



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

Lakeshore Launches Newsletter

By Eva Turner, Administrative Director

Lakeshore is launching a newsletter to keep our patients in touch with what is happening at the Family Medicine Center. This newsletter includes staff and physician bios and updates on projects to help us improve our service to you. Future issues will include a question and answer advice column which will feature patient questions and physician responses, invitations for feedback from you, health advice and community outreach initiatives. We encourage patients to give us feedback on articles and information you would like to see in this newsletter.

New Mural Unveiled in Lobby

By Eva Turner, Administrative Director

On February 18, 2009 Lakeshore officially unveiled its new children's mural in the practice lobby. This three month project was the inspiration of Chase Angelo a comic book artist currently completing his third year at the San Francisco Art Institute majoring in Media Arts & Animation while working hard as a Starbucks barista.

Chase Angelo was born in Fort Riley, Kansas. He has one sister and one brother and the artistic talent runs heavily on his father's side of the family. Art has always been a part of Chase's life and allowed him a creative outlet that was encouraged by his mother growing up. He said he remembered going to many doctors appointments with his siblings and how scary those visits could be. He wanted the mural to have bright colors and tell a playful story that could change depending on the viewer and their perspective. Since the lobby does not have bright lighting in that corner it was important to Chase to select colors that were vibrant but that would not clash with the overall office décor.

His mother, Practice Supervisor, Chris Walsh, assisted in the selection of the colors and

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Chase Angelo, Mural Signing, February 18, 2009

partnered with him to complete the mural during the weekends.

Chase's future plans include a possible graduate degree in Polynesian Studies. He says that Polynesian history fascinates him because of its oral tradition and its relative absence from mainstream history classes in most American Schools.

Chase dedicates the mural to his grandfather who he remembers as a great story teller and he expressed his gratitude to his family for their support during this project.

The mural is a gift to our young patients and recognition of how difficult it can be for a child and parent to sit and wait on a medical appointment in an environment that does not allow your mind to wander and relax for even a few minutes. Enjoy.

"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."

Physician Bio

By Eva Turner, Administrative Director

Dr. Adrienne Kassis joined Lakeshore in October 2007 as the Associate Medical Director. Dr. Kassis was born in Vallejo, California and attended UCLA for her undergraduate degree in Physiological Sciences. She attended medical school at Tufts University in Massachusetts and completed her residency at Swedish Family Medicine in Seattle, Washington.

Dr. Kassis' comes from a family of physicians and nurses and her interest in medicine was sparked at a very early age when she accompanied her father who was also a Family physician on rounds at the age of four. She knew then that she wanted a job that would help people, challenge her and foster her interest in sciences. She loves practicing medicine at Lakeshore because she feels that she is doing true Family Medicine. Her patients range in age from newborns to the high 90s within a diverse community. She also enjoys the people she works with.

One of her most memorable experiences is getting her picture in the San Francisco Chronicle on New Years Eve 2000 as the winner of the Party Hat Competition.

When Dr. Kassis is not hard at work taking care of patients she trains for athletic events including an upcoming Triathlon. Her hobbies include cooking, tennis, traveling and reading. She considers herself something of an Oenophile and her favorite book is *East of Eden* by Steinbeck. She has a Mastiff/German Shepherd mix named "Lola".

Dr. Kassis spent one month doing medical outreach in mountain villages in India. Her most memorable trip was a gift given to her by her father for her thirteenth birthday when he took her mountain gorilla tracking in Rwanda and Zaire. Next on her list is New Zealand and Vietnam.



Adrienne P. Kassis, MD

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.

The Future

Physician Question and Answer: Please complete the attached form if you have questions regarding any health issue that you would like to see more information for in the newsletter. You do not have to give your name and no personal health information will be used in the response.

Sign up sheets for the Patient Focus Group: If you are interested in participating in a focus group complete the attached form and drop in one our wooden suggestion boxes in the lobby. We will be contacting volunteers in the next couple of months.

Let us know what you would like to see in the Newsletter: This is your newsletter so if there something you would really like to see featured let us know. Some suggestions we have received include a health insurance Q&A, recommended website section and Medical Center navigation tips. Write your ideas on the attached form.

Would you like to receive the newsletter via email? Please complete the attached form and we will be setting up an email distribution list in the next couple of months for patients interested in receiving the newsletter via email.

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 have we done so far?

Here are some examples of feedback we received that we took action on:

- Patients expressed a need to have changing stations for their infants. While we were unable to install Koala stations in the restrooms we did purchase three changing pads which you can use on an exam table. If you need one, please speak to a nurse.
- We received feedback that a number of the exam rooms were very cold. We purchased four child-safe heaters which can be brought into the exam room.
- One of our patients told us that the disabled bars in the restrooms were positioned such that it made it hard for pediatric patients and patients in wheelchairs to wash their hands. We moved them.