

DHMSO: IN THE KNOW

A quarterly publication for physicians and their staff



IN THIS EDITION

QM: IMPROVING OUTCOMES	2
AMU: HERE FOR YOU	3
CENTRAL CALIFORNIA NEWS	4
SANTA CRUZ NEWS	6
NEW PROVIDERS	8

Dr. Armi Walker Named Chief Physician Executive



Dignity Health Management Services (DHMSO) has named Dr. Armi Walker its new Chief Physician Executive. Dr. Walker acted as Medical Director for DHMSO for a year prior to this promotion.

"Her wisdom, leadership, and service focus ensures the highest quality of patient care for our members and support to our physician and hospital networks," said Dale Villani, DHMSO CEO.

Dr. Walker has an extensive knowledge of both the clinical and managed care aspects of the healthcare industry. She brings with her more than 25 years of experience practicing OBGYN as well as over 15 years of experience serving the community as Medical Director with Independence Medical Group. She graduated from Loma Linda University School of Medicine and completed her residency at Glendale Adventist Medical Center.

QM: Improving Outcomes

DHMSO launches 2021 quality initiative campaign

In an effort effort to support your practice and improve the health of our members, DHMSO has launched its 2021 quality initiative campaign.

The initiatives are designed to help your practice close Gaps in Care, and increase Align. Measure. Perform. (AMP) and Medicare Stars scores, while ensuring your patients receive proactive preventive care.

To carry out the campaign, DHMSO's Quality Management department (QM) mails letters to members each month for whom a specific theme or topic applies. In the letters, members are encouraged to follow up on that topic for preventive care with their PCP. Some membership may even be incentivized to visit their PCP with a gift card.

Topics for the first two quarters of 2021 are as follows:

January

- Cervical Cancer Screening

February

- Blood Pressure Testing
- Medication Adherence

March

- Colorectal Cancer Screening

April

- Chlamydia Screening
- Immunization Outreach

May

- Retinal Eye Exams
- Asthma Medication Adherence
- Follow up to Cervical Cancer Screening

June

- Mammogram

With your help, we can raise awareness about hypertension

Control of hypertension (HTN) is a goal across our organization, designed to improve the quality of life for our patients and improve the health of our communities. Unfortunately, comparing encounters from 2019 to 2020 showed a decrease in patients with hypertension seeking care (in-office).

Patients with hypertension may be avoiding in-office visits due to lockdown or shielding/self-isolation during the COVID-19 pandemic. Patients not accessing care places them at greater risk for heart attacks, stroke and kidney disease, and other serious conditions.

Providers are critical in reversing this sharp decline. To help address the danger of untreated hypertension among your patients, here are several steps you can take:

1. Reinforce the value of preventive care. Keep communicating to your patients that it remains vitally important for preventive care appointments and screenings to continue.

2. Encourage in-office visits. In-office visits should be scheduled for hypertension patients who do not have access to a home digital monitor.

3. Promote virtual visits. Virtual visits (i.e., video, telephonic) are appropriate for patients with access to home digital monitors.

4. Share your successes. We can learn from one another, so if you experience any successes with increasing HTN visits, please share them with your Quality Management representative!

Control of hypertension is an organizational goal, designed to improve the quality of life for your patients and improve the health of our communities.

45%
↓

But comparing 2019 to 2020 data for the same period indicates a 45% decrease in patients with hypertension seeking care (in-office).

The Hypertension Awareness materials provided below are for your reference and use. Feel free to print and hang them in your office, or mail/provide to patients.

Know Your Numbers: 7 Ways to Prevent High Blood Pressure – Flyer & Blood Pressure Plan

Do You Know Your Numbers? – In-Office Poster



If you have any questions, please reach out to your assigned Quality Management representative or the QM Department at qm@managedcaresystems.com.

AMU: Here for You

It's with great sadness that we share the passing of Dr. Sandys Tang. Dr. Tang practiced Vascular Surgery in Bakersfield. His service and commitment to improving the health of our community will always be appreciated.



Provider Portal Reminder

Due to an ever-changing healthcare environment, the AMU team is continually making strides to update the network through phone calls, newsletters, memos, and informational meetings. For the time being, the best source for getting the latest announcements is the DHMSO Online Provider Portal.

The portal is designed to aid you in not only managing your member base, submitting and reviewing authorizations, reviewing claims, and verifying eligibility, it's also your connection to DHMSO for upcoming meetings, events, memos and announcements.



Provider Informational Meetings

In the coming weeks, AMU will announce their new quarterly Provider Informational Meetings. These meetings will provide updates on topics like telehealth, claims, authorization processes, and much more. Attendees will also have the opportunity to win fun raffle items! Keep an eye on your email and the Provider Portal for an invite.



Please contact your Account Manager for assistance with the Provider Portal, Authorizations, Claims and any additional support that they can offer.

For any questions or concerns please call the our Account Management Unit at 661.716.7110 and or email clientsupport@managedcaresystems.com.

By the Numbers *Customer Service Call Center*

During the first quarter of 2021, our Customer Service Call Center received and addressed 59,258 calls from providers, members, and employee services.

Authorizations	23,743
Members	13,430
Claims	14,678
Eligibility / Benefits	5,330
Miscellaneous	2,077
Total Calls	59,258

Are you taking full advantage of our call center services? We can verify eligibility and benefits; handle modification, extension, and verification of authorizations; verify and process your claims; and much more.

Call Customer Service today for assistance:

DHMN-CC:
661.716.7100 or 800.414.5860

DMG/DHMN-CC:
661.716.7100 or 800.414.5860

IMGK & IMG:
661.716.7100 or 800.414.5860

Medi-Cal (DHMN-CC, IMGK, IMG): 661.716.7270 or 800.918.7302

DHMN-SC:
831.465.7800

AG Network & GEI EPO*:
661.716.7285 or 800.672.9783

*For Grimmway, services rendered before Jan 2021. For Sunview, services rendered before Jul 2020.

The Center for Wound Care and Hyperbarics at Memorial Hospital

The Center for Wound Care and Hyperbarics is working to bring hope and healing to thousands of Central Valley residents who suffer from chronic, non-healing wounds.

Hyperbaric Oxygen Therapy (HBOT) is a treatment in which the patient breathes 100% pure oxygen while inside a pressurized chamber. The air pressure inside a hyperbaric oxygen chamber is about two and a half times greater than the normal pressure in the atmosphere. This “hyperbaric” (or high pressure) dose of oxygen helps blood carry more oxygen to organs and connective tissues to promote wound healing. It also activates the white blood cells to fight infection. HBOT is an outpatient procedure provided once daily for four to six weeks. One treatment takes about two hours and is quite comfortable for most patients.

HBOT treatment can save the lives and limbs of patients with wounds that are difficult to heal because of chronic medical conditions such as diabetes. It's used to treat diabetic foot ulcers, bone infections, failed skin grafts, injury and/or wounds that occur after radiation, crush injuries and other conditions. Patients who are treated with hyperbaric oxygen therapy have shown an increased growth of blood vessels, reduced swelling and increased oxygen delivery to tissues.

The Center's team of experienced wound care specialists will work with you and your patient to assess their symptoms, determine the underlying cause of the non-healing wound, and customize the most effective treatment plan to stimulate healing.

The Center treats:

- *Diabetic Foot Ulcers*
- *Venous Stasis Ulcers*
- *Decubitus Ulcers*
- *Skin Tears*
- *Compromised Skin*
- *Grafts/Flaps*
- *Chronic Refractory*
- *Osteomyelitis*
- *Non-healing Surgical*
- *Wounds*
- *Osteoradionecrosis*
- *Soft Tissue*
- *Radionecrosis*
- *Lymphedema*
- *Cellulitis*
- *Abscesses*
- *Wound Dehiscence*
- *Crushing Injuries*
- *Traumatic Injuries*

Why should you refer to the Center for Wound Care and Hyperbarics?

- Availability of advanced wound care modalities including:
 - Hyperbaric Oxygen Therapy (HBOT)
 - Skin Substitutes
 - Negative Pressure Wound Therapy
 - Compression Therapy
- The facility can accommodate any patient
- Reduced healing times
- Multidisciplinary team of physicians that work together to heal your patient
- The Center honors any physician preference you may have
- You are involved in the care of your patient
- Your patient will return to you for all other healthcare needs

To learn more, visit dignityhealth.org/bakersfield/wound-care



Central California News

Minimally Invasive Hernia Repair at Mercy Hospital

Sometimes, the worlds of technology and medicine intertwine. When it comes to hernias, there are two options for surgical correction: the conventional “open surgery” method or the laparoscopic method.

Levels of Hernia Severity

If hernias are very small, and not bothersome or debilitating to the patient, surgery may not be required. However, most hernias grow over time. If they become too large, dangerous complications may occur.

“The reason we fix hernias is because a piece of internal organ, such as the bowel, bladder, or colon, can push through the opening and become incarcerated, meaning stuck or strangulated, and blood supply can get cut off,” says Dr. Hormuz Irani, Board Certified General Surgeon and Specialist in Minimally Invasive Hernia Surgery. “So, I would say 90% of hernias generally require repair.”

Differences in Surgical Approach

Dr. Irani describes the “old fashioned” way of addressing hernias through an open incision. “We used to make an incision through the skin, through the muscle, get to the hernia and then push it all back in through that defect. Then we’d close the defect with sutures, or a mesh, which is now used predominantly in all hernia repairs.”

Now, the majority of hernia repair takes a minimally invasive approach—either laparoscopically or robotically, which is a variation of laparoscopic surgery. This strategy avoids cutting muscle and allows for a much quicker recovery and less pain. Patients are typically back to normal activities in five to 10 days.

Concerns About Mesh

Everyone has probably seen one of those TV commercials touting lawsuits due to mesh complications. Dr. Irani assures the mesh most surgeons use has been around for almost

25 years and is highly complication-free. The problem products have been removed from the market.

“That’s nothing a patient should worry about. Yes, there are lots of lawsuits going around, but it shouldn’t be a deterrent. Hernia repairs pretty much require mesh now. To do a hernia without a mesh risks the chance of that hernia coming back.”

Mercy is a “Center of Excellence”

Mercy Hospital Bakersfield was recently designated a “Center of Excellence” for hernia surgery. Achieving this award involves quite a laborious process, looking at the hospital overall, as well as laparoscopic equipment, surgeons, recurrence rates, and complication rates.



Upcoming Events

Wednesday, April 14, 12-12:45pm

Breast Cancer Education

[Click here to RSVP](#)

Thursday, April 22, 6pm

Cardiology Spotlight Series:

Cardiology & Covid

RSVP to Stephanie at 661.301.6417

Thursday, June 24, 6pm

Cardiology Spotlight Series:

Mitraclip

RSVP to Stephanie at 661.301.6417

New Year, New Knees with Dr. Karl Balch

In early March, Dr. Karl Balch, Board Certified Reconstructive Orthopedic Surgery Specialist led his "New Year, Knees" DocTalk presented by Dignity Health Mercy & Memorial Hospitals.

Educating viewers about everything from the full anatomy of a knee to minor pain and treatment to severe arthritis, Dr. Balch's provided educational and interesting insight into orthopedic care.



Dominican Hospital named one of three Businesses of the Year by Santa Cruz Chamber of Commerce

At their 2021 Gala Dinner in March, the Santa Cruz County Chamber of Commerce named Dominican Hospital a Business of the Year for 2020.

"In remarkable fashion, the award recipients of the Chamber's 132nd annual celebration have stood tall above all these [COVID-19 Pandemic] challenges with... innovation and an extraordinary commitment to sustaining and developing the people of our community." Wrote Chamber CEO Casey Beyer in their February 2021 newsletter.

The newsletter went on to state, "Dominican is the epicenter of COVID-19 services in Santa Cruz County... In partnership with the County of Santa Cruz Health Services Agency, Dominican opened up its vaccination clinics to frontline health care workers across the community including paramedics/EMTs, hospice workers, behavioral health and safety net clinic staff, mortuary services employees, and staff in local physician offices. All told, the hospital delivered nearly 3,000 vaccinations."

"Our health care team has faced months of unimaginable adversity and exhaustion," said Dr. Nanette Mickiewicz, President of Dominican Hospital. "I am humbled by their unbreakable spirits, I am impossibly proud of them, and I am honored to work alongside them."

Outpatient rehab services becoming more common for COVID-19 patients during recovery

Dominican Hospital's Outpatient Rehab and Center for Lifestyle Management have begun seeing post-COVID patients needing rehabilitation. Referrals for rehab and recovery such as physical therapy for de-conditioning, stability, and strength, as well as diaphragmatic breathing and posture to help with shortness of breath are being accepted at Dominican's Outpatient Rehab Center.

In addition, referrals for post-COVID Pulmonary Rehab and Cardiac Rehab can be sent to the Center for Lifestyle Management. To help you determine where to direct patients seeking these and other rehabilitation services, Dominican has provided a quick Q&A:

Q I have a post-COVID patient that has deconditioned and has lingering shortness of breath. They need therapy for balance, strength and/or shortness of breath. Where should I send them?

A Send referrals to Dominican Hospital Outpatient Rehab Center: Fax 831.457.7071 or Phone 831.457.7057.

Q I have a post-COVID patient that needs pulmonary rehab. Where should I send them?

A Send referrals to the Center for Lifestyle Management: Fax 831.457.7149 or Phone 831.457.7077.

Q I have a post-COVID patient that needs Cardiac rehab. Where should I send them?

A Send referrals to the Center for Lifestyle Management: Fax 831.457.7149 or Phone 831.457.7077.

If you have a patient experiencing these post-COVID symptoms and feel that they require rehabilitation, please refer them to Dominican's Outpatient Rehab.



Dominican Hospital recognized for higher quality maternity care

Dominican Hospital has been recognized by Blue Shield of California with a Blue Distinction Centers (BDC) for Maternity Care designation, as part of the Blue Distinction Specialty Care program.

Racial and ethnic disparities are persistent and widespread across maternal healthcare, primarily driven by socioeconomic status, geographic location, and implicit provider bias. Compared to similarly developed countries such as Canada, Germany, and Australia, the United State has the highest maternal mortality rate (MMR), at approximately 17.4 deaths per 100,000 live births, with the MMR steadily increasing since 2000.

According to the CDC, non-Hispanic Black women are two to three times more likely to die from preventable or

treatable pregnancy-related complications compared to white women.

To help address these gaps in care and to help ensure the better health of mothers, The Blue Cross Blue Shield Association enhanced its quality evaluation for the Maternity Care program to address key factors driving the United States' maternal health crisis such as preventable or treatable pregnancy-related conditions, high utilization of

Caesarean sections, and racial and ethnic disparities in maternal healthcare.

Dominican met the very rigorous BDC quality selection criteria for maternity care set by the Blue Distinction Specialty Care program to earn recognition.



Upcoming Events



Thursday, April 15, 5:30-6:30pm

Optimizing care for Heart Failure Patients with Secondary Mitral Regurgitation

This interactive Zoom session with Dominican Hospital Chief of Cardiology, Dr. Jay Johnson and Chief of Cardiothoracic Surgery, Dr. Bilal Shafi will help providers optimize treatment for their heart failure patients Mitral Regurgitation (MR). New procedures offer an improved quality of life and the avoidance of surgery, while preserving future surgical options. The lecturers will discuss current standards for optimizing Goal Directed Medical Therapies (GDMT) and new treatment options for Transcatheter Edge to Edge Repair (TEER) to managing heart failure patients with MR.

This event is intended for clinicians; CME and CEU credits will be available for attending. Register at heartfailureadvances.eventbrite.com.

Questions? Contact Sandra Brackle 805.637.3221 or Sandra.Brackle@dignityhealth.org

Welcome, New Network Providers | January - March 2021

Ahmed Amari, MD

Family Medicine
IMG-T

Meryl Livermore, MD

Hand Surgery
IMG-T

Xenia Roldan, MD

Pediatrics
GEM, IMG-K

Karan Srivastava, MD

Orthopedic Surgery
DMG, GEM, IMG-K, IMG-T,
Medi

Hasmukh Amin, MD

Pediatric Speciality Care
IMG-T

Juan Lopez, MD

Obstetrics/Gynecology
DMG, GEM

Rahima Sanya, MD

Obstetrics/Gynecology
IMG-K, IMG-T

Berkay Unal, MD

Orthopedic Surgery
IMG-K, IMG-T

Menouchehr Bazyani, MD

Pediatrics
IMG-T

Jong Moon, MD

General Practice
GEM, Medi

Jaisimaran Sidhu, MD

Family Medicine
IMG-T

Kevin Wang, OD

Optometry
IMG-K, Medi

Naga Bodapati, MD

Psychiatry
IMG-K

Jamal Nabhani, MD

Urological Surgery
IMG-K

Jasdeep Soni, OD

Optometry
IMG-K

John Zweifler, MD

Family Medicine
IMG-T

Oscar Gantes, MD

Family Medicine
DHMN-SC

Shyam Nair, MD

Cardiac Electrophysiology
IMG-K

Nelson Garcia, MD

Infectious Disease
DMG, GEM, IMG-K, Medi

Tim Nguyen, OD

Optometry
IMG-K

Ronald Gavilan-Yodu, MD

Family Medicine
GEM, IMG-K, Medi

Farzin Pedouim, MD

Neurology
GEM, IMG-K, Medi

Mohamed Hasan, MD

Pediatrics
IMG-T

Sudha Ranganathan, MD

Family Medicine
GEM, IMG-K

William Holm, MD

Pediatrics
GEM

J. Rao Grandhe, MD

Pain Management
DMG, GEM, IMG-K, Medi

Kiran Kavipurapu, DO

Obstetrics/Gynecology
DMG, GEM, IMG-K

Vinutha Ravi, MD

Neurology
DMG, GEM, IMG-K, IMG-T,
Medi

Benson Lee, DO

Internal Medicine
GEM, IMG-K

Heidi Reich, MD

Cardiothoracic Surgery
IMG-T

Jian Lin, MD

Neurology
IMG-T

Peter Reynolds, MD

Orthopedic Surgery
DHMN-SC

Thank you to the following DHMN providers who have retired or will be soon. Enjoy retirement!

Dr. Jennifer Abraham

Jennifer Abraham, MD
Internal Medicine

Dr. Jeric Villaruz

Jeric C. Villaruz, MD
Internal Medicine

Dr. Anil Mehta

Anil Mehta, MD
Gastrolenterology

Dr. John Young

DHMG
Family Medicine

Dr. Gregory Stainer

Sandeep S. Walia, MD
Internal Medicine



Medical Group Legend

All Medical Groups listed below are part of the Dignity Health Medical Network- Central California (DHMN-CC)

DMG: Delano Medical Group
GEM: GEMCare Medical Group
IMG-K: Independence Medical Group- Kern
IMG-T: Independence Medical Group- Tulare
Medi: Health Net Medi-Cal

DHMN-SC: Dignity Health Medical Network- Santa Cruz

**Providers included here may already participate in other medical networks or with other facilities.*