



Family Medicine Center at Lakeshore
1569 Sloat Boulevard, Suite 333, San Francisco, California 94132

Lakeshore Partners with *Redes En Acción*

By Marynieves Díaz-Méndez, MD, Outreach Coordinator

Redes En Acción: The National Latino Cancer Research Network is an initiative funded by the National Cancer Institute designed to combat cancer among Latinos. Through the creation of a new research program, *Redes En Acción* hopes to alleviate numerous barriers that hundreds of Latina patients face after they receive an abnormal or suspicious breast cancer screening result.

Redes researchers will study the efficacy of a patient navigator program in improving patient compliance and reducing the time between abnormal screening tests and initiation of treatment. In order to assist women after they receive an abnormal breast cancer screening result, a trained community lay health worker - the patient navigator - will communicate with them regularly. The patient navigator will facilitate clinic visits, resolve nonmedical delays in evaluation of their clinical condition, and connect them with local resources.

"By testing this program in multiple settings, we believe this intervention lead to a prototypical patient navigation model," said Amelie G. Ramirez, DrPH, Redes Principal Investigator. "This model of cancer care then could be replicated and disseminated in other communities where Latinas confront significant disparities in cancer health care delivery."

Fifty Latina will be recruited for the study in each of the six *Redes En Acción* sites: New York, Miami, Houston, San Antonio, San Francisco and San Diego. The staff of the Redes Norwest Regional Network Center at the University of California San Francisco (UCSF) who is conducting the study are Eliseo J. Pérez-Stable, MD, Principal Investigator, Anna Nápoles, PhD, Co-Investigator and Marynieves Díaz-Méndez, MD, Project Coordinator.

INSIDE THIS ISSUE

<i>Redes En Acción</i>	1
US News and World Report Ranking	1
Staff Bio	2
Physician Bio	2
Lakeshore Listens	3
Because You Want to Know	3

US News and World Report Best Medical Schools Rankings for Family Medicine

By Eva Turner, Administrative Director

1. University of Washington, Seattle, WA
2. University of North Carolina - Chapel Hill, Chapel Hill, NC
3. University of Colorado - Denver, Aurora CO
4. University of Michigan - Ann Arbor, Ann Arbor, MI
5. University of Missouri, Columbia, MO
6. University of California San Francisco, San Francisco, CA
7. University of Wisconsin - Madison, Madison WI
8. Oregon Health and Science University, Portland, OR
9. Case Western Reserve University, Cleveland, OH
10. Duke University, Durham, NC

Lakeshore is an important part of the clinical and teaching mission of the Department of Family Medicine. Future physicians are trained on site by our top-ranking Family Physicians learning the very best model of patient care and training the future generation of physicians. Lakeshore helps give the medical students exposure to a wide range of patient care including urban outreach and working with underserved populations. Our Lakeshore physicians serves as role models and mentors throughout the educational process. Family Medicine's Residency Program is based out of San Francisco General Hospital.

"Our mission is to provide extraordinary primary care. We are the medical home from birth to old age for patients from all walks of life and diverse cultural backgrounds. We aim to create a learning and healing environment with our patients, students, and colleagues and to model innovative, conscientious, high quality care."

Staff Bio

By Eva Turner, Administrative Director

Wilfredo Castaneda was born in Managua, Nicaragua and first arrived in the United States when he was six months old. He speaks fluent Spanish and has been working at Lakeshore for about one and half years. Before coming to Lakeshore, Wilfredo worked at an Internal Medicine and Rheumatology Practice at St. Mary's for seven years. His sister works in the Radiology Department of UCSF and encouraged him to apply because of the many job growth opportunities at an institution with the size and reputation of UCSF. Wilfredo also has one younger brother.

Wilfredo was a member of the Pentecostal Church for five years where he worked as a youth counselor, choir director as well as a dance director and choreographer for Davidic dance for an all girls dance group. He also helped to make their costumes. Wilfredo picked up this skill from his mother who owns her own drapery business and instructed him on how to design and make clothes.

Wilfredo's past work experience includes being an assistant manager of a Blockbuster, certified Phlebotomist and he is a Certified Computer Technician. Although lucrative and with tremendous growth potential, Wilfredo decided against staying in a computer technology career because he wanted contact with patients and the public.

Physician Bio

By Eva Turner, Administrative Director

Dr. Diane Rittenhouse was born in Newport Beach, California. She has one older brother who works in the business and finance sector. She grew up in Sacramento and even as a small child knew she wanted to be a doctor. All through her youth she was community oriented and embraced a spirit of volunteerism. She was a girl scout throughout high school and achieved Gold Scout ranking. She volunteered through the Methodist Church and was also a Red Cross Volunteer. During High School she spent a year in Brussels, Belgium and her family hosted an exchange student from Ghana.

Dr. Rittenhouse attended undergraduate school at UC Berkeley where she innovatively designed her own major in Human Health and Development. She attended Medical School at UC Davis which is where she also completed her residency and met her husband who is an attorney specializing in labor and employment. She is the mother of three young children, two boys and a girl who keep her very busy when she is not practicing medicine or working on healthy policy issues.

Dr. Rittenhouse joined Lakeshore in 2002. She



Wilfredo Castaneda, Administrative Assistant

Wilfredo loves working at Lakeshore because the "physicians are amazing, kind and approachable." He also enjoys working with such a diverse staff that is very representative of San Francisco. When Wilfredo is not working he enjoys "living and having fun and dancing". He is also a fan and collector of Joan Crawford memorabilia. Wilfredo's favorite movie is "Mommy Dearest". He hopes to one day travel to Israel.

We appreciate Wilfredo's contribution to Lakeshore, the way he is always friendly, willing to help and share a laugh.



Diane Rittenhouse, MPH, MD

loves patient care and believes that individuals should develop a relationship with their physician and that the physician should be there with them over time. Dr. Rittenhouse enjoys working at Lakeshore where she feels a strong sense of community. "My peers are excellent and the staff care about making a difference in people's lives." Working at Lakeshore keeps her in touch with direct patient care which is important because of her many other projects that involve health policy.

She is recognized as a national expert in primary care organization and delivery. "Primary Care is struggling in the US and at the practice level it requires a tremendous amount of work. True healthcare reform will require a transformation in the way primary care is delivered. This will require working in partnership with patients to design systems that are truly patient centered.

Lakeshore Listens and You Can Make a Difference

By Eva Turner, Administrative Director

At Lakeshore we strive to create an environment where we work in partnership with you to take care of you and your family. In order to always work towards that goal it is important that we hear from you. Here are some ways that you can give us feedback:

Press Ganey Surveys: Each month approximately fifty patients are chosen at random to receive surveys in the mail. These surveys ask you questions about your visit from the beginning of your visit at check in through the moment your visit ends. The results of this survey provide us valuable insight into how well we are doing and what we need to improve. Information obtained from the surveys helps us to partner with the Medical Center at large to address problems both within the practice and services offered at other parts of the Medical Center. Please look for those surveys in your mail.

Service Suggestion Cards: There are two boxes located in the lobby with blue suggestion cards. If you would like to give more immediate feedback please complete those cards and drop into the slot at the top of the box.

Speak to Management: Lakeshore almost always has a supervisor or manager present and if you would like to speak to one of us just ask a member of the clerical or nursing staff.

Because You Want to Know

By Adrienne Kassis, MD, Associate Medical Director

In our last Newsletter we asked you to ask us what questions you have about your health. A patient wrote in with the following question:

Q: What is chronic pancreatitis? How do you cure it?

A: The pancreas is an organ that is the upper part of the abdominal cavity. It has many functions, but one of its main jobs is to make insulin, the hormone that helps to control sugar levels in the bloodstream. When the pancreas gets inflamed, or irritated, this is called pancreatitis. Chronic pancreatitis is an inflammation that continues and progresses over a period of time, eventually leading to some damage in the pancreas that can decrease its ability to function normally. Chronic pancreatitis has many causes including alcohol abuse, genetic causes, and diseases such as lupus. Sometimes it occurs for no obvious reason. There is often not a cure for chronic pancreatitis, but there are many different ways to treat it. This includes avoiding alcohol use, treating abdominal pain with medications, and eating small meals that are low in fat content.

Please tell us what you have questions about and what you would like to see featured in a future newsletter. Use the newsletter attachment form to write in your question and drop off in one of the wooden suggestion boxes or email FamilyMedicineCenter@ucsfmedctr.org. This email should be used only for general questions not urgent questions regarding your personal health.

Volunteer to participate in a focus group: Lakeshore will soon be recruiting patient volunteers for a focus group so we can obtain feedback directly from patients. See details below.

What do we need to work on?

Here are some examples of feedback we received that we recognize are areas that need work:

- **Delays**
We will be looking at new ways to stagger staffing schedules so that there is better coverage at particular times of the day when clinic tends to get backed up (noon to 1pm for example)
- **Access to electronic information and communication**
In the next newsletter we will feature our participation in a UC-wide patient portal which will allow you better access to the physicians and staff of Lakeshore as well as your laboratory results. We expect to expand this opportunity to Lakeshore Summer 2009
- **Insurance/Billing Questions**
We will begin to feature an insurance/billing FAQ for you. Please let us know your questions.