New Program Offers Patients a Team Of Primary Caregivers

Whatever your medical situation, you count on your doctor to be there and to provide responsive, quality care when you need it. Cedars-Sinai Medical Group has a history of positive feedback from its patients, who consistently give the group high marks on surveys for customer service and quality care. In 2011, the group is building on this strong foundation to further enhance the patient experience with the introduction of a new “Medical Home” concept.

“It’s an approach that extends the partnership for good health beyond the patient and his or her primary care physician to include a team of clinical experts focused on meeting the full range of our patients’ care needs,” explains Stephen Deutsch, MD, the Medical Delivery Network’s chief medical officer.

11 Physicians Pilot New Approach to Care At Cedars-Sinai Medical Group

The goal of the Medical Home Program launched in January 2011 is to enhance the quality of health care and to improve outcomes and satisfaction for Medical Group patients through a patient-centered care team approach. Initial offices participating include:

John Andrews, MD     Lalima Hoq, MD
Grace Carangal, MD    David Kawashiri, MD
Cheryl Charles, MD    Lisa Nguyen, MD
Alice Cruz, MD        Howard Wynne, MD
Stephen Deutsch, MD   Clement Yang, MD
Jeffrey Gramer, MD    

Patient Satisfaction is the Top Reward

The 120 members of the Cedars-Sinai Medical Group care team have much to celebrate as they usher in the New Year. At the top of a list of many statewide honors for quality and service in 2010 are the results of the California Patient Assessment Survey, in which Cedars-Sinai patients ranked the Medical Group among the top performers in the state.

(See page 3 for details)
A Message from the CEO

Thomas D. Gordon
Chief Executive Officer

Beginning the Year with Resolution

A new year begins, and with it we all share in the tradition of resolutions. They don’t change much over the years, but the beauty of the annual custom is our belief that we can always improve, that we can better ourselves by eating healthier, losing weight, reading more and watching TV less, spending more time with people we love.

Here at Cedars-Sinai Medical Group, we value the resolution process as well, but our goals focus on you, our patients, and how we can be more effective, efficient and responsive in providing for your health care needs. We are committed to improving and enhancing our service for you every year, and this annual focus has made a positive difference.

We are all very proud of the fact that you have given us such high marks in the state-wide patient satisfaction survey, and we are honored that multiple organizations have named us among the best physician groups in the state. We believe all this recognition comes as a result of the fact that we are never satisfied and always seeking a higher level of excellence.

This year, we are very excited about the potential our new patient-centered medical home program has for taking us to a new level of care. It promises to improve your access to the services you need and further enhance positive relations with your primary care physician and the care team that will partner with you for your good health. In an era where healthcare reform is at the top of many agendas, we are looking for change that will benefit you now and for new years to come. That’s our resolution, and we will pursue it 365 days this year.

I wish you a happy and healthy year ahead. Thank you for your continued support.

With kindest regards

Share your thoughts with us
Please e-mail us at wellbeing@csms.org, or call our Patient Services Department at (800) 700-6424 Monday–Friday 8:00 a.m. to 5:30 p.m.

Pap Test Frequency Guidelines Have Changed

Since its introduction more than 50 years ago, the Pap test, also called the Pap smear, has been saving lives, significantly reducing the number of cases of cervical cancer in the U.S. It’s been a necessary part of a woman’s annual health care regimen, but based on new guidelines from the American Congress of Obstetricians and Gynecologists (ACOG) and several other national organizations, that yearly frequency is no longer necessary.

“As new research is published, recommendations for routine health maintenance issues are modified and updated,” explains Howard Wynne, MD, medical director for Cedars-Sinai Medical Group. “The recommended frequency for Pap smears, the screening test for cervical cancer, is now once every three years for most women under the age of 65.”

There are some situations where the guidelines vary. “Age, sexual risk and a woman’s medical history are important factors in the determination of testing frequency,” Dr. Wynne continues. “It’s important that every woman discuss the most appropriate interval with their physician.

Why is it now safe to have Pap tests less frequently? Medical understanding of cervical cancer, particularly its cause—human papillomavirus (HPV) infection—and the way it develops, has advanced significantly in recent years. That understanding, plus improvement in screening with new liquid-based Pap smears and improved screening for HPV, allows women to be checked for cervical cancer less often.

Did you know....

If you’ve received a billing statement for services performed at Cedars-Sinai Medical Group and have a question or concern, the Cedars-Sinai Physician Billing Customer Service team is here to help, so give us a call. Here’s a quick tip to make sure you are calling the right place—our billing statements will say Cedars-Sinai Medical Group at the top of the document and have the acronym “PBS” on the bottom left-hand corner. If it says something different, please call the number listed on the billing statement.

Our representatives are here to help you with everything from understanding your bill to checking the status of your insurance coverage to updating your billing information in our system. Call them at (800) 851-0211, Monday–Thursday, 8 a.m.–6 p.m., and Fridays, 8 a.m.–5 p.m.

Referrals to specialists are made when it is appropriate to your care. If your insurance requires a referral from your primary physician to see a specialist and if your physician decides it is medically necessary, the process will be handled as quickly as possible. It may take up to five working days to process that non-urgent request. Of course, referrals with a medical urgency will be processed more quickly.

For further information, please give our Patient and Provider Services Department a call toll-free at 1-800-700-6424.
Patients Give Medical Group High Marks on Satisfaction Survey

Perhaps the most anticipated announcement of the year for Cedars-Sinai Medical Group is the results report of the Integrated Healthcare Association’s California Patient Assessment Survey. It’s a report card from a randomly selected group of our patients who respond to questions assessing doctor/patient interactions, patient access to care, coordination of care, office staff, specialty care and health promotion. The results provide an opportunity for us to find out if we are meeting your expectations and serving your needs, and allow us to compare our survey outcomes to those of 220 other physician groups in the state.

I am pleased to report that in 2010, patients surveyed gave us high marks in several areas, and ranked us as a Top Performer in the state. We are all very appreciative of that vote of confidence, and we are particularly pleased to see evidence that our efforts to continually improve our care and service are having an impact. Scores in many areas have shown continued improvement and validate our ongoing commitment to meeting your needs.

The ratings indicate that the Medical Group excels in the areas of coordination of care and satisfaction with the helpfulness and respect shown to patients by our office staff. We ranked in the 90th percentile in those areas in comparison to other medical groups in the state. We believe our new Medical Home Program should further expand those strengths.

Survey responses also show that our patients see their doctors as informed and up-to-date, and believe they listen carefully. Our physicians also scored well in all areas of patient/doctor interactions, with high ratings on questions that assess communications and the level of respect we exhibit for our patients.

Receiving high marks, of course, is very important, but the true value of the data lies in helping us to improve our care and service to our patients. We are already closely analyzing survey results to pinpoint areas where we can improve. There is always more to be done and your feedback is the key to us getting it right.

The IHA is a nonprofit statewide collaborative leadership association that promotes healthcare quality improvement, accountability and affordability for the benefit of California consumers.

For the sixth consecutive year, Cedars-Sinai Medical Group has been ranked by the Integrated Healthcare Association (IHA) as one of California’s highest performing physician organizations. The IHA gives its Top Performance Award to medical groups and independent physician associations that prove to be leaders based on quality performance.

“This designation means a great deal to us because it is an indication that we are providing our patients with exceptional care and service, and that is our top priority,” explains Thomas D. Gordon, CEO of the Cedars-Sinai Medical Delivery Network. “Our consistent recognition as a leader in the state is the result of a culture of continuous self-improvement and self-assessment.”

Among 221 physician groups, the 45 top performers achieved the highest overall quality in 2009 based on the IHA statewide healthcare quality measures, which include clinical quality, patient experience, enhanced use of information technology, and coordinated diabetes care. The awards were presented at the IHA annual meeting in Los Angeles on September 22, 2010.

A few of Cedars-Sinai Medical Group’s top performing physician office groups include (clockwise from top): Dr. Albert Katz (right) and his team, including Nancy Vargas (left) and Bella Davis (center); Dr. David Kawashiri (center of photo) and his staff (left to right) Mary Tenette LaVergne, Ana Jimenez, Pamela Simmons, Karen Lui and Marney Jakubowicz; and Dr. Philip Yalowitz (right) and Karen Alexander.
Physicians Partner to Bring Patient A Happy Ending and New Beginning

Life is good these days for Shawni Strzelecki and her family. She’s the mother of two healthy children, Kaylee and Eli, and happily married to her college love, Ted.

“I am extremely grateful, everything else now is just icing on the cake,” she says.

Strzelecki has much to be grateful for. In the summer of 2009, when she was five months pregnant with son Eli, she was struck with a mysterious illness that nearly took both their lives. Thanks to the skills of doctors like Steven Sykes, MD, a neurologist with Cedars-Sinai Medical Group, she is here to tell her story.

“I was feeling really tired and sluggish,” Strzelecki recalls. “At first I thought it was from the pregnancy, then on Labor Day weekend it got worse—my toes went numb and I started to lose all feeling in my back. I knew something was wrong.”

After a trip to the emergency room, Strzelecki was admitted to Cedars-Sinai Medical Center, where she would remain for two months as her symptoms progressed. At one point she became paralyzed. She couldn’t breathe on her own, so was placed on a ventilator and transferred to the Intensive Care Unit.

Dr. Sykes suspected she was suffering from a rare autoimmune disorder, known as Guillain-Barre Syndrome, that causes the body to attack its own nervous system. The cause is not fully known, but is sometimes triggered by certain viral infections and bacterial illnesses. If not treated immediately, the syndrome can lead to nerve damage, excruciating pain, paralysis, and in some cases, death.

“We look at a number of factors to diagnose Guillain-Barre and all of Shawni’s initial test results came back negative, which sometimes happens,” explains Dr. Sykes. “We checked for other possibilities, but I still suspected Guillain-Barre, so we repeated the tests. This time, the results were overwhelmingly positive.”

With a clear diagnosis in hand, the treatment course began. Because of Strzelecki’s pregnancy, Dr. Sykes chose medical procedures and medications that are felt to be less dangerous in pregnant women.

The Road to Recovery

Slowly, Strzelecki responded to treatment, the rehabilitation process started, and Eli, a healthy baby boy, was born on January 20, 2010. “He is our miracle baby,” she smiles.

“This was a situation where a team approach to Shawni’s treatment, which included her obstetrician, Barry Brock, MD, and her rehabilitation doctors, was very important to her positive outcome, as well as to Eli’s health,” adds Dr. Sykes. Beyond his great medical skills, Strzelecki says it was Dr. Sykes’ excellent communication skills that made all the difference in her recovery. “When you are a patient and completely dependent upon others for your life, it is terrifying, and communication is so important,” she says.

“Dr. Sykes is the most incredible doctor—he has this calming and positive presence. He listened to my concerns and made me feel like his top priority. I cannot begin to express how much peace and reassurance that brought to me and my family.”

Strzelecki adds that her family’s support was key to her survival. “My parents, husband, sister, in-laws and friends were all incredible. That kept my mind on the right track.” These days, Strzelecki is busy being a mom and working part-time. Some days she moves a little more slowly than others as she continues to recover, but she knows just how far she has come. “Compared to where I was, I am not complaining,” she laughs.

Dr. Stone Supports Patients From Behind the Scenes

Lori Stone, MD, a seasoned professional with 20 years experience serving patients in her private neurology practice and five years in clinical research, is now helping Cedars-Sinai Medical Group patients from behind the scenes. As the group’s associate medical director for medical management, she is filling a new role aimed at helping the system and its physicians bring even more efficient and effective quality care and services to patients.

Although she won’t be providing hands-on patient care, Dr. Stone will be making a difference in the lives of Medical Group patients by working closely with primary care physicians and specialists to review patient needs, helping ensure they get appropriate care, and that referrals are processed quickly and within the guidelines.

“Our first responsibility as a medical group is taking care of our patients in the best possible way, continuing to meet and exceed the high standards we set at Cedars-Sinai,” she explains. “We must do that effectively and efficiently, prescribing the right test, the right medication and the right treatment up front.
What Makes the Medical Office a Home?

In addition to having access to your doctor, a patient with a medical home can call upon any member of the care team for help—a nurse, physician assistant, clinical pharmacist, disease management educator, dietitian, social worker and others. They all participate in your care and will know you and your medical history.

“Our goal with the medical home is to simplify our patients’ access to quality health care, to enhance their level of satisfaction and ultimately improve their health,” Grace Carangal, MD, comments. “We are their partners. Our patients come to us to address their concerns, and for examination, prevention, treatment and support.”

The offices involved in the pilot program are adding clinical staff to support the efforts. This allows them the time needed to prepare for each patient’s scheduled appointment in order to achieve a more meaningful office visit. That may mean ordering lab tests prior to the visit, and always involves review of your medical history and medical charts, checking to ensure any X-rays, lab results and other tests are available. During the visit, you might meet with any or all of the team members, receiving extra time and attention when needed.

After your appointment, the team may follow-up to ensure medications are filled or refilled, your questions are answered and that treatment is making a positive difference for you.

Who Benefits from the Medical Home?

The patient is at the center of the medical home and receives the benefit of expertise from the entire team. The concept is recognized and endorsed by many governmental and professional organizations for its focus on illness prevention and improved care for chronic conditions, like diabetes, high blood pressure, heart disease and many others. According to the Centers for Disease Control and Prevention, chronic illnesses are responsible for seven of 10 deaths in the U.S.

At Cedars-Sinai Medical Group, the medical home will offer a multitude of benefits in your care program.

- Disease management will be expanded for patients with chronic illness.
- Registered pharmacists will serve as health coaches, helping physicians and their patients assess medications, dosage and protocols to achieve optimum results.
- Nurses and social workers can help patients in need of extra help to navigate the health system, scheduling home care, transportation and other services.
- A new refill center run by Medical Group pharmacists will help patients get prescription refills in a timely manner.

What is the Anticipated End Result of the Pilot Program?

Outcomes will be measured and feedback from care team members and patients who experience the new medical home will be used to refine the program and ultimately expand it to all medical home primary care offices.

“We believe the medical home will allow us to do more for our patients and do it seamlessly because we are working and communicating, electronically and in person, as a team,” David Kawashiri, MD, says. “Each of our patients will have access to the expertise they need to monitor their condition and maintain the appropriate treatment regimen to improve their quality of life. That is the ultimate positive outcome.”
Meet Our New Physicians

Cedars-Sinai Medical Group continues to expand to provide services responsive to the needs of our patients. Some exceptional individuals have joined our care team and we’d like to introduce them to you.

Rachel Abuav, MD
Dermatology
“The privilege of taking care of people in a way that no other profession in the world allows is what inspired me to become a doctor,” Dr. Abuav explains, adding that she enjoys the diversity of the field of dermatology and the gratification she receives from her work. “I love the excitement of being challenged on a daily basis with the task of solving important problems.”

Location: 200 N. Robertson Blvd., Suite 202
Beverly Hills, CA 90211
(310) 385-3300

Board Certification: Dermatology
Medical Degree: Cornell University
Ithaca, New York

Medical Education: Residency, Dermatology, Johns Hopkins University School of Medicine, Baltimore, Maryland
Internship, Internal Medicine, North Shore University Hospital, Manhasset, New York

Anjali Bharne, MD
Hematology / Oncology
As a physician who treats a wide range of cancers and blood diseases, Dr. Bharne works to bring the latest advances in hematology and oncology to help her patients and to make a meaningful difference in their quality of life. “It is very rewarding to apply the most current scientific advances and to personalize them to help each of my patients,” she explains.

Location: 200 N. Robertson Blvd., Suite 300
Beverly Hills, CA 90211
(310) 385-2944

Board Certification: Internal Medicine
Medical Degree: University of Southern California, Keck School of Medicine
Los Angeles, California

Medical Education: Fellowship, Hematology and Oncology with a clinical interest in lung cancer at University of California, San Diego Medical Center, San Diego, California
Residency, Internal Medicine, Cedars-Sinai Medical Center, Los Angeles, California

Marvin Mina, MD
Family Medicine, Urgent Care
Dr. Mina was inspired to become a doctor by his mother, a retired family physician whom he describes as an amazing example of a life well led. Like his mother, he also chose family medicine because of the breadth of knowledge and skills needed to treat a wide variety of patients. “For me it is a way to contribute to the community and help to improve the lives and health of our patients.”

Location: 8501 Wilshire Blvd., Suite 150
Beverly Hills, CA 90211
(310) 248-7090

Board Certification: Family Medicine
Medical Degree: Loma Linda University,
Loma Linda, California

Medical Education: Residency, Family Medicine,
Arrowhead Regional Medical Center,
Colton, California

Lisa Nguyen, MD
Internal Medicine/Pediatrics
The eldest of 23 grandchildren, Dr. Nguyen understood the role of caregiver from an early age. “For me, it was natural to gravitate toward a career that allows me to care for others,” she says. She chose to study both internal medicine and pediatrics because she enjoys working with patients throughout their lives, especially in transitional phases such as young adulthood and end-of-life care.

Location: 200 N. Robertson Blvd., Suite 303
Beverly Hills, CA 90211
(310) 385-3466

Medical Degree: Duke University School of Medicine, Durham, North Carolina

Medical Education: Residency, Internal Medicine and Pediatrics, Duke University Medical Center, Durham, North Carolina
Masters of Public Health, University of North Carolina, Chapel Hill, North Carolina

Lei Zhuang, MD
Pediatric Otolaryngology, Head and Neck Surgery
Dr. Zhuang is a physician and surgeon who specializes in disorders of the ears, sinuses, larynx (voice), oral cavity, pharynx, as well as the neck and face.

Location: 8631 W. Third St., Suite 640E
Los Angeles, CA 90048
(310) 423-1220

Board Certification: Otolaryngology, Head and Neck Surgery
Medical Degree: Medical College of Wisconsin, Milwaukee, Wisconsin

Medical Education: Fellowship, Pediatric Otolaryngology, Children’s Hospital of Pittsburgh, University of Pittsburgh Medical Center, Pittsburgh, Pennsylvania
Internship, General Surgery, and Residency, Otolaryngology, Washington University, St. Louis, Missouri

In the Spotlight

Cedars-Sinai Health System President’s Award Winner

Lew Haylock
Courier

He’s described by co-workers as a person who spreads joy to patients and staff, goes above and beyond the call of duty and is always thinking of others. He’s known for his upbeat mood, his ready smile and the cheerful tunes he hums.

For Lew Haylock, that’s not an effort. It’s just who he is. For Cedars-Sinai Medical Group, it’s the reason he was chosen as a Cedars-Sinai Health System President’s Award Winner this December. It’s the highest honor given to Health System employees.

For the past 15 years, Haylock has brought his positive energy to the Medical Group’s patients and staff as a courier. He delivers medical test information, mail, supplies and anything else that is needed to help the Medical Group team provide efficient, quality care to our patients. He puts in a lot of miles each day, traveling between and within the eight Los Angeles and Beverly Hills offices and to Cedars-Sinai Medical Center.

“I get to meet a lot of people every day. I treat them with respect and in return they treat me with respect.”

Well-Being Cedars-Sinai Medical Group Winter 2010
Cedars-Sinai Medical Group: One Network for All Your Healthcare Needs

Since our inception in 1985, Cedars-Sinai Medical Group has focused on providing a full range of quality healthcare and disease prevention services for the entire family.

As a patient in our medical network, you benefit from convenient access to over 100 primary and specialty care physicians and seamless coordination of your care between them. While each doctor manages particular aspects of your care, they all work together as a team to deliver a comprehensive treatment plan.

The physicians and staff of Cedars-Sinai Medical Group are your partners in quality healthcare. We are part of the nationally renowned Cedars-Sinai Health System, so should you need to be hospitalized, you have access to Cedars-Sinai Medical Center which is consistently recognized as one of the finest hospitals in the country.

Same-Day Care for Your Urgent Needs

Cedars-Sinai Medical Group’s Urgent Care Center is designed to help you meet your unexpected medical needs when your primary care doctor or pediatrician is not available. The Center’s internal medicine and family practice physicians, pediatricians and urgent care-trained physician assistants are members of the Cedars-Sinai Medical Group and provide the same standard of excellence in patient care to diagnose and treat your flu, cold, fever or any illness that needs immediate attention.

Same-day appointments and after-hours care are available at the Center, 8501 Wilshire Boulevard in Beverly Hills, Monday through Friday, 9:00 a.m. to 9:00 p.m. and Saturday through Sunday, 9:00 a.m. to 1:00 p.m. Of course, if you have a serious health problem, call 911 or go to the Cedars-Sinai Medical Center emergency department.

Voice of the Customer Program: WE CARE

Our goal is to provide you with high-quality medical care, excellent customer service and a strong mix of programs and services responsive to your needs. Our team of physicians, caregivers and support staff are all focused on serving you.

In order to achieve our quality care and service goals, we need to hear from you. Your concerns, suggestions and general feedback about the quality of care and services you receive will help to make us even better at what we do.

Should you have any issues at any time, our care team meets bi-weekly to investigate and resolve your concerns and to fine-tune our policies and procedures to better serve you.

Please call our Patient Services Department at (800) 700-6424 Monday through Friday, 8:00 a.m. to 5:30 p.m., with any issues you may wish to discuss.

Learn More about Us

At Cedars-Sinai Medical Group, your good health is our first priority. We view ourselves as your partner, there to support you in your wellness and preventive efforts, as well as to treat and care for you when illness or injury occurs.

To learn more about any of our Cedars-Sinai Medical Group physicians, specialty services, wellness classes, physician office locations and phone numbers, please visit our website at www.Cedars-SinalMedicalGroup.org. Or, call our Patient Services Department at (800) 700-6424, Monday through Friday from 8:00 a.m. to 5:30 p.m.
What’s in Store…

In this issue of Well-Being, get the latest from your partners in good health.

Satisfying Survey
Patients rate Cedars-Sinai Medical Group a Top Performer in the state.  
See pages 1 and 3

Honing Healthy Homes
Patient-centered care is the focus of Medical Group teams developing medical homes.  
See page 1

Medical Mystery Mastered
Pregnant mom battles back from Guillain-Barre Syndrome.  
See page 4

Exceptional Expansion
Five new physicians join the Cedars-Sinai Medical Group care team.  
See page 6

Cedars-Sinai Medical Group Wants You to Know…

Calcium Supplements Questioned
Women who take calcium supplements hoping to lower their risk of osteoporosis should talk with their doctors about whether to continue that regimen. Nearly 12,000 patients participating in almost a dozen clinical trials showed a 20 - 30 percent increase in heart attack risk associated with calcium supplementation. Getting daily calcium from food sources does not carry the same risk. There’s also new data suggesting that some women who have been on osteoporosis medications should take a “drug holiday.”

Caffeine Caution for Kids
When exposed to caffeine, some children have adverse reactions, including nervousness, upset stomach, headaches, trouble concentrating or sleeping and a spike in heart rate. Look for hidden exposure in common products such as soda, over-the-counter pain relievers and cold remedies.

Negative Positioning for Infants
The FDA and the Consumer Product Safety Commission (CPSC) recently warned against sleep-positioning devices for young infants. Although the devices were recommended by the FDA for symptoms associated with gastroesophageal reflux disease and for preventing flat-head syndrome, the risk of death outweighs the benefits provided by the positioners.

Simple Solution for Colorectal Cancer
A healthy lifestyle has many benefits and reducing the risk of colorectal cancer may now be one of them, a new study finds. When participants followed five healthy lifestyle recommendations—eating healthy, avoiding smoking, being physically active at least three days a week, and drinking no more than seven alcoholic drinks a week—they cut their risk for colorectal cancer by 23 percent.

Keep Bugs at Bay Without Pesticides
To help keep the bugs at bay without the harmful effects of pesticides in your home, the U.S. Library of Medicine suggest the following: 1) don’t leave any food sitting open, including pet food; 2) keep wood chips and mulch away from the outside of your home, and clean up any standing water; 3) clean out roof gutters regularly; 4) seal up openings that could allow insects to infest your home; 5) keep pets clean and groomed.

Well-Being

Well-Being is published four times a year for patients of Cedars-Sinai Medical Group.

Cedars-Sinai Medical Group

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Please direct questions or comments to well-being@csms.org or call (800) 700-6424. Visit us online at www.Cedars-SinaiMedicalGroup.org

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Since its inception in 1985, Cedars-Sinai Medical Group has focused on providing primary care, disease prevention and specialty care for the entire family. We have more than 100 multispecialty and primary care physician partners.