

Patients come to see Dr. LaPatka from around the country, and the center offers discounted “stay and recovery” packages with local luxury resorts, but Dr. LaPatka admits that many of his patients are local residents who he sees regularly around Santa Barbara and the Santa Ynez Valley, where he has a home. “People come up to me all the time and ask if they can recommend me to their friends — not because they look different in any way, but because they feel better. To me, that is the best compliment I could receive.” 🌻



David F. LaPatka, MD, FACS is the head of the distinguished Facial Plastic Surgery and Reconstructive Surgery Center at Sansum Clinic. In addition to Facial Plastic Surgery, Dr. LaPatka is a highly-qualified board-certified Head and Neck Surgeon. He earned a medical degree with honors from Creighton University, and went on to complete a residency at LaCrosse Lutheran Hospital/Gunderson Clinic.

Dr. LaPatka then served dual residencies at the University of California Irvine, followed by a City of Hope National Medical Center fellowship. He holds board certifications from both the American Board of Facial Plastic & Reconstructive Surgery and the American Board of Otolaryngology.

The ALS Association Golden West Chapter recognized neurologist Dr. Karen DaSilva as the 2017 Champion of Care for the 14th Annual Ventura/Santa Barbara County Walk to Defeat ALS® for her extraordinary contributions to the care and support of those living with ALS along the Central Coast.

Pediatrician Dr. Saida Hamdani was recognized by the Central Coast Medical Association as the 2017 Physician of the Year in Santa Barbara.

Orthopedic surgeon Dr. James Zmolek was the Arthritis Foundation Central Coast 2017 Taste of the Town Santa Barbara Medical Honoree.

The Arthritis Foundation also recognized Lilly Trautwein as the Youth Honoree. Lilly is the daughter of Sansum Clinic physician Rachel Trautwein, MD, and Eric P. Trautwein, MD. At the age of two, Lilly was diagnosed with arthritis and it is now being well controlled. She loves playing soccer, basketball, running and climbing like any other seven-year-old. Many assume that children cannot have arthritis, but over 300,000 children in the U.S. have the diagnosis. Lilly and her parents want to let everyone know that kids get arthritis, too!

Dr. David A. Zisman, pulmonary and critical care specialist, was awarded an Excellence in Teaching Award by the Cottage Hospital Internal Medicine Residency Program for his contributions to the 2016-2017 class.

Hospice of Santa Barbara recognized Ridley-Tree Cancer Center among its 2017 Heroes of Hospice of Santa Barbara at the Coral Casino.

The American Cancer Society honored Dr. Tom Woliver, medical oncologist at the Ridley-Tree Cancer Center, with the Physician of the Year Award at its annual Riviera Ball. 🌟

Sansum Clinic Achieved Renewal of Ambulatory Care Accreditation from the Institute for Medical Quality

Sansum Clinic is proud to have achieved its third three-year accreditation from the Institute for Medical Quality (IMQ).

IMQ surveyors evaluate Sansum Clinic on a range of topics, but specifically target patient safety standards and effectiveness of treatment provided.

“Sansum Clinic is evaluated against a set of rigorous ambulatory care standards by an IMQ team experienced in the delivery of ambulatory healthcare services,” says Marjorie Newman, MD, Sansum Clinic’s assistant medical director. “Achieving accreditation demonstrates Sansum Clinic’s dedication to providing high quality and safe care to its patients.”

The Institute for Medical Quality is an independent, not-for-profit organization, which evaluates medical groups on ambulatory care standards that have been developed by physicians with special expertise in a wide range of ambulatory care settings. The standards are specific to the California practice setting reflecting current medical practice techniques, statutes governing the operation of ambulatory care facilities and regulations adopted by the Medical Board of California. 🌟

Sansum Clinic Awarded Elite Status

Sansum Clinic was recognized for the fourth consecutive year for its achievement of Elite status for the 2017 CAPG Standards of Excellence™ survey.

The California Association of Physician Organizations (CAPG) is the largest association in the country representing physician organizations practicing capitated, coordinated care. Each year, CAPG assesses tools and processes its members have in place to meet escalating expectations of healthcare purchasers and patients.

The annual Standards of Excellence™ (SOE) survey requires its participating members to report data across six rigorous category domains: Care Management, Information Technology, Accountability and Transparency, Patient Centered Care, and Group Support of Advanced Primary Care and Administrative and Financial Capability.

“Medical excellence is a never ending journey and this award is meaningful recognition of our efforts to stay ahead of the curve and drive change in how patients receive care,” said Dr. Marjorie Newman, assistant medical director at Sansum Clinic.

Sansum Clinic is in the company of world-class institutions like Cedars-Sinai Medical Group, Scripps Physicians Medical Group, Sutter Medical Foundation – Sutter Health and UCLA Medical Group that were also recognized with Elite status. 🌟

From the Sansum Clinic Mailbox

Dear Sansum Clinic,

Dr. Van Hamilton has been my physician for well over three decades, and a personal friend for a decade more. One bright day in the early fall of 2007 while backpacking in the Sierra Nevada, Van and I came upon a fellow hiker who had fallen. His fall broke when his forehead hit a rock. By the time we arrived the bleeding had stopped, however, he was a bit dazed and expressed concern for a concussion. Van diagnosed and assured him that he did not show the symptoms of concussion, and that we were only a mile or so from where we intended to camp, and should he like to share our campsite, Van would care for his wound, and ensure he was OK in the morning.

In camp, while I dug the Betadine antiseptic solution out of our pack (it was with the ramen noodles intended for our evening's dinner) Van set up his "operating suite," a folding chair and small table, beneath a convenient pine tree. With an hour's cleaning, snipping, stitching and bandaging, the wound was cared for. We shared dinner and campfire that evening. The next morning, after breakfast, our fellow hiker packed his things and hiked down the trail for the remaining five days of his trip. A thoughtful Thank You letter arrived from his home a couple of weeks later. Notwithstanding his need for medical care, he judged it was one of the best of his many outings. Such is the reach of Van's care.

— Jim Wilson 🌻



Before



During



After

Thank You to Our Retiring Doctors

Dr. Hamilton retired this year along with these distinguished physicians.

We thank them for their many years of service to our community.

Daryl Burgess, DO, FACP, Internal Medicine – 25 years of service
 James Dunn, MD, FACS, General Surgery – 33 years of service
 Van Hamilton, MD, Family Medicine – 47 years of service
 Arnold Medved, MD, Dermatology – 43 years of service
 John Petrini, MD, FACP, Gastroenterology – 30 years of service
 Dan Pham, MD, Family Medicine – 31 years of service

Dear Rania M. Shenoda, PharmD

Thank you for helping me get my prescription schedule straightened out. Your assistance and explanations during my confusion over my medication helped me speak with my doctor clearly and understand his recommendations better.

I didn't think I would ever be able to wade through this and gain clarification on all my questions surrounding these medications. Your guidance and patience has helped me gain confidence that I now know what to take and when to take it.

I would like to think that my letter of thanks will be presented to the administration at Sansum Clinic and lead others to you so that you can help resolve their issues through your wonderful position. When the LVN mailed me your brochure, I felt like I may not ever understand all my medication issues. When I walked in to your office and you started explaining your position and how you could help, I felt relieved. You heard my concerns, explained how you

could help me, and most importantly, what I could do to help myself.

You are a wonderful addition to the clinic and an invaluable resource to your patients.

Sincerely,

Martha V. Jaimes 🌻

Share Your Story

Do you have a story or experience to share about a visit to Sansum Clinic? We want to hear from you.

Please visit www.sansumclinic.org/share-your-story.
 Thank you. 🌻

Welcome New Providers

TAMARA BERRY, MD, FAAD

Dermatology

Pueblo Multi-Specialty Clinic

317 West Pueblo Street, Santa Barbara

Dr. Berry is board-certified in dermatology by the American Board of Dermatology. She received her medical degree from the University of New Mexico School of Medicine where she also completed an internship in Internal Medicine and residency in the Department of Dermatology. Dr. Berry is a member of the American Academy of Dermatology and the Society of Pediatric Dermatology.

THOMAS CAVES, MD

Gastroenterology

317 West Pueblo Street, Santa Barbara

Dr. Caves graduated from medical school at New York Medical College and was Chief Medical Resident at University of California, San Diego Medical Center. He completed a gastroenterology fellowship at University of California, Irvine Medical Center. Dr. Caves is board-certified in gastroenterology by the American Board of Internal Medicine.

W. CHARLES CONWAY, II, MD, FACS

Surgical Oncology

Ridley-Tree Cancer Center at Sansum Clinic

540 West Pueblo Street, Santa Barbara

317 West Pueblo Street, Santa Barbara

Dr. Conway completed medical school and a general surgery residence at Wayne State University and the Detroit Medical Center. He then entered the surgical oncology fellowship program at the John Wayne Cancer Institute in Santa Monica, CA. This fellowship program included broad surgical oncology training as well as focused study in the treatment of gastroesophageal cancers at the University of Southern California, and liver and pancreas cancers at Cedars-Sinai Medical Center. Dr. Conway then accepted a position at Ochsner Medical Center in New Orleans, LA where he practiced for eight years.

BENJAMIN M. HOWARD, MD, MPH

General & Endocrine Surgery

Pueblo Multi-Specialty Clinic

317 West Pueblo Street, Santa Barbara

Dr. Howard graduated from the University of California, Irvine School of Medicine and completed his residency in general surgery at University of California, San Francisco. Dr. Howard also received his masters degree at Harvard School of Public Health. He is an associate fellow of the American College of Surgeons and a research fellow at Cohen Trauma Research Lab, UCSF, San Francisco General Hospital.

MARK JURETIC, MD

Internal Medicine

Pesetas Urgent Care & Multi-Specialty Clinic

215 Pesetas Lane, Santa Barbara

Dr. Juretic is board-certified by the American Board of Internal Medicine. He received his medical degree from Baylor College of Medicine and completed his internal medicine internship and residency at the University of San Diego. He has been practicing medicine for the past 23 years and was previously Chief of Staff at Marian Regional Medical Center from 2011-2012. His interests lie in chronic disease management and improving health through lifestyle modification.

ELIZABETH KRENZ, MD

Anesthesiology

Foothill Surgery Center at Sansum Clinic

4151 Foothill Road, Santa Barbara

Dr. Krenz is board-certified by the American Board of Anesthesiology. She received her medical degree from Wayne State University School of Medicine in Detroit, MI and completed her internship and anesthesia residency at Henry Ford Hospital. Dr. Krenz also completed an obstetric anesthesiology fellowship at Ochsner Medical Center in New Orleans, LA.

ANH LAM, MD

Hospitalist Program

Pueblo Multi-Specialty Clinic

317 West Pueblo Street, Santa Barbara

Dr. Lam received her medical degree from the University of Pittsburgh School of Medicine. She completed residencies at University of Rochester Strong Memorial Hospital and Highland Hospital in Rochester, NY.

FELICIA LEW, OD

Optometry

Optometry & Optical Shop

29 West Anapamu Street, Santa Barbara

Ms. Lew is a licensed optometrist. She received her Doctorate of Optometry from the University of California, Berkeley School of Optometry.

MARIA MEDINA, NP

Family Medicine

Lompoc Urgent Care & Multi-Specialty Clinic

1225 North H Street, Lompoc

Ms. Medina is a certified Nurse Practitioner and received her Master's in Nursing from California State University, Los Angeles.



TAMARA BERRY, MD, FAAD



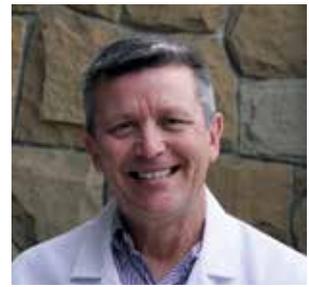
THOMAS CAVES, MD



**W. CHARLES CONWAY, II,
MD, FACS**



**BENJAMIN M. HOWARD,
MD, MPH**



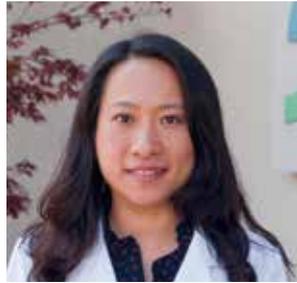
MARK JURETIC, MD



ELIZABETH KRENZ, MD



ANH LAM, MD



FELICIA LEW, OD



MARIA MEDINA, NP



ABHISHEK MEHTA, MD, MPH



MEREDITH A. PERRIN, MD, FAAD



ANITA RAI, MD



NICHOLE ROOST, OTR



GABRIELLA SNOW, MD



PANSY TSANG, MD

ABHISHEK MEHTA, MD, MPH
Pediatrics & Adolescent Medicine
Lompoc Urgent Care & Multi-Specialty Clinic
1225 North H Street, Lompoc
Dr. Mehta received his medical degree from Pramukhswami Medical College where he also completed his internship. Dr. Mehta completed his residency training in pediatrics at University of Kansas School of Medicine and received a masters degree in public health from the University of Texas Health Science Center School of Public Health.

MEREDITH A. PERRIN, MD, FAAD
Dermatology
Pueblo Multi-Specialty Clinic
317 West Pueblo Street, Santa Barbara
Dr. Perrin is a board-certified dermatologist who completed her dermatology residency at Mayo Clinic in Rochester, MN. In her final year of training, she served as Chief Resident and was the recipient of Mayo Department of Dermatology's distinguished Paul A. O'Leary Award in recognition of clinical excellence.

ANITA RAI, MD
Family Medicine
215 Pesetas Lane, Santa Barbara
Dr. Rai received her medical degree from St. George's University School of Medicine and recently completed her residency at Santa Barbara Cottage Hospital.

NICHOLE ROOST, OTR
Occupational Therapist
Foothill Medical & Surgical Center, Elings Pavilion
4151 Foothill Road, Santa Barbara
Ms. Roost is board-certified by the National Board of Certification for Occupational Therapists and received her Occupational Therapy degree from the University of Saint Augustine for Health Sciences. She was a hand therapy intern at both Carnahan Therapy and Kaiser Permanente.

GABRIELLA SNOW, MD
Urgent Care
Lompoc Urgent Care & Multi-Specialty Clinic
1225 North H Street, Lompoc
Dr. Snow is board-certified by the American Board of Family Medicine. She received her medical degree from UT Health Science Center in San Antonio, TX and completed her internship and residency at Great Plains Family Medicine Residency Program, Integris Baptist Medical Center in Oklahoma City, OK.

PANSY TSANG, MD
Internal Medicine
215 Pesetas Lane, Santa Barbara
Dr. Tsang received her medical degree from Albert Einstein School of Medicine then her internship and residency at NYU School of Medicine, Internal Medicine Training Program - Primary Care Track. She is board-certified by the American Board of Internal Medicine. 🌻

Imagine if you took some of the finest cancer doctors in the nation, a highly skilled and compassionate staff, two Elekta Versa HD linear accelerators (the only location in Central California with two), the most genetic counselors in the region, two national clinical research networks, and housed it all in a new state-of-the-art Cancer Center.

Now open your eyes, *it's here.*

A New Era for Cancer Treatment



Ridley-Tree Cancer Center at Sansum Clinic

FOCUSED ON CANCER. CENTERED ON YOU.

Santa Barbara • Lompoc • Solvang
ridleytreec.org

To make a gift and support the *Campaign for Our New Cancer Center*,
call (805) 898-2116, before December 31, 2017.