

# Embracing Our Community

Sansum Clinic 2016 Annual Report





*Chad Hine, Chief Operating Officer, Vicki Hazard, Chair, Board of Trustees (past), Kurt N. Ransohoff, MD, FACP, CEO and Chief Medical Officer, Janet Garufis, Incoming Chair, Board of Trustees, Alex Bauer, Chief Financial Officer*

# Embracing Our Community

## 2016 was an eventful year at Sansum Clinic

and we are pleased to share our many successes! A common theme throughout the year was **“Embracing Our Community”** as we made strides in providing our patients access to high quality care in the most efficient manner – when and where they needed it.

We continued the effort initiated in 2015 to expand our urgent care and primary care departments as part of the **remodel of our multi-specialty clinic at 215 Pesetas Lane.**

We broke ground and raised the final beam on our **new world-class regional Cancer Center** at 540 W. Pueblo Street.

We redesigned our primary care delivery in the **Patient-Centered Medical Home** model to improve coordination of patient care. We **expanded our electronic health record capabilities** and embarked on a **new data management system** to improve measurement and reporting on healthcare quality and outcomes.

The business of healthcare is migrating from a fee-for-service-based system in which organizations are rewarded for the volume of services delivered, to a value-based model that rewards healthcare providers based on quality outcomes. A commitment to efficient, high-quality care has been part of our DNA since our founding 96 years ago. We continue to work with our dedicated volunteer Board of Trustees to evaluate different ways to adapt to an evolving medical landscape, recognizing our first priority is the patients we serve.

Exploring new, different and better ways of delivering expert medical care with compassion is central to our mission of serving the needs of our community. We consider it our privilege, and we thank you for choosing Sansum Clinic.



**Chad Hine**  
Chief Operating Officer

**Vicki Hazard**  
Chair, Board of Trustees

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

**Janet Garufis**  
Incoming Chair, Board of Trustees

**Alex Bauer**  
Chief Financial Officer

## 4 Delivering an Excellent Healthcare Experience



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Pediatrics and Adolescent Medicine Department

### NEW FACILITIES

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Campaign for Our New Cancer Center

### NEW PROGRAMS

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Press Ganey - Patient Experience Initiative  
Expanded Access to MyChart

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# The 4 Tenets of Our Strategic Plan

The Sansum Clinic Board of Trustees and leadership staff have made great progress in implementing our five-year strategic plan created to guide our organizational initiatives. Thanks to the dedicated efforts of our leadership, physicians and staff, we have many successes to share, and our 2016 annual report highlights the programs and services that support these four key strategies.



## Delivering an Excellent Healthcare Experience

Sansum Clinic will provide an excellent patient care experience using a patient-centered approach to medicine.

Our focus will be People, Facilities and Process. We will invest in medical professionals who recognize our patients are the focal point of our mission.

We will develop facilities that promote well-being and are conveniently located to serve our community. We will continue to adopt information technology to measure and improve the quality of care.

We will focus on providing an efficient delivery of care through continuous process improvement.



## Promoting a Culture of Accountability

Sansum Clinic will promote an environment of accountability in quality, cost, outcome and service through constant measurement, refinement and improvement. We will align our performance measures to reward excellence in our physicians and staff. We will build upon our strengths in population management, providing our patients with superior outcomes through best practices in medicine. We will develop a culture central to our mission, vision and values by evaluating our performance against their standards. We will provide transparency in quality and outcomes.



## Creating a Sustainable Mission

Sansum Clinic will continue to invest in the brightest, most talented physicians and medical professionals, as they are our future. We will partner with our doctors to advance our mission and vision. We will ensure our success through talented leaders who are empowered to set the direction of the organization. We will ensure the public needs are well served through a strong volunteer Board of Trustees. We will partner with payers, providers and purchasers that share our common goals. We will deliver affordable, value-based care by reducing administrative and care delivery costs. We will stay true to our mission, vision and values in all we do.



## Meeting the Community Need

In response to community need, Sansum Clinic will serve a greater population throughout the continuum of care. We will develop services central to our mission and convenient to our patients.

We will partner, where appropriate, to develop a comprehensive network of health services through a seamless delivery system. Sansum Clinic will be the preferred non-profit physician and outpatient provider of choice for healthcare services in the communities we serve.

Delivering  
an Excellent  
Healthcare  
Experience



## Investing In New Programs and Improving Our Facilities

Patients have a choice about where and from whom they receive care, and we are grateful to the more than **130,000 individuals** who choose Sansum Clinic. Ensuring patients have convenient, coordinated access to care is an ongoing initiative at Sansum Clinic. We look internally at operations and externally at industry trends to ensure we are making patient-centric decisions at all levels – from scheduling and appointment capacity, to physician scorecards and facility design.


### Pesetas Lane Remodel: Urgent Care and Primary Care Expansion

In 2016 we expanded **Urgent Care** and **Primary Care** capacity and completed significant physical improvements at our multi-specialty clinic at 215 Pesetas Lane to enhance patient access to critical services, thanks to the support of many donors.

Patients now enter at the **Luria Lobby**, as a result of a generous gift from **Leatrice Luria**. All three floors have been refreshed with our new look and feel, the north entry canopy is complete, new external signage is in place helping patients find their way through the Clinic, and drought-tolerant landscaping completed the remodel of the building.


Our Urgent Care services in Santa Barbara relocated from 51 Hitchcock Way to 215 Pesetas Lane. **Pesetas Urgent Care** is now conveniently located next to the laboratory and imaging – all services frequently accessed in tandem with Urgent Care. This expansion allowed us to double our capacity, keeping patients out of the more costly hospital emergency room, and increasing our ability to provide patients with same day appointments. The Pesetas Lane Clinic also offers expanded parking and easy access to and from the freeway and bus lines.

The Clinic has made a dedicated effort in disaster preparedness for our community. As part of the Pesetas remodel, we

have installed an emergency generator made possible through another gift from **Leatrice Luria**, which will enable us to serve the community in the case of a natural disaster. Sansum Clinic joined the **County of Santa Barbara's Emergency Preparedness Program** and now participates in the **Disaster Healthcare Partnership Coalition**, which assures collaborative planning and efficient emergency response. 

## Pediatrics and Adolescent Medicine Department

In 2016 we began remodeling our **Pediatrics and Adolescent Medicine Department** at 51 Hitchcock Way. This will result in a better experience for our youngest patients and a much needed improvement to the workspace for our physicians and staff. We will have a new registration area, cabinetry and workstations, flooring, color schemes and graphics, ADA access, landscaping and a refreshed X-Ray space. The new Pediatrics and Adolescent Medicine Department will be completed by the end of 2017.

The **Allergy and Immunology Department** will relocate from 215 Pesetas Lane to 51 Hitchcock Way under the direction of **Dr. Myron Liebhaber**, with **Dr. Jinny Chang**. This is an added convenience for many of our patients of both the Pediatrics and Allergy Departments. 



*The Luria Lobby in the newly remodeled Pesetas Lane facility*



*Pediatrics and Adolescent Medicine Department remodel*



*Sansum Clinic Pesetas Urgent Care team*

## New Ridley-Tree Cancer Center

In 2016, hundreds of dedicated individuals worked toward a shared vision of enhanced cancer care in Santa Barbara. From architects and philanthropists to physicians and steel workers, we have witnessed first-hand that it takes a village to turn a decade-long dream of a new regional Cancer Center into reality.

By year end, our new comprehensive Cancer Center was more than halfway completed. What was 3 acres of dirt and rock has transformed into an iconic structure with radiation vaults and foundations poured, steel beams welded and walls and windows intact. GL Bruno Associates has kept the project on time and budget, and when the final beam was placed in August, the *Campaign for Our New Cancer Center* was launched to the public. With it came the announcement that **Lady Leslie Ridley-Tree** had increased her support from **\$8.23 million** to **\$10.73 million**, and the new center will be named **Ridley-Tree Cancer Center** when we open the doors in September 2017. Hundreds of new campaign donors joined Lady Ridley-Tree and committed

**\$13.9 million in 2016**, in addition to a wonderful end-of-year pledge of **\$4 million from Virgil Elings** to name the building the **Elings Oncology Building**. Since that time, our campaign has now reached **\$46 million** toward the \$53 million project.

While the new regional Cancer Center took shape, our dedicated medical team continued their daily practice of providing care to **9,924 patients in 2016**. Throughout the year, all departments continued to be actively involved in planning for the new building, including space design and equipment acquisition.

We continue to look to the community for support to complete the new Cancer Center - our landmark project. We owe a debt of gratitude to our “village” – our trustees, donors, volunteers, physicians, staff and patients. Thank you for helping us ensure the finest quality cancer care is available for all patients in our community, a level of care of which we can all be proud. 



Healing Garden at the Ridley-Tree Cancer Center



Peaceful outdoor space for patients and visitors



## Campaign Donors (\$1 million +)

**\$10,000,000+** Lady Leslie Ridley-Tree

**\$5,000,000 - \$9,999,999** Cancer Foundation of Santa Barbara

**\$2,500,000 - \$4,999,999** Cottage Health  
Virgil Elings, PhD  
The Wolf Family Foundation

**\$1,000,000 - \$2,499,999** Roger K. Bower  
Jim and Wendy Drasdo  
Hugh and Hunter Foster Family  
Anna and David Grotenhuis  
Judy and Jeff Henley  
Morrie and Irma Jurkowitz  
Bill and Nancy Kimsey  
Shirley and Seymour Lehrer  
Lillian Lovelace  
Dr. Nancy O'Reilly and Daughters Lauren, Leigh and Ragan  
Sansum Clinic  
Maryan Schall  
Elaine Stepanek Foundation, Trust and Estate



**Ridley-Tree  
Cancer Center**

## Campaign for Our New Cancer Center

In August, Campaign Chair **Lady Leslie Ridley-Tree** was joined by campaign cabinet members **Ed and Sue Birch, Dan Gainey, Peter MacDougall** and **Maryan Schall**, along with physicians and donors for our Topping Off ceremony.

Guests were invited to sign the final beam, and watch as the construction team secured it atop the new three-story building, signifying completion of the structural phase of our new Cancer Center. A Topping Off ceremony is a long-standing tradition in construction that occurs when the final piece of steel is placed on a building's frame. These signatures have a permanent place within the structure of our new Cancer Center, the next jewel in Santa Barbara's medical village. The Topping Off ceremony also signaled the public launch of the *Campaign for Our New Cancer Center* in support of the \$53 million cost of a new, state-of-the-art home for the **Ridley-Tree Cancer Center**.



*Rick Scott, Cancer Foundation president, at the Topping Off ceremony*



*Steelworkers preparing to raise the final beam of the structure*



*Lady Ridley-Tree and the campaign cabinet*


## Patient-Centered Medical Home




Over the course of 2016, our seven adult **Primary Care** sites dedicated significant time and effort to implementing a new value-based, team approach to care called the **Patient-Centered Medical Home (PCMH)**.

PCMH is a care model led by a primary care doctor that is focused on providing enhanced care coordination across the healthcare system.

Now, with a team-based approach to care, all members of the clinical staff can assist with ensuring that patients' needs are met and that valuable care is provided. As a result, staff members feel empowered to have a direct positive impact on patient care, and patients feel better taken care of. Physicians are experiencing a more efficient workday and are enjoying the added support of a care team that is trained to connect patients with their healthcare needs.


Since implementing the PCMH model, we have experienced measurable improvements in quality of care and patient experience scores. All patients in our primary care departments will benefit from this new model in the coming year. We look forward to further developing this new model of care and utilizing it to facilitate ongoing process improvement. 

## Patient Experience Initiative

A renewed effort has been established in the way we measure and address patient experience and satisfaction. A new partnership with **Press Ganey** allows us to survey both English and Spanish-speaking patients in a timely, ongoing manner, providing physicians and staff with real-time data regarding our services and potential areas for improvement. Enhanced reporting capabilities and Press Ganey's expertise in patient experience will enable us to adjust services as needed based on patient feedback. 

## Expanded Access to MyChart

Sansum Clinic is increasing access to important health information through **MyChart Family Access**. Family Access, also known as proxy access, allows adults 18 and older to log into their own MyChart accounts. Adults can use proxy access to view the records of a spouse or an older parent or relative, which can be particularly useful in helping older adults monitor medications and appointments. Parents or guardians can also use proxy access to view their children's records, request and cancel appointments, check immunizations, request medication refills, and coordinate other health-related information.

MyChart is now available in Spanish to provide access to personal health information to a broader base of patients in our community. Much of the content is translated, including announcements on the Home page, frequently asked questions, documents, Terms and Conditions, proxy access request forms and medical record request forms. (Some content, such as diagnoses and names of medications are not translated.) To access Sansum Clinic MyChart in Spanish, visit [www.mychart.sansumclinic.org/MyChart/](http://www.mychart.sansumclinic.org/MyChart/) and click Ver en Espanol. 

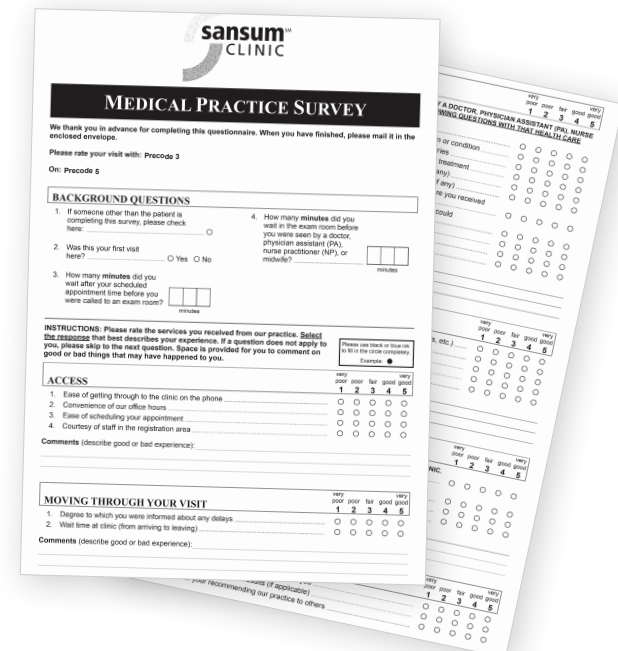


### Patient Experience Results

Total Patients Surveyed: **13,270**

Mean Score for 2016: **89.9**

Patients Rate Us: **B++**





## Family Access Accounts established in 2016:

**2,585** Parents signed up for secure access to their children's records

**641** Adults signed up for secure access to a spouse or other adult's record



*Downtown Organization State Street Flags*




## Transcatheter Aortic Valve Replacement (TAVR)

Sansum Clinic Cardiologists have been integral in bringing a revolutionary procedure to remedy severe heart valve disease to Santa Barbara. **Transcatheter aortic valve replacement** or **TAVR** allows doctors to insert a new valve in a patient's heart using a catheter, thereby avoiding open heart surgery. The TAVR program at Santa Barbara Cottage Hospital is the first in the area to offer patients an alternative to open-heart surgery for aortic valve replacement.

This has been life-altering for many patients who can now do normal activities without limitations. Most TAVR patients are walking the next day, and back at home within three to five days, a much quicker process with less pain and suffering than recovery after open heart surgery. TAVR patients feel remarkably more energetic afterwards, have better stamina, and better quality of life.

This procedure is typically performed at large academic centers and requires that physicians have a very special skill set. Because Sansum Clinic cardiologists **Dr. Michael Shenoda** and **Dr. Joseph Aragon** – and the TAVR team – had extensive expertise in structural heart disease, and had sufficient surgical volume, they were able to establish the first program in the area at Santa Barbara Cottage Hospital. Drs. Aragon and Shenoda spent years training at Cedars-Sinai Medical Center in Los Angeles, one of the leading TAVR centers in the world. **Dr. Colin Shafer** specialized in echocardiography at Tufts Medical Center and gained TAVR experience at Baystate Medical Center in Massachusetts before joining Sansum Clinic.

Success for the patient as a result of a multi-disciplinary team approach is what has been most rewarding for Dr. Aragon. *"We've brought together two specialties – interventional cardiology and cardiothoracic surgery, along with all the nurses, technicians and ancillary staff needed to support us. It's cohesive, and works well together and we all share in the success of the program."* 

## New Cardiology Devices

**Drs. Aragon** and **Shenoda** are also trusted with some of the world's most advanced heart devices.

For high-risk patients whose atrial fibrillation (Afib) is not related to heart valve disease, the **Watchman** implant is now a solution offered in Santa Barbara. The one-time implant is the size of a quarter. It operates like a tiny umbrella, catching clots and working like a plug to seal off the left atrial appendage (LAA.) In less than one hour, doctors can position the device in the heart through a small tube inserted in a leg vein, avoiding major surgery. Eventually, heart tissue grows over the Watchman and 90% of patients can stop medications within 45 days. Santa Barbara Cottage Hospital is the only site between Los Angeles and the Bay Area with a Watchman program.

The **Absorb** dissolving heart stent is considered one of the most important advances in the treatment of coronary artery disease in a decade. While most stents are made of metal, the Absorb is crafted from a material similar to dissolving sutures. It is inserted via a catheter, and once inside the heart, it props open the clogged artery, which can then heal and resume normal function. The stent completely disappears after

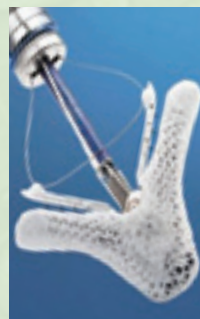


### Transcatheter Aortic Valve Replacement



TAVR allows doctors to insert a new valve in a patient's heart using a catheter, thereby avoiding open heart surgery.

### MitraClip®



Transcatheter mitral valve repair (TMVR) is a minimally invasive procedure in which a clip is implanted onto the mitral valve to reduce the severity of mitral regurgitation.

### Watchman™ Implant



One-time procedure that reduces the risk of stroke. 90% of patients are able to stop anticoagulants at 45 days.

### Gore® Cardioform Septal Occluder



Permanent implant consisting of a wire frame covered with a thin ePTFE membrane intended for the closure of an ASD and PFO using cardiac catheterization.

about three years. *“We have always been treating the obstruction, fixing the blockage. Now, we are actually treating the inside of the vessel,”* says Dr. Aragon.

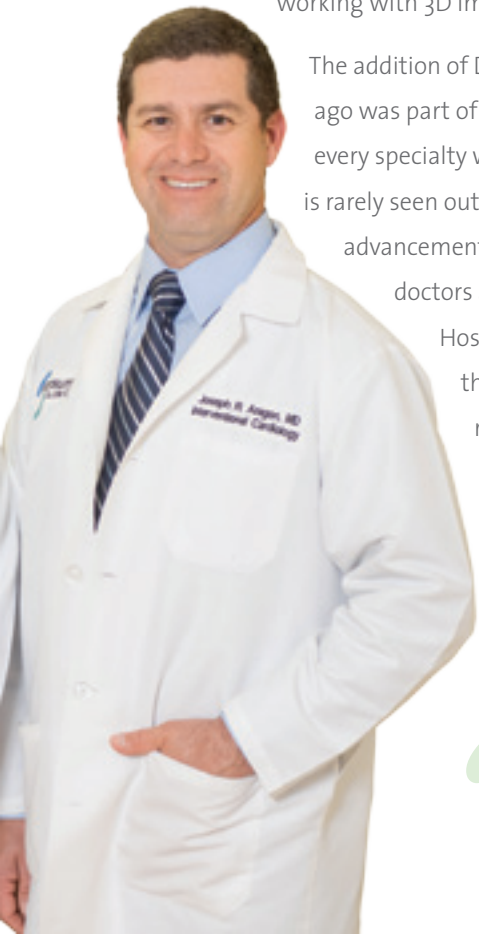
Drs. Aragon and Shenoda have expertise in performing **transcatheter mitral valve repair (TMVR)** and **atrial septal defect (ASD)** and **patent foramen ovale (PFO)** closure. TMVR is a minimally invasive procedure in which a **MitraClip®** is implanted onto the mitral valve to reduce the severity of mitral regurgitation. The doctors utilize the **Gore® Cardioform Septal Occlude**, a permanent implant consisting of a wire frame covered with a thin ePTFE membrane intended for the closure of an ASD and PFO using cardiac catheterization.

Because these devices need to be implanted in such a precise manner, an increasing number of structural heart interventions now require real-time imaging guidance. As medical director of the echocardiography lab at Cottage Hospital’s Heart Valve program, **Dr. Shafer** plays a critical role in device placement and immediate functional evaluation when these treatment options are used. The ability to track how the instruments are working with 3D imaging is key to their success.

The addition of Dr. Shafer to the interventional cardiac department four years ago was part of an overall strategy to build a highly-trained staff with nearly every specialty within cardiology. A gathering of physicians of this caliber is rarely seen outside of a large academic center. In addition, this level of advancement only happens when there is a unique partnership between doctors and the place where they treat their patients. Cottage Hospital and its partners made a significant investment to bring these groundbreaking cardiac programs to Santa Barbara, raising the bar on the kind of care they continue to offer. 🔄

*Dr. Michael Shenoda (left) and Dr. Joseph Aragon (right)*

*“We have always been treating the obstruction, fixing the blockage. Now, we are actually treating the inside of the vessel.”*



## Treating Adults with Congenital Heart Disease

**Dr. Taylor Holve** is the only cardiologist in the area who specializes in adult congenital heart disease (CHD).

His combined residency at the University of Southern California in pediatrics and internal medicine focused his training on childhood chronic illnesses and their progression. At Kaiser Foundation Hospital in San Francisco, he pursued a fellowship in adult CHD, a specialty just recently recognized and certified by medical schools. Only a few hundred doctors nationwide practice in this small but growing niche.

Dr. Holve recognizes there is often loss in follow-up care in early adolescence, when these unique patients are too old to see a pediatrician, but have no symptoms requiring them to see a cardiologist. They mistakenly believe that the surgery they had as children was a fix for life. In some cases that is true, but many have unnoticed complications that only develop in adulthood. Sometimes it takes years for problems like leakages or arrhythmias (abnormal heart rhythms) to arise. While arrhythmias may not be an issue for healthy people, they could be life-threatening for someone with CHD. Adults with CHD may also perceive that their overall quality of life cannot be improved.

Because of technological advances and great success in treating congenital heart defects in utero and after birth, there are now more adults than children living with CHD. The transition of care for this growing population of survivors is a work in progress though, with too many dropping off the medical radar.

Treating these patients the same as those with acquired heart disease cannot be an option, stresses Dr. Holve. It’s his medical passion to come alongside those with adult CHD who may have already endured a stressful childhood experience, and offer reassurance. His hope is that they receive care from a physician with the necessary expertise to understand their complex physiology and the insight to decipher their special needs. 🔄



*Dr. Taylor Holve*

# Promoting a Culture of Accountability




## Data Warehouse

In the complex world of healthcare organization data collection, more information is always better than less. But the ability to directly impact medical outcomes by using that knowledge requires another level of proficiency. Sansum Clinic's seven-person Sonar team is dedicated full-time to that purpose. The group's name is meant to align with the **Wave**, an electronic health record system created to manage and record patient care. The goal is to utilize the information in the Clinic's data warehouse, a large store of data from the Wave and other sources, to better understand patient health risks, make effective decisions about where to focus resources to improve patient outcomes, meet governmental quality measures which drive reimbursement, as well as support numerous organizational quality improvement initiatives.

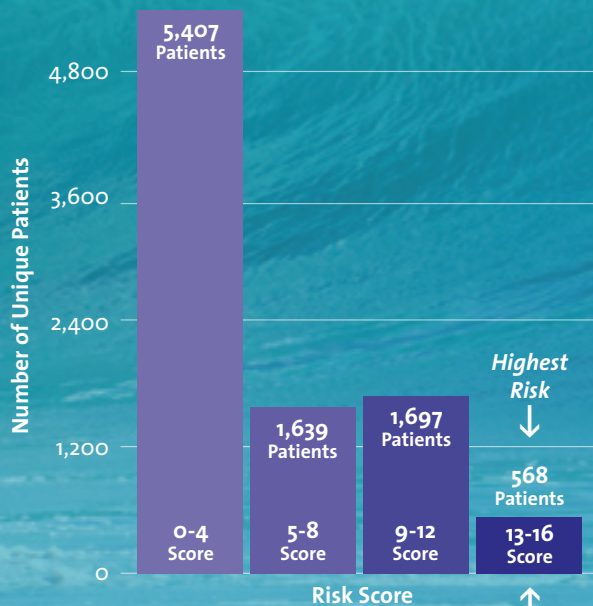
**Sean Johnson, RN**, Sansum Clinic's Director of Sonar Analytics and the Electronic Health Record (the Wave), describes this unique ability as "zooming capacity." *"We can go from a birds-eye view, all the way down to a ground view,"* explains Johnson, who brings clinical experience as a registered nurse to his technology role. *"It's more proactive than reactive. We can look at a condition or disease over time, monitor it and see if our interventions are providing the right outcome."* More than 500 staff members from 23 different clinical locations across the county access and input information into the data warehouse on a daily basis, making it a tremendously powerful tool. Doctors can now pull a current local snapshot within their field of expertise, instead of waiting for an end-of-year report.

Coordinating a seamless operation within the clinical setting required great effort from Clinic employees and Sonar team members. *"To be successful, we needed to up our game,"* admits Barbara Conviser, Clinical Informatics Manager for Sansum Clinic. *"We needed to ensure we had the right software and were able to watch what was happening to the data in real time."*

The restructure of data collection began in response to the passage of **MACRA** or the **Medicare Access and CHIP Reauthorization Act** in 2015. The new federal law fundamentally changed reimbursement for the service of Medicare beneficiaries. With millions of dollars at stake, the ability to respond well to the new requirements is critical to the non-profit's financial health. Sansum Clinic is continuously working toward greater transparency and fiscal responsibility. The data warehouse helps on both fronts, according to Conviser. *"We need to be smart about how we are using resources. This helps us to be smarter,"* she says.

An improved method for storing and retrieving information is also an opportunity to better view the most vulnerable populations Sansum Clinic serves. *"We are focused on the patient, first and foremost,"* confirms Johnson. *"We are better able to see trends and can better deploy resources. Compared with other organizations of our size, we are doing a better job with data in a more advanced way."* 

## Diabetic Patients by Risk Score




The bar on the left shows the total count of patients with a low risk score (0-4), individuals who have very few outstanding lab tests or immunizations and in general have good health outcome data points. The right-most bar shows the patients who have the highest risk scores (13-16), and are missing many standard diabetes tests and immunizations. These patients are where we would want to focus our outreach efforts and clinical resources.

## Physician and Department Scorecards

The **Affordable Care Act** took effect in 2014 and we are now focused on navigating our way through the next monumental changes in healthcare: Medicare's shift in payment models to focus on performance-based payment. To keep pace with these changes, we identified the need to report on the high-value care we provide while also monitoring it for improvement opportunities. As a result, we have made significant investments in our internal data warehouse and electronic health record to ensure we have the ability to meet these needs now and well into the future.

Throughout 2016, **Performance Scorecards** were developed in order to provide physicians and department management the ability to continually monitor quality performance data. These scorecards are now an important part of regularly occurring Care Team meetings where providers, staff and management engage in dialog regarding tactics to improve preventive and chronic care provided to patients. With real-time quality performance data, teams are enabled to work with physicians to implement improvements.

Today, patients are experiencing increasing out-of-pocket costs for care. They are also more actively involved in their own care decisions. They are relieved to know that health plans, providers, and healthcare systems are beginning to work together to develop solutions that will provide better outcomes at lower cost. 

*Example of a department's Performance Scorecard, used to monitor performance and identify opportunities for improvement.*

2016 - Primary Care Scorecard					
<b>Quality</b>	Outcome	% Goal	% Actual	Num/Denom	Score <b>56/60</b>
Measure 1		75	82%	2719 / 3326	4
Measure 2		75	91%	1049 / 1155	4
Measure 3		82	89%	152 / 171	4
Measure 4		75	76%	307 / 404	4
Measure 5		68	70%	924 / 1321	4
Measure 6		86	87%	1143 / 1307	4
Measure 7		59	88%	1542 / 1753	4
Measure 8		64	61%	121 / 197	0
Measure 9		75	78%	1509 / 1934	4
Measure 10		50	68%	2610 / 3818	4
Measure 11		40	61%	233 / 383	4
Measure 12		20	12%	46 / 380	4
Measure 13		92	95%	362 / 380	4
Measure 14		67	83%	413 / 500	4
Measure 15		95	99%	3128 / 3162	4
<b>MyChart</b>	Outcome	% Goal	% Actual	Num/Denom	Score <b>15/15</b>
		50	51%	5000 / 9820	15
<b>Meaningful Use</b>	Outcome	% Goal	% Actual	Num/Denom	Score <b>25/25</b>
Measure 1		30	100%	20623 / 20623	
Measure 2		60	100%	20237 / 20237	
Measure 3		30	100%	3048 / 3048	
Measure 4		50	96%	4489 / 4681	
Measure 5		10	55%	84 / 153	
Measure 6		50	97%	16158 / 16585	
Measure 7		50	100%	2475 / 2477	
Measure 8		5	68%	3177 / 4681	
Measure 9		5	40%	1873 / 4681	
<b>Department Scorecard Summary</b>					Score <b>96/100</b>
Quality					Grade 
MyChart					
MU					



*Mimi Tinetti, Barbara Conviser, Paulette Davis, Karen Jorgensen and Nicholas Bertrando of the Sonar Team(not pictured, Sean Johnson and Jesse Sims)*

Sansum Clinic continues to focus on initiatives to improve and enhance our patients' experience, while maintaining a focus on high quality and efficiency. We are proud to share some of the state and national recognition we have received for our commitment to excellence.

## Sansum Honored for Care to Medicare Advantage Patients

Sansum Clinic was recognized for providing high-quality care to Medicare Advantage (MA) patients by the **Integrated Healthcare Association (IHA)**, a statewide nonprofit group committed to high-value, integrated care that improves quality and affordability for patients across California and the nation.

Each year, IHA recognizes physician organizations that achieve a 4.5 or 5 star rating. This puts us in a class with some of the most well-known healthcare organizations in the country. **Sansum Clinic received 4.5 out of a possible 5 stars** on the IHA Physician Group Clinical Care Report Card on which IHA measures the performance of physician groups in treating their Medicare Advantage patients on a subset of the Medicare Stars clinical quality measures. Sansum Clinic is the only medical group in Santa Barbara that earned 4.5 stars. Other well respected medical groups that scored high in California are Scripps, Sharp Rees Stealy, Palo Alto Medical Foundation and Sutter Medical Group. This is exciting news for Sansum Clinic. We are focused on one thing — providing excellent medical care to our patients — and ratings like this indicate we're doing our job well.

Building on the Medicare Advantage star rating system for health plans, IHA uses 13 clinical quality measures to collect performance data and assign star ratings to 186 physician organizations. Those are based on how well the health plans provided

recommended care in 2015 to some 2 million California seniors and people with disabilities enrolled in Medicare Advantage health maintenance organizations (HMOs). Clinical quality measures used to calculate the star ratings range from rates of breast and colorectal cancer screenings to eye exams and blood sugar control for patients with diabetes to managing osteoporosis in women with a previous fracture.

Collecting these measures at the physician organization level allows IHA to combine data from the six participating health plans to identify performance variations that can help plans and physician organizations target quality improvement efforts. [↪](#)





# 4.5 stars

out of 5 possible stars



Left to right: Barbara Conviser, Cynthia Moxley, Chad Hine, Cheryl Kistler, Dr. Marjorie Newman and Dr. Kurt Ransohoff

## CAPG Elite Status

**CAPG**, the Voice of Accountable Physician Groups, awarded Sansum Clinic “Elite Status” for exceptional performance in the Standards of Excellence™ (SOE®) member survey. Survey rankings are given to physician groups based on their performance in improving patient experience, clinical care, and affordability of care. The survey is recognized as the industry standard by which the nation’s healthcare systems can assess the delivery of accountable and value-based care and improve patient care coordination, in line with ongoing healthcare reform. CAPG assesses the key features and capabilities required for sophisticated healthcare systems to deliver in six essential domains:

- **Accountability and Transparency**
- **Care Management Practices**
- **Health Information Technology**
- **Patient Centered Care**
- **Support for Advanced Primary Care**
- **Administrative and Financial Capability**



“We are proud to be recognized by our peers for strong performance on these key components of healthcare delivery,” said **Kurt Ransohoff, M.D., CEO and Chief Medical Officer**. “We have worked hard to put initiatives in place that improve the health of our populations and enhance the patient experience, while maintaining a focus on efficiency.”

“We have worked hard to put initiatives in place that improve the health of our populations and enhance the patient experience, while maintaining a focus on efficiency.”

## HIMSS Analytics Stage 6 Recognition



In August 2016, HIMSS Analytics announced Sansum Clinic achieved **Stage 6** on the **Electronic Medical Record Adoption ModelSM (EMRAM)**.

HIMSS Analytics developed the Outpatient EMR Adoption Model in 2012 as a methodology for evaluating the progress and impact of electronic medical record systems for ambulatory facilities in the HIMSS Analytics® LOGIC™. Tracking their progress in completing eight stages (0-7), ambulatory sites can review the implementation and utilization of information technology applications with the intent of reaching Stage 7, which represents an advanced electronic patient record environment.

Stage 6 ambulatory facilities appear to have a significant advantage over competitors for patient safety, clinician support, clinician recruitment, and competitive marketing for both consumers and nurse recruitment. Stage 6 organizations also have achieved a significant advancement in their IT capabilities that positions them to successfully address many of the current industry transformations, such as meaningful use criteria in the American Recovery and Reinvestment Act, claims attachments for the Health Insurance Portability and Accountability Act, pay for performance, and government quality reporting programs.

## United Healthcare Honors Sansum Clinic

Sansum Clinic was recently recognized by **United Healthcare** for our focus on improving the health and wellness of our **United/Secure Horizons Medicare Advantage** plan members.






## Santa Barbara Breast Care Alliance



The **Santa Barbara Breast Care Alliance** received three-year full accreditation by the National Accreditation Program for Breast Centers (NAPBC), a program administered by the American College of Surgeons. Accreditation by the NAPBC is only given to those centers that have voluntarily committed to provide the highest level of quality breast care and that undergo a rigorous evaluation process and review of their performance.

The Santa Barbara Breast Care Alliance is a collaborative group of breast care experts who work together seamlessly to provide comprehensive and compassionate care for those with breast health concerns. This “breast center without walls” includes medical professionals in the fields of Radiology, Pathology, Surgery, Plastic Surgery, Radiation Oncology, Medical Oncology and Nuclear Medicine.


*“We are proud to receive NAPBC accreditation for demonstrating our firm commitment to offer patients every significant advantage in their battle against breast disease,”* said **Fred Kass, MD, Director of Medical Oncology** at the Cancer Center of Santa Barbara with Sansum Clinic. Dr. Kass will serve a three-year term as Chair of the Santa Barbara Breast Care Alliance from 2016 to 2019. 

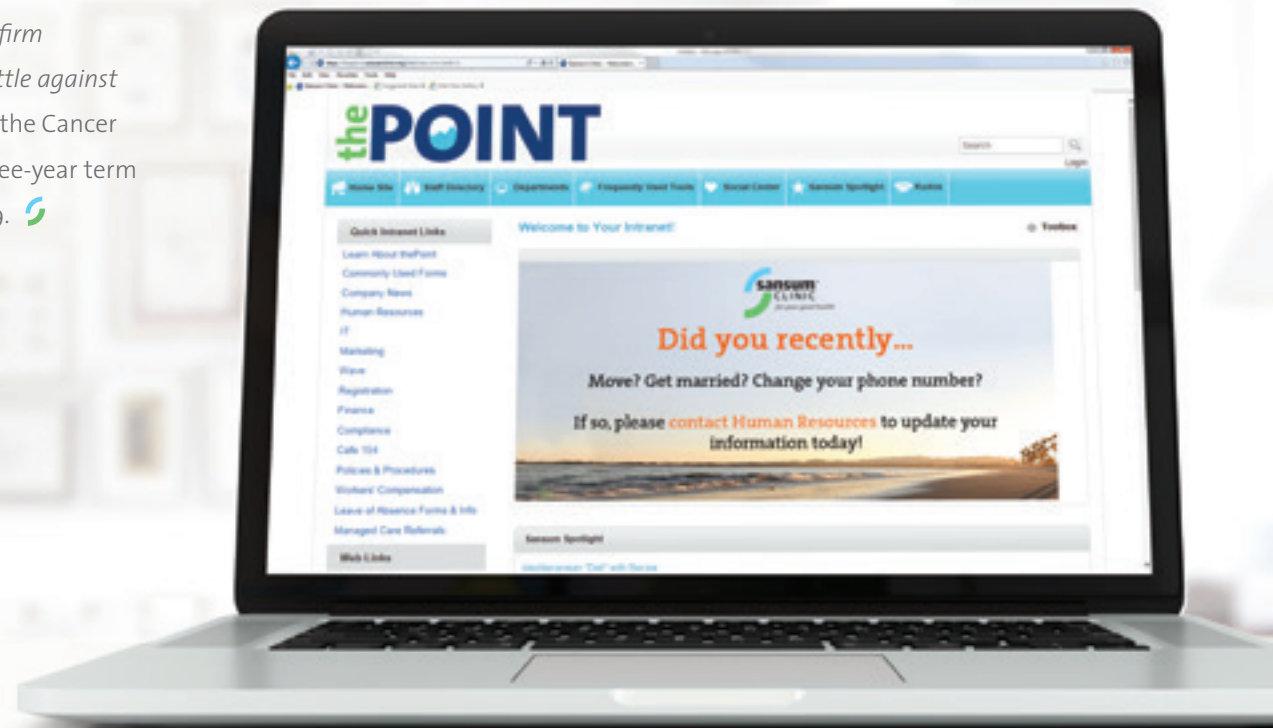
*“We are proud to receive NAPBC accreditation for demonstrating our firm commitment to offer patients every significant advantage in their battle against breast disease.”* 

## Improving Internal Communications through *The Point*



In 2016 the Clinic invested in a valuable new communications tool – a secure internal website, accessible only by Sansum Clinic physicians and staff, called **The Point**.

The Point provides a single portal to access internal and external resources and has proven to be an effective focal point for collaboration, enhancing communication among our 23 sites, nearly 40 departments and staff. It also provides a forum to support development of our corporate culture - the values and practices we share. 





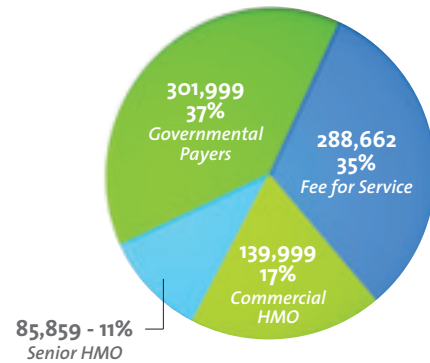
*Breast cancer survivor Jan Winn with her husband, Peter, surrounded by Cancer Center of Santa Barbara physicians and staff. The Cancer Center team is committed to a multidisciplinary approach to the treatment of cancer and works closely with other members of the Santa Barbara Breast Care Alliance. Treatment plans are designed for the specific medical, psychological, social and logistical needs of each patient.*

# Creating a Sustainable Mission

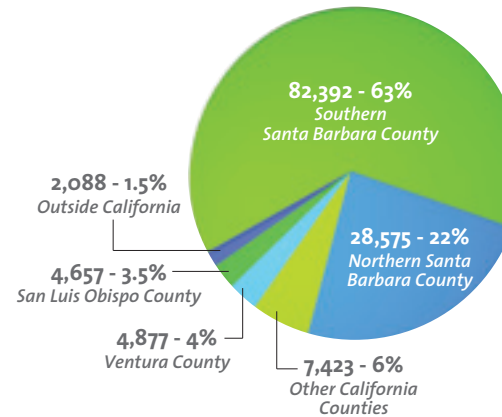


## Sansum Clinic by the Numbers

Patient Visits by Insurance Category



Patients by County



Distinct Patient Count  
**130,012 Patients**



Total Patient Visits 2016

Insurer	Total Patient Visits 2016
PPO	265,263
Medicare	247,844
Commercial HMO	133,360
Senior HMO	79,843
Medi-Cal	35,232
Medi-Cal HMO	16,289
Self-Pay	7,243
Commercial HMO-IPA	6,639
Senior HMO-IPA	6,016
Other Fee For Service	4,045
Workers Compensation	4,007
Other	3,759
Indemnity	3,415
Other Government	2,789
Charity Care	748
Occupational Medicine	120
<b>Grand Total</b>	<b>816,609</b>

## Sansum Clinic Visits by Department

Department Name	2016
Allergy and Immunology	7,495
Ambulatory Surgical Center (GI)	7,235
Anticoagulation Clinic	4,121
Cardiology	35,675
Dermatology	41,604
Doctors' Weight Management	3,268
Ear, Nose and Throat	13,207
Endocrinology	19,171
Facial Plastic Surgery and Reconstruction	3,717
Family Practice and Internal Medicine	142,989
Foothill Surgery Center	3,679
Gastroenterology	13,389
Genetic Counseling	912
Health Education	6,830
Infectious Disease	1,680
Nephrology	3,136
Neurology	12,829
Neurosurgery	477
Nuclear Medicine	7,728
Obstetrics and Gynecology	30,846
Oncology	40,677
Ophthalmology and Optometry	53,769
Orthopedics	26,990
Pain Management	4,794
Pediatrics and Adolescent Medicine	38,253
Pharmacy	699
Physical Therapy	33,423
Podiatry	12,460
Procedure Center	5,967
Psychiatry and Psychology	9,479
Pulmonary and Critical Care	7,963
Radiation Oncology	28,411
Radiology	92,656
Rehabilitation Extended Care	4,209
Rheumatology	11,054
Support Services	1,525
Surgery	12,967
Travel and Tropical Medicine	1,819
Urgent Care	54,012
Urology	15,494
<b>Total Patient Visits</b>	<b>816,609</b>



## Executive Leadership Team Welcomes New Members

Sansum Clinic welcomed three new leaders to strengthen our senior-level management: **Alexander Bauer, Chief Financial Officer, Karen Handy, Vice President of Operations, and Matthew Kunkel, Vice President of Oncology.**



**Alex Bauer** is a financial leader with an extensive background in the healthcare industry, bringing a history of building consensus for difficult changes in systems and finance processes. He finds driving a culture of accountability adds value to operating organizations. Mr. Bauer has the expertise to support rapidly changing care

and reimbursement models, evolving business models and new care delivery systems. He was recognized by the Advisory Board for building a highly effective analytics team and for his collaboration with physician leadership obtaining NCQA Medical Home Certification for five clinics.

Before joining Sansum Clinic, Mr. Bauer was Vice President and CFO for Renown Health, Nevada's only integrated non-profit Health System. Prior to Renown Health, he worked as a Financial Manager of Area Neurosurgery and Spine Surgery at Kaiser Permanente and as the Business Manager and Consultant of Ambulatory Care at Stanford Hospital and Clinics. Mr. Bauer received his Bachelor in Finance and Accounting from Ruhr Universitat in Bochum, Germany and his MBA with a focus in Technology Innovations Management from Pacific Lutheran University in Tacoma, WA. Mr. Bauer is also certified in Healthcare Compliance by the Healthcare Compliance Association.




**Karen Handy** oversees day to day operations at Sansum Clinic's 23 patient care facilities across Santa Barbara County. Ms. Handy is dedicated to enhancing the patient experience, with a focus on service, excellence, quality and operational efficiency.

Ms. Handy is a graduate of Stanford University and received her Master's in Public Health from UCLA. Prior to joining Sansum Clinic, she worked for more than 13 years with Sutter Health/Palo Alto Medical Foundation in several roles, most recently as director of operations in primary care and weight management. Ms. Handy has devoted much of her career to helping patients and communities improve their health and reduce their risk for disease, including writing a healthy lifestyle blog and articles for Sutter Health's award-winning consumer health website.



**Matthew Kunkel, MHA** is a healthcare operations leader with extensive experience in clinical operations, financial management and strategic planning. He received his Bachelor of Arts in Economics from St. John's University in Minnesota and his Master of Healthcare Administration (MHA) from the University of Minnesota.

Before joining Sansum Clinic, Mr. Kunkel was the Director of Business Operations and Finance at Stanford Health Care where he was a senior member of the leadership team serving the cardiovascular service line and worked in collaboration with the cancer service line. Prior to Stanford Health Care, Mr. Kunkel was Director of Clinical Operations at Sutter Health's Palo Alto Medical Foundation, leading the clinical operations, financial management and strategic direction of over 20 medical specialty outpatient departments and was a senior member of the cancer service line leadership team, serving regional cancer centers across the South Bay Area. Additionally, he brings a diverse set of past academic and community-based professional experiences that include the Mayo Clinic, Kaiser Permanente in Denver, CO and Sutter Health throughout Northern California. 





Sansum Clinic Leadership Council

# 2016 New Physicians and Providers



**Benton Ashlock, MD**  
*Pulmonary & Critical Care Medicine*

Dr. Ashlock is board-certified in Pulmonary and Critical Care Medicine and Internal Medicine. He received his medical degree from Saba University School of Medicine and completed his Internal Medicine residency at Scripps Clinic Green Hospital in La Jolla, CA. He completed his fellowship training in Pulmonary and Critical Care medicine at the University of California, San Diego.



**Vicky Diaz, NP**  
*Endocrinology*  
*Pesetas Urgent Care and Multi-Specialty Clinic*

Ms. Diaz is a Nurse Practitioner who works in our Endocrinology department. She received her Master of Science in Nursing from UCLA.



**Lillian Donner, DPT**  
*Physical Therapy*  
*Foothill Medical and Surgical Center*

Ms. Donner received her Doctorate in Physical Therapy from the University of St. Augustine for Health Science in San Marcos, CA and her areas of expertise include manual therapy, orthopedics, women's health and pediatrics.



**Todd Engstrom, MD**  
*Internal Medicine*  
*Pueblo Multi-Specialty Clinic*

Dr. Engstrom is board-certified in Internal Medicine. He received his medical degree from Northwestern University Medical School and completed his Internal Medicine residency at Virginia Mason Hospital in Seattle, WA.



**Gina Faruzzi, FNP**  
*Urgent Care*  
*Pesetas Urgent Care and Multi-Specialty Clinic*

Ms. Faruzzi received her Family Nurse Practitioner degree from California State University, Long Beach and is certified by the American Association of Nurse Practitioners.



**Karen Hord, MD**  
*Family Medicine*  
*Carpinteria Family Medicine*

Dr. Hord is board-certified in Family Practice. She received her medical degree from the University of Colorado Health Sciences Center in Aurora, CO and completed a Family Medicine residency at St. Joseph Hospital in Denver, CO. Dr. Hord also completed a fellowship in toxicology and HRIS Primary Care Research at the University of Colorado Health Sciences Center.



**Julie Jacobs, MD**  
*Urgent Care*  
*Pesetas Urgent Care and Multi-Specialty Clinic*

***Lompoc Urgent Care and Multi-Specialty Clinic***

Dr. Jacobs is board-certified in Family Practice. She received her medical degree from the University of California, San Francisco School of Medicine. She completed a Family Practice residency at St. Francis Hospital in Wilmington, DE and a Family Practice fellowship at the University of North Carolina in Chapel Hill, NC.



**Wayne Jonas, MD**  
*Urgent Care*  
*Lompoc Urgent Care and Multi-Specialty Clinic*

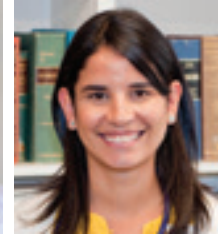
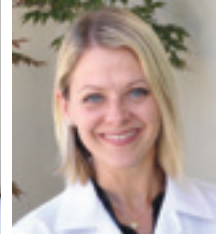
Dr. Jonas recently became a permanent physician at Lompoc Urgent Care after working as a per diem. He is board-certified in Emergency Medicine. He received his medical degree from Duke University School of Medicine and completed his residency at Bellevue Hospital in New York.



**Ryan Kendle, MD**  
*Medical Oncology and Hematology*  
*Pueblo Multi-Specialty Clinic*

Dr. Kendle is board-certified in Internal Medicine. He received his medical degree from Drexel University in Philadelphia, PA, completed his Internal Medicine internship and residency at the University of California Davis Medical Center, and completed his Hematology/Oncology fellowship at UCLA's David Geffen School of Medicine where he was Chief Fellow 2015-2016.





**Amit Malkani, DO**  
*Family Medicine*  
*Carpinteria Family Medicine*

Dr. Malkani is board-certified in Osteopathic Medicine. He received his medical degree from Touro University College of Osteopathic Medicine in Vallejo, CA. He completed a Family Practice residency at Memorial Hospital in York, PA and was also a clinical resident at Wellspan York Hospital Wound Healing Center in York, PA and a visiting resident in Ghana, Africa through Temple University School of Medicine. Dr. Malkani recently became a full-time physician after providing locum coverage in various Clinic locations.

**Marilyn Mendoza, MPH, MD**  
*Pediatrics and Adolescent Medicine*  
*Hitchcock Pediatrics*

Dr. Mendoza is board-certified in Pediatrics. She received her medical degree from the University of California San Diego, School of Medicine and completed her internship and residency at UC Irvine/Children's Hospital of Orange County.

**Marissa Piacenti, PA-C**  
*Medical Oncology and Hematology*  
*Pueblo Multi-Specialty Clinic*

Ms. Piacenti received her Physician Assistant degree from Barry University. She has been involved in Hematology/Oncology since she began her career in 2007, starting initially in Pediatrics and expanding to adult patients in the last five years. Her focus is on hematologic malignancies and bone marrow transplants.

**Sylvia Rivera, MD**  
*Endocrinology*  
*Pesetas Urgent Care and Multi-Specialty Clinic*

Dr. Rivera is board-certified in Internal Medicine. She received her medical degree from New York University School of Medicine, completed her Internal Medicine residency at Santa Barbara Cottage Hospital and her fellowship in Endocrinology at the University of North Carolina at Chapel Hill.

**Stephanie Rothman, DO**  
*Neurology*  
*Pueblo Multi-Specialty Clinic*

Dr. Rothman is board-certified in Neurology and Clinical Neurophysiology. She received her medical degree from Western University of Health Science, completed her Neurology residency at the University of Wisconsin and a fellowship in Clinical Neurophysiology at the University of Southern California.

**Jessica Ryan, PA-C**  
*Urgent Care*  
*Pesetas Urgent Care and Multi-Specialty Clinic*

Ms. Ryan received her Physician Assistant degree from Oregon Health & Science University School of Medicine in Portland, OR. She is certified by the National Commission on Certification of Physician Assistants.

**Novejot (Neetu) K. Sekhon, MD**  
*Medical Oncology and Hematology, Cancer Center of Santa Barbara*

Dr. Sekhon is board-certified in Internal Medicine. She received her medical degree from George Washington University, School of Medicine and Health Sciences in Washington, D.C., completed her internship and Internal Medicine residency at Thomas Jefferson University Hospital in Philadelphia, PA and was a Hematology/Oncology fellow at UCLA Olive View Medical Center.

**Vicente Tejada, FNP**  
*Urgent Care*  
*Lompoc Urgent Care and Multi-Specialty Clinic*

Mr. Tejada received his medical training from Charles R. Drew University of Medicine and Sciences and is certified by the American Academy of Nurse Practitioners.

**Scott Tobis, MD**  
*Urology*  
*Foothill Medical and Surgical Center*

Dr. Tobis is board-certified in Urology. He received his medical degree from Dartmouth Medical School where he graduated with honors, completed a General Surgery internship and Urology residency at the University of Rochester in Rochester, NY, and completed his fellowship training in Robotic Surgery and Urologic Oncology at The City of Hope National Medical Center in Duarte, CA.

**Kristen Wilson Araza, NP**  
*Internal Medicine*  
*Pesetas Urgent Care and Multi-Specialty Clinic*

Ms. Wilson Araza received her Bachelor of Science in Nursing at Villanova University in Villanova, PA and completed her Master of Science in Nursing, Adult/Gerontology Acute Care at George Washington University in Washington D.C. She is certified by the American Nurses Credentialing Center.

# 4 Meeting the Community Need



## 2016 Health Education Initiatives

The **Health Education Department** improves the quality of life of patients and the community by encouraging healthy choices, assisting in the management of ongoing health conditions and providing support and information for serious illness. This program also facilitates physicians' ability to provide quality care by delivering the education and support component to patients. Health Education is central to our mission and provides a significant community service, offering programs that are open to the community free of charge or at a nominal fee.

The work of the Health Education Department supports initiatives such as **Patient Centered Medical Home, Pay for Performance** and the new **Physician Quality Reporting System**.

In 2016 the Health Education Department provided services to approximately **15,000 people** as follows:

- **4,300 professional consultations** were provided to individuals in advance care planning, care management, diabetes and nutrition.
- Group health education programs in **22 topic areas** garnered more than **2,500 visits**.
- Approximately **1,100 people** utilized the Health Resource Center to access health information. Popular topics requested by visitors include program information, Medicare and other insurance concerns and assistance with Advance Directives.
- **420 individuals** participated in Oncology Wellness programs in **14 topic areas**, with **2,400 visits**.
- **2,500 individuals** were given access to oncology community education on colon cancer early detection and skin cancer prevention.
- **600 patients** and families as well as 300 health professionals utilized the Cancer Resource Library.
- **1,250 people** participated in other community-based health events.
- **350 staff** hours were given in-kind to community health improvement committees and events.



Sansum Clinic at the Heart Walk




Barbara Ireland Walk for Breast Cancer Research



Cancer Center Walk Run

## Additional Activities and Accomplishments:

- Served as the **lead organization for Healthy People Healthy Trails**, a collaboration to bring Prescriptions for Outdoor Activity to Santa Barbara County.
- Continued as the **lead organization in the Santa Barbara County Collaborative for Healthier Living**, established to increase evidence-based health education programs.
- Secured generous support from foundations and individuals to allow us to continue to offer **Camp Wheez** free of charge to any child aged 6 to 13 with asthma. Our 2016 contributors included **Swanton Foundation, Barbara N. Rubin Foundation, Marcel Sassola/Santa Barbara Specialty Pharmacy** as well as many gifts from individuals. Community partners included **CenCal Health, Cottage Health, Easy Lift, First Baptist Church, Santa Barbara Boys & Girls Club, Santa Barbara Neighborhood Clinics**, local high schools and local physicians.
- Maintained recognition of **Diabetes Self-Management Education (DSME)** by the American Diabetes Association.
- Provided services to underserved patients as indicated by participation including **6% to 12% of individuals with MediCal insurance** (rate varied by program).
- Maintained a very high satisfaction rate as indicated by program participants giving an average score of **4.8 on a scale of 1 to 5**.
- Participated in community based health activities and committees that included **Adult and Aging Network; Alliance for Living and Dying Well; American Cancer Society Leadership Board; American Heart Association Go Red Luncheon and Heart Walk; Cottage Health Cancer Committee; FoodBank of Santa Barbara County; Food, Food, Food; Healthy Lompoc Coalition; Healthy People Healthy Trails; Live Well Santa Barbara County; San Marcos High School Health Academy; Santa Barbara Breast Care Alliance Leadership Board; Senior Expos in Carpinteria, Lompoc and Santa Barbara.**
- Partnered with community organizations to enhance program offerings including **Alliance for Living and Dying Well, Alzheimer's Association, Channel Islands YMCA, Cottage Health Community Education Department, Garden Club of Santa Barbara, Health Insurance Counseling and Advocacy Program (HICAP), Santa Barbara Athletic Club, United Way of Santa Barbara County** and **WomenHeart**.
- Supported employer health events at **Channel Technology Group; City of Lompoc; City of Santa Barbara, Hardy Diagnostics and Westmont.**
- Provided 3 Internships to **Dietetics** students at **Cal Poly State University**. 



The Santa Barbara County Promotores



Camp Wheez



Flu Clinic



Eye Clinic

# Healthy People Healthy Trails


The mission of **Healthy People Healthy Trails** is to work collaboratively with land agencies, healthcare providers and community partners to improve the health and wellbeing of community members through the use and enjoyment of trails, parks and open spaces.

In 2014, Sansum Clinic and Santa Barbara County Trails Council requested help from the National Park Service to bring Healthy People Healthy Trails to Santa Barbara County. CenCal Health, City of Santa Barbara Parks and Recreation Department and Cottage Health, have subsequently joined the effort, inspired by the opportunity to support environmental health through community health.

In 2016, Healthy People Healthy Trails built the foundation to launch publicly in



2017 with walking maps in both English and Spanish, a calendar of community walks for all who are interested and prescriptions for outdoor activity available for use by physicians.

Participating healthcare providers will use the Prescription for Outdoor Activity with their patients they believe could benefit from being more physically active. Providers will also give their patients a Healthy People Healthy Trails Trail Guide, which includes maps for easy walks, safety tips and more. The Healthy People Healthy Trails Trail Guide is available to patients and to the community. It is a tool that anyone can use to find easy, safe paths and trails they can enjoy with their family and friends. 



## Rx for Outdoor Activity

Congratulations on deciding to increase your physical activity and enjoy the benefits of being in nature!

Here is the plan that we discussed to get you started.

Name: John Jacobs Date: 12/8/16

Notes: \_\_\_\_\_

Let's review this plan in 6 weeks.

X Dr. Dave Francis

M.D. Signature




NOTE: The trails recommended are mostly flat with a hard surface. Find further details at [www.healthypeoplehealthytrails.org](http://www.healthypeoplehealthytrails.org)



## Colon Cancer Prevention is Priceless



The **Cancer Center of Santa Barbara with Sansum Clinic** and **Cottage Health** held a free event focusing on colon cancer prevention. Colon cancer is the third leading cause of cancer deaths in Santa Barbara County, but up to 60 percent (according to the Center for Disease Control and Prevention) of deaths could be prevented through regular screening of those age 50 and older.

At the **Prevention is Priceless** event in March, Colon Cancer Prevention Month, attendees learned about preventing colon cancer through diet and exercise, the screening process, and the hereditary risk factors. Sansum Clinic and the Cancer Center recommend that everyone over 50 be screened for colon cancer; however, in some cases, screenings should start at an earlier age. About 5 to 10 percent of people with colorectal cancer have a hereditary form, with the most common being **Lynch Syndrome**. In these families, screening should start before the age of 50. **Dr. John Petrini** and **Dr. James Egan** were available to answer questions, and staff was on hand to schedule colonoscopies and discuss resources. No-cost colonoscopies were available for qualified individuals. 



## How You Can Help

Sansum Clinic is a nonprofit organization. Generous support from donors and grateful patients enables Sansum Clinic to offer community service programs that contribute to the wellbeing and quality of life of all members of the community.

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




*Sansum Clinic Gastroenterologist Dr. John Petrini*



The **Lovelace Fund for Medical Excellence** is used for programs that assist Sansum Clinic in the recruitment and retention of physicians, including the **Physician Housing Program** and the **Facility Improvement Program**. It is also used for other endeavors which are deemed to ensure medical excellence for our patients.

Sansum Clinic's Board of Trustees established The Lovelace Fund for Medical Excellence in 2012 as a tribute to the late Jon Lovelace and the Lovelace Family for their visionary support of Sansum Clinic.

In addition to the Lovelace Family we also receive support from a number of other community contributors, including our Trustees who have embraced the vision of the Lovelace Family in supporting Sansum Clinic.

The Lovelace Fund for Medical Excellence and the Physician Housing and Facility Improvement Programs help provide a lasting legacy to Sansum Clinic and Santa Barbara and the more than **130,000 patients** who trust us with their medical care each year. It also enables the Clinic to keep pace with the rapidly changing healthcare environment, and anticipating the community's needs. 

## Physician Housing Program


The very generous financial support of the Lovelace Family has been instrumental in the recruitment and retention of outstanding new physicians to Santa Barbara since April 2006 through our innovative **Physician Housing Program**.

This program assists new physicians in obtaining shared appreciation loans to help with the purchase of homes in our high-priced real estate market. By 2016 Sansum Clinic had used this special program to attract **19 highly skilled physicians** in a broad range of specialties and practice areas.

Physicians who used those loans saw **28,857 unique patients** at **74,004 patient visits** in Cardiology, Gastroenterology, Infectious Disease, Internal Medicine, Neurology, Obstetrics and Gynecology, Ophthalmology, Orthopedics, Pulmonary/ Critical Care and Rheumatology in 2016.

One of these physicians wrote a manuscript with colleagues in pulmonary medicine at UCLA, University of Michigan and Jefferson University accepted by the reputable Pulmonary publication CHEST. This same physician was recognized by the medical residents at Cottage Health with the "Excellence in Teaching" award.

Another physician was elected **President of the Central Coast Medical Association**, a 700-member organization throughout San Luis Obispo and Santa Barbara Counties.

The program has been designed to be a revolving fund, whereby the proceeds from future home sales will be used to repay outstanding loans and flow back into the program, where they can be used again to help future physicians meet their housing needs. Six physicians have paid back their loans to the Clinic and we have used the returned funds to provide shared appreciation loans to recruit seven new physicians. 








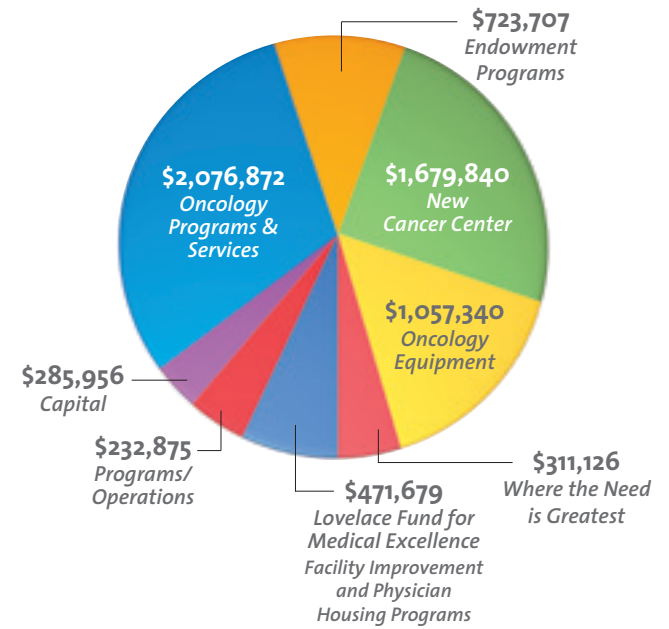
*Camp Wheez – our free day camp for kids with asthma*

## Facility Improvement Program

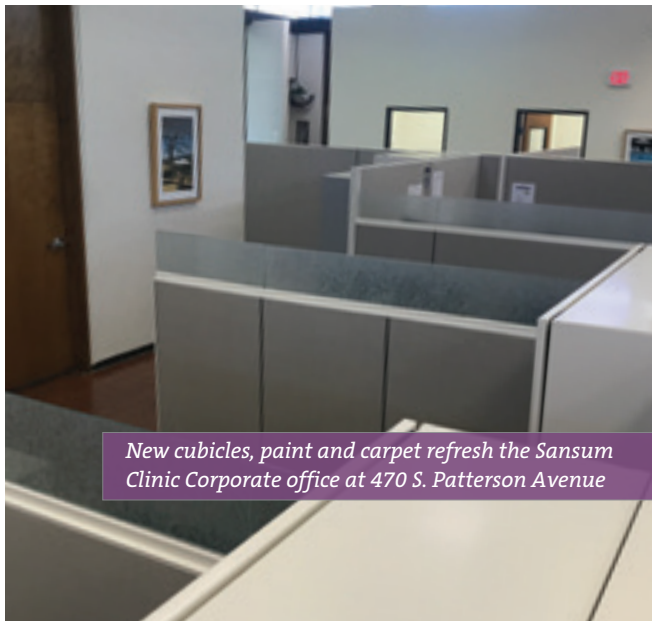
This program assists us in modernizing our facilities to enhance our patients' experience and support our ongoing efforts to attract the highest caliber physicians from around the United States. We expanded our **Primary Care** capacity and completed significant physical improvements at our multi-specialty clinic on **Pesetas Lane**. These changes helped improve patient access to critical services ensuring that we are treating patients in a comfortable, welcoming and efficient environment.

We relocated and significantly expanded our **Urgent Care** department at the newly-updated Pesetas Lane Clinic. We doubled our capacity to care for patients in need of urgent medical care, keeping them out of the more costly hospital emergency room, and expanded our ability to provide patients with same-day appointments.

In addition, this expansion allows us the opportunity to provide a resource not previously available in our community – a medical facility capable of providing ambulatory care and triage following an environmental disaster. With a generous gift from **Leatrice Luria**, the Clinic purchased a mobile generator. By equipping the new Urgent Care with dedicated back up power, we stand prepared to partner in our community's medical response in the case of wide-spread power failure or emergency as part of the **County of Santa Barbara's Emergency Preparedness Program**. The Clinic participates in the **Disaster Healthcare Partnership Coalition**, which assures collaborative planning and efficient emergency response. 



Unrestricted Gifts	\$ 311,126
Restricted Gifts	\$ 1,195,386
Capital Contributions	\$ 3,023,136
Programs/Operations	\$ 2,309,747
<b>Total</b>	<b>\$ 6,839,395</b>



New cubicles, paint and carpet refresh the Sansum Clinic Corporate office at 470 S. Patterson Avenue



215 Pesetas Lane remodel



Pediatrics and Adolescent medicine remodel at 51 Hitchcock Way



New main entrance at the multi-specialty clinic at 215 Pesetas Lane

*This expansion allows us the opportunity to provide a resource not previously available in our community – a medical facility capable of providing ambulatory care and triage following an environmental disaster.*



**sansum**CLINIC  
**Visiting Professor**  
OF SURGERY


Mayo Clinic's **Dr. Michael G. Sarr** was the fifth nationally recognized **Visiting Professor of Surgery** presented by Sansum Clinic at Surgical Academic Week (March 7-11, 2016).

Dr. Sarr followed four previous Visiting Professors: **Dr. John L. Cameron** (Johns Hopkins) 2012, **Dr. Hiram C. Polk, Jr.** (University of Louisville) 2013, **Dr. Julie Ann Freischlag** (UC Davis School of Medicine) 2014 and **Keith D. Lillemoe** (Massachusetts General Hospital) 2015.

Dr. Sarr had a research laboratory funded by the NIH for 27 years with numerous basic science publications on gastrointestinal motility and intestinal absorption. He is one of the two editors-in-chief of the journal SURGERY and serves on the editorial boards of several other surgical journals. He is a director of the American Board of Surgery and is a member of numerous national and international surgical societies, having held leadership positions in the Society for Surgery of the Alimentary Tract, Society of Clinical Surgery, Minnesota Surgical Society, and the International Society of Surgery. His clinical interests include bariatric surgery, abdominal wall hernias, and pancreatic surgery.

Dr. Sarr presented a free public lecture to over 120 guests on "A French Canadian Fur Trapper, Mackinac Island, An Errant Musket Shot and Your Stomach!" recounting the epic tale of how a bullet hole of the stomach revolutionized medicine.

Sansum Clinic's Visiting Professor of Surgery program provides expert educational seminars for practicing Santa Barbara surgeons and physicians. More importantly, it allows surgical residents in training at Santa Barbara Cottage Hospital the chance to interact daily with the icons, leaders and outstanding teachers of the art of surgery.

This unique educational program advances the level of surgical care available in our community, and is made possible by generous support from our Title Sponsor, Cottage Health, and grateful patients, medical groups, individual community surgeons and physicians, and corporate donors. 

*Dr. Sarr presented a free public lecture to over 120 guests on "A French Canadian Fur Trapper, Mackinac Island, An Errant Musket Shot and Your Stomach!" recounting the epic tale of how a bullet hole of the stomach revolutionized medicine.*



*Dr. Gregory C. Greaney, Dr. Michael G. Sarr, Dru A. Hartley (Director of Philanthropy), Dr. Ronald Latimer and Sansum Clinic's CEO, Dr. Kurt Ransohoff*



Recognizing that people are Sansum Clinic's most valuable asset, the **McNamara Fund for Professional Enrichment and Education** was established as an endowment by **Dr. James** and **Chris McNamara**, with support from donors, to provide both clinical and non-clinical employees with unique personal and professional development opportunities.

2016 was the second year of this impactful program and scholarships were awarded to the following Sansum Clinic employees:

**Amber Sabiron**, RN, Pueblo Internal Medicine (joined Sansum Clinic in 2012)

*"It has been a dream of mine to further my education, not just for my own personal goals but also to provide a higher level of care to the patients of Sansum Clinic. I have had the opportunity to work as a triage nurse in the internal medicine department which widened my skills. I feel very privileged to call Sansum Clinic my place of employment. I feel I can contribute further by obtaining my bachelor's degree in nursing (BSN) at the Western Governors University. My goal is to show my daughter the importance of education and to continue to better yourself and work hard."*

**Beverly Boland**, Data Processor, Corporate Office (joined Sansum Clinic in 2005)

*"I have been at Sansum Clinic for 11 years and wish to further my education. I have enrolled in the Medical Billing/Coding program at Laurus College and am excited to be going back to school. I know it will enhance my job performance as I learn new skills and new information which can benefit Sansum Clinic and provide new ideas and insight."*




McNamara Scholarship recipients **Beverly Boland**, **Amber Sabiron**, **Lucinda Aguilar** with **Chris** and **Dr. Jim McNamara** (not pictured, **Melissa Van Groningen**)

**Melissa Van Groningen**, Registered Nurse Specialist, Urgent Care (joined Sansum Clinic in 2008)

*"I am excited to have an opportunity to expand my knowledge and provide even better and more efficient care to my patients. The Certified Emergency Nurse certification requires comprehensive review of various types of emergency situations. It is intended to provide the Registered Nurse with the most current evidence-based practices to improve patient outcomes. The field of medicine is always changing and growing. Health Care professionals must continue to learn in order to provide excellent patient care."*

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


*"Medicine is always evolving and so is wound care. Patients present themselves to Sansum Clinic Urgent Care and other Sansum facilities with injuries that require a procedure where wound care is important. Sansum Clinic employees are going to benefit and gain up-to-date educational value with a wound care course. A private wound care class presented by the Wound Care Education Institute will provide evidence based approaches to wound management with current standards and techniques that would ultimately benefit our patients."* 

## Dr. Erno S. Daniel Legacy Award

**Alex Mahto**, RN was the first recipient of the **Dr. Erno S. Daniel Legacy Award**. She was selected by the Internal Medicine physicians at 215 Pesetas Lane and presented with the award at a luncheon on February 26, 2016. Physicians and staff along with members of the Daniel Family and their friends were in attendance.

Dr. Daniel passed away suddenly on February 21, 2015. He was a knowledgeable, kind and caring internist for more than 37 years, taking care of thousands of patients, in many cases, several generations of the same family. The Clinic received many gifts in his memory and at the request of his wife, Martha and their children Kristina, Michael, Mary and Monica, that generous support enabled the Clinic to establish the Dr. Erno S. Daniel Legacy Award.

Alex was selected based on her commitment to provide an excellent healthcare experience at Sansum Clinic embracing Dr. Daniel's legacy of compassion, dedication, and integrity. She is an outstanding employee who has been with the Clinic for 14 years. She is the lead RN in Internal Medicine and is well respected by coworkers, providers and patients.

*"We are very fortunate to have such an experienced nurse who is always willing to assist with everything from minor procedures to responding to our emergency situations. What sets Alex apart is her calm demeanor, approachability, and compassion allowing her to provide the embodiment of the art found within medicine,"* stated **Dr. Bryce Holderness**, head of the Internal Medicine Department at Pesetas. 



*Mike Daniel, Mary Daniel Gullett, and Martha Daniel with Alex Mahto, RN and Dr. Bryce Holderness*




## Sansum Clinic and the Santa Barbara Neighborhood Clinics

Sansum Clinic is proud to partner with the **Santa Barbara Neighborhood Clinics (SBNC)** providing them with much needed diagnostic services at no charge to their patients. This type of partnership is rarely available to safety net providers elsewhere in the country.

SBNC provides free and sliding-scale medical, dental and health education visits to people in need, regardless of their ability to pay in south Santa Barbara County. Their 20,000 patients (70,000 visits) are cared for at four medical clinics and two dental clinics.

Since 2010 Sansum Clinic has provided **4,415 SBNC patients with 5,322 diagnostic services totaling \$2,175,084**. The cardiology diagnostic services include echocardiogram and cardiovascular device monitoring and other diagnostic services such as general and special radiology, MRI scans, CT scans, ultrasounds and mammograms.

Thanks to a generous donor to Sansum Clinic we are able to offer low dose CT Scan (LDCT) lung cancer screenings to SBNC patients with the goal of detecting lung cancer in the early stages when it is most treatable. Eligible patients must be between the ages of 55 and 70 years of age and must have smoked tobacco for a significant number of years, putting them at high risk for the development of lung cancer.

*"We are grateful to Sansum Clinic for providing healthcare services to members of our community who do not qualify for services through other funding sources. Our patients are so thankful for these procedures that would otherwise have resulted in severe financial stress on their families had your program not been available. We look forward to a continued strong collaboration built on the mutual respect for each other's contribution to the overall health of our community,"* **Dr. Charles Fenzi**, CEO and Chief Medical Officer of the Santa Barbara Neighborhood Clinics. 

*"We are grateful to Sansum Clinic for providing healthcare services to members of our community who do not qualify for services through other funding sources."*

## Sansum Clinic Legacy Society

Today, more than ever, philanthropic support is essential to our mission to provide an excellent healthcare experience, recognizing our first priority is the patients we serve.

By leaving a lasting legacy to Sansum Clinic, you will long be remembered for your thoughtfulness and generosity. Your gift will provide future generations with the quality healthcare that you have come to expect – and receive – from our outstanding physicians and healthcare providers at Sansum Clinic.

Sansum Clinic's **Legacy Society** honors the loyal individuals who have included Sansum Clinic in their estate plans. Our members are dedicated to helping Sansum Clinic bring

together the best physicians, the latest technologies and the most comprehensive healthcare to meet the specialized needs of our community.

If you have already provided a gift in your estate plan, please let us know so we may thank you and include you as a member in our Legacy Society.

If you wish to leave a gift or would like information about the Legacy Society, please contact **Dru A. Hartley**, Director of Philanthropy, at **(806) 681-7726** or **dhartley@sansumclinic.org**.

*We would like to acknowledge and thank the members of the Sansum Clinic Legacy Society.*

Sansum Clinic Legacy Society Members						
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*A Legacy of Giving*

## Meet Sansum Clinic Legacy Society Member Heidi Huglin-Deane *By Nicole Young*

Nearly 30 years ago, **Dr. Ron Latimer** became **Heidi Huglin-Deane's** bedside angel. As a young woman, she spent three months at Cottage Hospital after a lengthy surgery. The special care she received from her Sansum Clinic surgeon made her remember his kindness long after their first meeting. *"He literally saved my life,"* she explains. *"He always had a smile for me and never made me scared. He'd visit my room and make me laugh."*

Dr. Latimer retired in 2010 and created the Visiting Professor of Surgery program to provide expert educational seminars for practicing Santa Barbara surgeons and physicians. One academic week a year, a prominent national or international surgeon resides in town so surgical residents and others in the local medical community can interact with a leader in their field. Heidi made a provision in her estate plan to Sansum Clinic specifically for the Visiting Professor of Surgery Program, in honor of Dr. Latimer, because he had positively impacted her life.

Born and raised in Santa Barbara sixty years ago, Heidi and her family built relationships with Sansum Clinic doctors from the time of her childhood to the more challenging end of her parents' lives. She's saved hand-written letters from several physicians who impressed her with their efforts to reach out personally. That includes **Dr. Kurt Ransohoff, CEO and Chief Medical Officer** for Sansum Clinic, who cared for Heidi's father, Pat Huglin. When her elderly dad moved from his longtime home to the Valle Verde senior living center, his health and memory deteriorated. He'd regularly ring up Dr. Ransohoff to discuss his condition. *"My brother and I would laugh,"* Heidi recalls. *"We knew he must be driving Dr. Ransohoff nuts. He was a very good and kind man to take those calls."*

It's not easy managing the sea of symptoms that accompany multiple sclerosis, but Heidi has consistently chosen to not let the disease define her. *"I am a sunshine person,"* she exclaims. In the early years following the MS diagnosis, her Sansum


Clinic medical team was an emotional anchor. *"Back then, I had many issues with my MS and there few drugs to help. Then I met Dr. Paul Willis."* **Dr. Willis**, her longtime neurologist, spent a great deal of time talking with Heidi about the best course of treatment, and about their mutual love of travel. She describes him as a patient listener. *"I considered Dr. Willis my friend,"* Heidi admits. *"I burst into tears when I found out he was retiring."* Luckily, neurologist **Dr. Timothy West** picked up where Dr. Willis left off and she believes he's just as devoted as his predecessors.

Heidi is an active patient who defies many of the preconceived notions about what a life with MS should look like. *"I think a large part is in your mind. Attitude and exercise, it really works,"* she stresses. As a devoted student of Pilates classes, she works hard to increase her strength and flexibility. She takes regular long walks around her Los Olivos neighborhood with her two dogs and husband of more than 30 years, Andy. The couple met when Heidi was a single girl cruising Mexico on the original *Love Boat* and Andy was a British junior officer. They've been traveling the globe ever since. While she camped throughout the U.S. with her siblings during her father's sabbaticals from his position with Santa Barbara City College, she caught the Euro-travel bug during high school when she lived with an Italian family as part of a summer immersion program. Austria is her favorite country abroad and she relishes attending opera and music performances in Vienna. She and Andy also visit his parents every other year in England. Heidi dismisses any concerns over traversing large airports and easily arranges for wheelchair service to keep from tiring. One year ago she went to Las Vegas by herself to see Barbra Streisand. It was a big deal to do this solo adventure and she was quite proud of herself. The trips are invigorating but coming home is therapy itself. The views of the Santa Ynez mountains and tall trees in her yard bring back memories of happy times as a girl playing in the High Sierras. *"It's very peaceful,"* she says. *"There are so many beautiful, simple things in life. I would*



*suggest you do what makes you feel at peace.”*

The process of creating her estate plan was not a daunting task, according to Heidi. *“I enjoyed every minute of it,”* she notes. *“Dru Hartley, Sansum’s Director of Philanthropy provided guidance every step of the way not only with my provision to the Clinic but also to other nonprofit organizations.”*

Heidi found comfort knowing it all would be settled before she *“goes to the heavens in the big sky.”* She’s not bitter about having to deal with shots or other discomforts that surround her disease but rather lives to plan the next day and the next trip. She takes pleasure in discovering a way to channel her gratitude for her good health and her doctors into something permanent and lasting. *“My philosophy in life is, there is always someone who has it worse than you,”* says Heidi. *“I can’t thank Sansum’s physicians, nurses and medical staff enough for decades of expert care and compassion.”* 

*Left to right: Heidi Huglin-Deane, Dr. Ronald Latimer and Dru Hartley*

*“I can’t thank Sansum’s physicians, nurses and medical staff enough for decades of expert care and compassion.”*



# Financial Statements

## Balance Sheet

<b>Assets</b>	2016	December 31, 2015
<b>Current assets</b>		
Cash and short-term investments	\$25,310	\$24,873
Patient accounts receivable	\$17,107	\$19,697
Other current assets	\$6,873	\$9,864
Total current assets	\$49,289	\$54,434
<b>Property, plant and equipment, net of accumulated depreciation and amortization</b>	\$58,176	\$54,221
<b>Other assets</b>		
Donor restricted assets	\$2,008	\$2,005
Other assets	\$12,582	\$11,168
Total other assets	\$14,590	\$13,172
	<u>\$122,055</u>	<u>\$121,827</u>

(Amounts in thousands)

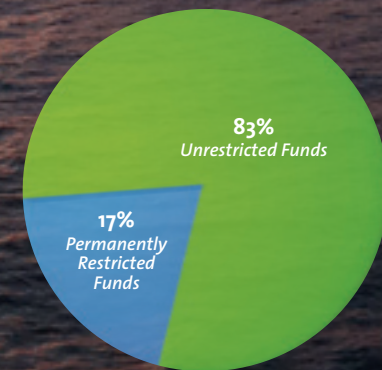
<b>Liabilities and Net Assets</b>	2016	December 31, 2015
<b>Current liabilities</b>		
Accounts payable and accrued expenses	\$30,449	\$31,462
Current portion of long-term debt	\$3,751	\$3,782
Total current liabilities	\$34,199	\$32,244
<b>Long-term liabilities</b>		
Long-term debt	\$29,468	\$32,959
Other long-term liabilities	\$9,190	\$8,027
Total long-term liabilities	\$38,659	\$40,986
<b>Net assets</b>		
Unrestricted	\$43,411	\$39,066
Restricted	\$5,786	\$6,532
Total net assets	\$49,198	\$45,598
	<u>\$122,055</u>	<u>\$121,827</u>

(Amounts in thousands)



## Endowment Funds

Endowment net asset composition by type of fund as of December 31, 2016 was as follows:



## Statement of Cash Flows

December 31,  
2016 2015

### Cash flows from operating activities

Increase in net assets	\$3,600	\$2,404
Depreciation and amortization	\$8,913	\$8,004
Other changes in operating assets and liabilities	\$(1,905)	\$1,978
Net cash provided by operating activities	\$10,608	\$12,386

### Cash flows from investing activities

Net cash used in investing activities	\$(10,474)	\$(7,490)
---------------------------------------	------------	-----------

### Cash flows from financing activities

Net cash provided/used in financing activities	\$(2,142)	\$(2,898)
Net change in cash and cash equivalents	\$(2,007)	\$1,998
Cash and cash equivalents, beginning of year	\$21,739	\$19,742
Cash and cash equivalents, end of year	\$19,732	\$21,739

(Amounts in thousands)

## Statement of Operations

December 31,  
2016 2015

### Revenues

Net patient service revenue	\$204,240	\$184,736
Premium revenue	\$67,297	\$68,545
Other revenue	\$12,837	\$11,420
Total unrestricted revenues, gains and other support	\$284,374	\$264,702

### Expenses

Medical service contracts	\$89,633	\$84,271
Salaries and employee benefits	\$79,122	\$72,967
Medical and professional expense	\$83,708	\$73,877
Occupancy expense	\$11,401	10,881
Other expenses	\$20,072	\$21,840
Total expenses	\$283,936	\$263,836

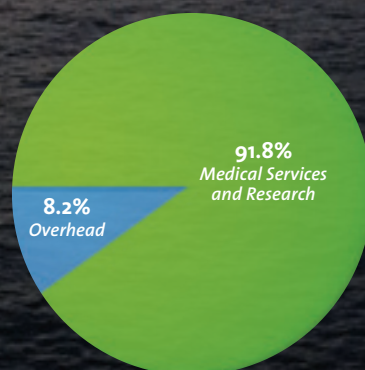
### Excess of revenues over expenses to fund clinical programs

\$437	\$866
-------	-------

(Amounts in thousands)

## Functional Expenses

Sansum Clinic provides general healthcare services to residents within its geographic location. Expenses related to providing these services for 2016 are as follows:



# Thank You to Our Donors

*Sansum Clinic gratefully acknowledges the generous support of our donors \$1,000+ from January 1 to December 31, 2016. Our donors serve an incredibly important role in helping us provide the high quality healthcare our community needs and deserves. Our ability to utilize the most advanced technology and deliver the most compassionate care is why Sansum Clinic is the first choice of 130,000 patients and why the community has been coming to us for their healthcare for 96 years. Working together we can continue to better serve you, our patients and the community.*

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Marilyn Gilbert  
Golfsmith  
LaFond Winery and Vineyards  
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Santa Barbara Foresters  
Santa Barbara Sailing Center  
Santa Ynez Band of Chumash  
Indians Foundation  
Dr. and Mrs. Mark Silverberg  
Waxing Poetic

\*Deceased

## Thank you for your ongoing support of Sansum Clinic.

As a non-profit organization, Sansum Clinic relies on private support so that we may continue our commitment to the healthcare needs of our patients and the community. We have made every effort to ensure accurate information. If there are any errors or omissions please accept our apology and contact **Dru A. Hartley**, Director of Philanthropy at **(805) 681-7726** or [dhartley@sansumclinic.org](mailto:dhartley@sansumclinic.org).

## Sansum Clinic wishes to acknowledge the generous philanthropic support of our physician groups:

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*Sansum Clinic Elings Eye Center team*



*Sansum Clinic partners with SEE International to offer free eye screenings for veterans, children and qualifying uninsured patients on Veterans Day*

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### Wilton Allen Doane 1921-2017

**Dr. Doane** was born in Mansfield, Pennsylvania to a family of doctors - his father, his uncle, and his two brothers. He had always wanted to join a multi-specialty medical group. He believed that was the best way to practice medicine, where specialists in every medical discipline could consult with one another in the diagnosis and treatment of patients most effectively. In 1956 he joined the Santa Barbara Medical Clinic, soon became Chairman of the Board of Trustees, helped develop a large multi-speciality organization, and, with legal

advice, worked to form a medical foundation, in order to better serve Santa Barbara and environs. He served two terms as Chairman of the Board of the Santa Barbara Medical Foundation Clinic, and worked towards the merger with Sansum Clinic. He served as Chairman and a member of our Board of Directors for many years.

His family, patients and his co-workers loved and admired his gentle compassion, as well as his skill as a surgeon. He was a remarkable man.



## Jack Nadel 1923 - 2016

Sansum Clinic, Santa Barbara and the international business community lost a dear friend with the passing of **Jack Nadel**. He enjoyed life to the fullest bringing joy to all who had the pleasure of knowing him. Jack had an impressive military career before launching a successful career as a global entrepreneur that spanned seven decades, having founded, acquired and operated more than a dozen companies worldwide, including Jack Nadel International.

Jack was always the first to say he was lucky enough to have met two great women who were the loves of his life. He had two wonderful marriages: first to **Elly** for 54 years and then to **Julie** for 11 years of their 14-year partnership.

In 1990, Jack founded **The Nadel Foundation** whose mission continues to help improve the standard of living and quality of life, beginning with his local community. Together Jack and Julie Nadel had a hand in enhancing the experience of our patients by remodeling our Santa Barbara OB/GYN clinic and the lobby at our Pueblo Multi-Specialty Clinic, and by launching the innovative Prescription Navigator Program. This pharmacist-led medication therapy management program ensures the safe, effective, and appropriate use of medications by Sansum Clinic patients.

Jack will be missed by many, and the Clinic is so fortunate that he and Julie's philanthropic endeavors will have a positive impact on patients in our community for generations to come.

# Vicki Hazard

## *Sansum Clinic's Chair of the Board of Trustees, and the 73rd Woman of the Year*

**Vicki Hazard** was honored as the 73rd Woman of the Year from the Santa Barbara Foundation during a ceremony on March 9 at the Coral Casino (**Ed Birch** was named Man of the Year) and concluded an 9-year run as Chair of the Sansum Clinic Board of Trustees.

Vicki has dedicated more than three decades to leadership roles in volunteerism and public service, with the past 15 year devoted almost exclusively to nonprofits in Santa Barbara. Vicki has given her time and expertise to numerous local organizations, including Sansum Clinic, Cancer Center of Santa Barbara with Sansum Clinic, Cancer Foundation of Santa Barbara and the Scholarship Foundation of Santa Barbara.

*"Vicki is one of the best examples of the critical role volunteerism plays in our community,"* stated **Dr. Kurt N. Ransohoff, CEO and Chief Medical Officer** of Sansum Clinic. *"She gathered all kinds of skill and wisdom in the business world and then came to Santa Barbara, and since then she has provided numerous non-profit organizations like us with her time, treasure and most importantly wisdom and guidance."*

What does volunteerism mean to Vicki, *"Volunteerism is the magical ingredient that defines Santa Barbara. This community's pervasive atmosphere of community involvement lures us out of our daily routines and inspires us to join others in a special world where almost anything is possible. Through this 'connectedness,' we are inspired to improve the lives of those in need; strengthen a host of community services; enrich our cultural environment; protect the creatures and resources with whom we share this planet; plan and dream for a better tomorrow; and in the process, transform our own lives. Volunteerism fuels our souls and, in doing so, truly shapes the community that we share.*

*"Santa Barbara's rich history of volunteerism provides us with many lessons about the value of community service, and encourages us to keep building upon the traditions of those selfless community leaders who have preceded us. We can look ahead with confidence that Santa Barbara's future is bright. In fact, absolutely no community is better prepared than we are to make that happen!"*

We are so grateful for Vicki's many years of service as the Chair of our Board, our friend, Woman of The Year, and the hardest working volunteer in Santa Barbara.



Credit: Brittany Myles for the Santa Barbara Foundation

*Santa Barbara Foundation's Man and Woman of the Year,  
Ed Birch and Vicki Hazard, with Ron Gallo*

# Mission

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

# Vision

*As a premier integrated delivery system we provide high-value healthcare to the communities we serve, managing the population's healthcare needs while also creating a model of care that will thrive in California's rapidly changing healthcare arena.*

# Values

*Compassion  
Accountability  
Respect  
Excellence  
Stewardship*



1 (800) 4-SANSUM [www.sansumclinic.org](http://www.sansumclinic.org)



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