

HEALTHCARE

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MemorialCare's Expansion Continues

May 2021

Presented by MemorialCare

MemorialCare Cancer Institute Continues Expansion with Renowned Physicians and Increased Access

The **MemorialCare Cancer Institute** is known for attracting world-class physicians who specialize in developing and coordinating treatment programs designed for each individual patient. They're strong advocates of clinical research, targeted therapy, immunotherapy and the general field of personalized medicine, and help bring hope to cancer patients through the promise of more individualized and effective treatments. We are pleased to announce that this legacy continues with the addition of eight new physicians and four new locations, making care easier and more convenient for patients and families.

OC Blood & Cancer Care Physicians



Jack Jacoub, M.D.



Amol Rao, M.D.



Gurpreet Multani, M.D.



Sarah Hassan, M.D.

Locations

Fountain Valley

18111 Brookhurst St.
Suite 6100
Fountain Valley, CA 92708

Laguna Hills

24411 Health Center Drive
Suite 320
Laguna Hills, CA 92653

OC Blood & Cancer Care, a prominent, nationally recognized group of board-certified oncologists and hematologists treating cancer and blood diseases at locations in Laguna Hills and Fountain Valley MemorialCare Cancer Institute facilities, joined MemorialCare Medical Group earlier in the year.

OC Blood & Cancer Care's team of physicians, clinicians and support staff are recognized for their research-based, academically focused approach to the treatment of all forms of cancer and blood diseases.

Following the addition of OC Blood & Cancer Care, the team shown below of four highly trained and experienced board-certified breast physicians also joined MemorialCare Medical Group.

New Breast Care Specialists



John Link, M.D.



Lisa Guerra, M.D.



Shawndee Tung, M.D.

These exceptional physicians provide leading breast care for patients at their current locations in **Newport Beach, Orange** and **Laguna Hills**. Drs. Guerra and Tung will perform surgical cases at MemorialCare Orange Coast Medical Center and Dr. Courtney Vito (not pictured here) at MemorialCare Saddleback Medical Center, each adding to these hospitals' expert, multidisciplinary teams of specialists that include dedicated breast radiologists, breast surgeons, breast oncologists, breast radiation oncologists, pathologists, genetic counselors, and patient navigators who are all highly skilled in providing exceptional and innovative breast care.

The MemorialCare Cancer Institute is honored to welcome these physicians to our family.

Over 130,000 Vaccines Administered

MemorialCare has administered over 134,000 doses of the COVID-19 vaccines to our local communities. This remarkable progress is possible because of the generosity and dedication of our volunteer physicians, employees and community members.

We are honored to partner with the cities of Anaheim, Santa Ana, and Irvine to vaccinate their elderly, vulnerable and underserved populations to ensure equity in vaccination.

We have also partnered with local employers including Angels Baseball, Applied Medical Resources Corporation, Farmers & Merchants Bank, Huntington Beach Union High School District and Capistrano Unified School District to vaccinate their employees.



MemorialCare Adds Blue Shield Trio in OC



Trio HMO plan

We are excited to announce, effective April 1, 2021, MemorialCare Medical Group, Edinger Medical Group, MemorialCare Orange Coast Medical Center, MemorialCare Saddleback Medical Center, and our many community-based surgery, imaging and physical therapy centers were added to the Blue Shield Trio HMO network in Orange County. This expansion follows our successful partnership with Blue Shield as an in-network provider in the greater Long Beach area with MemorialCare Long Beach Medical Center, MemorialCare Miller Children's & Women's Hospital Long Beach, MemorialCare Medical Group. This expansion greatly increases access for employers that select Blue Shield Trio HMO as part of their health benefit offerings.

MemorialCare & Physical Rehabilitation Network Announce New Physical Therapy Clinics

Since entering a partnership with Physical Rehabilitation Network (PRN), a leading physical therapy provider and practice management organization in August 2020, we have opened six new physical therapy locations, operating under the California Rehabilitation and Sports Therapy (Cal Rehab) brand, bolstering the total from 17 to 23 regional facilities with more planned in the near future.

With the opening of the new clinics, the MemorialCare and PRN joint venture partnership offers the region's most expansive network of physical therapy facilities throughout Orange, Los Angeles and Riverside counties, with plans to open additional locations this year.

The partnership's network includes Orange County centers in Costa Mesa, Fountain Valley, Newport Beach, Irvine, Huntington Beach, Anaheim, Anaheim Hills, Mission Viejo, San Clemente, San Juan Capistrano, Laguna Niguel, Yorba Linda, Brea and Santa Ana/Tustin. Los Angeles County center locations are in the cities of Los Angeles/Beverly Hills, Torrance, Downey, Long Beach/Lakewood, Long Beach and Baldwin Park/West Covina; and a Riverside County center in Corona.

Contact:

To learn more about MemorialCare's employer health solutions, contact Cathy Capaldi at ccapaldi@memorialcare.org or (714) 377-2960.



Thank you to those who make care, their career.

♡ Nurses Week May 6-12

When times get tough, your toughness comes out in full. Your tenderness. Your selflessness. We applaud the fortitude of our nurses, who experience triumphs and setbacks, highs and lows, yet keep pushing on. Demonstrating the truest combination of iron will and caring touch. For this, we thank you all. You are the caretakers who take care to another level.

We encourage the community to continue to do their part by practicing distancing, handwashing, masking and vaccinating. It's the very least we all can do to show our thanks.

[memorialcare.org](https://www.memorialcare.org)


MemorialCare[™]

Hope Happens Here

Be Well OC Orange Campus

About The Be Well OC Orange Campus

In January 2021, Be Well OC, the Orange County Health Care Agency, CalOptima and the community's most recognized hospitals opened the Be Well Orange Campus, the first of three planned wellness campuses in Orange County. Located at 265 S. Anita Dr. in Orange, the 60,000 square-foot, state-of-the-art campus will provide best-in-class mental health and substance use treatment services to all County residents who are referred for care.

The Be Well Orange Campus features mental health crisis stabilization services, the County's first sobering center, and quality residential care for both mental health and substance use treatment. An integrated support center offers resources to clients and their families and rounds out the excellent care that is the hallmark of the Be Well Experience.

Featuring 93 beds, the Campus has the capacity to treat about 100 people each day. While services at the Campus are designed primarily for adults, the Campus does offer crisis stabilization for adolescents as part of a continuum of care with Children's Hospital of Orange County (CHOC) and other community-based organizations to provide additional services to that group.

Services at the Campus are operated by contracted providers who have expertise in each of the treatment areas. Mental health services are provided by Exodus Recovery and substance use treatment is provided by Telecare. The

collaborative partnership between Exodus and Telecare has created a unique continuum of care where clients can access necessary services for both mental health and substance use treatment on one integrated Campus.



The Orange County Board of Supervisors committed \$16.6 million for the development of the campus, in addition to investments from CalOptima, Kaiser Permanente, Hoag Presbyterian, MemorialCare and Providence St. Joseph Health (St. Jude Medical Center and St. Joseph Hospital).

Be Well Orange Campus

Client Journeys Through A New Model of Integrated Care

Client Story 1: Joe

Joe was referred to the Be Well Orange Campus from a hospital emergency department after being found unconscious from a drug overdose.

After being medically cleared for transfer, Joe arrived at the Be Well Orange Campus and was brought to the Crisis Stabilization Unit (CSU) where he was evaluated by staff and stabilized. During his stay, Joe expressed openness to substance use treatment. Through collaborative efforts between the Be Well Telecare and Exodus staff, he was transferred to Be Well's on-site Withdrawal Management program. While in the program, Joe was put on a supportive detox protocol to manage withdrawal symptoms and participated in educational groups.

Through this treatment, the care team identified that Joe was experiencing both substance use and mental health issues, and transferred him to the on-site Co-Occurring Disorders program, which treats both issues in tandem. Upon his arrival, he participated in regular educational and processing groups and was supported in developing a recovery plan with the help of the Be Well Telecare team. He continues to remain an active participant in the program and is currently working with a case manager on a supportive discharge plan that will help to successfully maintain abstinence and manage recovery.

Client Story 2: Jane

Jane was brought to the Be Well Orange Campus by law enforcement and was initially admitted to the Recovery Station for sobering. Upon evaluation and after expressing self-harm behaviors, the team determined that she could benefit from the increased safety and support of the mental health Crisis Stabilization Unit (CSU).

Jane was quickly assessed for admission and was transferred to the CSU where they discovered she was pregnant.

After stabilizing her symptoms overnight, she expressed openness to recovery. Through collaborative efforts between the Campus' care teams, Jane was transferred and accepted to Be Well's on-site Withdrawal Management residential program. In addition to providing care for her substance use issues, the team supported her in obtaining an evaluation and ultrasound to determine the health of her baby.

When appropriate, Jane will be transitioned to the Be Well Campus Co-Occurring Disorder residential program where she will work on developing skills to manage both her mental health and substance use issues, so that she can focus on being a healthy mother to her baby.



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At Kaiser Permanente Orange County, we don't see health as an industry. We see it as a cause. And one that we very much believe in. Kaiser Permanente exists to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve. Our doors, hearts and minds are always open to help every last one of you thrive.

Learn more at kp.org/orangecounty



Breakthrough device helps detect deadly liver disease

Paula Lazarus was stunned to learn that her previously diagnosed fatty liver disease had progressed to a life-threatening condition called nonalcoholic steatohepatitis (NASH) and severe liver cirrhosis.

"It was a scared-straight moment," she recalls of her visit with UCI Health gastroenterologist Dr. Carlos Saad in mid-2018.

With the aid of Saad and UCI Health Digestive Health Institute Executive Director Dr. Kenneth Chang, who designed a breakthrough device that accurately diagnosed her condition, Lazarus began a journey that has culminated in massive weight loss and a dramatic improvement in her liver health.

She considers herself lucky to have found the Digestive Health Institute (DHI), one of the nation's most forward-thinking gastrointestinal treatment centers. DHI's guiding philosophy is to address the underlying causes of GI disorders. Because obesity is often a contributing factor, the institute has made its prevention and treatment a central focus.

Detecting NASH

"More than 40% of Americans suffer from obesity," Saad says. "It is the No. 1 cause of fatty liver disease and NASH."

Lazarus' weight had yo-yoed for much of her adult life. In her 50s, she hit a high point. Her community doctors said she had fatty liver disease and must lose weight. But they didn't tell her the silent disease that affects about 80 million Americans could result in NASH, a liver inflammation caused by an accumulation of fat. In severe cases, a liver transplant is the only option.

Saad ordered a battery of tests, including the one Chang developed to measure the liver's blood pressure, a critical indicator of liver health. Before his endoscopic ultrasound-guided portal pressure gradient — or EUS-guided PPG — it was almost impossible to get a precise reading without an invasive procedure.

Once the diagnosis of NASH and cirrhosis was confirmed, Lazarus discussed weight-loss options with Chang and chose endoscopic sleeve gastroplasty to reshape and reduce the size of her stomach.

The procedure in June 2019 was easy. Changing her habits took grit and determination. The first stage consisted of 30 days of protein shakes. "I made a commitment to myself that I had to find a way," she says. "I did not want to die."

Lazarus compares the gastroplasty to a football game kickoff. Her job was to catch the ball and run with it. "I had to eliminate sugar and learn to watch other people eat things I could not. I had to completely change my relationship with food."

Regaining liver health

She lost 100 pounds and has maintained her goal weight.

Best of all, her liver is recovering. Another EUS-guided PPG test revealed that her liver's blood pressure had dropped to normal levels and the fat was gone. Saad said the cirrhosis had stabilized and may begin improving over time.

Her overall health is also greatly improved. "I feel better about myself," Lazarus says. "I was starting to isolate because I was ashamed about how heavy I was. To have that burden gone is huge."

Now she wants to help others battling NASH, cirrhosis and weight-related health issues.

"It took a team of exceptional and supportive doctors, my family and friends to help me save my life," she says. "I will be forever grateful."

WE DON'T JUST PRACTICE MEDICINE.
WE CREATE IT.

STOP AT NOTHING

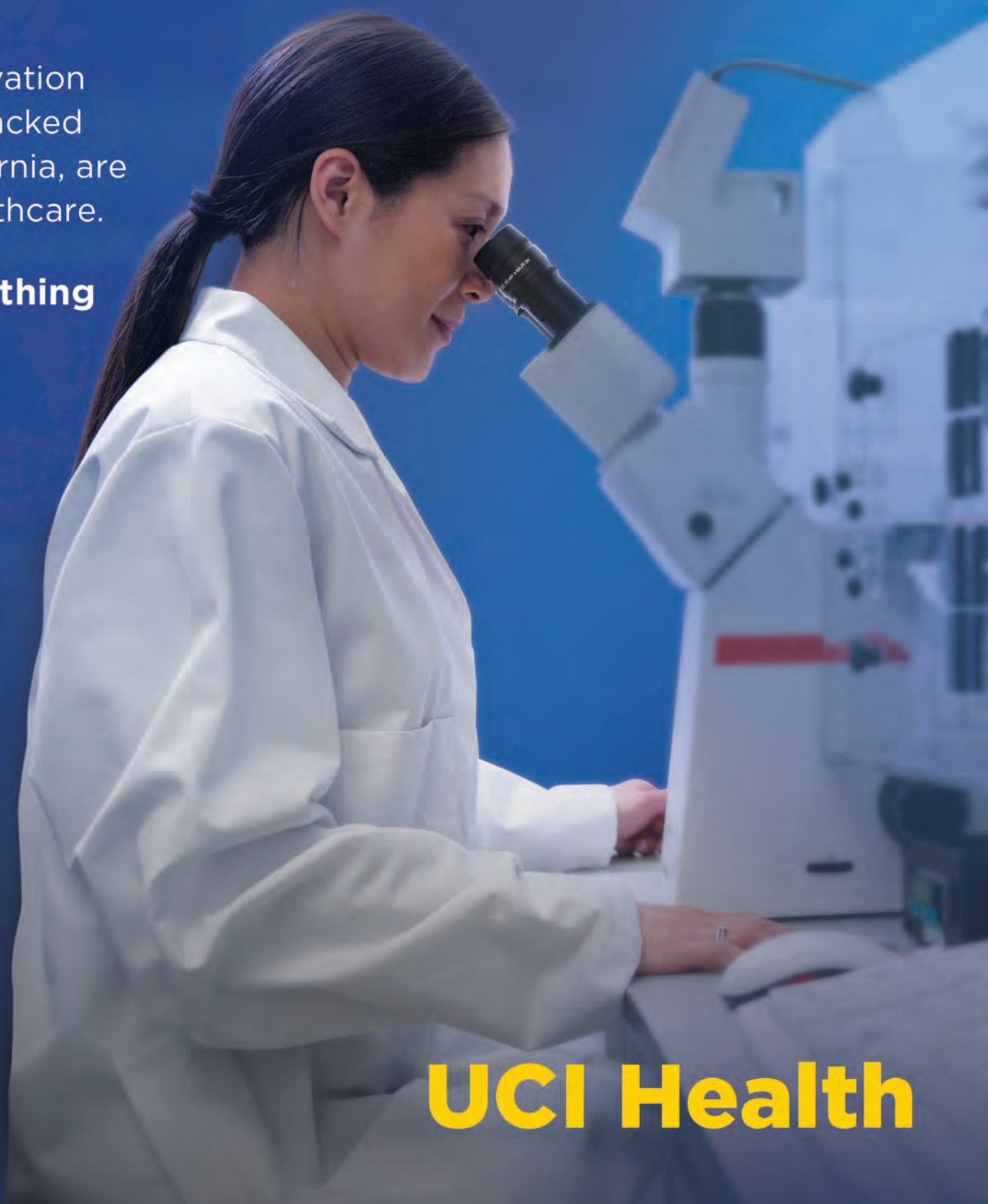
TO REDEFINE WHAT'S POSSIBLE.

Our groundbreaking innovation
and lifesaving research, backed
by the University of California, are
shaping the future of healthcare.

ucihealth.org/stopatnothing



A Cancer Center Designated by the
National Cancer Institute



UCI Health

City of Hope's Clinician-Scientists Speed Pioneering Cancer Research and Breakthrough Discoveries to Orange County



“Our patients benefit from access to our full network of **highly specialized physicians, pioneering cancer research, clinical trials and our hallmark ‘bench-to-bedside’ approach** that rapidly moves breakthroughs from the lab into real therapies.”



Edward Kim, M.D., M.B.A.
Physician-in-Chief,
City of Hope Orange County

With cancer impacting 1 in 3 Americans in their lifetime, cancer is one of the most pressing health challenges of our time. Cancer did not stop during the COVID-19 crisis and, even as we begin to manage the pandemic, cancer remains an urgent cause for the medical community and, more importantly, for our patients and their families.

Extraordinary precedent fills our sails for this journey. We are buoyed by the scientific community that pioneered successful COVID-19 vaccine research in record time. Their efforts were paradigm-shifting for modern medical research. We need this speed, focus, and innovation to continue with cancer.

As the physician-in-chief at City of Hope Orange County, I am fortunate to serve at an organization that is at the center of eradicating cancer.

Our patients benefit from access to our full network of highly specialized physicians, pioneering cancer research, clinical trials and our hallmark “bench-to-bedside” approach that rapidly moves breakthroughs from the lab into real therapies, including precision medicine techniques that are revolutionizing how cancer is treated.

Over the decades, research conducted at City of Hope has led to significant advances in modern medicine, including the technology behind the first synthetic human insulin and the four most widely-used cancer fighting drugs. In fact, each year more than 100M people around the world benefit from discoveries made at City of Hope.

We're fortunate to live in a community with many options for exceptional health care. But when it comes to cancer, it's important to get the best care. At City of Hope, our 1,000 physicians and scientists only treat cancer. They are conducting the research that leads to new treatments and cures. They specialize in every kind of cancer – from rare to common – and provide targeted treatments for each specific cancer diagnosis. And our focus extends beyond treating cancer. We are identifying new ways to detect cancer earlier and cure it.

While I join my research colleagues in feeling optimistic about the direction of cancer care on the local and global stage, I believe we must also recognize that we have a critical window of opportunity to re-examine many aspects of our research processes. Topping this list is longstanding underrepresentation of large

swaths of the population in clinical research trials. For too long, cancer studies have followed rigid eligibility requirements that overlook real-world cancer patients' diversity, leaving many needlessly shut out. Most clinical trial participants are white, and only 9% are African-American, 9% Asian, and 18% Hispanic. Further, restrictions on age, co-morbidity and other factors limit participation. An estimated 17%–21% of patients cannot enroll in clinical trials due to restrictive exclusionary criteria.

While it is understood that clinical trial exclusions are intended to protect participant safety and define an appropriate study population, the opposite may result. Clinical trials must be inclusive and representative of our populations.

It's time to get aligned on the all-important goal of ending the disease, in every form.

Orange County is a special place, and so is City of Hope. We're here in Orange County as a good neighbor, bringing our world-renowned research, pioneering care and nationally recognized compassionate care to this community.

Our vision is to eliminate cancer and create healthier communities. And that's a future all of us want.

Edward Kim, MD, MBA, is Physician-in-Chief at City of Hope Orange County, and Vice Physician-in-Chief, City of Hope National Medical Center.





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ORANGE
COUNTY

COMPREHENSIVE CANCER CENTER **OPENING IN IRVINE IN 2022**

Edward Kim, M.D., M.B.A.,
Senior Vice President,
Vice Physician-in-Chief and
Orange County Physician-in-Chief

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Meet Amy and Her Dad, Kenn

At 27 years old, Amy Rosenberg felt a lump on her breast. Following an ultrasound, mammogram and a biopsy, it was confirmed that Amy had triple negative stage 2 breast cancer, a very aggressive form of breast cancer.

Immediately, a dedicated Hoag breast surgical nurse navigator connected with Amy to support her on this journey. Hoag is one of the few hospitals with a nurse navigator program that moves patients through scheduling, insurance approvals and all the other small details that can stand between a patient and the care she needs. “The nurse navigators are a godsend,” Amy said.

Throughout Amy’s cancer treatment and survival, she said the people and programs at Hoag took much of the difficulty and fear out of the experience.

“The whole team at Hoag Family Cancer Institute, most especially the nurse navigators, blew my mind,” she said. “Everyone was incredible. They truly care. I have felt so connected to every one of my doctors.”

Amy’s care was coordinated by a comprehensive team of world-class physicians that treated not only her cancer, but addressed other issues that were important to her as a 27-year-old young woman. Prior to initiating chemotherapy and adjunctive radiation therapy, experts initiated a plan to preserve Amy’s fertility.

Amy said it was clear from the outset that they didn’t just care about her but about her whole family. Because of Amy’s age and the aggressiveness of her cancer, her physicians recommended genetic testing and screening. Genetic tests revealed that Amy’s cancer was caused by a BRCA gene mutation, which is an inherited condition. As a result, Hoag recommended genetic testing for Amy’s entire immediate family.

Leaders in the Detection and Treatment of Pancreatic Cancer

As a leader in the early detection and innovative treatment of pancreatic cancer, Hoag offers the most advanced programs and treatment options in the fight against pancreatic cancer.

Pancreatic Cyst Surveillance Program

To differentiate between harmless, or benign cysts, pre-malignant cysts and cancerous cysts, Hoag has developed a Pancreatic Cyst Surveillance Program, which reviews the risk of these lesions. Only Hoag has a multidisciplinary team that actively monitors a patient’s pancreatic cyst using evidence-based management algorithms, coupled with advanced imaging and molecular testing.

Anita Erickson Pancreatic Cancer Early Detection Program

Hoag is the first hospital in Southern California and one of only a few in the nation to offer a program for people who are at high risk of developing pancreatic cancer. Hoag’s Anita Erickson Pancreatic Cancer Early Detection Program aims to detect early-stage pancreatic cancer through labs, imaging and diagnostic testing, as well as genetic counseling. People who have a family history of pancreatic cancer or are carriers of high risk germline mutations can reach out to Hoag at 949-7-CANCER to learn more.

First in Orange County Clinical Trials

Hoag is the only hospital in Orange County to offer natural killer (NK) cell therapy trials, including a Phase 1 clinical trial for pancreatic tumors. NK cells are the “first responders” that help the immune system recognize and kill cancer. An immunotherapy, NK is proving to be less toxic or have less side effects than the standard CAR-T cell therapies.



Amy’s father, Kenn, was found to have the same genetic mutation. He was enrolled in a number of screening and early detection programs offered at Hoag, including the Anita Erickson Pancreatic Cancer Early Detection Program.

Immediately, doctors found a small neuroendocrine tumor on his pancreas.

The five-year survival rate for pancreatic neuroendocrine cancers is approximately 40% but if diagnosed early and removed, the prognosis is significantly improved. The fact that Hoag offered to enroll Kenn in the monitoring program, said Amy, likely saved his life.

“I will be forever grateful that Hoag suggested that my family receive genetic testing and that they enrolled my dad in the monitoring programs. I can’t help but think that in some way, my cancer diagnosis saved my dad’s life.”

Advanced Surgical Options

Pancreatic cancer surgery takes the utmost skill and experience. Hoag’s team of fellowship-trained pancreatic surgeons offer multiple surgical options for pancreatic cancer, including highly complex laparoscopic and robotic approaches to pancreatic resection.

ViewRay MRIdian® Linear Accelerator

The ViewRay MRIdian® linear accelerator is the most advanced radiation treatment available in the U.S. Through the generosity of community donors Dean and Gerda Koontz, Hoag was one of the first hospitals in the state to acquire the MRIdian, and is the only hospital in Orange County to offer this effective treatment option for pancreatic cancer.

A Multidisciplinary Approach

Hoag’s multidisciplinary team of experts work seamlessly to coordinate care for patients and their families, including meeting in tumor board regularly to review patient cases and identify the best treatment path.

Learn more about Hoag Family Cancer Institute by calling 949-7-CANCER (722-6237), or visit www.hoag.org/cancer.



“My daughter’s breast cancer saved my life.”

AMY & KENN’S STORY



Orange County’s leader in the fight against cancer.

Hoag Family Cancer Institute is one of few hospitals in the United States to offer a surveillance program for pancreatic cancer. Amy’s aggressive breast cancer helped her and her family discover they are BRCA 1 carriers, an inherited genetic mutation. Kenn was immediately enrolled in Hoag’s pancreatic cancer surveillance program which detected an early tumor on his pancreas. **Hoag’s relentless drive to provide leading cancer care, saved both Amy and Kenn’s lives.**

hoag.org/high-risk



A Q&A with Entisys360's Richard Florence

When the COVID-19 pandemic began in March 2020, businesses across the nation were forced to shut down offices to mitigate transmission of the virus. One of Entisys360's clients, a \$1.2B not-for-profit health system, faced the challenge of transitioning approximately 800 employees who once worked within their physical hospital offices, to dispersed home offices. This remote set-up impacted end users' ability to collaborate on initiatives and projects for which they traditionally met face-to-face in meeting rooms. The client approached Entisys360, which proposed a solution for facilitating collaboration and sharing information between team members, in order to sustain ongoing business imperatives.

To learn more about how Entisys360 helped the client enable collaboration within its fully remote workforce, we sat down with Richard Florence, Director of Core Infrastructure Services, Entisys360, to learn more.

1. Tell us about the solution you recommended for promoting workforce collaboration for Entisys360's healthcare client?

Entisys360 proposed a phased roll-out of Microsoft Teams starting with features that were easy for end users to learn, then moved to more complex features that required additional infrastructure changes. Based on its past experience, Entisys360 understood the three core elements of successful user adoption of a complex product such as Microsoft Teams:

- **Education.** Including education on Teams features and capabilities, as well as education of security controls and governance available in Teams.
- **Systems Governance.** Establishing a governance plan with client leadership.
- **A Phased Deployment.** Implementing teams along with the associated governance measures.

2. Tell us about the client engagement. What were the key steps you took to meet the client's business and technology requirements?

We began the client engagement with an interactive workshop which served two primary purposes.

First, the workshop provided Entisys360 with a clear understanding of the client's business and technical requirements for Microsoft Teams. In order to understand both the high-level requirements and also the day-to-day user requirements, attendees of the workshop included representatives from all of the major departments within the hospital.

The second purpose of the workshop was to educate attendees on Microsoft Teams capabilities, provide a physical demonstration of the product, and answer any questions attendees had.

Because Microsoft Teams features incorporate the movement of corporate data both internally and externally, governance, security, and compliance were top concerns. During the workshop, Entisys360 gained an understanding of which controls and processes to incorporate into the environment to ensure that corporate data was being protected and that regulatory compliance was met.

3. What were some of the security elements that Entisys360 had to implement for the client?

Some of the security elements that were established as requirements are as follows:

- **Data Loss Prevention (DLP).** Like most healthcare organizations, our client was subject to HIPAA regulations that outline the treatment of private and confidential patient information such as social security numbers, addresses, health plan numbers, and medical record numbers among other data. The incorporation of DLP allowed the client to identify where this information was stored and develop policies for the treatment of this information.
- **Legal Hold and E-Discovery.** The preservation of key data beyond established retention and deletion policies enabling the identification of this data for regulatory or litigation purposes.
- **Conditional Access Policies.** Condition-based policies that verified the identity of users, state of devices and locations from which data was being accessed prior to allowing access to data and applications.

4. What was the outcome of the project?

Ultimately, this project fostered greater collaboration for our client's employees with its business partners and customers. By providing structured training courses on the optimal usage of Teams features, we were able to ensure that adoption of the product was maintained throughout implementation, and that our client maximized the value they derived from Microsoft Teams. Further, we educated the client on the security risks associated with a fully remote workforce, and developed a remote solution comprised a Zero Trust security model. Based on our recommended security policies, the client has experienced zero security events since implementation of Teams one year ago.

About Entisys360

Entisys360 is an award-winning IT consultancy specializing cybersecurity, cloud, automation, end-user computing, software defined infrastructure, and core infrastructure, with Microsoft expertise for business, government, education and healthcare. For more than three decades, countless numbers of enterprise organizations have achieved their business goals and objectives leveraging the Entisys360's people, processes and methodology.

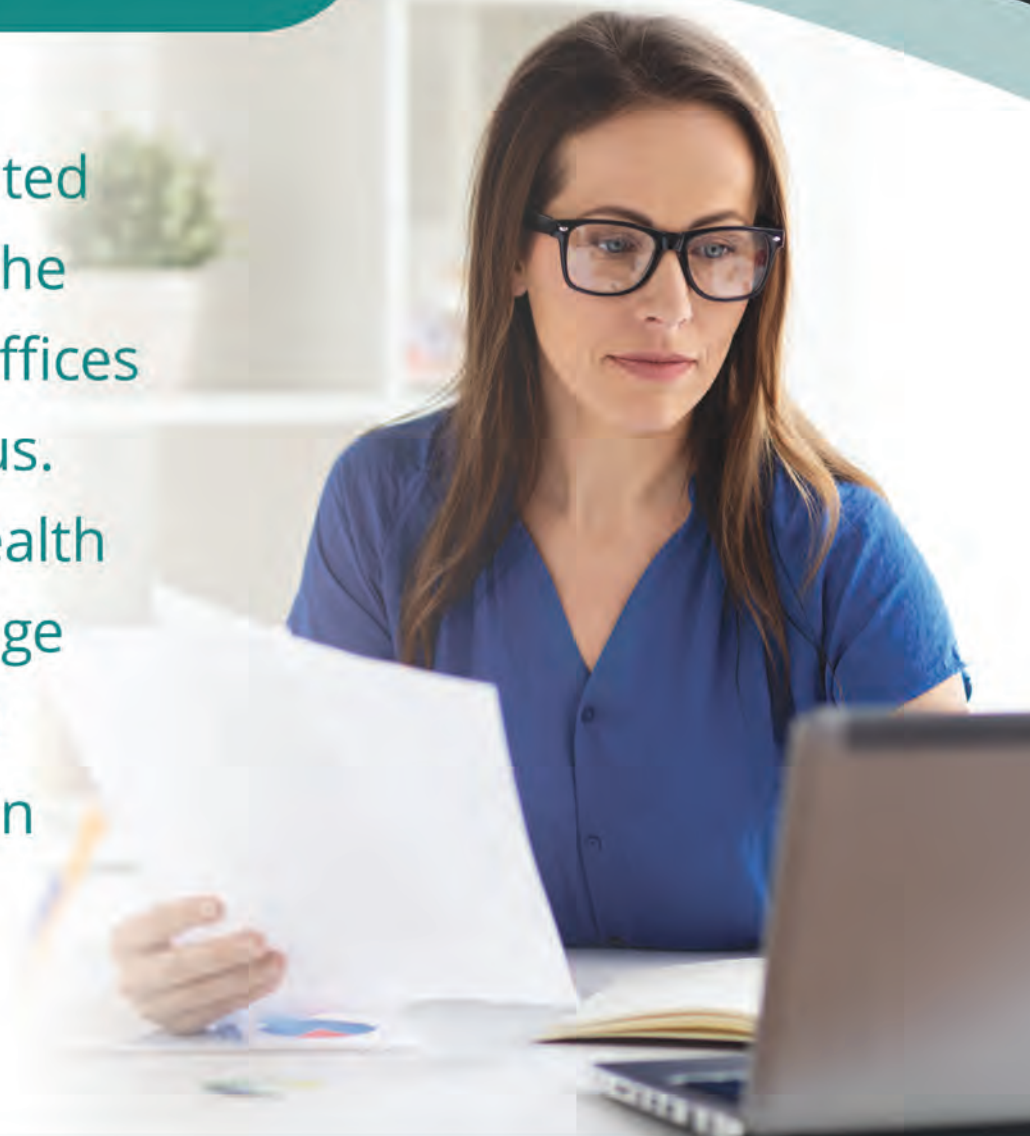
About Richard Florence

Richard Florence joined Entisys360 in 2003 as an Advanced Infrastructure Practice Manager. During his career with Entisys360, he has served as Principal Architect, Practice Director and Director of Professional Services. In his current role, he is Entisys360's Director of Core Infrastructure Services, where he oversees a broad array of services for Microsoft infrastructure environments encompassing design, implementation, licensing optimization, which help Entisys360 clients ensure the use of Microsoft best practices and configurations.



Enabling Collaboration Among a Fully Remote Workforce

When the COVID-19 pandemic started in March 2020, businesses across the nation were forced to shut down offices to mitigate transmission of the virus. Our client, a \$1.2B not-for-profit health system, was faced with the challenge of transitioning approximately 800 employees who once worked within their physical hospital offices to dispersed home offices.



The Business Challenge

Maintain business continuity for approximately 800 team-based employees from an in-person hospital office environment to a fully remote environment.

The Solution

Configured, implemented and deployed Microsoft Teams to approximately 800 workers dispersed across home offices in line with business and compliance requirements of the hospital system.



Ensured protection of PHI and PII.



Transitioned seamlessly into a virtual environment allowing for continued operations, as well as collaboration internally and externally with business partners and customers.



Trained end users on optimal use of Microsoft Teams for business collaboration.



Implemented security protocols necessary for safe and compliant operations outside of the traditional corporate firewall.

Contact Us

Learn more about how Entisys360 can address your healthcare technology needs through our leading edge advisory and technical solutions. To speak with an Entisys360 healthcare IT services consultant, contact us at healthcare@entisys360.com, or visit entisys360.com/markets/healthcare.



Dr. Pooja Bhalla Steps into New Role as Executive Director of Healthcare Services for Illumination Foundation

By Erika L. Silver, Ph.D

Illumination Foundation is proud to announce that in February 2021, Chief Operating Officer Pooja Bhalla, DNP, RN, was promoted into the newly-created role of Executive Director of Healthcare Services. Under Pooja's leadership and direction since August 2017, Illumination Foundation has become an innovative and reputable leader of healthcare services for those experiencing homelessness.

Over the past three and a half years, Pooja has created a highly advanced approach to addressing the healthcare needs of the homeless population and has firmly established Illumination Foundation as a true safety net, not only for housing but for healthcare, including a new innovative partnership with the Illumination Foundation Medical Group.

With the healthcare landscape ever-changing, Pooja will focus on 1) developing innovative healthcare delivery models to promote health equity for those experiencing homelessness, 2) working closely with local and national healthcare leaders to meet the needs of this vulnerable population, and 3) focusing on growing the healthcare sector in Orange County, Los Angeles, Riverside, and San Bernardino County.

"Illumination Foundation has created a continuum of care that addresses housing and healthcare for vulnerable populations and people experiencing homelessness," explains Pooja. "What I'm most excited about in my new role is the opportunity to create a unified model of healthcare that will integrate the goals of CalAIM (the new state program set up to identify and manage risk and need by addressing Social Determinants of Health).

"One of the many ways our services align with the goals of CalAIM is that we continuously strive to improve quality outcomes and reduce health disparities. "Our top priority," she continues, "is addressing what is known as the 'Quadruple Aim,' a compass used to guide the optimal direction of the healthcare system. The goal of the Quadruple Aim is to enhance patient experience, improve population health, reduce costs, and improve the work life of healthcare providers."

Warming to her topic, Pooja goes on to elaborate, "Our medical respite/recuperative care clients are provided interim housing, medical oversight, and intensive case management. Our recuperative care staff ensure coordination of post-acute care for each client, and we connect clients to medical resources, such as medical home, specialty care, and post-recuperative care. We also provide substance use counseling, case management, housing navigation, transportation, and connections to primary care and behavioral health, with the ultimate goal of connecting our clients to permanent supportive housing.

"It is the ultimate goal of connecting people to housing that really makes Illumination Foundation unique. We have shelter, healthcare, and housing. That's also what first attracted me to come to California from Boston and work for Illumination Foundation. It is an innovative and forward-thinking nonprofit with the goal of disrupting the cycle of homelessness. That really appealed to me," she explains.

"And in the realm of healthcare," Pooja continues, "things are getting even more exciting. In addition to the services that we have been providing to our shelter, housing, and recuperative care clients experiencing homelessness, we have recently created an innovative partnership with Illumination Foundation Medical group, which provides primary care medical, dental, and mental health care services for Illumination Foundation clients.

"Together, we are able to more completely address the complex issues of health equity and the social determinants of health by providing the most vulnerable members of our community access to high-quality health care, housing stability, and ultimately self-sufficiency."

Pooja decided to work with the homeless population during her senior year of nursing school when she had an internship at Boston Health Care for the Homeless Program. After she graduated, she applied for a job there and worked with them for more than 20 years. "I love working with this population that people have forgotten," Pooja says with great feeling. "People treat those experiencing homeless like they aren't people, and working with them makes me appreciate what I have more and makes me a better person. I want to do my best for this group that is so appreciative of any help we can give them. And they give me so much back as well. I have such a passion for this work. I can't think of doing anything else. It's difficult, but the rewards keep you going."



Dr. Pooja Bhalla (May 2021)



Pooja Bhalla speaking at the opening of the Fullerton Navigation and Recuperative Care Center (April 2021)

Pooja has been recently selected to participate in the prestigious California Health Care and Homelessness Learning Community. Through this virtual peer network, coordinated by the Center for Health Care Strategies (CHCS) with support from the California Health Care Foundation, Pooja and other representatives from Illumination Foundation, along with 20 other California-based organizations, will learn from peers and experts across the nation about innovative approaches to improve health services for individuals experiencing homelessness.

Dr. Bhalla joined Illumination Foundation in 2017 as Chief Operating Officer and oversaw all program operations, development, and implementation of quality wrap-around services including healthcare and permanent housing. This past year, Pooja directed the Project Roomkey efforts as well as all COVID-19 protocols in our other shelters and recuperative care sites. She ensured that there was onsite medical care, as well as ongoing testing for staff and clients. Pooja also worked with OCHCA to obtain vaccinations as soon as possible for clients and frontline staff, and she was instrumental in implementing our telehealth program for behavioral health and substance use counseling during this time of dramatically increased stress in everyone's lives.

Previous to her roles at Illumination Foundation, Pooja was the COO of Boston Health Care for the Homeless Program, the largest nonprofit healthcare organization for homeless individuals in the country. The nonprofit program is devoted to providing medical care to one of the city's most vulnerable populations, and under her leadership, the organization provided healthcare to over 12,500 homeless men, women and children in the greater Boston area at over 50 different sites.

From 1997 until she left Boston, Pooja led the efforts in establishing shelter clinics throughout the city of Boston to bring healthcare to homeless individuals. Today, the program operates 50+ clinics throughout the city. Throughout her tenure in Boston, she focused on bringing innovative practice models of care such as walk-in access for behavioral health and medical visits and access to preventive care measures.

Pooja is a graduate of Simmons College of Nursing, where she received her BSN in 1997. She received her master's in leadership, health policy, and nursing administration from Northeastern University and also received her doctorate in nursing practice at Northeastern University, where her research focus was on "Emerging Leaders and Homeless Health Care."

Since 2002, Pooja has been a member of the National Health Care for the Homeless Council and chair for the steering committee of the Clinicians Network and a board member of the Council. A graduate of UCLA's, Johnson and Johnson Health Care Executive Program, Dr. Bhalla has served on the faculty of Simmons College and Northeastern University and has published and lectured on the impact of homelessness on health and access to care for vulnerable populations.

Dr. Bhalla's published articles include: "Leadership Development Program for Nurses at a Health Care for the Homeless Program: An Educational Intervention," published in the Journal of Community Health Nursing, and "CIT [Care, Innovation and Transformation] Project: Creating Innovations in Care for the Homeless in an Outpatient Clinic," in AONE: The Voice of Nursing Leadership.

Contact info: www.ifhomeless.org or email Tcampbell@ifhomeless.org.



ILLUMINATION FOUNDATION

DISRUPTING THE CYCLE OF HOMELESSNESS

Illuminating Housing and Healthcare for Vulnerable Populations

Founded in 2008, the mission of Illumination Foundation is to disrupt the cycle of homelessness. In 2020, the impact we had on homelessness was immense.

Illumination Foundation Programs:

- **390,020** Safe bednights were provided
- **2,941** People were served by Illumination Foundation in 2020
- **984** Homelessness clients received recuperative care services
- **739** Individuals were housed
- **428** Families were housed
- **456** Individuals were diverted from entering the cycle of homelessness
- **250** Children and parents were served through our Children and Families Program

In COVID-19 Program:

In March 2020, Illumination Foundation was selected by the Orange County Health Care Agency to lead the county's COVID-19 mitigation effort. In response, we provided safe socially distanced shelter to those who were most vulnerable and had nowhere else to go:

- **6** Project Roomkey sites were established in four weeks
- **2,552** Individuals were served by Illumination Foundation at COVID-19 program sites
- **100,306** safe bednights were provided

"It is the ultimate goal of connecting people to housing that really makes Illumination Foundation unique. We have shelter, healthcare and housing."

— Pooja Bhalla, DNP, RN, *Executive Director of Healthcare Services, Illumination Foundation*

Dr. Pooja Bhalla leads Illumination Foundation in the delivery of healthcare services for those experiencing homelessness.



ifhomeless.org

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f o t y i n

LCS Constructors Focuses on Laboratory, Cleanroom, and Complex Environments in OC

BUILDING ENVIRONMENTS THAT FUEL CREATIVITY

LCS Constructors (LCS) is a leading general contractor focused on the planning, building, service, and maintenance of laboratory and technical facilities. With over 3,000 laboratory projects completed throughout the U.S., LCS has focused on building mission-critical environments. As general contractors focused exclusively on complex environments, they know how to schedule and coordinate the many tasks necessary to reduce project cycle times and meet deadlines.

LCS was founded in 1991 by a core team of specialists who have worked together on laboratory and technical facility projects since 1982. Over the past 30 years, LCS has brought a unique turnkey approach to the delivery of complex construction projects in the Orange County area. Their scope of services has grown to include the maintenance and ongoing support of facilities, allowing them to service their clients from beginning to end. Today, they continue to offer a distinctive integrated approach, a method quickly accepted by their clients who desire a single source for the design, management, and construction of their projects.

LCS' services focus both on new building construction and the renovation or remodel of an existing facility. No matter if your project is fully defined or still in the conceptual stage, LCS can support you at every step, including the planning, construction, installation, and connection of laboratory systems and furnishings to create a facility that is ready for use. From concept to completion, their team can handle projects of varying sizes and scope.

LCS can self-perform critical phases of each job, which provides the most cost-effective solution for the owner and greater quality control of the project schedule and final facility systems. The company's in-house team of technical facility specialists provides a wide range of services to address your unique project needs including plumbing and electrical services, carpentry, and laboratory equipment installation and testing.

LCS specializes in industries such as:

- Medical Device Manufacturing
- Research and Development (S&T)
- Pharmaceutical
- Higher Education
- Aerospace and Defense



LCS Constructors, Inc.
www.lcslab.com | 1 (800) 757-5227



LCS Leads COVID-19 Testing Expansion for LetsGetChecked Labs

A BREAKTHROUGH END-TO-END HOME COLLECTION TESTING COMPANY

LCS Constructors (LCS) is an Irvine-based general contractor specializing in laboratories, clean rooms, and technical facilities. With over 3,000 laboratory projects completed throughout the U.S., LCS has focused on building mission-critical environments. Our construction services support new construction, renovations, or remodeling of existing facilities. No matter if your laboratory is fully defined or in the early planning stages, the LCS team is dedicated to the highest level of service and expertise.

The LCS team recently completed a fast-tracked diagnostic laboratory expansion for **LetsGetChecked**, a leading health insights company in Monrovia, California. LetsGetChecked allows consumers direct access to a wide range of testing options and clinical support from the comfort of your own home. LetsGetChecked provides high-quality home-based testing and telehealth services to address many conditions ranging from sexual health to men's and women's health to overall wellness.

At the beginning of the pandemic, LetsGetChecked realized they could provide home collection Coronavirus test kits to help reduce the spread of the virus. LetsGetChecked engaged LCS to increase their equipment footprint to test for the presence of SARS-CoV-2, the virus that causes COVID-19. LCS collaborated with LetsGetChecked lab users, and design and engineering partners to relocate their equipment and maximize the floorplan for Real-Time qPCR machines for genomic analysis and upsizing the electrical, plumbing, and mechanical. The new diagnostic lab features a frameless glass wall and doors creating a "fishbowl" separation between the clean space and office areas. LCS used its self-perform electrical, plumbing, and carpentry crews to keep a close oversight on the schedule. As a result, the LCS team completed the project within LetsGetChecked's accelerated time frame.

"We are incredibly thankful to LCS for their work in the design, optimization, and buildout of our world class laboratory in Monrovia, California, especially whilst in the middle of the COVID-19 pandemic. As a result of their amazing team's hard work, LetsGetChecked has been able to provide much needed Coronavirus (COVID-19) testing to people all across the United States. I can't recommend them highly enough and look forward to our continued partnership." - Sky Countryman, CEO of LetsGetChecked Labs



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Free Vaccine Access for All Orange County



PARK & WALK



Providence Clinic at Edwards Lifesciences

3009 Daimler Street
Santa Ana, CA 92705

Open

Wednesday to Friday: 11 a.m. – 7 p.m.
Saturday: 9 a.m. – 4:30 p.m.



DRIVE-THRU



Providence Clinic at Orange County Great Park

8000 Great Park Blvd.
Irvine, CA 92618

Open

Monday to Friday: 8 a.m. to 3 p.m.

Open to all Californians aged 16 and up.

Schedule an appointment at **MyTurn.CA.gov** or by calling
1-833-422-4255. Walk-ins welcome!

*Thank you to our partners for sharing our commitment to
vaccinate more people and protect our community.*



We do not discriminate on the basis of race, color, national origin, sex, age, or disability in our health programs and activities.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-311-9127 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電888-311-9127 (TTY: 711)。

As Orange County progresses through COVID-19, Phase III, Caliber celebrates our collective progress. Classified as an essential business, Caliber continued operations throughout Phase I in accordance with California guidelines and our staff proved flexible and resilient as they adapted to safer working protocols while meeting high standards of client service, schedule compliance and cost containment.

LOOKING AHEAD

Looking ahead it's clear the day-to-day of every business will change and spaces will have to be constructed to:

- accommodate social distancing.
- provide higher sanitation and touch-free amenities.
- include technology that enables teams to be effective and productive while separated.

The adapted environments Caliber will bring to life will include:

- **Expanded Outdoor Spaces:** Well ventilated outdoor spaces will continue to play a vital role in allowing groups of people to congregate, work and play. The business-center outdoor spaces we have improved included features for open-space meetings as well as recreational activities.
- **Advanced Technology:** Recently Caliber completed a HQ in Los Angeles County that provided for an exceptionally untethered staff and freedom to meet and work anywhere in the space. The landline-free, 32,000 sq. ft. space is entirely mobile telecommunications enabled so that the staff never needs to be bound to any physical space to communicate with clients or each other.
- **Wellness-Enhancing Features:** For a leading health and beauty brand, Caliber incorporated a green wall for indoor nature exposures and exercise spaces.
- **Well Ventilated Spaces:** Ventilation will continue to be a focus in indoor spaces. Caliber has incorporated complex HVAC designs when ventilation is paramount to the operations and well-being of the occupants.
- **Filtered Ventilation:** Caliber anticipates increased upgrades to ventilation systems to accommodate newer filtration technology that will scrub the indoor air and provide for more sanitary work environments.

For those of you who put projects on hold, we are strong and thriving and ready to help you move forward. Caliber looks forward to constructing a new era-ready Southern California.

Caliber

CONSTRUCTION, INC.

714-255-2700 | caliberconstructioninc.com
LICENSE # B-635842



Finished exterior spaces can accommodate group meetings, widely spaced smaller meetings and provide for recreation.



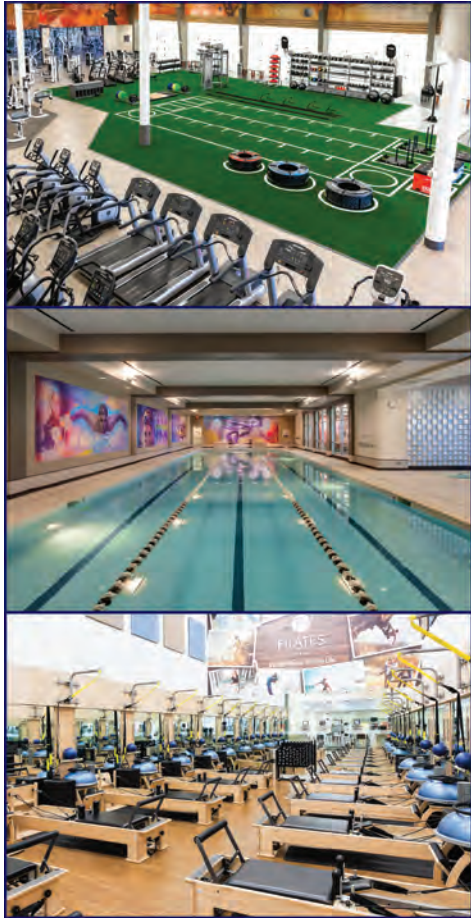
Living, green walls can naturally remove carbon dioxide and reduce pollutants, detox the environment and possibly minimize the effects of sick building syndrome.



Large meeting spaces with conferencing video screens enable socially-distanced meetings and connectivity with offices around the world.



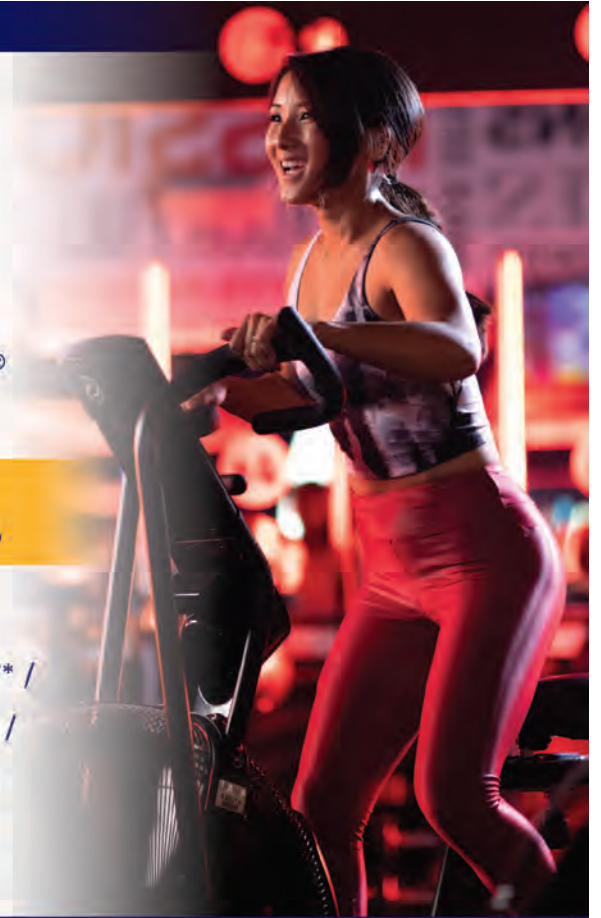
Landline-free spaces enable staff agility to move around the compound and be anywhere, anytime with full connectivity with clients and each other.



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3021 Michelson Drive
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Photos depict a typical facility; amenities vary and some may be temporarily closed. Social distancing protocols will be observed in compliance with government guidelines. ©2021 Fitness International, LLC. All rights reserved.



2021 UPCOMING HEALTHCARE ISSUES

July 5	HEALTHCARE FEATURE
August 2	HEALTHCARE SPECIAL REPORT Lists: Medical HMOS/PPOS & Dental Companies
September 6	OC PHILANTHROPY
September 13	BIOTECH + BIOMED SPECIAL REPORT Lists: Medical Device Makers & Drug Makers
October 11	HEALTHCARE SPOTLIGHT
December 6	EXECUTIVE HEALTH + FITNESS FEATURE
December 27	2022 BOOK OF LISTS

ORANGE COUNTY
BUSINESS JOURNAL

Contact Steve Gall for advertising opportunities at **949.664.5074** or gall@ocbj.com



Healthy Smiles for Kids of Orange County Steps Up as Frontline Providers During the Pandemic

Healthy Smiles for Kids of Orange County (Healthy Smiles) showed its superhero strength amidst a global pandemic, when dental disease in high-risk populations became even more exacerbated. On March 11, 2020, the World Health Organization declared the COVID-19 outbreak a pandemic and **Healthy Smiles became one of the 5% of dental clinics that remained open and provided emergency dental care.**

During the nine-week state lockdown, Healthy Smiles handled 250 emergency cases after getting emergency calls from parents of children with severe dental pain or infection. When patients with dental emergencies visited local children's hospital emergency rooms during this national crisis, they were referred to Healthy Smiles for treatment.* We are the only pediatric dental clinic in the county that offers general anesthesia and other sedation services at little to no cost for underserved children with special healthcare needs. Therefore, we did not turn away a single child. **We are dedicated to addressing the unique needs of our underserved community through innovative and comprehensive dental programs.**

Dr. Priyal Ohri, the Dental Director of Healthy Smiles, reports that "COVID-19 has drastically impacted the communities we serve. It has shaken them to their core and has left them at a loss for necessary resources. We have seen a growing demand and dependency on emergency dental services. Recently, a parent called the clinic because her four-year-old was in so much pain, he could not eat. The child was seen the next day and 11 of his 20 teeth had cavities!" The child was put under general anesthesia, making him one of the approximately 500 severe cases we have annually. Unfortunately, extensive dental decay and general anesthesia cases are becoming more common because the pandemic is exacerbating the effects of barriers to oral healthcare. Unlike other medical illnesses, childhood dental cavities are fully preventable with preventive dental care and appropriate oral hygiene habits.

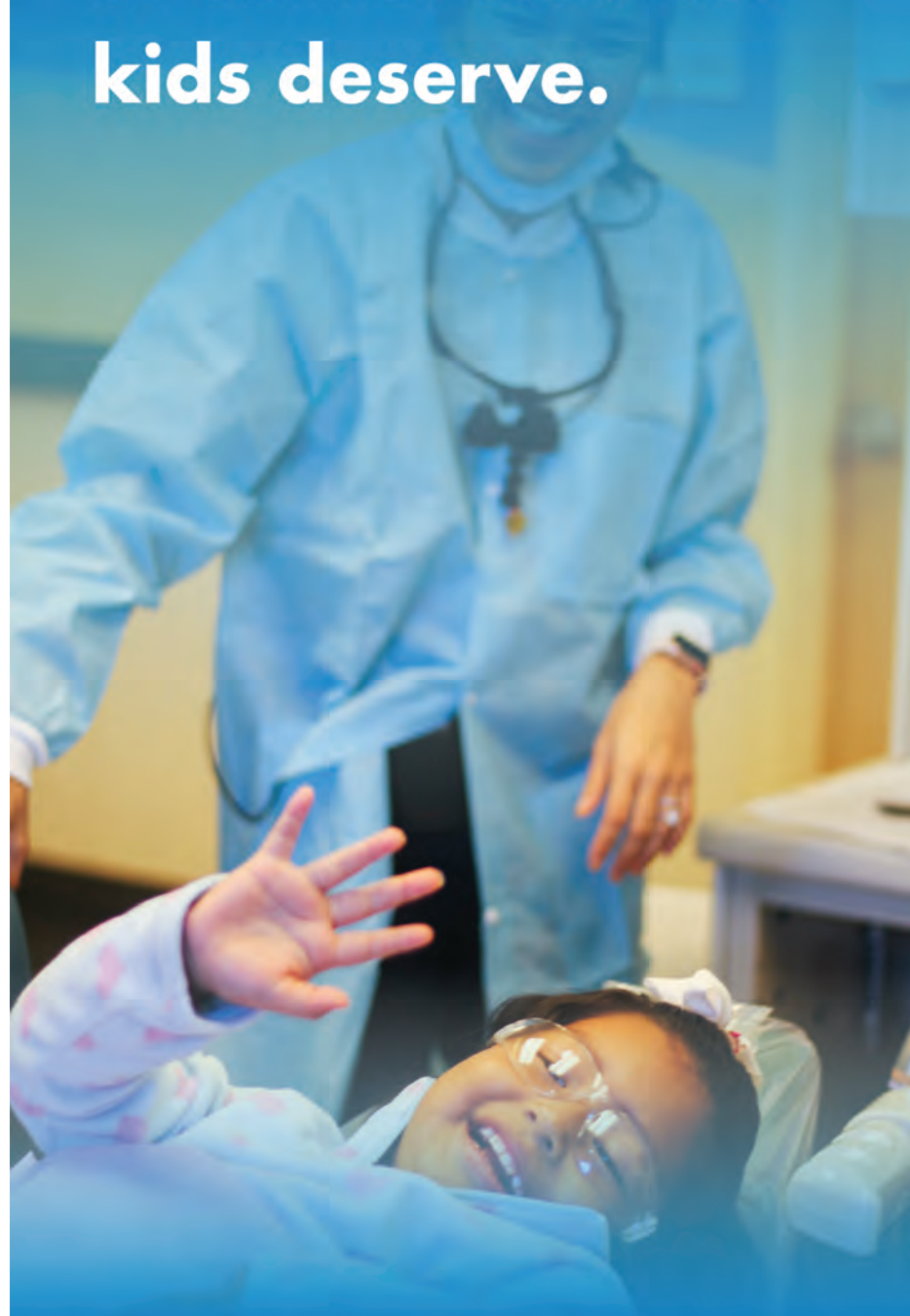
The past year and a half, we have had a total of **97,312 patient encounters** through all our programs (Clinical Services, Dental Clinic Mobiles, Teledentistry/Telehealth, and Education). Despite serving a high volume of patients in our clinic and outreach programs, we are happy to announce that we had no COVID-19 outbreaks in our clinic. The clinical leadership team organized effective infection control protocols while maintaining a gold standard of care throughout the pandemic.

Since 2003, Healthy Smiles has had approximately 1 million encounters with children and families by offering collaborative programs directed at prevention, advocacy, outreach, education, and access to treatment. Every day our dental heroes are strengthened by the contributions of our donors, board members, leaders, providers, staff, and volunteers. We could not do what we do without the generous help of community members who support our cause. **To learn more about Healthy Smiles for Kids of Orange County and how you can get involved, visit www.healthysmilesoc.org/donate or contact donate@healthysmilesoc.org.**

**It is estimated that emergency room visits due to dental issues cost California \$3.5 million and the nation \$2.2 billion annually.*



When underserved children with special healthcare needs have nowhere else to go,
Healthy Smiles provides them with the gold standard of dental care our kids deserve.



HEALTHYSMILESOC.ORG/DONATE

