

SCC Chronicle

Stanford Coordinated
Care

211 Quarry Road, #102
Palo Alto, CA 94304
650.724.1800

Hours: 8:00 am-5:00 pm,
Mon, Tues, Thurs, Fri.
8:30 am-7:00 pm, Wed.

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Books You May Want to Read:

- ⇒ Mindless Eating by Brian Wansink
- ⇒ Living a Healthy Life with Chronic Conditions, by Kate Lorig, David Sobel, Virginia Gonzalez, and Marian Minor
- ⇒ Diabetes Burnout by William Polonsky
- ⇒ Calming the Rush of Panic by Bob Stahl and Wendy Millstine

September 1, 2013 Volume 1, Issue 1

Welcome To Our First Publication! by Ann Lindsay

It is my pleasure to introduce the Stanford Coordinated Care (SCC) Chronicle. Our Patient Advisory Council (see below) suggested a newsletter and our staff responded enthusiastically. We hope the news will help you get to know the players at SCC and learn something from each of us about how to live a healthy life. We certainly learn on a daily basis from our patients: your resiliency, your courage and your determination.

We all know how discouraging it is to struggle with something we really wanted to do. Then we consider what it must feel like to have a chronic condition and struggling with something you never, ever, wanted to do in

the first place!

SCC was designed, with patient input, to support people with chronic conditions to do everything in your power to live long and feel well. We support you in taking baby steps towards realizing your goals, knowing that small successes can lead to bigger efforts.

Almost no one is unmotivated to live a long and healthy life, yet the rewards for good self care are relatively subtle and mostly long-term.

You, our patients, are showing us it can be done! We hope you enjoy the SCC News. Please let us know how we are doing, or offer suggestions for topics you would like to see us cover. Here we go!



The SCC Team (from left to right)

1st row: Jen Harpe, Kathan Vollrath, Deepti Randhava, and Samantha Youre. **2nd row:** Alan Glaseroff, Michelle DeNatale and Ann Lindsay. **3rd row:** Valerie Meausoone, Coleen Travers, Tammy Ojeda, and Deborah Bowes. **4th row:** Samantha Valcourt, Celina Meza, and Delila Coleman.

NEWS—Stanford Senior Care Clinic & Stanford Coordinated Care

As of August 30, 2013, the Stanford Senior Care Clinic of Stanford Hospital and Clinics will be sharing office space with Stanford Coordinated Care.

We look forward to sharing resources and supporting one another's department as we care for our respective patients.

Please join us in welcoming Stanford Senior Care Clinic!

“Regain Your Health By Managing Your Diabetes” by Susan Shughrue

“Regain Your Health by Managing Your Diabetes” has debuted as SCC’s first group seminar! The seminar is a free, three-part series designed to help you learn about how to manage your diabetes on a daily basis, as well as get answers to questions you really need to know about. It’s fun to learn from each other in the group, along with our Pharmacist and Diabetes Educator, Susan.

We encourage participants to bring a family member or friend along, so they can learn too and help you through your journey!

Our group met every other Monday evening over a six week period (three times total). Topics covered in session 1 included the ABCs of diabetes, the emotional journey of diabetes, and distinguishing myths vs. facts regarding diabetes.

Session 2 covered healthy eating and the reasons behind why blood glucose needs to be monitored. Session 3 continued with learning more about carbohydrates and meal planning, the ins and outs of diabetic medications and getting to one’s goal, in the short and long-term. If you missed this series, don’t worry, we plan to offer it again in the fall!



***Nothing about us
without us!***

Do you have any
questions about
your medications?
Call 650.724.1800
& ask for Susan!

Do You Take “Four or More”? by Susan Shughrue

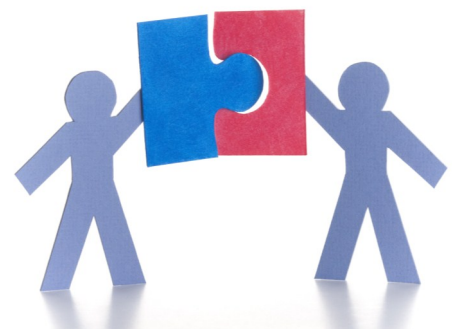
Do you take four or more medications and have trouble remembering when to take them? Ever wonder why you need to take them? One program benefit is a free 30-45 minute medication review with our Pharmacist. These confidential appointments provide

an in-depth, one-on-one consultation. Sign up for a Medication Therapy Management (MTM) visit with your Care Coordinator or by calling the front desk at 650.724.1800. When you come to the appointment, bring along all of your medications, including over-

the-counter medications, vitamins, herbals and supplements. If you cannot bring your medicines, bring a complete list. Walk away feeling confident in knowing why you need your medications and how to take them each day to get the best possible benefit!

Spotlight on the SCC Patient Advisory Council by Sheryl Michelson

My name is Sheryl Michelson. I am a SCC Patient Advisory Council member, employee of Stanford Hospital and a patient of the clinic. I became involved as an advisory member after I volunteered to be interviewed as a patient as well as a spouse of someone with a chronic illness. I was so impressed that someone actually was interested in what worked and frustrated patients utilizing the Stanford Healthcare System that I volunteered for the Advisory Council. I have met many amazing folks who have willingly shared their experiences and opinions on their journey through the health care system. Our advisory group meets monthly and sometimes through email to provide feedback and suggestions to the clinic staff on how to improve the “patient experience”. As a patient, I can say our recommendations have been translated into practice. I am grateful to be a patient of this exceptional health care team and proud to be an employee of an institution that supports such innovative care.



Together we’re a team!

Chronic Pain Seminar by Deborah Bowes



There will be a 4 week seminar on chronic pain for SCC patients and one interested family member, which will be held on 4 consecutive Mondays: September 9, 16, 23, and 30, from 4:00-5:30 pm. The seminar will be led by Deborah Bowes, SCC Physical Therapist.

We will cover the difference between chronic and acute pain and the effect that the experience of pain may have on your self-image. Participants will learn how using self-awareness, movement and their minds can help them manage their pain and help them to feel better. Each week there will be a *Feldenkrais Awareness through Movement* lesson that can be done by everyone, no matter what level of fitness or ability one has. There will be time for questions, and each participant will develop his or her own action plan.

The goal of the seminar is to help you feel better, improve your awareness and have greater comfort in daily life. The seminar will also be useful if you would like to have some exercise in your life but are afraid or don't know how to start, or if you keep getting injured with exercise. If you have any questions about the seminar, please do call us at 650.724.1800 and ask. We hope you will join us!

Meet Dr. Kathan Vollrath!

Hello! I'm a general internist physician who trained at Stanford and then practiced at Santa Clara Valley Medical Center for 19 years, where I cared for people with complex medical conditions and trained resident physicians.

My experience as an internist has brought me to the questions, "Why do we do things in medicine the way we do?" and "How can we do better?" I came to Stanford Coordinated Care (SCC) for the opportunity to create partnerships with patients facing chronic illness

and to work with our wonderful team in helping our patients meet their health goals. I enjoy hiking and yoga when I'm not getting my children to where they need to go.

I look forward to meeting you at SCC!



Care Transitions Program by Samantha Valcourt



Bringing the care to YOU

Most of us do not enjoy going to the emergency room, much less being admitted overnight as a patient, but sometimes it is necessary to get the right care.

At SCC, we are developing a Care Transitions program to coordinate care for those patients who are hospitalized. Care Transitions will send a nurse to your hospital and to your home a couple of days after discharge to support you during this challenging time. We review all of your medications, go over warning signs that your condition may be worsening, make sure you get in to see your primary care doctor or specialist in a timely manner, as well as help you prepare for that visit. A member of your care team may even accompany you to this appointment! Call 650.724.1800 and ask for Samantha Valcourt for further information.

Stanford Coordinated Care

211 Quarry Road, Suite 102

Palo Alto, CA 94304

Phone: (650) 724-1800

Fax: (650) 736-2550



Visit us on the Web:

<http://stanfordhospital.org/coordinatedcare>

REGAIN YOUR HEALTH!

Stanford Coordinated Care is a primary care clinic that has been exclusively designed to meet the needs of the employees (and their dependents) of Stanford University and Stanford Hospital and Clinics who are experiencing ongoing, persistent health conditions. Through excellent care, individualized service and action plans, as well as attention to your needs, we hope you will be able to say that you have regained your health!

If you have any questions about our programs, Primary Care Plus and Chronic Care Support, please call us at 650.724.1800. We take Stanford UMR & Stanford Blue Shield insurances.

—Coleen Travers

Our Next Open House: September 17, 2013 by Coleen Travers



Come join us! Tell a coworker!

Tuesday, September 17, 2013, 5:30-6:30 pm

Do you have a coworker at Stanford University, SLAC, Stanford Hospital, or the Lucile Packard Children's Hospital that would benefit from knowing about Stanford Coordinated Care?

We're having our next Open House on Tuesday, September 17, 2013, from 5:30-6:30 pm in our offices (Suite 102 of the Hoover Pavilion).

Only people with Stanford UMR insurance or Stanford Blue Shield are eligible. We're sorry that we cannot accept Kaiser or Med-

icare patients at this time.

Invite a coworker! We have had current patients bring their coworkers to an Open House and they decided they wanted what our patients had—excellent care and services. If a more personal invitation is better than a group option, we can set up a fifteen minute appointment for a prospective patient to meet with any of our doctors.

Please call 650.724.1800 for further information.

Regain your health with SCC!