



**NEW  
YEAR**

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It's not Goodbye,  
it's See Ya Later

## East Bay Advanced Care

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# EBAC NEWS

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## Feature Employee of the Month

# Michelle So!

Michelle's dedication to patient care shines bright in the bustling world of healthcare. Michelle So, Advanced Practitioner Pharmacist (APP) stands out as a beacon of passion and expertise. As a seasoned pharmacist with over a decade of dedicated service at Sutter Health, Michelle's commitment to patient well-being is nothing short of inspiring.

Michelle's journey unfolds in her role as an APP, where she plays a pivotal role in the provider team, collaborating seamlessly with EBAC providers. Her commitment to educating patients about their diseases reflects not just a professional duty, but a genuine passion for making a difference in their healthcare journey.

Equipped with an in-depth understanding of current medical guidelines, Michelle goes above and beyond to ensure that patients receive personalized and optimized medication plans. Her commitment extends beyond the pharmacy counter; she invests quality time in empowering patients to take control of their health outcomes.

With a wealth of knowledge and a decade-long tenure, Michelle has become an integral part of EBAC clinic and Sutter Health. Her ability to provide high-touch pharmacy services reflects not only her expertise but also her unwavering commitment to enhancing the quality of patient care. Her journey exemplifies the heart and soul of Sutter Health's mission—to enhance the well-being of people in the communities we serve by making a meaningful difference in every patient's healthcare experience.

3100 Summit St, 2nd Floor, Oakland, CA 94609



# DIRECTORS CORNER

## Grateful Reflection in 2023 and a Vision for a Healthy 2024

As we approach the end of 2023, I wanted to take a moment to express my heartfelt gratitude to each and every one of you. This year has been filled with challenges and successes, and your hard work, dedication, and collaboration have truly made a significant impact.

Together, we've overcome obstacles, celebrated achievements, and demonstrated resilience as a team. We have hired over ten new staff members, increased our prevention footprint in the community and have taken care of many grateful patients. Your commitment to excellence has been instrumental in our collective success, and I am genuinely thankful for the positive energy and effort you bring to our workplace every day.

As we look ahead to 2024, let's embrace a vision of good health and continued success. May the new year bring new opportunities for personal and professional growth, and may we continue to support each other on this journey.

Wishing you and your loved ones a joyful holiday season and a healthy, prosperous New Year. Thank you for being an integral part of our team.

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## New Grants

On behalf of the Philanthropy Board and your colleagues in the Philanthropy Office, EBAC's application for Enhancing HIV/AIDS Patient Care Through Equipment Acquisition was approved. EBAC was chosen to receive a grant from the Grants and Disbursements Program in the amount of \$25,000. The application for Nourishing Lives: Food Assistance for Patients With HIV/AIDS, was also approved in the amount of \$25,000.

I am currently applying for a grant with the CDC for the National Center for HIV, Viral Hepatitis, STDS & TB Prevention Support & Scale Up of HIV Prevention Services in Sexual Health Clinics, EBAC proposes to collaborate with the public health community in Alameda County, among the nation's areas most impacted by HIV, to scale up syndemic, HIV/STI care services that encompass holistic & coordinated preventive, clinical, medical, behavioral health, & support services, & strengthen our infrastructure & partnership networks.

## Communication Good for the Heart & Our Patients



- **Promote Openness and Active Listening:** Encourage team members to openly share their thoughts and concerns. Practice active listening to ensure everyone feels heard and valued.
- **Establish Clear Communication Channels:** Define and communicate clear channels for workplace communication. This may include regular team meetings, designated communication platforms, and transparent information-sharing practices.
- **Provide Communication Training:** Offer training sessions on effective communication skills, including conflict resolution and empathetic listening, to enhance the team's ability to communicate positively and respectfully.
- **Foster a Culture of Respect:** Emphasize the importance of mutual respect among team members. Create a culture where diverse perspectives are acknowledged, and individuals feel comfortable expressing themselves without fear of judgment.
- **Set Expectations for Professionalism:** Clearly define expectations for professional and respectful communication with both colleagues and patients. Emphasize the importance of maintaining a positive and supportive atmosphere within the organization.
- **Encourage Constructive Feedback:** Establish a framework for providing and receiving constructive feedback. This can contribute to continuous improvement and the development of a culture that values learning and growth.
- **Promote Team Building Activities:** Organize team-building activities to strengthen relationships among coworkers. A positive team dynamic often leads to improved communication and collaboration.
- **Create a Safe Space for Discussions:** Ensure that team members feel comfortable expressing their thoughts and concerns. Establishing a safe space for open dialogue encourages transparent communication.
- **Provide Resources for Stress Management:** Recognize the importance of mental health and stress management. Offer resources or programs to support the well-being of employees, acknowledging that a healthy mind contributes to effective communication.
- **Implement Patient-Centered Communication:** Effective communication with patients, emphasizing empathy, clarity, and cultural sensitivity. Ensure that everyone understands the significance of maintaining professionalism in interactions with those we serve.

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# NURSING EXPERIENCE


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## National Eye Care Month

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What is glaucoma? Glaucoma is a group of diseases that damage the eye's optic nerve which can lead to vision loss and blindness. Around 3 million Americans have glaucoma. You can stop glaucoma from worsening with a simple task of yearly eye exams. If you are diagnosed with glaucoma, prescription eye drops can stop it from progressing. Patients who are at high risk for glaucoma are African Americans over age 40, all people over age 60, people with a family history of glaucoma, and people who have diabetes.

Diabetic Retinopathy is another eye disease that is a complication of diabetes. The vessels become damaged leading to eye floaters, blurry vision, dark areas in the eye, difficulty perceiving colors, vision loss and even blindness. Blood glucose control can help prevent diabetic retinopathy. Glucose control is achieved by eating a healthy diet, exercise and taking medications as prescribed.

 Special Thank You to all of the Sutter nurses who stepped in and helped our clinic when we were in need of extra support!



### Message from the Referral Department

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- Our referrals department only supports EBAC clients only. If you are not an EBAC client, please check with your MyHealth app to contact the correct department with your plan.
- We have new way of processing for BP Monitors that now needs to be sent to CVS or Walgreens as a prescription. Another is for providers to check their outlook message for a new referral processing summary

# HOLIDAYS WITH EBAC

Adopt a Family is an event that allows our staff to share holiday joy with our clients and their children. This year with the help of the entire staff we were able to share this joy with 8 randomly picked families & help purchase items that were on their kids' wishlist & a few from the parents' needs list. In addition to those families, we were able to randomly select 9 other clients for a complete holiday ham & turkey dinner basket!



Thank you 

Thank you to every EBAC employee that donated their time and helped make this possible! Being able to help so many during a global financial crisis has been amazing.

# HOLIDAYS WITH EBAC

Did you know that every year our director Tony Sillemo hosts a holiday lunch for our clients? Those who came were able to enjoy great food, laughter, dancing, gifts, and great conversation with staff members & Tony! The clients expressed that no matter how busy Tony was, he always makes sure they are celebrated.







# SOCIAL WORK / CASE MANAGEMENT



## HEALTH BENEFIT REMINDERS

- HealthNet and Blue Cross are exiting the Medi-Cal and Medicare related programs in Alameda and Contra Costa county in 2024.
- Patients who are currently enrolled in the Blue Cross Medi-Cal HMO, Blue Cross Medicare Advantage and/or HealthNet Medicare advantage plans, will need to find other plans offered in their county and through Medicare for 2024.
- Those with Medi-Cal who do not choose another HMO plan by the end of 2023, will be automatically enrolled in Alameda Alliance, CCHP or whichever county HMO plan remains for 2024
- Those with Medicare who do not switch to a different Medicare Advantage plan for 2024, will have their benefits automatically transferred to a similar plan for 2024.

## EBAC PANTRY

After months of working to build the pantry, our social work department received a generous donation to our pantry. The donor has ensured us that their donations will continue as long as our clients have the need! With this donation we will be able to provide so many of our clients with enough non-perishable items to last them a while.

To our donor, we are forever grateful for your generosity



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# SOCIAL WORK

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## MENTAL HEALTH AROUND THE WORLD

Did you know that in London, January 26, 2024 is Great Mental Health Day? For the month of January, Social Workers explore the importance of meaningful connections & highlight the power of relationships, collectivising, and social networks with their clients. Having strong, supportive relationships-whether family & support structure or from wider community & faith groups-is the most important thing we can do to support our wellbeing.

In the UK, January is Mental Wellness Month. For this month they focus on developing positive attitudes, coping effectively, and awareness of your own abilities & opportunities. They believe that although World Mental Health day is in May, starting off your new year

In the US, it's National Stalking Awareness Month. This month-long event is dedicated to raising awareness about stalking, how to prevent it, & helping those who have experienced stalking.

The term "stalking" means engaging in a course of conduct directed at a specific person that would cause a reasonable person to fear for his/her safety or the safety of others or suffering substantial emotional distress.

If you are a victim and need to report please contact your local police department or any of the following below

National Center for Victims or Crime (855) 484-2846

StrongHearts Native Helpline (844) 762-8483

ALRP Legal Referral Panel (415) 701-1100



# DIRECTOR IN THE COMMUNITY



Sutter Health Executive Sponsorship Program for Women and Professionals of Color (Pilot)

The sponsorship program makes it possible for individuals to be seen and recognized for their skills and expertise. They help make it more likely that Sponsees will stay engaged and remain as key contributors here at Sutter.

The program is designed by Dr. Maria Hernandez, PhD, President of Impact4Health, and based on strong evidence on the requirements for career advancement.

Dr. Hernandez and her colleague Kathleen Rege were the administrators and facilitate of the program. Tony was paired with not only one but two executive sponsors who are current members of the Diversity, Equity & Inclusion Strategy Group. The program consisted of 3 key elements (Orientation - May 24, Sponsee Seminars, Sponsee Group Coaching) and 7 topic areas.

## Spreading Joy to Local Foster Care Agency

We are delighted to share heartwarming news from our Director of Community Health at Sutter Bay Hospital - EBAC. In the spirit of giving back this holiday season, our Director spearheaded a volunteer initiative to spread joy and festive cheer to a local Foster Care agency.

The event was filled with music, gifts, and the enchanting presence of Santa Claus, creating a magical atmosphere for everyone involved. Our team came together to make a positive impact in the lives of those within our community, fostering a sense of connection and happiness during the holiday season.

We extend our heartfelt gratitude to our Director of Community Health for leading this wonderful initiative and to all the volunteers who contributed their time and enthusiasm. It is through acts of kindness like these that we can make a meaningful difference in the lives of others.



## DID YOU KNOW?

Our EBAC Youth patients have their own separate waiting room!

In December, NYC staff--with the feedback from our youth-aged patients--collaborated to makeover the youth waiting room. We hope the room now feels comfortable, affirming, and like the safe space we want for our youth.



# YOUTH WAITING ROOM MAKEOVER



After



*Congratulations*



**15**  
**YEAR**  
*Tony Siffemon*





Kentaro,

I still remember the first day you started here at EBAC as an NP student. Our patients immediately gravitated to you.

One of my most memorable moments with you was the interview you did with Miss San Jose. As you embark on your new journey, I want to express my deepest gratitude for the incredible impact you've had here at EBAC. Your unwavering compassion and empathy as one of the Medical Providers here at the clinic have touched the lives of countless patients, creating a profound and positive difference.

The respect you not only gave to the team but also earned from the team is a source of inspiration, making EBAC a better place for all of us. Your kindness and dedication will be greatly missed, and the void you leave behind will be felt by both colleagues and patients alike. Thank you for being a wonderful person, provider and, you will always be an invaluable member of our EBAC family.

Wishing you continued success and fulfillment in all your future endeavors.

-Tony Sillemmon

We all don't want to say goodbye, instead we will see you later!

# HAPPY NEW YEAR!



Our EBAC Team would like to thank all of our clients, community partners, and extended Sutter staff for a great 2023, we appreciate all of you.