

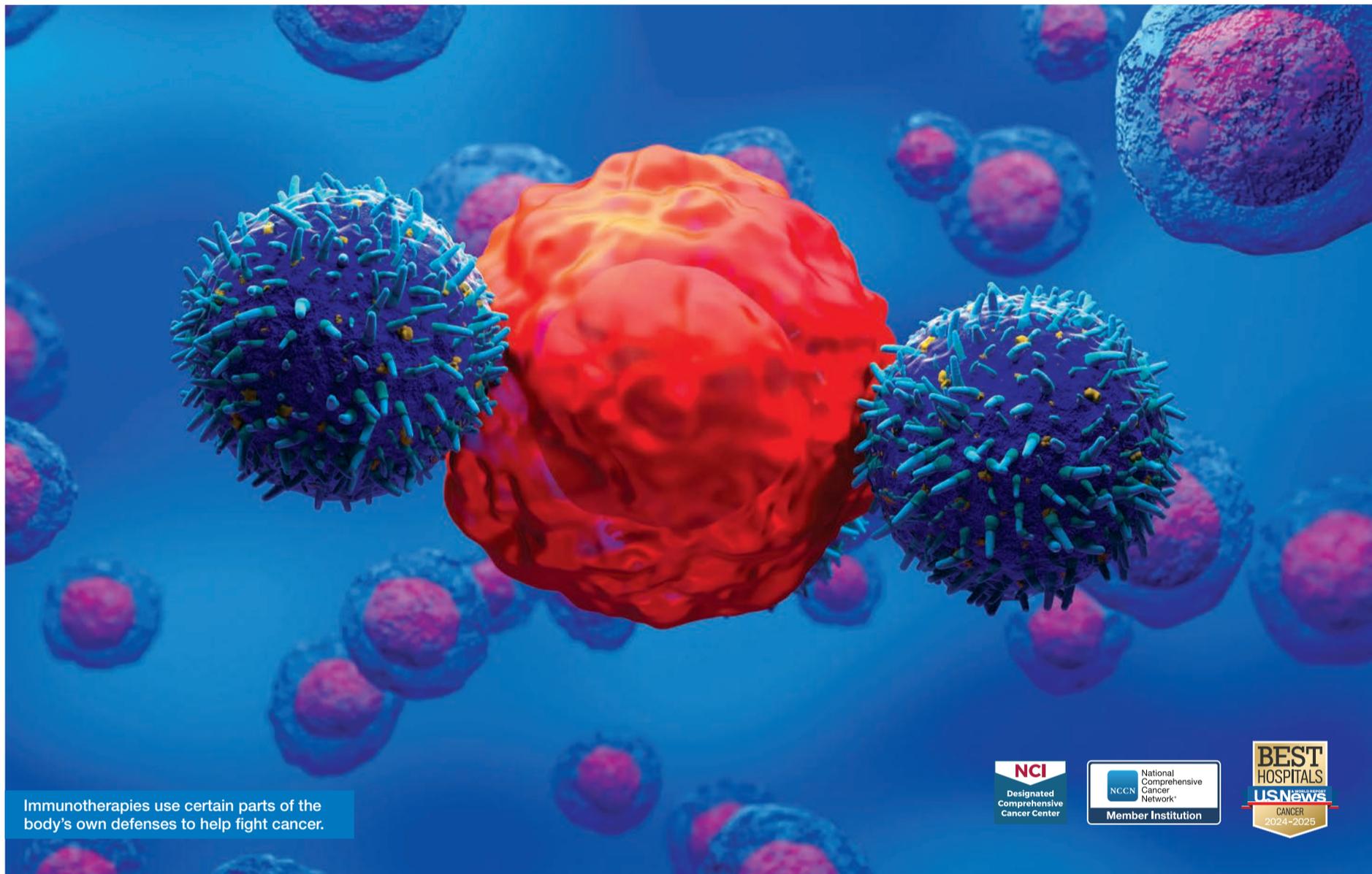
# Healthcare

CUSTOM CONTENT • October 21, 2024



# City of Hope Orange County Leads Lifesaving Immunotherapy Research and Treatment for Blood Cancers

PATIENTS HAVE MORE TREATMENT OPTIONS THAN EVER BEFORE.



Immunotherapies use certain parts of the body's own defenses to help fight cancer.



One of the most innovative options for a growing range of patients with hematologic (blood-related) cancer is immunotherapy. In contrast to chemotherapy and radiation therapy, which destroy cancer cells directly, immunotherapy drugs “teach” the immune system to better recognize and attack targeted types of cancer cells.

“It’s important for patients with hematologic cancers such as lymphoma, leukemia and myeloma to have a personalized treatment plan, implemented by a specialist with expertise in advanced treatments like immunotherapy,” said Azra Borogovac, M.D., M.S., a hematologist at City of Hope Orange County Lennar Foundation Cancer Center — the most advanced comprehensive cancer center in Orange County. There, she is part of a team bringing new hope to patients with blood cancers and leading pioneering research in the field.

Novel immunotherapies being studied at City of Hope Orange County by Borogovac and colleagues include chimeric antigen receptor (CAR) T cell therapy and bi- and trispecific antibody treatment.

**CAR T cell therapy** extracts T cells — a type of white blood cell — from a patient’s bloodstream and re-engineers them to attack proteins found in cancer cells. Physicians then reintroduce these modified T cells, called CAR T cells, into the patient’s body, where they get to work destroying the targeted cancer cells. City of Hope has one of the most comprehensive CAR T cell programs in the world, with the resources to deliver CAR T cell therapy to patients at lifesaving speed.

**Bispecific antibodies** have two receptors on them: One attaches to a T cell and the other clings to a cancer cell. The bispecific antibody essentially acts like a pair of handcuffs, joining the two cells and making it easier for T cells to detect and attack the cancer cells.

**Trispecific antibodies** take the approach one step further, combining the binding properties of three different antibodies into a single cancer-fighting molecule. Borogovac and her team are conducting a clinical trial of one such trispecific antibody — a Phase 1, first-in-human dose escalation study currently open at City of Hope Orange County Lennar Foundation Cancer Center.

“This study is the crucial first step in testing this novel antibody in humans. Here, it is being given to patients who have multiple myeloma that has come back or kept growing even after treatment,” said Borogovac. “The ultimate goal is to have a new treatment option for our patients.”

One of the largest and most advanced cancer research and treatment organizations in the United States, City of Hope is ranked Top 5 in the nation for cancer care by *U.S. News & World Report* 2024. A national leader in the treatment and research of blood cancers, City of Hope has been recognized by *U.S. News & World Report* as “high performing” in the treatment of myeloma, leukemia and lymphoma.

**City of Hope offers more than 800 clinical trials each year — the most cancer-focused clinical trials in California.**



# THE SCIENCE OF CANCER SURVIVAL STARTS HERE.

Because every person is unique, we tailor treatment plans specific to each diagnosis. This individualized approach, combined with more than 800 cancer-focused clinical trials, is why City of Hope continues to lead Southern California—and the nation—in five- to 10-year cancer survival rates. Breakthrough science, on your side.

**First in research. First in treatment. First in survival.**

**HOPE FIRST.**

Top 5 cancer care in the nation.



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Hope® | ORANGE  
COUNTY

Be part of the next chapter of healthcare,  
here in your community. Help us complete  
our world-class medical center in Irvine.



UCI Health is redefining the future of healthcare for you, your loved ones and people across the globe. As Orange County's only academic health system, we are uniquely positioned to push the boundaries of what healthcare can and should be.

Now, the new UCI Health — Irvine medical complex is bringing unparalleled expertise, leading-edge treatments and the finest evidence-based care to residents of coastal and south Orange County.



Located at the corner of Jamboree Road and Birch Street in Irvine, the \$1.3 billion all-electric medical complex features three main structures:

- **The Joe C. Wen & Family Center for Advanced Care**, a five-story, 168,000-square-foot medical facility offering the full range of multidisciplinary specialty care for children and adults under one roof, an urgent care center open daily, a comprehensive lab and imaging services and the new home of the UCI Health Center for Autism & Neurodevelopmental Disorders. **Opened spring 2024 — now serving patients.**
- **The Chao Family Comprehensive Cancer Center & Ambulatory Care building**, a five-story, 225,000-square-foot tower with 52 exam rooms, 42 infusion stations and eight operating rooms — giving patients immediate access to a multidisciplinary team of cancer experts and clinical trials, all conveniently located under one roof. **Opened summer 2024 — now serving patients.**
- **An acute care hospital tower** spanning seven stories and 350,000 square feet with 144 inpatient beds, 10 advanced operating suites, interventional radiology, catheterization services, advanced imaging, pharmacy services, a blood bank and a 24-hour emergency department with 20 treatment rooms. **Opening 2025.**

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“No other health system in the county is powered by one of the world’s finest academic research institutions: the University of California. Our goal is to make this expertise easily available to everyone in Orange County.”

— Chad Lefteris, CEO of UCI Health

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UCI Health — Irvine adds to the growing list of accolades for one of California’s leading academic health systems, including:

- The nation’s first medical campus powered by an all-electric utility plant when the acute care hospital opens next year.
- The only National Cancer Institute-designated comprehensive cancer center based in Orange County.
- The region’s only hematopoietic stem cell transplant program for adults who need advanced treatment for blood cancers and other disorders.
- More clinical trials in cancer, internal medicine and other specialties than any health system in Orange County.

We look forward to expanding our impact even further when the new hospital is completed.

## Highlights at a glance

Complementing our flagship UCI Medical Center in Orange, UCI Health — Irvine offers many advanced specialty services, including:

- Cancer
- Cardiology
- Digestive health
- Gynecology
- Neurodevelopmental disorders
- Neurological disorders
- Orthopaedics
- Pain management
- Spine
- Sports medicine
- Women’s health

## By the numbers:

- \$1.3 billion investment
- 1.2 million-square-foot medical campus on 27.5 acres
- 800,000 square feet of clinical space
- 2,200 parking spaces in two structures
- 280,000 outpatient visits annually
- 1,200+ healthcare jobs at opening, ramping up over time

## Invest in transformative healthcare for our community



*Be a part of the brilliant future of healthcare. Opportunities are available to name the new hospital and other areas within the UCI Health — Irvine medical complex. To learn more about how you can make an impact, visit*

**[ucihealth.org/irvinehospital](https://ucihealth.org/irvinehospital)** or contact Brian T. Hervey, CGPP, CFRE, vice chancellor, University Advancement and Alumni Relations, and president, UC Irvine Foundation, [bhervey@uci.edu](mailto:bhervey@uci.edu).

**UCI Health**



## Choose a health plan that's easier to navigate

Health care doesn't have to be complicated. In fact, we believe it can – and should – be radically simple for your employees to navigate their care and coverage. Explore the value of a health plan designed to offer seamless member experiences that empower your workforce to be as healthy as they can be.

Learn more at [business.kp.org](https://business.kp.org)

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# 360-degree support creates better experiences and superior value

Kaiser Permanente makes navigating health care simpler, streamlined, and hassle-free – no third-party vendors required.

## Seamlessly coordinated care

Each employee chooses a personal doctor who oversees their care – connecting them to specialists and support across the continuum. And our electronic health record captures employees' vital health information so they don't have to repeat their health history to every provider they see, or worry about when they're due for preventive screenings.

## Top-notch convenience, choice, and access

With Kaiser Permanente, high-quality care is always within reach:

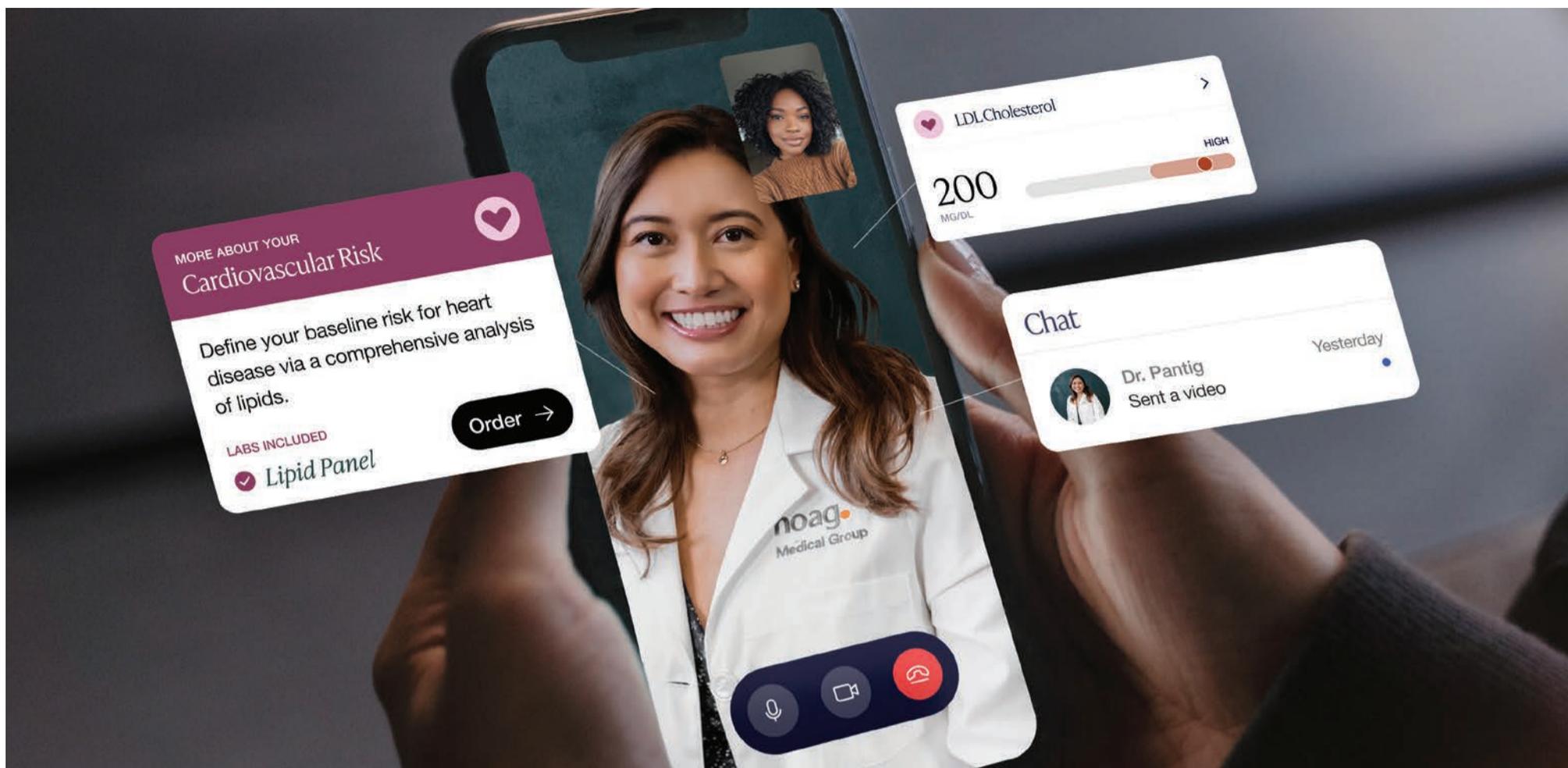
- Integrated in-person and virtual care options offer many convenient ways to access care – around the clock and across the U.S.
- In most of our facilities, employees can visit their doctor, lab, and pharmacy in one stop.

- Employees can easily manage their care on kp.org or the Kaiser Permanente mobile app.
- Employees who need care immediately can connect with a clinician by phone or video 24/7.

## Personalized support for healthier outcomes

Each employee gets an individualized care plan based on their own health needs and risk factors. It's how we help many members stave off chronic diseases like hypertension and diabetes altogether. And for members who live with chronic conditions, robust support is automatically added to their care plan – and delivered by their own care team – at no additional cost.

Choose better experiences for your employees – and better value for your business. Choose Kaiser Permanente.



# Hoag Compass Introduces Proactive Wellness to Orange County

Since May 2022, Hoag Compass has delivered convenient, prevention-oriented virtual and physical care to patients in our community. Hoag Compass has pioneered a lifestyle medicine-based approach with patients from the onset, offering patients seeking more in-depth healthcare a more white-glove, comprehensive approach.

Hoag Compass has recently evolved to deepen its focus on that preventative angle, inclusive of offering expanded diagnostic labs, nutrigenomic DNA testing, built-in personal health coaching, and more frequent testing intervals to better monitor patient progress. Patients receive baseline health data for more than 100 biomarkers across functional areas of the body, including heart, inflammation, blood, metabolism, stress regulation, organ health, and more. Patients discuss their results with the dedicated Hoag Compass primary care provider, Dr. Tracy Pantig, and work closely with the care team to build and optimize a unique care plan with intentional interventions. These actionable interventions are mapped to four essential lifestyle pillars: sleep, exercise, nutrition, and mental wellness.

The Hoag Compass healthcare approach is rooted in longevity and whole-body health. These needs have been accelerated by increased demand for long-term wellness and a desire to address concerns more comprehensively to help patients live healthier, longer lives.

## What does Hoag Compass program offer?

- **Advanced Labs:** Test for 100+ biomarkers for a complete health analysis (kidney, thyroid, liver, inflammation, nutrient deficiencies).
- **Nutrigenomic DNA Testing:** Examine gene variants

that impact biological processes, nutrition absorption, and exercise capabilities.

- **Comprehensive Care Plans:** Tailored to a patient's unique health needs.
- **Dedicated Care Team:** A long-term wellness journey guided by experts.
- **Ongoing Health Coaching:** Bimonthly coaching sessions to help optimize care plans.
- **Mental Health Services:** Comprehensive support for mental well-being.
- **Flexible Appointment Options:** Virtual and in-person appointments are available.
- **Exclusive Hoag Specialty Provider Network:** Premium access to top-tier specialists.

Maintaining a healthy lifestyle can be challenging, given the demands of modern living, careers, family, and finances. Many people may struggle to achieve optimal health related to healthy diet changes, physical activity, stress reduction, and adequate sleep.

In our clinic, we've found that implementing small changes can help improve overall health and well-being. These changes can create a cleaner lifestyle with exponential health benefits and enhanced longevity. Here are a few suggestions from our clinical care team:

- **Preventative Health Check-Ups:** Starting with an integrative approach to understanding your baseline health is best to prevent chronic disease like blood pressure, diabetes and cancer. Work with a care team trained to run traditional medical screenings, diagnostics, and DNA testing to help determine your risk levels.

- **Mental Wellness Practices:** Mindfulness practices such as daily meditation, breath work, and mindfulness promote emotional resilience and mental clarity. Learning stress management techniques to unlock your parasympathetic nervous system helps prevent the physical consequences of stress on the body. Get adequate rest by enacting a bedtime ritual, such as drinking herbal tea, reducing screen time, or using herbal oils.
- **Nutrition:** Developing a nutritious food plan has numerous benefits for the mind and body. Collaborating with the right healthcare provider, you can be assessed to determine your macro and micronutrient needs for healthy weight management. As a general rule, we suggest opting for organic, whole foods versus processed foods.
- **Physical Activity:** Exercise is highly related to seasonal and stress patterns. It's essential to work with fitness and healthcare professionals to assess the most effective exercise plan for you, depending on your current health situation. As a baseline, we suggest finding an exercise you enjoy and can commit to regularly.

At Hoag Compass, we take a data-driven, integrated care approach focused on preventative wellness and lifestyle changes to help patients achieve their health and wellness goals. With us, you can manage your health journey on your own terms and work toward achieving optimal health and life goals.

For more information,  
visit the Hoag Compass website  
[www.hoagcompass.com](http://www.hoagcompass.com)

# Unlock your health.

*DNA-driven wellness to live longer, healthier.*

34

Biological age



46

Chronological age



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# All the Care a Woman Needs, Under One Roof: Women's Health Pavilion Now Open

*Innovative first-of-its-kind location in Orange County*

The Women's Health Pavilion at MemorialCare Saddleback Medical Center is a one-of-a-kind space designed to meet the unique healthcare needs of women in the Orange County community. The vision was to offer a safe and supportive space designed by asking for feedback from our community more than three years ago. Today, as it's officially opened, the Women's Health Pavilion on the campus of Saddleback Medical Center, provides a one-stop-shop for women's health care needs from preventive to specialty care.

On the first floor is the heart of this initiative for preventive care, the comprehensive Sarah & Taylor Nederlander Breast Center. Spanning over 20,000 square feet, the Breast Center is one of the largest in the region with a serene, spa-inspired setting. In addition, the Breast Center offers the most advanced technological capabilities for diagnosing breast cancer and osteoporosis, including 3D mammography, high-resolution ultrasounds and the latest bone density screening on the market.

In addition, it is the only breast center in the region with dedicated breast radiologists, breast surgeons, and breast medical oncologists solely focused on the diagnosis and treatment of breast cancer. There is also a dedicated breast nurse navigator that helps guide patients throughout their journey, with a focus beyond the physical, but emotional and supportive care as well.

When needed, the Women's Health Pavilion's innovative approach extends to its second floor, where women have access to the specialty women's cancer care under the guidance of distinguished physicians — Dr. Gary Levine, medical director, MemorialCare Breast Center; Dr. Amy Bremner, medical director of breast surgical oncology; Dr. Bhavana Pathak, medical director of integrative oncology; Dr. Priyal Dholakiya, medical director of gynecologic oncology; Dr. Shawndee Tung, breast oncologist; and Dr. Justin West, breast surgical oncologist — patients receive women-focused care that addresses their physical and emotional needs, focusing on leading clinical outcomes. This team brings expertise, empathy, and a holistic approach to cancer care.

Dr. Dholakiya devotes her time to guiding patients through their gynecologic cancer journey — from diagnosis through treatment — by focusing on patient empowerment and informed decision-making. As oncoplastic breast surgery specialists, Drs. Bremner and West ensure all their patients that undergo

mastectomies receive the highest standard of surgical care, aiming to preserve the appearance of their breasts post-surgery. Drs. Tung and Pathak partner together along with the patient's care team to create the best treatment plan for their patients. Dr. Pathak is also certified in trauma-informed yoga, providing yoga classes to cancer patients.

Located on the second floor is the Renewal Boutique, a cancer-care boutique offering products to help women look and feel their best during and after treatment. It's a valuable resource, specializing in quality products, with a certified fitter to ensure a proper fit of post-mastectomy camisoles, swimwear and swim prosthesis, leisure bras, light compression bras, breast forms, and mastectomy bras. The Renewal Boutique's highly knowledgeable team can provide the right products for each woman — while always recognizing the importance of privacy and dignity.

Women's health and wellness begin with education. The Community Education Center and patio on the second floor is a space for education, yoga classes, cancer support groups, new mother support groups, and community health education classes. Women who give birth at the Women's Hospital at MemorialCare Saddleback Medical Center will be provided with Mommy & Me classes and Postpartum Support classes, led by a Marriage & Family licensed therapist taught in the Community Education Center.

On the third floor, patients have access to an expert team of obstetric and gynecologic physicians and certified nurse midwives who provide compassionate, evidence-based care for all stages of life with a personalized approach to ensure every woman is treated as if she's our only patient. This specialized care is provided by Dr. Rachael Lopez, OBGYN; Dr. Daniel Sternfeld, OBGYN; and Dr. Vaya Tanamai, OBGYN, as well as certified nurse midwives Denise Castellanos, Julie Valda, and Bonnie Martin.

The Women's Health Pavilion is uniquely designed to meet the diverse health care needs of women during any stage of their life, ensuring dedicated and coordinated care is optimized to each woman who walks through the door.

To learn more, call (949) 452-7200 or visit [memorialcare.org/womenshealthpavilion](http://memorialcare.org/womenshealthpavilion).



**MemorialCare**<sup>™</sup>



# New Women's Health Pavilion Now Open in Laguna Hills



Learn more at  
[memorialcare.org/womenshealthpavilion](https://memorialcare.org/womenshealthpavilion)

The Women's Health Pavilion is a three-story, 42,000 square-foot space designed specifically for women, offering a one-stop-shop approach to women's health care. In a spa-like environment, women have access to the Sarah & Taylor Nederlander Breast Center and a comprehensive array of services, from expert obstetric and gynecologic care, gynecologic and breast oncology, Renewal Boutique, and more.

  
**MemorialCare**<sup>™</sup>  
Saddleback Medical Center

# 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.



**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.

**COMPASSION** - Our care teams proactively reach out and check in on our members' well-being, asking about missed appointments or prescriptions. They check on other possible issues impacting health, such as California wildfires or extreme heat. We also welcome members to call our 24/7 On-Demand Concierge Care line with questions as specific as coverage details to broader ones that may need to be answered by an after-hours nurse. We call this our Serving Heart culture.

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:

**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.

**Use our own high-tech, high-touch care model to help treat our members with multiple chronic conditions,** driving down hospitalization and ER admissions.

**DELIVER BENEFITS** beyond just the clinical. We have invested in one of the category's most robust rosters of social benefits, such as pet sitting, grocery allowance, companion care, and non-emergency transportation. Research has shown that these factors impact patient health, as well.

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)

Alignment Health Plan is an HMO, HMO POS, HMO C-SNP, HMO D-SNP and PPO plan with a Medicare contract and a contract with the California, Nevada, North Carolina and Texas Medicaid programs. Enrollment in Alignment Health Plan depends on contract renewal. Alignment Health Plan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Special supplemental benefits for the chronically ill (SSBCI)-qualifying chronic conditions include congestive heart failure (CHF), chronic lung disorders, dementia, diabetes, and stroke. Other chronic conditions may apply. Medical records will be used to establish the member qualification. The benefits mentioned are a part of a special supplemental program for the chronically ill. Not all members qualify because other eligibility and coverage criteria also apply.

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Alignment Health™

# A NEW



# ERA

At Alignment Health, we are champions of aging well, because we believe aging should be rewarded. With Medicare Advantage Plans that customize to your needs, you won't have to let anything, including your age, define how you live.



# OF



# AGING.



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## Can Teletherapy Foster Therapeutic Alliance?

The success of cognitive behavioral, dialectical, and other mental health therapies partially depends on the therapist's ability to build a trusting, empathetic relationship with the client. The clinical term for the therapist-client relationship is therapeutic alliance. Research shows that therapists who establish a solid therapeutic alliance early in treatment are more likely to improve a client's mental health problems and achieve long-term progress across various treatment modalities.

Strong therapeutic alliances also encourage clients to feel secure expressing their thoughts and emotions about themselves and about how the therapist is addressing their mental health issues. In addition to increasing treatment success rates, the therapeutic alliance significantly reduces teletherapy client dropout rates and improves client satisfaction with therapists and treatment modalities.

Before the COVID-19 pandemic and the exponential increase in teletherapy services, mental health treatment providers largely dismissed the possibility that a therapeutic alliance could be attained remotely. They asserted that developing a positive therapeutic alliance required the therapist and client to meet in person in a safe, familiar environment. The client's physical presence would also provide nonverbal cues to the mental health provider, such as facial expressions and body language, that could help them determine how to approach their client's mental health needs.



Claudia Perez

### Yes, Teletherapy Can Foster Robust Therapeutic Alliances

When the pandemic initiated lockdowns and forced people to seek therapy online, researchers began investigating whether telepsychologists could establish a therapeutic alliance via Zoom or other teleconferencing platforms. In addition to discovering that therapy provided over virtual spaces led to an enhanced feeling of psychological safety ("online calming effect") for clients, researchers found that teletherapy:

- Tempers the sense of a power imbalance often experienced by clients during in-person sessions.
- Makes it easier for clients to talk about complicated feelings they might avoid disclosing to their therapist during in-person treatment.
- Improves clients' comfort level by allowing them to remain in their living quarters. Teletherapy is especially beneficial to individuals with agoraphobia and severe anxiety who cannot leave their homes due to panic attacks.
- Eliminates transportation issues that may impede a client's ability to attend each therapy session.

Therapists have also noted that teletherapy, for the most part, fosters trust and empathy between clients and themselves. Clients tend to feel more relaxed during teletherapy sessions. The digital space between them and their therapists generates a sense of security and buffers intense emotions that may be unproductive toward the therapeutic process.

### Teletherapy Challenges the Development of Positive Therapeutic Alliances

One of the biggest problems with teletherapy is unexpected technical interruptions, such as loss of an Internet connection, audio delays, and frozen screens. Even short disruptions—less than a few minutes—can break the momentum of a particularly dynamic conversation between the client and therapist. Consequently, the anxiety and frustration generated by technical lapses can detract from the therapeutic experience.

These interruptions not only hinder the flow of communication but can also undermine the therapeutic process by creating frustration and anxiety. Therapists and clients may find it hard to recapture the emotional focus of the conversation when such interruptions occur.

Adults belonging to the Millennial and Generation Y demographic are typically more emotionally accessible in virtual settings. Since they have never known a world without the Internet, online communication platforms represent a seemingly natural method of expressing their thoughts and emotions. However, older teletherapy clients are more favorably disposed to preferring face-to-face interactions with therapists instead of virtual meetings.

Unlike clients in their 20s and 30s, clients over 40 grew up without the Internet. They visited and spoke to doctors, dentists, and other health professionals in person, engaging unconsciously in non-verbal communication such as facial expressions, gestures, and physical contact. Building and strengthening a calming, emotional connection with someone during a virtual meeting may be challenging, if not impossible, for many older individuals.

### How are Teletherapists Cultivating Beneficial Therapeutic Alliances?

Teletherapists are learning to use various communication styles, such as verbal affirmations and empathetic responses, to build emotional connections and therapeutic alliances vital to treatment progress. Specialized training gives teletherapists evidence-based instructions on expressing empathy through tone and mitigating the challenges of remote treatment sessions. Moreover, teletherapists may incorporate mindfulness techniques, screen-sharing, and other tools conducive to nurturing the emotional connection and trust necessary for establishing a therapeutic alliance.

To stay effective, highly skilled teletherapists stay up-to-date with the latest methods for building and reinforcing therapeutic alliances with their clients. In addition to creating a welcoming atmosphere during sessions, professional teletherapists:

- Focus solely on the client during treatment. They never multi-task, eat, or check their phones while counseling clients.
- Present a neat, clean appearance and practice the same etiquette used during face-to-face interactions.
- Ask clients if they have a clear view of them and whether they need to make adjustments to optimize visual nuances. Audio clarity should be checked at the beginning of a session.
- Listen actively to everything a client says. They never interrupt clients to inject their opinions or suggestions. Expert teletherapists always allow clients to finish their thoughts before speaking.
- Implement nonverbal communication to encourage client interactions. Examples of nonverbal gestures teletherapists use include nodding, smiling, leaning forward, maintaining eye contact, and mirroring the client's gestures.
- Ask clients to give honest feedback after each session. Feedback questions may involve whether the client disliked or liked the video session and if they have ideas about areas of improvement the therapist should know about.
- Invest in high-quality audio and video equipment that minimizes the risk of disruptions. Software purchases should also offer 24/7 customer support in case of diminished sound or visuals.
- Utilize the most reliable, fastest Internet provider in their area to mitigate Internet connectivity problems.
- Spend several minutes at the beginning of an initial teletherapy session with a new client by educating them (if applicable) on how teletherapy technology works can help ease anxiety and improve communication between the client and the teletherapist.

### Call Marquee Staffing to Hire Licensed Teletherapists

Choose Marquee Staffing to ensure you partner with the best in teletherapy and healthcare provider services. Our thorough credentialing process guarantees that all LMFTs, LCSWs, and other professionals we place have up-to-date certifications and licensure. Trust our Irvine-based team to evaluate your needs and deliver top-tier teletherapists. Contact Marquee Staffing to learn more about our company and why you can trust us to ensure our professional therapists are comprehensively vetted and credentialed.



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## GIVE YOUR PATIENTS THE CARE THEY DESERVE.

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- Prevent overwork and burnout
- Eliminate excess turnover
- Adapt to census fluctuations

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- RNs
- Nurse Practitioners
- CNAs
- Nurse Anesthetists (CRNA)
- LVNs

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- Medical Receptionists
- Medical Billing Specialist
- Insurance Clerks



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# Hoag Orthopedic Institute Leads the Way in Innovative Orthopedic and Spine Care with Robotic Technology

Since 2010, Hoag Orthopedic Institute has led Orange County in orthopedic and spine care, receiving national recognition from U.S. News & World Report, Press Ganey and more.

Patients are cared for by a highly trained team of orthopedic and spine surgeons, nurses and caregivers, all focused on providing the highest quality outcomes to help patients get back to doing what they love.

HOI continues to perform the highest number of joint replacement procedures in the Western United States and the highest number of spine surgeries in Orange County. One of the areas HOI has expanded in over the past decade is in the outpatient setting through not only its nationally ranked hospital but through its network of accredited ambulatory surgery centers in Newport Beach, Mission Viejo, Orange, Aliso Viejo and Beverly Hills.

## Robotic Technology at the Hospital and Surgery Centers

As technology continues to advance throughout medicine, HOI has invested in robotic technology at all locations to increase benefits to patients. HOI has ten robots in use across its locations.

“Robots in general don’t make a surgeon better, but the next generation robotic devices have the potential to augment a good surgeon’s skill,” said Nader Nassif, MD, HOI Division Chief of Joint Replacement. “They’re compact, easy to use and can help assist a surgeon with more precision during surgery.”

One of HOI’s joint surgeons performed the first Corin Apollo™ robotic knee replacement on the West Coast recently. The Corin Apollo™ is a newly acquired robotic-assisted joint replacement surgical system, and ApolloKnee™ software for robotic-assisted total knee arthroplasty.

“The ApolloKnee is the only procedure capable of providing a force-controlled, robotic assessment of the knee throughout the full range of motion before committing to any bone cuts,” says Hoag Orthopedic Institute joint-replacement surgeon Travis Scudday, MD, who performed the first case at HOI.



## Same Day Robotic Surgery at Aliso Viejo Surgery Center

Undergoing a joint replacement and going home the same day is not new for HOI patients. But HOI’s surgeons at the Hoag Orthopedic Institute Surgery Center Aliso Viejo, the latest surgery center that opened in August of 2023, are using a newly-acquired Smith + Nephew CORI surgical knee-assist robot (CORI) for support in certain knee joint replacement surgeries.

The new CORI robotic surgical assist technology has more than a decade of real-time application in the knee surgical theatre, and surgeons believe this innovative technology has potential to improve outcomes for patients undergoing knee replacement.

“Robots are precise instruments that enhance a surgeon’s skills, but the CORI system is so intuitive, it is ultimate interface of doctor and machine,” says orthopedic surgeon Michael D. Hunter, MD. “CORI robot is the only FDA-approved robot for revision knee replacement which is a significant advance in robotic knee surgery,” added Dr. Hunter.

## Shoulder Replacements Advancing with Robotic Care

Recently, HOI-affiliated shoulder surgeon Hafiz Kassam, MD, completed the first robotic-assisted reverse shoulder arthroplasty in California. He is the fifth surgeon in the world to utilize this enabling technology, which is in evaluation with Zimmer Biomet.

“We are excited to bring this technology to HOI and our patients in OC,” shared Dr. Kassam.



## Advanced Spine Surgery in the Outpatient Setting

In addition to the advanced spine surgery performed at HOI hospital in Irvine, HOI Surgery Center Beverly Hills, led by renowned spine surgeon Alexandre Rasouli, MD, also performs complex spine procedures, many in the outpatient setting.

“The reality is that we have been able to perform very complex spine surgeries in the ASC setting for several years now, and those patients are able to go home the same day,” shared Dr. Rasouli. “This is a tremendous benefit to the patients, thanks to advancements in anesthesia, motion preservation technology, artificial disc replacements and robotics.”

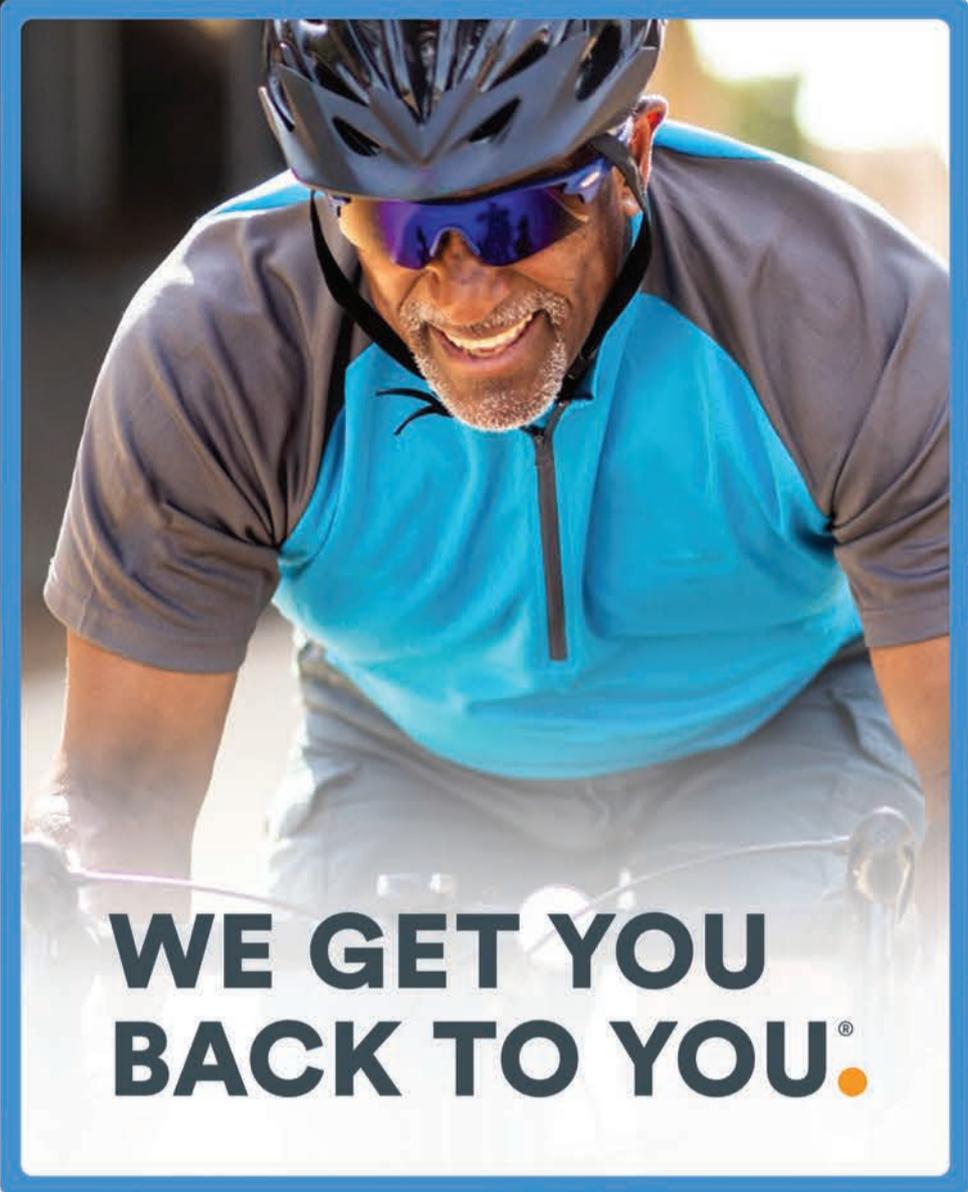
Dr. Rasouli utilizes the Globus spine surgical-assist robot for support in certain spinal remediation surgeries, the first robot dedicated to spinal surgery within the HOI network. The HOI Beverly Hills surgery center focuses on general musculoskeletal care, particularly minimally invasive spine surgery and pain management.

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