

Healthcare

CUSTOM CONTENT • October 16, 2023



Why I Chose to Come Back to MemorialCare

And why you should consider becoming a part of MemorialCare this open enrollment season.



MemorialCare feels like home. As a physician who started and spent the formidable years of my career at MemorialCare and had the opportunity to grow at a multi-state system for the last eight years, I now have the incredible opportunity to go back to where it all started. MemorialCare is not only where I have served in a professional capacity, but also where I have been a patient. There is no place quite like MemorialCare.

MemorialCare is an intimate health system. It is warm, compassionate, and caring; and medical teams and staff spend time supporting patients throughout their health care journey — whether it's a visit to a local urgent care center or a need for hospitalization. At MemorialCare, access to primary or specialty care is easy and efficient; it is an award-winning and nationally ranked health system where physicians and nurses are dedicated to giving patients the attention and care they need.

At the same time, MemorialCare is a large enough health system to support the transformation of health care clinically and elevate the patient experience. Additionally, as leaders in research— with more than 300 active research trials at any given time — MemorialCare cultivates the treatments of tomorrow and re-invests in the community to continue offering the latest advanced technologies with the least invasive approach to care.



Scan to learn more about open enrollment.



*By: David Kim, M.D.,
chief executive officer,
MemorialCare Medical Group*

The long list of awards, achievements and “Best” rankings — locally, regionally and nationally — by the most respected health care evaluators demonstrates to patients that with MemorialCare they have access to the most advanced, compassionate care close to home. MemorialCare’s offerings are as diverse as the communities it serves:

- 300+ primary care providers
- 2,000+ specialists
- 3 U.S. News & World Report ranked adult hospitals in Long Beach, Fountain Valley, and Laguna Hills
- 1 of 8 full-service children’s hospitals in California
- 12 urgent care centers
- 24/7 on-demand urgent care
- 12 Breast Centers
- 34 imaging centers
- 32 community-based rehabilitation and physical therapy centers
- Navigation Center and Nurse Advice Line available 24/7
- Emphasis on mental, emotional, and spiritual care, beyond physical health

MemorialCare is for everyone, where patients have access to the most advanced care with a personal touch, and feel like part of a community. From a senior Vietnamese man who needs a lung cancer screening, to a young adult looking for care after leaving their parents’ insurance, to a mother who needs to find a pediatric food allergy specialist for her first child, while needing prenatal care for her baby on the way — MemorialCare is here for you. Always.

If you are already in the MemorialCare network, thank you for trusting us with your care. For those of you who haven’t yet or aren’t sure, open enrollment season is here. Now is the time to find out.

It’s always a good feeling to be home. And MemorialCare is here to be your medical home for years to come.





Put your health in caring hands.

Choose MemorialCare.

Guarantee your access to five star-rated care that includes Southern California's best-known physician groups and leading hospitals. Get exceptional care from 300+ primary care providers, 12 urgent care centers and on-demand urgent care 24/7. With 2,000+ specialists at three adult *U.S. News & World Report*-recognized hospitals, a children's hospital and outpatient specialty centers. Receive comprehensive care from dedicated professionals who are Called to Care.™ When you choose a primary care physician with MemorialCare, you get every part of MemorialCare.



Ensure your access to MemorialCare.

(855) 943-5209

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



City of Hope® Opens First Multicenter U.S. Clinical Trial for Robotic Single-Port Mastectomies for Breast Cancer Patients



City of Hope, one of the largest cancer research and treatment organizations in the United States, is opening a multicenter clinical trial to evaluate the efficacy of robotic-assisted, single-incision mastectomies. The minimally invasive procedure, which preserves the nipple and leaves only a small hidden scar on the side of the body, could potentially lead to significant improvements for breast surgery.

“City of Hope is once again taking the lead in investigating innovations, treatments and therapies that are making big leaps forward for patients with cancer. We’re participating in what we believe is a groundbreaking clinical trial that we hope will simultaneously result in the best possible aesthetic and oncologic outcomes,” said Jennifer Tseng, M.D., medical director of breast surgery at City of Hope Orange County and principal investigator on the clinical trial.

The study is open to patients in the early stages of breast cancer. Participants will be part of a comparative and randomized trial, meaning half will receive traditional open nipple-sparing surgery and others will undergo the single-incision robotic procedure.

For the robotic-assisted procedure, surgeons will use the single-port da Vinci SP robotic-assisted surgical system, manufactured by Intuitive, the study sponsor.

Surgeons at City of Hope, a leader in robotic surgery, have performed more than 16,000 nonmastectomy robotic procedures. They are frequently requested to train others on using the da Vinci SP, which the Food and Drug

Administration has cleared in the U.S. for urology and transoral otolaryngology procedures.

Dr. Tseng practices at City of Hope Orange County Lennar Foundation Cancer Center – the most advanced comprehensive cancer center in Orange County. The cancer center creates a national model for delivering breakthrough research and pioneering treatments, right in the heart of Orange County.

Distinguishing clinical services of the cancer center will include access to the more than 800 innovative clinical trials offered at City of Hope each year – more cancer-focused clinical trials than anywhere in the area.

Recently named a top 10 cancer center in the United States for the second consecutive year, City of Hope is home to a team of 600 physicians and more than 1,000 researchers and scientists who only focus on treating and curing cancer.

More information about this clinical trial can be found at CityofHope.org/research/clinical-trials or clinicaltrials.gov. People interested in City of Hope Orange County’s advanced services for breast cancer care can call 800-826-4673.

Hope is where breast cancer loses and life wins.



Jennifer Tseng, M.D. Medical Director, Division of Breast Surgery



LENNAR FOUNDATION CANCER CENTER, IRVINE

REGIONAL CLINICS IN

- Huntington Beach
- Irvine Sand Canyon
- Long Beach Elm
- Long Beach Worsham
- Newport Beach

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WHEN WOMEN LEAD, HOPE ABOUNDS



City of
Hope®

ORANGE
COUNTY

Congratulations to Jennifer Tseng, M.D., Medical Director of Breast Surgery at City of Hope Orange County, on being honored with a 2023 Women In Business award by Orange County Business Journal. Dr. Tseng is driving groundbreaking medical advancements and life-saving patient care that help make us one of the nation's leading academic centers for cancer research and treatment. On behalf of your patients and the medical professionals who are following in your footsteps, thank you for your trailblazing and compassionate care.

HOPE LIVES HERE.

Learn more at CityofHope.org/OC



Leading the way in cancer care

Photograph by Jared Novakovich



The UCI Health Chao Family Comprehensive Cancer Center already serves more cancer patients and offers more clinical trials, especially novel early-phase studies, than any other healthcare provider in the region.

About a third of the patients treated at the Cancer Center — the only National Cancer Institute-designated comprehensive cancer center based in Orange County — come from Los Angeles, Riverside and San Bernardino counties. A key reason is expertise.

“Cancer isn’t one disease, it’s about 150 different ones, and each is completely different in terms of its causes, detection and treatment,” said Cancer Center Director Richard A. Van Etten, MD, PhD. “We have true experts in all types of cancer, which allows us to be absolutely the most up-to-date on the latest research and technologies.”

When the Cancer Center opens its second clinical hub next summer, it will triple the space available to deliver the most advanced care.

“This will be huge for patients,” Van Etten said. “It will expand access to the latest in cancer care, clinical trials and research, and bring it all closer to people living in coastal and southern Orange County.”

“It will have everything,” he said of the new Chao Family Comprehensive Cancer Center and Ambulatory Care building at UCI Health — Irvine, a \$1.3 billion medical complex under construction at the northern edge of the UCI campus. “It will be the ultimate in state-of-the-art cancer care on the West Coast.”

When it opens in summer 2024, it will offer patient-centered radiation oncology therapies and the most advanced imaging services, all under one roof, plus 40 infusion stations, eight outpatient surgical suites and a state-of-the-art women’s breast health center.

It will also ease a space crunch at the existing Chao Family Comprehensive Cancer Center in Orange and its four satellite clinical locations. Outpatient visits now exceed 80,000 a year and almost 65,000 cancer infusion treatments are performed annually.

At least 30 new cancer specialists are being recruited for the Irvine center, and when the adjacent 144-bed acute care hospital opens in 2025, patients who need hospitalization can be “seamlessly cared for in one location.”

The new hospital and the adjacent Joe C. Wen & Family Center for Advanced Care, opening in spring 2024, will permit true multidisciplinary cancer care, with ready access to other specialists.

“Cancer patients can develop problems affecting nearly every organ system,” Van Etten said. “UCI Health is uniquely positioned to treat the whole patient, including access to integrative medicine services at the nearby Susan Samueli Integrative Health Institute.”

Equally important for the future of cancer care is its location on the UCI campus, which will foster even greater synergies between clinicians and the university’s basic scientists. Many of the Cancer Center’s researchers are on the cusp of breakthroughs that could redefine care for many cancers.

Neuroscientist Michael Demetriou, MD, PhD, is working with the National Cancer Institute on a cancer-specific antigen that spares healthy cells. “This has the potential to be a game changer because it targets only cancer cells and it may allow therapies like CAR T cells to be used against solid tumors for the first time,” Van Etten said.

Another scientist’s work promises to revolutionize cancer screening and perhaps radiotherapy. Physicist Christopher Barty, PhD, is working with the U.S. Department of Defense to build an X-ray machine that produces 100 times better images with less than 1/100th the amount of radiation. Lowering exposure to radiation means that procedures like mammograms and CT scans can be done more frequently.

“It completely changes the paradigm for diagnosing cancer, particularly where we lack effective screening methods, such as pancreatic and ovarian cancers,” said Van Etten, who is eager to use the technology in the near future for research and eventually for clinical applications.

With more than 400 active cancer clinical trials underway, including more than 140 early-phase trials and the latest in immunotherapies — more than any other provider in Orange County — the Chao Family Comprehensive Cancer Center offers the newest treatments for patients who don’t respond to standard therapies.

“Clinical trials are the only way we can move the ball forward and improve outcomes for patients with cancer,” Van Etten said.

Learn more at ucihealth.org/cancer

UCI Health

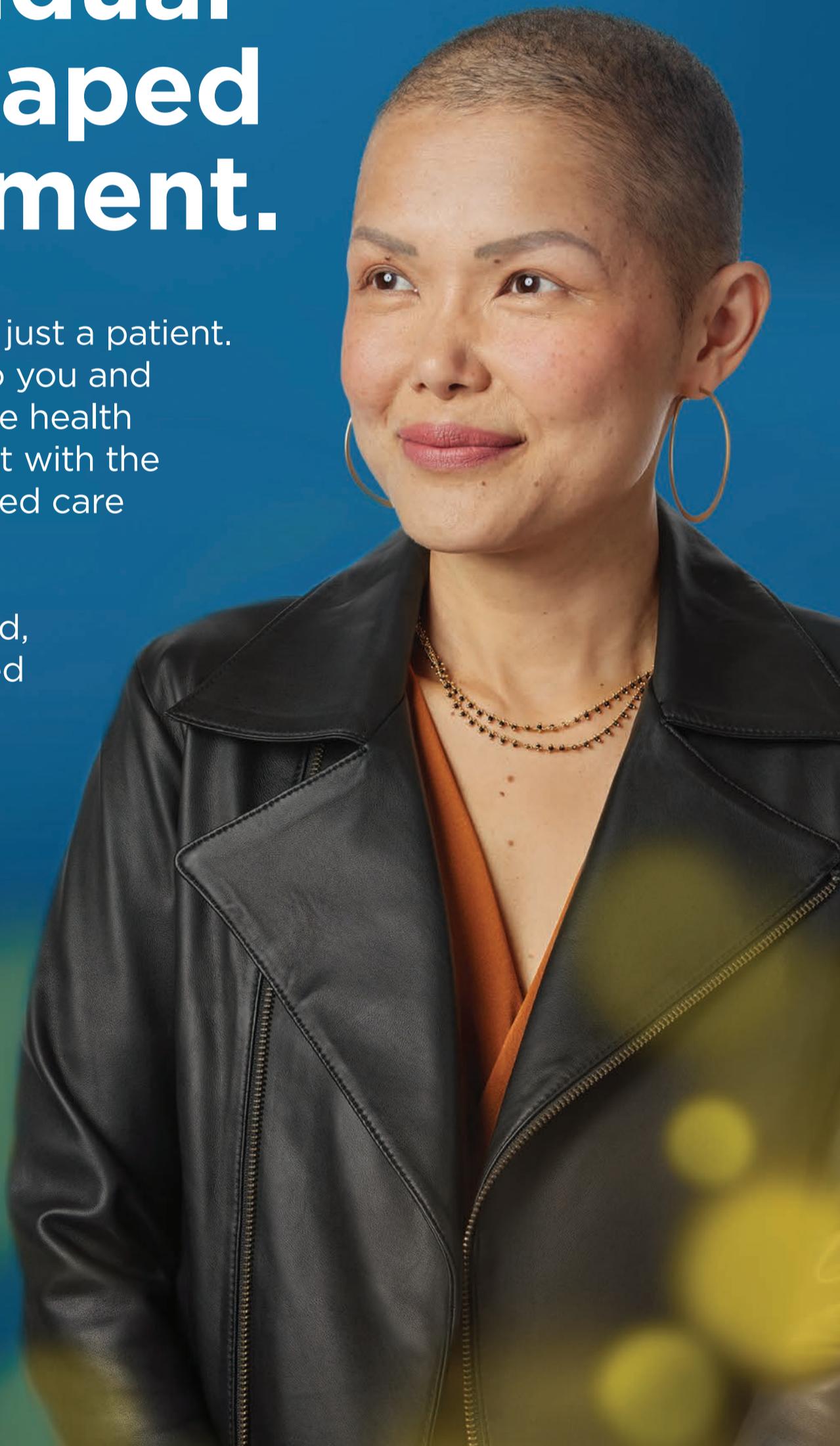
UCI Health

My individual needs shaped my treatment.

At UCI Health, you're never just a patient. We see what's important to you and understand you have unique health goals. We treat each patient with the groundbreaking, personalized care they deserve.

So no matter what you need, our team of world-renowned experts is here to help.

Learn more at
ucihealth.org/cancer





No more wait, no more hassle: Hoag's Compass offers world-class healthcare that's accessible anytime, anywhere

ORANGE COUNTY – As we head into a future of health care where consumer centric needs must be addressed, the Digital team at Hoag strongly felt that regardless of what technology led products were built a human experience was most important.

A key aspect of building digital health products must center around the customer and what problems any product built would solve. Hoag Compass was created after spending significant time with the Orange County Community to learn where the gaps were within the Healthcare journey and what products would impact health outcomes positively.

The feedback from consumers was simple - They wanted a more personalized experience, convenient and accessible ways to quality care and easy access to specialty care.

Compass Melds Hoag's Renowned Healthcare with a Cutting-Edge Digital Experience

Hoag listened to the patient community by creating Compass, the premier digital healthcare membership.

Compass isn't just another "one-click doctor shopping" mobile app—it's a reimagined primary care experience offering a range of unmatched benefits:

- **Instant Access:** The days of waiting weeks and months to see a doctor are over. With Compass, same and next-day appointments are at your fingertips.
- **Continuity of Care:** In a world of revolving-door physicians, Compass stands out by ensuring that patients see the same doctor consistently, offering a continuous and personalized care experience.
- **Virtual Convenience with a Personal Touch:** While Compass gives virtual consultations for efficiency, it also recognizes the importance of in-person care. Compass members have the flexibility to transition from screen to a clinic whenever they want.
- **Concierge Care Coordinator** - We understand healthcare is complex. Your Care Coordinator will help simplify your experience by answering questions, booking visits with Hoag's award-winning specialists and more.
- **Extended Hours:** Recognizing the long hours that professionals often keep, Compass offers extended appointment times, so healthcare doesn't become a 9-to-5 constraint.

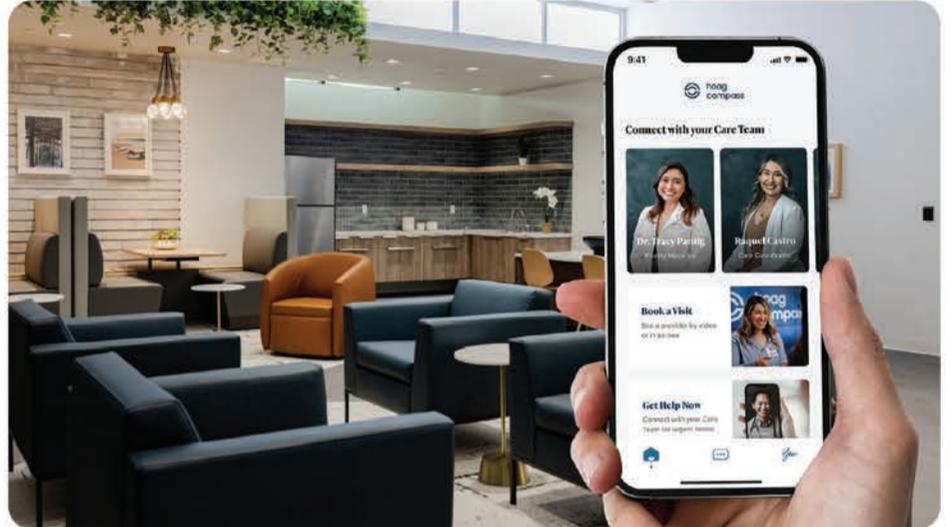
An Invitation to Join Compass Today

As we stand on the cusp of a new year, Hoag is committed now more than ever to offering quality healthcare in a digital age. **Hoag invites you to experience Compass, a blend of world-class healthcare and innovation, with a free 7-day membership trial.**

After the trial period, if patients choose to join Compass, it's only \$50 per month. A Compass membership enhances their existing PPOs or EPOs.

For more information, please visit <https://www.hoagcompass.com/> or call (949) 557-0951.

Dr. Pantig and her team at Compass are delighted to offer this innovative experience to the Orange County community. Many of Dr. Pantig's patients grew up in the surrounding area, so they already know the Hoag brand and have the highest regard for the Hoag Medical Network.



Dr. Tracy Pantig: The Compass 'North Star'

At the helm of this transformative initiative is Dr. Tracy Pantig, a Primary Care Physician who perfectly encapsulates the essence of Hoag's commitment.

Dr. Pantig reflects, *"Our patients are more than just a chart to us. I want to understand what's happening in their lives, how their stresses might be impacting their health. At Compass, we're not just treating symptoms; we're striving for holistic health. It's essential for patients to see the value in our recommendations, as we shift from mere sick care to true healthcare."*

Dr. Pantig's sentiments mirror the broader vision of Compass: continuity of care. Compass ensures that patients maintain consistent interaction with their dedicated doctor.

It's a member benefit that has garnered rave reviews. Paul Daftarian, a prominent Orange County realtor and Compass member, summed it up:

"I can't believe the value that's provided for easy access to incredible care and Dr. Pantig is exactly the proactive type of doctor that I've been looking for."

This commitment to patient-centered care is evident in the experiences of Compass members. "We recently had one of our members who is an avid surfer see me for a re-occurring ear infection and ultimately needed to see an ENT specialist.

He saw me at 11 am the same day his earache developed to address his immediate condition. Then by 5 pm that same day, he also had an ENT appointment scheduled for two days later, so he could have a more thorough ear examination. This ENT appointment was booked by his Compass Care Coordinator, without any extra effort on the patient's part. Without his Compass membership, it could have taken him a month or even longer to see a top ENT elsewhere," says Dr. Pantig.

Dr. Pantig believes that in this hectic, stressful, and uncertain world, patients need accessible, reliable, and holistic healthcare now more than ever.

"You want that one place that has everything for you," she says.

Finally, Orange County professionals have a healthcare option as dynamic and ambitious as they are.



hoag
compass



Avoid the wait. Get *convenient care* today.

The only primary care that combines the convenience of digital access with Hoag's world-class specialty care network.



Same & Next-Day Physician Access

Minimal wait times and extended availability with our lead Hoag physician, Dr. Tracy Pantig, MD. Virtual or in-person.



Concierge Care Coordination

Concierge coordinators to help you book follow-ups and specialist referrals and ensure you'll get answers to your questions within 24hrs



Data-driven Personalized Care

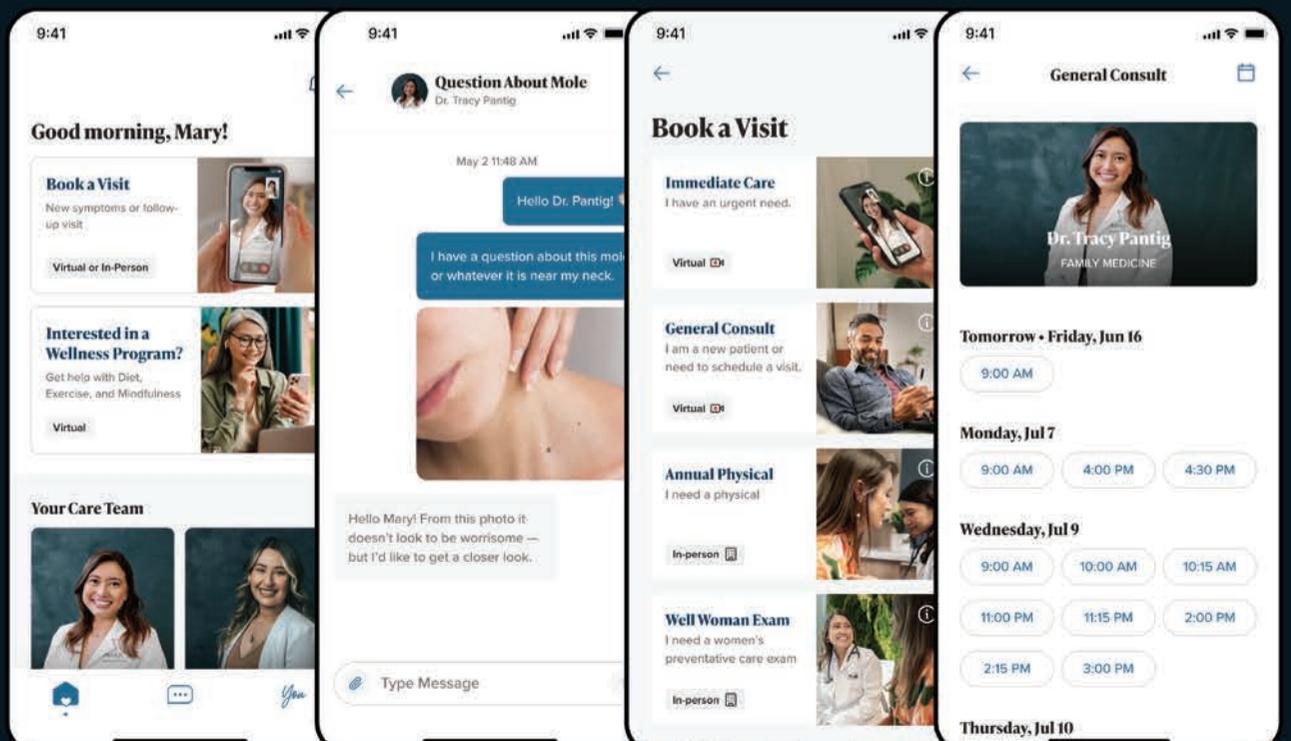
Holistic analysis of advanced labs to help you solve acute needs and understand how to best optimize your lifespan and healthspan.

Get a free 7-day trial of Hoag Compass

After your trial, continue experiencing Hoag Compass' expanded services and care team for only \$50/month. Clinical visits are billed to your insurance like a typical doctor's office.



Scan the QR code above or visit hoagcompass.com



Providence expands genetic testing to include heart disease risk



Like the color of our hair or the shape of our nose, our health so often comes down to our DNA. Our family history is our health roadmap and incorporating early detection of genetic variations that predispose us to cancer, heart disease or other conditions can keep us on the road to wellness.

At Providence, our Southern California research team is driven to unlock the secrets of genetics to help prevent disease or to find it in the early stages when treatment is most effective. Now, Providence is expanding genetic testing to include screenings for cardiovascular disease.

Genetic testing for cancer patients and pregnant women is pretty standard, but routine genetic testing for heart disease – the No. 1 cause of death – is rare.

Cardiovascular genetics program expanding across Orange County

Providence has developed a cardiovascular genetics program expanding across its Orange County and Los Angeles operations to help identify high risk patients and give them a heads-up on disease prevention by keeping them on track with doctor's visits and medications in addition to the classic wisdom of watching what they eat, getting regular exercise and reducing stress.

This rapidly growing field, called cardiogenetics, includes comprehensive patient evaluations, genetic counseling and testing and personal treatment plans in cases of inherited risk of cardiovascular disease. The goal is to preserve health through early intervention aimed at prevention, rather than diagnosis and treatment after heart disease symptoms occur.

“The goal is to preserve health through early intervention aimed at prevention, rather than diagnosis and treatment after heart disease symptoms occur.”

At 18, Susan Patcha, otherwise healthy, was diagnosed with very high cholesterol. Her mother and her then teen-age brother also had the same issue at a young age, so when Susan's twins, now 18, had cholesterol screening years ago, the youngsters' high results weren't surprising.

Patcha recently opted for cardiovascular genetic testing at Providence Mission Hospital's lipid clinic. Her results, and subsequently those of her two children and her mother, all were positive for a genetic mutation that causes familial hypercholesterolemia. The inherited disease prevents the body from expelling cholesterol, which can lead to a very high risk of heart disease from blocked arteries.

She shared the news with family members across the country in hopes they would be tested.

“The genetic mutation means we have 20 times the increased risk of developing heart disease,” Patcha said. “Diet and exercise don't work to get us in the safe zone. That's why if you can identify people with that risk, they can get on top of their care. This program is a hidden gem.”

“This program is a hidden gem.” –Susan Patcha, Providence patient

Coordinated research across a range of specialties

Providence research drives continuous improvements in care through six clinical institutes that draw expertise from across our Southern California region, focusing on cardiovascular disease and digestive health, cancer care and genomics, orthopedics and spine, neuroscience, women's and children's services and mental health.

Discoveries are shared across 11 Providence hospitals and hundreds of doctors' offices in Orange and Los Angeles counties and the High Desert, and open access to leading-edge care, clinical trials and innovative therapies – close to where our patients live. Success depends on primary care providers who identify, treat and monitor risk to critical care specialists who embrace innovative life-saving treatments.

Genetic variances among ethnicities leads to varied testing and treatment

Advancing genetics research also has driven Providence to study genetic variants among various ethnicities and broaden its outreach to communities of color that are prone to high risk of specific diseases. For example, Blacks face inordinately high rates of cancers including colon and prostate cancer, hypertension, asthma, heart disease, stroke and diabetes. Similarly, Hispanics are much more subject to developing hypertension, diabetes, chronic kidney and liver disease and colorectal, breast and ovarian cancers. Studies continue to determine reasons, whether they be genetic, lifestyle or other causes.

“Some diseases are specific to certain ethnic backgrounds,” said Providence nephrologist Pascal Dabel, M.D. “If we've cast a wide net and learn of a gene that we're certain can cause harm, we know how to target it.”

Fortunately for Patcha's family, she and her Providence doctors were proactive. With personalized care, she, her children, her mom and extended family members have the information they need to address their genetic predisposition to serious heart disease.

[Providence.org/SoCalGenetics](https://www.providence.org/SoCalGenetics)



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HEALTHCARE
Working Wonders[®]

HEALTHCARE TALENT YOU CAN COUNT ON!

GIVE YOUR PATIENTS THE CARE THEY DESERVE.

Marquee Healthcare makes it easier.

It's never been tougher to keep your healthcare facility fully staffed. Demand for care is growing, but there are not enough qualified healthcare professionals available to meet the need.

CALL ON MARQUEE HEALTHCARE WHEN YOU NEED TO:

- Fill critical vacancies faster.
- Prevent overwork and burnout.
- Eliminate excess turnover.
- Adapt to census fluctuations.
- Reduce staffing and overtime expenses.

Marquee Healthcare provides flexible solutions to healthcare talent shortages.

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- CNAs
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- LVNs
- PPNs
- PBTs (Phlebotomy Technicians)

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**VISIT OUR
HEALTHCARE
TALENT PAGE!**

Healthy with a Side of Happy



Health care made simple.

Nothing should come between oneself and a long, healthy, and happy life. For more than 40 years, Kaiser Permanente Orange County has provided its members with the health care they need and the coverage they deserve.

Kaiser Permanente's industry-leading, fully integrated care model and renowned Southern California Permanente Medical Group physicians, specialists, and team of caregivers, work together to keep members healthy by delivering high quality, personalized care. By collaborating and sharing members' records, Kaiser Permanente's care teams stay on the same page, and each member's health always takes center stage.

Multiple locations to choose from.

Kaiser Permanente members can get care where, when, and how they want it, near home or work, including same-day, next-day, urgent and emergency care. At most Kaiser Permanente facilities, with many services under one roof, members can do more in less time, including visiting their physician for routine care and preventative services, getting a lab test, and picking up prescriptions — all in a single trip. Members can also leverage phone and video visits* a convenient, secure way to see a physician, face-to-face online.

*when appropriate and available

With the Kaiser Permanente mobile app and website, members can make routine appointments, email their physician with non-urgent questions, refill most prescriptions, and view most test results. Health care made convenient.

Health care made inclusive.

Kaiser Permanente recognizes that where one lives and how they live have a big impact on their health and well-being. To provide health access, improve community conditions for health and equity, and advance the future of community health through innovation, Kaiser Permanente shares financial resources, research, nurses and physicians, and their clinical practices and knowledge through a variety of grantmaking and investment efforts.

Kaiser Permanente is committed to helping shape the future of health care and their skilled and caring medical teams are empowered and supported by industry-leading technology advances and tools for health promotion, disease prevention, state-of-the-art care delivery, and world-class chronic disease management.

For more information, visit kp.org/orangecounty





From bump to birth and beyond

We specialize in delivering healthy beginnings — and helping growing families thrive. With our highly trained doctors and midwives, family birth rooms, and help with breastfeeding and bonding, you'll feel supported, empowered, and prepared. Learn more at kp.org/maternity.

For all that is Orange County. For all that is you.



**Anaheim and Irvine
Medical Centers**
One of America's Best
Maternity Hospitals

Ensure You Have Access to the Best Orthopedic and Spine Care in Orange County

Trust the Experts at Hoag Orthopedic Institute to get you “Back to You”

With Open Enrollment around the corner, it's important to be aware of plan changes and who is in your network. If you want the best orthopedic and spine care, you need to ensure Hoag is in your network. Hoag Orthopedic Institute (HOI)'s world-class orthopedic physicians and surgeons are available through many insurance plans and medical providers.

How Can I Ensure I Have Access to Hoag Orthopedic Institute Doctors?

With open enrollment around the corner for many organizations and employers, it's important to quickly evaluate your priorities before selecting a health plan. If you believe you may need orthopedic and spine care, or want to retain access to your existing orthopedic and spine doctor at HOI, check with your provider to ensure you have access.

Many health plans change beginning January 1, so it's important to check your health plan's "in-network" doctors and specialists for the upcoming calendar year; if not, you could end up having to seek care from out of your area or pay out of network costs. The quickest way to ensure you have access to a world-class HOI doctor is to ensure Hoag is in your network. You can also check HOI's insurance link at HOIexperts.com/insurance to see what insurances we currently accept.

Why Should I Choose Hoag Orthopedic Institute for My Orthopedic and Spine Care?

When it comes to orthopedic and spine care, it doesn't get any better than Hoag Orthopedic Institute (HOI) – that's because it's the only thing we do.

HOI is not just several convenient locations in your Orange County backyard, but OC's only specialty hospital and ambulatory surgery center network whose dedication to patient outcomes, safety and experience sets it apart from the rest.



HOI is honored to once again be named the #1 hospital in Orange County and #18 in the nation by *U.S. News & World Report's "2023-2024 Best Hospitals List"* for orthopedics. In addition to this distinction, U.S. News has also recognized HOI as "High Performing" in Hip Replacement, Knee Replacement, and Hip Fracture.

HOI was also named among the Top Specialized Hospitals 2023 for Orthopedics by Newsweek and is the only Orange County hospital recognized for orthopedics.

HOI in the Top 3 Hospitals Performing Outpatient Joint Replacement Procedures

According to a recent report by Orthopedic Network News, Hoag Orthopedic Institute performs the 3rd highest number of joint replacement procedures nationwide. According to Medicare data, 84% of joint replacements at HOI are performed as outpatient procedures. HOI has consistently performed in the top volumes nationally for joint replacements over the past 10 years. The move to outpatient total joint procedures has grown since 2015, starting with HOI's Enhanced Recovery Program and transitioning to the Day of Surgery Program, where a specific set of specially trained orthopedic nurses oversee the discharge of patients the same day of their surgery.

Orthopedics & Spine – It's All We Do

Not only are our physicians orthopedic and spine experts who are fellowship and specialty trained, but our staff are as well. Orthopedics and spine – it's all we do – and our nursing, physical therapy and care team staff members focus exclusively on orthopedic and spine cases. We take care of all spine patients – non-op to the most complex cases.

You can rest assured that you are being cared for by the best of the best. Numerous studies indicate that the more surgeries you perform, the better the result, and for the eighth consecutive year, HOI performed the highest volume of joint replacement procedures in the Western United States.

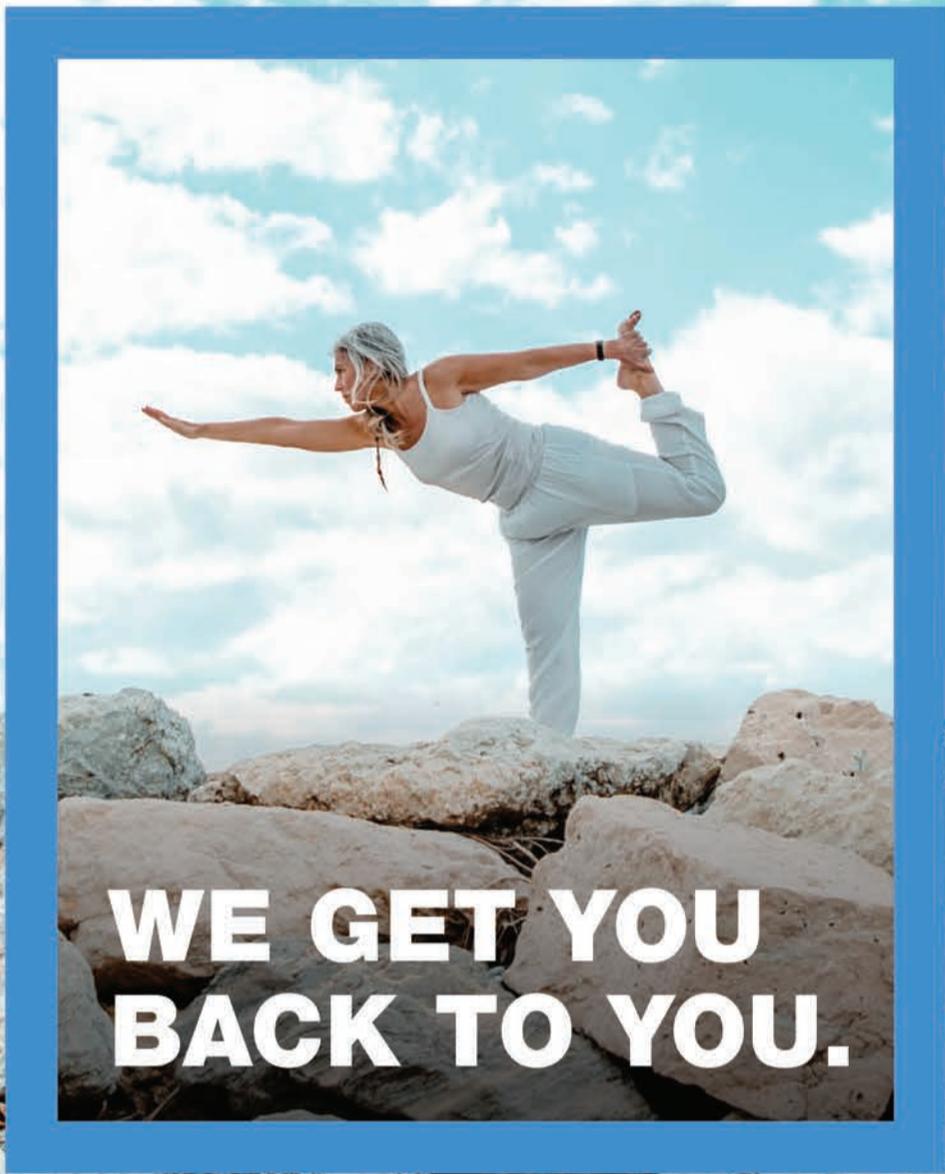
When it comes to orthopedic and spine care, no one is better at getting you, Back to You.

To find a doctor right for you, please call 855-299-1158 or visit HOIexperts.com/Access



¹Source: U.S. News Best Hospitals for Orthopedics 2023-2024: <https://health.usnews.com/best-hospitals/rankings/orthopedics>
²Source: Newsweek: <https://www.newsweek.com/rankings/worlds-best-specialized-hospitals-2023/orthopedics>
³Source: Orthopedic Network News ONN-Dexur, Volume 34, Number 3, September 2023





**WE GET YOU
BACK TO YOU.**

Orthopedics & Spine – It's All We Do

Of the 27 hospitals in Orange County, **only one** specializes exclusively in orthopedics and spine: **Hoag Orthopedic Institute.**

- #1 Orthopedic Hospital in Orange County and Top 1% in the Nation by *U.S. News & World Report*.
- Rated in the Top 1% of hospitals recommended by patients.
- Fellowship and specialty trained physicians and nurses focused exclusively on orthopedic and spine care.



When it comes to world-class orthopedic and spine care, choose the experts right here at Hoag Orthopedic Institute to get you **BACK TO YOU.**

For more information about the world-class orthopedic care, or to find a physician, visit [HOIexperts.com](https://www.hoagexperts.com) or call 855-299-1158.

**Hoag
Orthopedic
Institute**



ALIGNMENT HEALTH WELCOMES YOU TO A NEW ERA OF AGING WELL!

Think about yourself or a loved one in your life, age 65 or older. What hopes and aspirations come to mind? Is your experience engaging with the health care system one that honors you as an individual with distinct hopes, wants, and needs when it comes to how you age?



At Alignment Health, we have a vision of a world in which your age is a source of confidence, where it is celebrated and respected. Why? Because we want that for our loved ones, for our parents and our grandparents, too. We strive every day to change Medicare and Medicare Advantage plans for the better.

In our years of working in Medicare and Medicare Advantage in Orange County, and across the country, our team has spent countless hours listening to seniors' concerns and their stories. Because of this, we know that each person is unique – in health status, in culture, and in how and where they want to receive care.

That's why the health coverage Alignment Health designed makes choice, value, and compassion a reality. We believe it is possible to age well with:

VALUE - From **\$0 premium** plans to low-cost prescription drug benefits, we know the value will only become more critical as senior communities take on the economic uncertainty that lies ahead.



USE TECHNOLOGY to power a “**doctor in the family**” experience for everyone we serve. Our proprietary technology backbone, called **AVA®**, allows us to deliver personalized care to all our members and to help identify issues before they become problematic.

We are leaders in modern care, creating senior health solutions by aligning the forces of intelligent technology with a serving heart to deliver expert care and service. We want to provide a real path toward aging well for those 65 and older – regardless of their health and wealth – and more peace of mind for their caregivers.

The goal of Alignment Health's work every day is to ensure that our seniors get the attention, respect, and service they deserve and to help raise expectations of what health care can be. Every day, we serve, and we listen. We're honored to be recognized with this year's Senior Choice Gold Award for Excellence in Medicare Benefits Value and Performance. We are committed to caring for seniors like our family and being trusted advocates for senior health. We are redefining aging.

For more information on Alignment Health please visit [ALIGNMENTHEALTH.COM](https://www.alignmenthealth.com)

CHOICE – That means being able to choose from a variety of plans catered to your health status, your ethnicity, and your location. That's why Alignment offers numerous plan options, created several plans that cater to cultures from Asian American to Latino, and partnered with the very best provider groups, here in Orange County.

Beyond our personal mission to create a better health care experience for seniors, we operate with hundreds of years of collective experience in the health care space. That's why we:

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How the Pandemic Has Affected the Nursing Profession

The nursing profession was already facing staffing shortages and issues with burnout at the beginning of 2020 — and then came the pandemic. Nurses were at the heart of the U.S. response to the COVID-19 pandemic, and they paid a price for that. Unforeseen levels of stress hit the profession, with burnout and increased staffing issues.

Examining the work environment for nurses is key to recovering from the adverse effects the pandemic has caused on the nursing profession overall. Take a look at some of the key effects of the pandemic on nurses, as well as some suggestions for solutions to prioritize and promote nursing going forward.

Nurse Burnout

Coming out of the worst of the pandemic in 2022, a not-surprising 25% of nurses indicated that they were considering leaving the nursing profession — and burnout was the highest factor cited, with 89% pointing to it as their primary reason to leave. These high numbers threaten the entire nursing profession as well as the healthcare community, especially as physicians and other health care providers cite similar numbers.

One of the main reasons for burnout may be due to staffing shortages in hospitals, as well as shortages of resources, which inevitably put additional pressure on nurses. This compounded by the stresses imposed by COVID-19 patients and their families add to the burnout factors. While nurses need to protect their own well-being to avoid burnout, they often feel unable to do so as a result of the high expectations of the role, the decrease of social support from their communities, and their own increasing personal stress throughout the pandemic.

High Turnover Rates

High turnover has hit many market segments across the United States in the so-called “Great Resignation” that ensued from the pandemic. Nursing, however, seemed to show even higher turnover than many other professions or industries. Turnover rates skyrocketed to 27.1% in 2021 — an unsustainable number. The increase was particularly marked in ERs, step-down units, and behavioral health departments. In consequence, organizations pay a high price for turnover, which costs an average of \$46,000 per nurse. The resulting costs lay a heavy financial burden on already stressed hospitals. Turnover rates show no signs of slowing to pre-pandemic levels.

Staffing Shortages

Staffing shortages began before the pandemic, of course. Before COVID-19 struck, staffing shortages of 150,000 RNs were already predicted — but the pandemic undeniably worsened those statistics. Current vacancies for registered nurses hover at the 15% level, and hospitals report delays of months in their efforts to recruit new RNs. Unfortunately, the situation is not expected to improve in the near future. The RN shortage is anticipated to grow to 500,000 by the end of the decade.

Those staffing shortages weigh heavily on the nurses who have stayed at their job. This led to sometimes unfavorable nurse-to-patient ratios which can prevent nurses from providing the high level, personalized care they want to deliver. In addition, they often face risks to their own health as they try to keep up with the necessary care for their patients.

What’s the Solution? (Good News: There Is a Solution)

To adjust to the post-pandemic environment in nursing, nurse leaders must actively promote and prioritize nurses’ well-being. Of course, nurses always do this on a one-to-one, personal level. However, more is needed. Initiatives must be put into place to prioritize and enhance nurse well-being

on an organizational level as well. Some of the programs, procedures and policies that may help support nurses include:

- Making sure each nurse’s workload is manageable
- Permitting appropriate breaks during each shift
- Flexible scheduling that allows nurses more control of their own work schedule
- Restricting shifts to 10 or fewer hours
- Adequate resources to provide high-quality care
- Administrative support for nurses
- Promotion of diversity, equity, and inclusion
- Regular, public recognition of nurses’ accomplishments and contributions
- Prioritization of nurses’ mental health, with appropriate counseling available
- Pay scales that reflect the value of nurses to acute care
- Adoption of technology that reduces nursing workload, including use of electronic health records, wearable medical devices for patients, and telemedicine

By prioritizing a healthy work environment that encourages flexibility and mental health, creating programs that support the well-being of nurses, and establishing policies that provide adequate resourcing and pay, hospitals and other healthcare providers can start to turn the tide of nurse burnout and staffing shortages. A healthy nursing profession means a healthier environment for everyone.

How Marquee Staffing Can Help Alleviate the Stress of Nurse Burnout

The pandemic has unquestionably exacerbated the nursing profession in many ways. At Marquee Staffing’s Healthcare division, our expert recruiters not only understand the increase in demand to fill vacancies but also find top talent so healthcare organizations can focus their efforts and resources towards nurses’ well-being and patient care. Leading our healthcare team, JoAnn Casley brings in over 15 years of experience in recruitment and business development for healthcare and IT organizations. She serves as our Healthcare Division Manager to identify, attract, and hire exceptional talent within the healthcare industry.



JoAnn Casley

At Marquee Staffing Healthcare division, we are experts in connecting healthcare professionals in multiple levels of roles, from administrative to clinical positions. We specialize in the healthcare market in Orange County where we help find and screen professionals to fill critical vacancies. Please contact us to learn how we can assist you with your staffing needs so you can focus your efforts in nurses’ well-being and patient care.

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A Prescription for Growth: M&A in California's Hybrid Healthcare Sector

The global Covid-19 health crisis catalyzed a profound shift in California's healthcare sector, notably the rise of home healthcare and telehealth services. The fusion of technology and healthcare isn't just altering service delivery; it's shaping strategic alliances. At Adams Corporate Law, we've observed an increase in M&A activities in the space as tech-savvy home healthcare and telehealth providers become coveted acquisition prospects. Mergers offer the dual advantage of diversifying service offerings while accessing a wider patient demographic eager for the hybrid healthcare approach.



Broader market research echoes our observations. According to the PwC Health Research Institute, there is a burgeoning demand for telehealth services. An impressive 79% of consumers are open to online interactions via health system websites, and another 76% are willing to embrace health providers' mobile apps. In response, healthcare establishments are adapting, integrating tech platforms like Zoom to offer digital wellness checks. This affords patients the flexibility of choosing between in-person visits or virtual consultations.

Lending momentum to this shift, the California Department of Health Care Services has ensured Medi-Cal managed care plans recognize both virtual and in-person consultations on an equitable payment scale. For those considering M&A expansion opportunities in California's healthcare sector, staying abreast of the fluid regulatory framework is critical. A pivotal development came in 2022 when the healthcare omnibus bill SB 184 was ratified, creating the Office of Health Care Affordability (OHCA). Effective January 2024, advance notice must be given to OHCA for certain health care transactions entered into on or after April 1, 2024. Their enhanced purview will necessitate a meticulous approach. If you're eyeing M&A opportunities for your practice, connect with our team at Adams Corporate Law at (714) 619-9360. Together, let's strategize your growth trajectory, ensuring a prognosis for sustained success.

Business Law Attorney Addison Adams is the founder of Adams Corporate Law which specializes in Mergers and Acquisitions for California-based businesses and acts as outside general counsel for many companies across The Golden State.



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