

January/February 2020 • Volume 19, No. 1 • The Official Magazine of Collier County Medical Society



CCMS Physicians Care:

Bringing heart and training to the practice of medicine

In this issue:

Member News pg. 3; Message from CCMS President pg. 4; Tackling Physician Burnout pg. 8; CCMS Legislative Advocacy pg. 10; Community Corner – Healthcare Network of SWFL pg. 12; Member Event Photos pg. 14

Page 2 THE FORUM • JAN/FEB 2020

CALENDAR OF EVENTS

Unless otherwise noted, register at www.ccmsonline.org or call (239) 435-7727

Wednesday, January 22, 6:00pm CCMS After 5 Social The Club at Mediterra

Friday, February 7, 11:00am CCMS Alliance Fashion Show an exclusive country club

Saturday, February 22, 8:30am CCMS 12th Annual Women's Health Forum Naples United Church of Christ Open to the public

Support opportunities at ccmsonline.org

Monday, February 24, 12:00pm

NCH & CCMS Resident Physicians Luncheon
"The Basics of a New Physician Practice"

NCH Telford Building

Thursday, February 27, 6:00pm CCMS After 5 Social Bone Hook Brewery

Friday, March 13, 6:00pm

CCMS & Lee County Medical Society Spring Social

Mercedes-Benz of Bonita Springs

Thursday, March 19, 6:00pm CCMS Spring General Membership Meeting Panel on Medical Cannabis Avow – Ispiri Community Room

> Thursday, April 16, 6:00pm CCMS After 5 Social Valerie's House Naples

Saturday, May 16, 6:30pm

CCMS 63rd Annual Meeting & Installation

Wyndemere Country Club

Open to the public

Support opportunities at ccmsonline.org

Premier
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Michael A. Brown • 239-591-2282 Michael.Brown@lmcu.org LMCU.org



Certified Public Accountants / Consultants

Karen Mosteller, CPA, CHBC • 239-261-5554 kmosteller@markham-norton.com markham-norton.com



Stephan Gmelin • 239-220-5980 Stephan.gmelin@technicaldr.com technicaldr.com

CCMS Member Dues

Don't lose your CCMS member benefits! The 2020 CCMS member dues deadline was December 31, 2019. Members (or their groups) can pay online today at ccmsonline.org/membership. Printed dues invoices will also be mailed directly to members who pay individually, or to practice administrators for group payment. To pay your FMA dues, go to fimedical.org, and to pay your AMA dues go to ama-assn.org.

CCMS Board of Directors 2019-2020

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Views and opinions expressed in *The Forum* are those of the authors and are not necessarily those of the Collier County Medical Society's Board of Directors, staff or advertisers. Copy deadline for editorial and advertising submission is the 15th of the month preceding publication. The editorial staff of *The Forum* reserves the right to edit or reject any submission.

THE FORUM • JAN/FEB 2020

MEMBER NEWS

New Members:



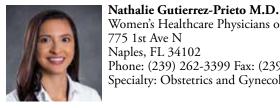
Bassan J. Allan, M.D. South Florida Surgical Oncology 8925 Colonial Center Dr Ft. Myers, FL 33905 Phone: (239) 333-0995 Fax: (844) 615-5267 Board Certified: General Surgery; Complex General Surgical Oncology



NCH Physician Group 311 9th St N Ste 304 Naples, FL 34102 Phone: (239) 624-2730 Fax: (239) 624-2731 Board Certified: Gastroenterology; Internal Medicine



April M. Fetzer, D.O. Joint Implant Surgeons of Florida 1012 Crosspointe Dr Ste 110 Naples, FL 34110 Phone: (239) 337-2003 Fax: (239) 337-3168 Board Certified: Physical Medicine and Rehabilitation; Pain Medicine



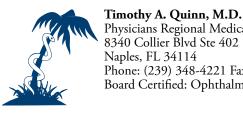
Women's Healthcare Physicians of Naples 775 1st Ave N Naples, FL 34102 Phone: (239) 262-3399 Fax: (239) 261-1189 Specialty: Obstetrics and Gynecology



Priyanka Handa, M.D. NCH Physician Group 1715 Medical Blvd Naples, FL 34110 Phone: (239) 624-4443 Fax: (239) 436-5907 Board Certified: Diagnostic Radiology



Zanetta S. Lamar, M.D. Florida Cancer Specialists 1100 Goodlette Frank Rd Ste 201 Naples, FL 34102 Phone: (239) 434-0656 Fax: (239) 261-0060 Board Certified: Oncology-Hematology; Internal Medicine



Physicians Regional Medical Group 8340 Collier Blvd Ste 402 Naples, FL 34114 Phone: (239) 348-4221 Fax: (239) 732-1687 Board Certified: Ophthalmology



Debra A. Renner, M.D. Family Medicine Naples, FL Board Certified: Family Medicine; Clinical



Mary G. Conley, M.D. Retired Naples, FL Family Medicine

Reinstated:

Kavitha R. Gudur, M.D. Wellness Dimensions LLC 400 8th St N Naples, FL 34102

Phone: (239) 649-3306 Fax: (239) 649-3393 Board Certified: Internal Medicine

Erik D. Hiester, D.O.

Max Health 730 Goodlette Rd N #100 Naples, FL 34102 Phone: (239) 351-2990 Fax: (239) 300-4128 Board Certified: Family Medicine

Sharla G. Patterson, M.D.

NCH Physician Group - Center for Breast Health 11181 Health Park Blvd Ste 2220 Naples, FL 34110 Phone: (239) 624-8120 Fax: (239) 624-8121 Board Certified: General Surgery

Carlos B. Quintero, M.D.

NCH Physician Group-Hospitalists 350 7th St N Naples, FL 34102 Phone: (239) 624-3997 Fax: (239) 624-8101 Board Certified: Internal Medicine

Ovidiu Ranta, M.D.

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Peter J. Luthringer, D.P.M.

Eugene J. Carr DPM PA 680 2nd Ave N Ste 100 Naples, FL 34102

Phone: (239) 262-6765 Fax: (239) 262-1321

In Memoriam:

Charles S. Eytel, M.D.

Leslie J. Schultzel, M.D.

Page 4 THE FORUM • JAN/FEB 2020

A Message from the CCMS President

David Wilkinson, M.D., President, Collier County Medical Society

This issue, I am pleased to introduce a new feature for the CCMS magazine. From time to time, we will be featuring messages from leaders at some of our largest local healthcare facilities, to provide our members with updates on their activities that impact us as physicians, and the community as a whole. Stay tuned for more messages from these leaders in future issues.

To kick off this new feature, I am happy to offer my space in the "Message from the CCMS President" to the new President and CEO of NCH Healthcare System, Paul Hiltz. Please also see our "Community Corner" on page 12, featuring CCMS member Dr. Corin DeChirico, Chief Medical Officer and Vice President of Medical Affairs Healthcare Network of Southwest Florida.



Message from the NCH President and CEO Paul Hiltz, FACHE

Happy New Year to the members of the Collier County Medical Society!

It is a pleasure to be part of such a vibrant and engaged community in Southwest Florida, and I'm honored that Dr. Wilkinson and April Donahue, CCMS Executive Director were kind enough to invite me to share an update with you as I wrap up my 90-day listening tour at the NCH Healthcare System. Throughout my first few months, my wife, Kris, and I have met with literally hundreds of folks throughout the community, and I must say, we could not have asked for a warmer welcome and are excited about the opportunities in our new hometown.

When I arrived in Naples in early September, my primary objective was to introduce myself and embark on a 90-day listening tour. I made it a priority to connect with community members,

physicians, nurses, administrators, and staff so that I could better learn about NCH from the people that serve this community so well. Beyond the focus on quality and care, a couple of points became apparent.

I heard loud and clear that you want a partnership with NCH and a greater emphasis on making this a true community hospital where all physicians are welcome. I thoroughly agree. To that end, NCH has already begun adopting a pluralistic medical staff model, which focuses on creating a culture that welcomes all physicians to our community hospitals.

I also understood that you want NCH to be a good partner with other health providers in the region. Accordingly, we are well on our way to building bridges and forming important coalitions within Southwest Florida. I have had the pleasure of meeting with remarkable community organizations like the Neighborhood Health Clinic, St. Matthews House, the David Lawrence Center and the Healthcare Network of Southwest Florida, just to name a few. I'm proud to say that the conversations have been amazing, and it's only the beginning.

NCH has established itself as a healthcare system of excellent quality, and we have received the accolades to prove it. NCH earned four stars from CMS, is ranked as one of America's top 100 hospitals in seven specialties by HealthGrades, and named a "best regional hospital" from U.S. News & World Report who also ranked NCH #14 in the state of Florida. But we could not have gotten there without you. Listening and connecting to the community will be core to our success as an organization in 2020. You can count on NCH to continue to reach out to community organizations who are like-minded in their mission to help everyone in our community live happier, healthier, longer lives, and where all doctors are welcome to practice medicine here.

I am excited about the future of our organization. The passion and commitment to patient care that is universally shared by our local medical community is inspiring. I plan to be open with communication so that all are aware of my expectations for NCH and what our pathway to sustained success looks like, and I look forward to continued conversations and collaboration as we build on the excellence at NCH.

There is much we can do together to improve the health of our residents and I look forward to working with you. In the meantime, thank you for all you do in helping the NCH Healthcare System provide award-winning, quality health care to our community.



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Banking | Miranda Sharkey 239-514-2237 | firstcitizens.com



Attorney | Linda Minck 239-260-5827 | minck-law.com



Financial Advisors | Dan Shannon 239-690-9820 | mfgflorida.com



Wealth Management | William Slepcevich 239-435-9433 | sfgnaples.com



Medical Malpractice Liability | Christian Groux 800-741-3742 x 3090 | thedoctors.com

THE FORUM • JAN/FEB 2020

CCMS Physicians Care: Bringing heart and training to the practice of medicine

Collier County Medical Society

[Editor's Note: this article is an example of the public PR campaign CCMS is conducting this spring to highlight the care that Collier County physicians offer patients in our community. Are you interested in sharing an experience? Contact CCMS at april@ ccmsonline.org.]

After visiting Naples, Terry Olliges and his wife fell in love with the area and became seasonal residents. While they were soaking in the beauty of our community, they maintained relationships with their primary physicians up North. Since they were healthy, they didn't need an ongoing care plan in paradise.

Eventually, their seasonal home became their primary home in 2013. On their moving checklist, the Olliges changed addresses, bills, and legal paperwork. However, several months after arriving they realized it was time for an annual physical. After conferring with their newfound tennis and golf friends, they decided to establish care with Carlos Portu, MD of Shoreline Physician Group.

"As our seasonal patients arrive in town, CCMS members work diligently to update their records. In our community, co-managing patient care across state lines is essential for long-term relationships."

- Dr. David Wilkinson, president, CCMS board of directors

But before the date of their routine appointments with Dr. Portu, Terry experienced a sudden and concerning medical symptom. He woke up with severe dizziness and was unable to walk straight.

Heart of a physician

Terry called Dr. Portu's office to seek medical advice. Terry was especially concerned because he had a history of a cardiac condition. Although he was not yet an established patient of the practice, Dr. Portu advised Terry to come in immediately for a clinical evaluation.

"An important part of being a primary care doctor is managing patient care across multiple settings and states. As Collier County physicians, our role is to bridge the gaps to ensure patients have the best care available."

> - Dr. Rebekah Bernard, vice-president, CCMS board of directors

Collier County physicians are accustomed to the unique needs of a seasonal population, and Dr. Portu is no exception. According to Dr. Portu, during "season" he must be prepared for an increase in both seasonal residents that need ongoing medical care and new patients who have recently decided to make Collier County their permanent home.

patients with urgent needs on a



Dr. Carlos Portu

challenges of the primary care physician. This can be even more complex when caring for an aging population with multiple diagnoses, as well as managing patients across state lines.

Training of a physician

Portu conducted thorough evaluation of Terry. During the medical work-up, he noted an abnormality in electrocardiogram. Terry's

Rather than simply referring Terry to the emergency department for a potential heart problem, Dr. Portu acted on his training as a physician. He consulted with Terry's northern doctor and obtained a copy of his previous electrocardiogram. Comparing the two readings, Dr. Portu was able to confirm that the test abnormality was not new and did not require an immediate cardiac evaluation.

Physicians rely on extensive medical training, which includes a minimum of 7 years and 15,000 hours of clinical experience, to properly diagnose and treat patients. Every licensed physician is required to complete the same rigorous and standardized training and testing before they are permitted to treat patients independently.

This experience allows physicians to recognize the difference between minor abnormalities from previous conditions versus those that are life-threatening and warrant immediate medical intervention. This training can save patients the inconvenience of time and money spent on unnecessary testing and treatments.

Your physician is on your team

If doctors and patients are on a team, then the job of a primary care physician is to act as the quarterback. Doctors order tests and recommend treatments, but the patient has the responsibility to show up for appointments and follow-up on the treatment plan. Collier County physicians know that this isn't always easy for patients and take further steps to ensure that patients optimize their health.

"Any time we can make it easier for patients to comply with medical orders, we have the opportunity for a better patient experience and more accurate understanding of their medical needs."

> - Dr. Carlos Portu, CCMS member

For example, at Shoreline Physician Group, Dr. Portu takes a Being prepared to welcome pro-active approach by offering in-office testing for his patients. From routine blood tests to stress tests and ultrasounds, timely basis is one of the biggest Dr. Portu invites patients to accomplish as much as possible

continued from page 6

in his office. This makes it easier for patients to complete the recommended tests—smart medicine for both primary physicians and specialists.

Because physician education is standardized with all physicians completing the same rigorous training and testing, patients can feel comfortable with the knowledge base of any licensed

The Physician-Patient Relationship Matters

Having a regular physician is more than just a convenience; it is also good for your health. Studies show that patients with a regular doctor have better overall health and even have a lower chance of dying.

And patients aren't the only ones who benefit from the physician-patient relationship. In a time when physicians are becoming increasingly burned out from problems within the health care system, doctors consistently report that having strong relationships with their patients is their favorite part of the practice of medicine.

Collier County physicians aim to develop close relationships with their patients and appreciate following their patients over time. With the increasing demands from the health care system, many doctors also incorporate additional staff members like medical assistants, nurse practitioners, and physician assistants to help them to work efficiently and effectively. Even when utilizing team members, your physician remains the leader of your health care team, carefully supervising all aspects of your medical treatment.

Because physician education is standardized with all physicians completing the same rigorous training and testing, patients can feel comfortable with the knowledge base of any licensed physician. But patients should also know that most physicians make the decision to dedicate years of their life to study because they truly care about providing the best medical care to their patients. There are no short-cuts to becoming a physician, but most doctors will tell you that it is worth the effort to be able to provide the highest level of medical expertise to their patients.

Your Collier County physician has the heart and the training to provide your medical care. And they are on your team.



Terry Olliges

CCMS Physician of the Year Nominations

CCMS is pleased to announce its search for the 6th Annual CCMS Physician of the Year. The award honors a CCMS member who deserves special recognition for exemplary contributions to the practice of medicine and/or outstanding service to our community. The Board of Directors invites CCMS members to submit nominees for this prestigious award.

Nominees must be current members of CCMS and have demonstrated exceptional activities over the past year that reflect well on the medical profession. For instance, a candidate might be a physician who has made significant innovations in medicine, helps improve access to care for the underserved, or is a leading volunteer for worthwhile causes in our community.

The award will be presented at the CCMS Annual Meeting & Installation of Officers, May 16th at Wyndemere Country Club. For more information visit ccmsonline.org.

Please download and complete the nomination form at https://bit.ly/2PwsqBv noting explicitly why the nominee is deserving of the award. We strongly encourage you to submit additional documentation such as supporting letters, CV, or news articles.

Mail, fax, or email the nomination form and supporting information by Friday, February 28th:
Collier County Medical Society
ATTN: Physician of the Year Award

88 12th St N, Unit 200, Naples FL 34102 Tel (239) 435-7727 Fax (239) 435-7790

info@ccmsonline.org



2019 Physician of the Year Dr. Cesar De Leon with nominator Dr. Alejandro Perez-Trepichio

Page 8 THE FORUM • JAN/FEB 2020

Tackling Physician Burnout Requires Unprecedented Leadership

Robert D. Morton, CPHRM, CPPS, Assistant Vice President, Department of Patient Safety and Risk Management, The Doctors Company



"burnout" The term been questioned as a labeling error—and rightfully What many healthcare professionals on the frontlines are experiencing is a normal response (symptoms) to an abnormal situation (cause), like sick fish in a tank of toxic water. A diagnosis of burnout suggests that the solution is to medicate the fish. A more holistic view is to say, "There's really nothing wrong with you; let's clean the tank."

The World Health Organization (WHO) announced plans to label "burn-out" as an occupational phenomenon in the International Classification of Diseases (ICD-11). The syndrome, which results from chronic workplace stress, is characterized by feelings of exhaustion, increased mental distancing from one's work or cynicism about work, and reduced professional efficacy. The WHO's actions seem to further legitimize what many are experiencing: a chronically stressful healthcare system that makes connecting with patients and providing quality care more challenging and contributes to burnout, healthcare professional distress, or to what some have even labeled moral injury or human rights violations.

Drs. Simon Talbot and Wendy Dean, who co-founded the nonprofit organization MoralInjury.healthcare, borrowed the expression "moral injury" from Jonathan Shay, MD, PhD, a clinical psychiatrist who coined the phrase. Briefly, it is (1) a betrayal of what's right, (2) by someone who holds authority, (3) in a high-stakes situation. Discussions of moral injury include the view that repeated daily betrayals by authorities within the system are manifest. These types of betrayals run counter to patients' best interests—which pains doctors, whose unifying creed is that patients come first.

While other physician thought leaders like Dr. Dike Drummond (thehappymd.com), Dr. Paul DeChant (author, Preventing Physician Burnout), Dr. Zubin Damania (aka ZDoggMD), and Dr. Pamela Wible (idealmedicalcare.org) may differ on the terminology, each makes a similar call for leadership and action equal to the severity and scope of the dilemma. They all call for partnering with enlightened leaders to change the systemic and institutional patterns that inflict betrayals on the practice of good medicine.

Dr. Howard Marcus, an internist in Austin, Texas, responded, "Most of us do not see our administrators as oppressors but, rather, as stuck along with the rest of us in a system that has piled on time-consuming burdens—which saps us of the time and energy required to do the best we can for our patients in the time available."

EHR rescue and optimization work is becoming more common

to regain lost relationships with patients. Executive leaders who are desperate for help often contact firms like Medical Advantage so. Group (MAG), a subsidiary of The Doctors Company. MAG conducts system database audits, followed by workflow analysis, previsit planning, and redesign of work screens to make the EHR function better as a convenient, accessible clinical source of truth. Ironically, this improvement in EHR accessibility and usability makes the EHR function more like old paper charts when everything was at hand.

Like any meaningful change, improvements require leadership with a growth mindset that demonstrates a deep respect for people and for the nature of their work. This means exhibiting leadership behaviors such as deference to expertise and sensitivity to clinical operations—two characteristics of the continuous improvement mindset on the journey toward high reliability. Effective leaders meet physicians where they live—on the frontlines of care—and seek to understand what is getting in the way of connecting with patients and providing quality care. The best leaders then work tirelessly to remove the barriers.

Editor's Note: For more on physician burnout, and the CCMS Physician Wellness Program, which features as a CCMS member benefit confidential, cost-free sessions with a psychologist, visit ccmsonline.org/physician-wellness.

The guidelines suggested here are not rules, do not constitute legal advice, and do not ensure a successful outcome. The ultimate decision regarding the appropriateness of any treatment must be made by each healthcare provider considering the circumstances of the individual situation and in accordance with the laws of the jurisdiction in which the care is rendered.

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-Burn-out an "occupational phenomenon": International Classification of Diseases. World Health Organization. https://www.who.int/mental_health/evidence/burn-out/en/. May 28, 2019. Accessed June 12, 2019.

–Swenson S. Esprit de corps: turning vicious cycle virtuous. Talk presented at: NEJM Catalyst event Essentials of High-Performing Organizations; July 25, 2018; Institute for Healthcare Policy and Innovation, University of Michigan. https://catalyst.nejm.org/videos/esprit-de-corps-vicious-virtuous-cycle/. Accessed March 4, 2019.

–Talbot SG, Dean W. Physicians aren't 'burning out.' They're suffering from moral injury. Stat website. https://www.statnews.com/2018/07/26/physicians-not-burning-out-they-are-suffering-moral-injury/. Published July 26, 2018. Accessed April 30, 2019.

–Wible P. Not "burnout," not moral injury—human rights violations. https://www.idealmedicalcare.org/not-burnout-not-moral-injury-human-rights-violations/. Posted March 18, 2019. Accessed May 10, 2019.

-Shay J. Moral injury. *Psychoanal Psychol.* 2014;31(2):182–191.https://www.law.upenn.edu/live/files/4602-moralinjuryshayexcerptpdf.



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Dr. Bassan Allan is a Surgical Oncologist that is board certified in both General Surgery and Complex General Surgical Oncology. He completed his training at the University of Pittsburgh Medical Center in Complex General Surgical Oncology. Following surgical residency graduation at the University of Miami, he joined UPMC in Pittsburgh, PA, where he focused on minimally invasive hepato-

pancreato-biliary surgery and the treatment of complex gastrointestinal cancers. He has subsequently relocated to Fort Myers where he is proud to join South Florida Surgical Oncology & 21st Century Oncology. Dr. Allan practices Surgical Oncology, caring for patients with cancers affecting the liver, pancreas, bile duct, gastrointestinal tract and skin.

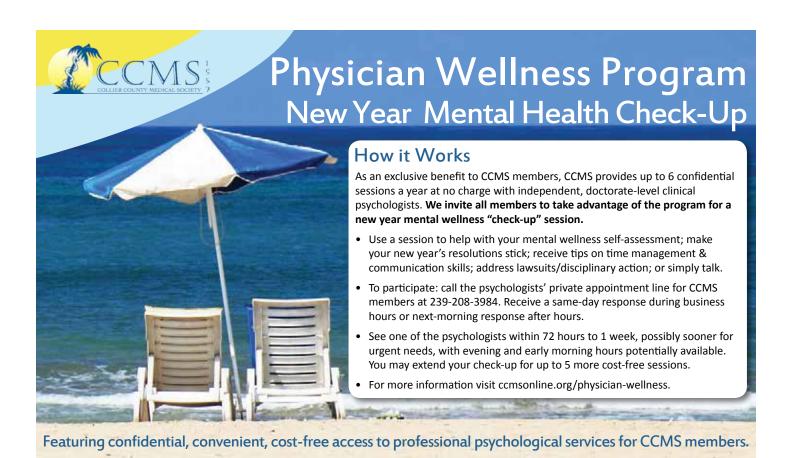
Dr. Allan is now seeing patients in Naples. To schedule an appointment, please call 239.333.0995.

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Page 10 THE FORUM • JAN/FEB 2020

CCMS Legislative Advocacy: Serving our Members and their Patients

Collier County Medical Society



CCMS is constantly focusing on major areas of concern to our physician members while monitoring the political and business climate.

Advocacy is one of our core values, and our efforts locally, statewide, and nationally address critical issues on behalf of physicians and patients.

CCMS sends a delegation to the FMA House of Delegates each year where FMA policy is formed and a strong legislative agenda is created. We meet regularly with our legislators to advocate for members and their patients and provide important commentary and information to the press. The CCMS Political Action Committee (PAC) supports the campaigns of physician & patient-friendly candidates at local and state levels with contributions from our members and their spouses.

CCMS members are invited to join the CCMS Legislative Committee to assist with our advocacy efforts, and CCMS members and spouses are encouraged to contribute to the CCMS PAC. Call CCMS at 239-435-7727 or email april@ccmsonline.org for more information.

What is the CCMS PAC?

To pass laws that protect patients and support the medical profession, physicians need strong allies among local and state elected officials. The CCMS Political Action Committee was created to help elect candidates to local and state offices who are aligned with CCMS healthcare advocacy policies. The CCMS PAC can donate to political campaigns, while CCMS itself cannot.

The CCMS PAC solicits voluntary contributions from physicians, their spouses, medical students, and resident physicians to research, interview, and support the election of medicine-friendly candidates.

Is the CCMS PAC non-partisan?

Yes. The CCMS PAC can support pro-medicine candidates of any political parties. The CCMS PAC works closely with CCMS physician members and medical societies from around the state to identify pro-medicine candidates as they seek elected office.

Who can contribute to the CCMS PAC?

Anyone who wishes to support medicine-friendly candidates, including physicians, their spouses, medical students, and resident physicians can support the PAC. The suggested contribution is \$100 annually. Medical practices and medical staffs may contribute as well. Contribute at ccmsonline.org/membership/#dues [Note: PAC Contributions are not tax deductible.]

When you contribute to the CCMS PAC, you help make Collier County and Florida a better place to practice medicine by helping pro-medicine candidates get elected. Your dollars help ensure that physicians have a voice in government, which

constantly is vital in passing pro-medicine legislation and defeating major harmful bills.

Who serves on the CCMS PAC Board?

The CCMS PAC Board is comprised of physician leaders from around the county, and one CCMS Alliance member, and the CCMS Executive Director.

Board Members:

Rolando Rivera, MD – Chair

Catherine Campbell

April Donahue

Julian Javier, MD

Catherine Kowal, MD

Mitchell Zeitler, MD

Who do I contact for more information?

Contact CCMS Executive Director, April Donahue, 239-435-7727 or april@ccmsonline.org with questions or to donate. We can also forward questions to any of the PAC board members.

Important Dates: 2020 Primary Election

July 9 – July 16, 2020: Vote-by-Mail Ballot 'Send" Deadlines July 20, 2020: Last Day to Register to Vote for Primary Election

August 8, 2020: First Day of Early Voting **August 15, 2020:** Last Day of Early Voting **August 18, 2020:** Primary Election Day

Voter Registration Details

Collier County:

colliervotes.com/Register-to-Vote/Registration-Application

Lee County:

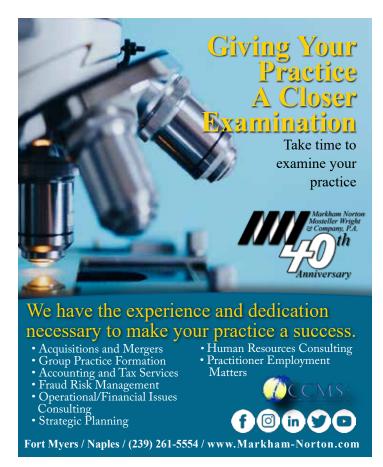
lee.vote/Admin/Check-my-Registration-Status



Senator Kathleen Passidomo and Dr. Rafael Haciski



Dr. Catherine Kowal and Senator Gayle Harrell





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Page 12 THE FORUM • JAN/FEB 2020

Community Corner – Healthcare Network's New Resource for Patient Care in Golden Gate

Dr. Corin DeChirico, Chief Medical Officer and Vice President of Medical Affairs Healthcare Network of Southwest Florida



No industry has undergone more unprecedented change in the past decade than healthcare. At Healthcare Network of Southwest Florida, we intend to stay connected to the pulse of what our community needs.

Since 1977, Healthcare Network's private, notfor-profit model has proven effective at meeting Southwest Florida's needs.

Healthcare Network is a medical and dental home, where everyone in the community can receive patient-centered, teambased, and continuous comprehensive healthcare services, regardless of their insurance status.

In 2020, Healthcare Network plans to expand its reach into Golden Gate, the single most underserved area in Collier County, by opening a new three-story, 50,000-square-foot building to help serve the 36,000 residents who live there. The complex has been named Nichols Community Health Center after a lead gift from Naples resident Jerry Nichols, who believes the entire community benefits from a healthier community, and that access to healthcare is critical for children to reach their full potential.

Healthcare Network of Southwest Florida broke ground on the Nichols Community Health Center in January 2019. Once complete, the new facility will offer an array of services including obstetrics and gynecology, pediatric dental, primary medical, and integrated behavioral health services, as well as a drive-thru pharmacy. We will also offer extended care, through a dedicated walk-in practice, that will provide patients increased access to care around work and school schedules.

Located at 12655 Collier Blvd. in Naples, the \$15 million medical center is on schedule to welcome patients in spring 2020. The center will offer new equipment, improved technologies and jobs for 60 new staff members, including doctors, nurses, medical personnel and more.

In 2018, Healthcare Network provided \$10.3 million in uncompensated care. Notably, 43% of the adult patients seen did not have any form of insurance, and 57% of children were covered by Medicaid. Approximately 71% are living at or below the poverty level, and we provided care to 10,052 migrant workers or members of migrant families.

Additionally, we are creating a broad economic impact of more than \$77.1 million and employing 377 people serving more

than 51,000 patients at 21 practices, including the Ronald McDonald Care Mobile® and Health & Smiles Mobile.

Our providers work as a care team to offer the highest level of coordinated care to everyone at every age. This team-based approach ensures all the providers are communicating and aligned to assure each patient's care.

How we integrate is different. We provide a patient-centered medical home, individualizing care for every one of our patients. We focus on medical and integrated behavioral health while staying in touch with the human experience to make a difference. It's what we work to do every day.

Obstetricians and midwives provide a compassionate and sensitive environment for women with comprehensive women's services, and pediatric providers see children from birth through adolescence, offering complete children's care through all stages of development. And we even provide dentistry services for children and adults – after all, it's a key component of overall health. Committed to treating the whole person in both mind and body, our practices also offer integrated behavioral healthcare and give specialty referrals when necessary.

Healthcare Network provides a mix of primary care services that together effectively address every patient's needs – regardless of their insurance status – thereby making healthcare more accessible to all. The Healthcare Network Sliding Fee Program reduces costs to uninsured patients based on their income and family size.

Just like our patients, we are here for our healthcare counterparts to provide care and resources for patients when you are unable. We love to provide care to patients who come to us by referral! We have patient care navigators and financial experts to help provide support. We have a team of people dedicated to the population, who are sensitive to the unique needs of our patients, including the most vulnerable – the uninsured and underinsured.

We are here to serve the community, and I'm available to speak to groups or individuals interested in learning about Healthcare Network's vision and services.

About the Author: Dr. Corin DeChirico, Chief Medical Officer and Vice President of Medical Affairs, runs the clinical programs for Healthcare Network of Southwest Florida after more than 20 years as a healthcare clinician, leader, and physician executive. For information on Healthcare Network of Southwest Florida, visit healthcareswfl.org.

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Page 14 THE FORUM • JAN/FEB 2020

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