



IN GOOD COMPANY

Spring 2019 /// A publication of Providence Little Company of Mary Medical Centers

THE SPINE INSTITUTE


Providing South Bay residents
with comprehensive spinal care

WHERE TO GO FOR THE BEST *Spine Care*

Meet Randy

"When a jet ski accident left me instantly paralyzed, Little Company of Mary's Spine Institute surgeons restored movement to my arms and legs. After only two months of rehab, I can walk again. To learn more about my story, go to providence.org/MyHospital."

My Hospital is

 **PROVIDENCE**
Little Company of Mary
Medical Centers
San Pedro and Torrance



888-HEALING
providence.org/MyHospital

IN GOOD COMPANY

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A WORD FROM OUR CHIEF EXECUTIVE



In nature, spring is a season of renewal and growth. That's a good description of our mindset at Providence Little Company of Mary Medical Center as we embrace new partnerships with the City of Hope, USC Cardiovascular, Pacific Neuroscience Institute and Coastal Ortho—institutions that have joined us to meet our community's health needs.

Throughout our hospitals and partner institutions, we emphasize cutting-edge, multidisciplinary care. On page 18 of this issue of *In Good Company*, you can read about the Providence Spine Institute, where neurologists, neurosurgeons, orthopedic surgeons, pain management experts and

rehabilitation specialists work together to provide the best possible care. A Gardena man was a recent recipient of our patient-centered approach. Randy White suffered a horrendous jet ski accident that initially left him paralyzed. Thanks to the dedication and superior skills of two Spine Institute surgeons and a team of rehab specialists, Randy is now walking again.

Our new partnership with City of Hope brings that same kind of dedication to cancer care, expanding access to academic-based, innovative, high-quality services in the South Bay. On page 22, we tell the story of Lynn Flemer, a local woman who began searching for the very best doctors after she was diagnosed with breast cancer. Her search led her to Dr. Carey Cullinane, a City of Hope South Bay breast surgeon who told her: "Diseases are different, breasts are different and patients are different. We make an individual treatment plan for every patient."

Also in this issue, we reflect on our mission to improve the health of the community. One way we do that is through the Choose to Change program, which helps people with pre-diabetes avoid developing full-blown diabetes. We also provide weight-loss services that can dramatically reduce the risk of obesity-related illnesses. Please read the story of Galo Franco (page 26) who went from living in constant pain to playing with his son and running 10k races after diet and exercise counseling and bariatric surgery at Providence Little Company of Mary.

We also endeavor to meet our community's needs through excellent emergency care. The San Pedro Medical Center Emergency Department will undergo an \$8 million expansion this year (see page 30), resulting in 28 state-of-the-art, private treatment rooms. We're excited to break ground on the project at a ceremony this spring.

I believe in the mission of Little Company of Mary and am humbled by the dedication of our caregivers. Together, we will strive to advance medical care and improve the health and wellness of our community.

GARRY OLNEY

Chief Executive, Providence Little Company of Mary Medical Centers
San Pedro and Torrance

CANCER CARE THAT'S CLOSE TO HOME AND SECOND TO NONE.

City of Hope | South Bay
and Providence
Little Company of Mary
join forces to deliver
state-of-the-art
cancer care.

Dealing with cancer is challenging enough. You shouldn't have to travel far from your community to receive leading-edge treatment. Now City of Hope | South Bay and Providence Little Company of Mary, two leaders in health care in Southern California, are partnering to focus on cancer care for patients right here in the South Bay. To find out more about this unique commitment to innovative treatment and unparalleled cancer care close to where you live, go to **SouthBayCancerCare.org** or call **310-750-1715**.



5215 Torrance Blvd.
Torrance, CA 90503

TABLE OF CONTENTS



22



28



30

INSIDE

- 3 | [Message from the Chief Executive](#)
- 9 | [Datebook](#)
- 34 | [Out & About](#)
- 42 | [Shout Outs](#)

UPFRONT

- 6 | [Stroke Center Certification](#)
- 7 | [Magnet RN Profile](#)
- 8 | [In Memoriam](#)
- 8 | [How Healthy is Your Heart?](#)

COMMUNITY BENEFIT

- 12 | [Preventing Diabetes with Choose to Change](#)

FEATURES

- 10 | [Palliative Care Q&A](#)
Glen Komatsu, MD, discusses putting care at the heart of health care.
- 14 | [Meet Your New Chief Executive](#)
Garry Olney reveals what drives him in his new role.
- 18 | [Spine Care](#)
Randy White had an accident that changed everything. Then surgery and rehab gave him a new life.
- 22 | [Breast Cancer](#)
After a surprising diagnosis, Lynn Flemer found a doctor in the South Bay who could treat her like a whole person.
- 26 | [Bariatrics](#)
Going from constant pain to running 10K races, Galo Franco found his rhythm.
- 28 | [Lymphedema](#)
Jay Granzow, MD, is pioneering innovations to treat lymphedema.
- 30 | [San Pedro Expands](#)
An \$8 million project will expand the emergency department by 60% at the San Pedro Medical Center.

DONOR PROFILES

- 32 | [Marilyn and Ken Prindle](#)
- 33 | [Mission Makers](#)

UPFRONT

PROVIDENCE LITTLE COMPANY OF MARY AWARDED HIGHEST STROKE CERTIFICATION



Providence Little Company of Mary Medical Center Torrance's stroke center has earned national certification for the advanced specialized level of care and treatment it provides.

The medical center's Comprehensive Stroke Center, one of the first to be designated in Los Angeles County, has met the stringent guidelines set by The Joint Commission, a national independent organization that evaluates, accredits and certifies more than 21,000 health care organizations and programs. The medical center is the South Bay's only Joint Commission-certified Comprehensive Stroke Center.

"We are proud to be our community's leading center for stroke care," says Garry Olney, the hospital's chief executive.

This designation is significant because paramedics who recognize patients with symptoms of severe stroke bypass other hospitals to get to comprehensive centers. Patients are cared for quickly, limiting the possibility of permanent deficits resulting from major strokes.

With this certification the hospital joins an elite group of health care organizations focused on highly specialized stroke care. To be eligible, hospitals must demonstrate compliance with stroke-related standards as a Primary Stroke Center and meet additional requirements, including those related to advanced imaging capabilities, 24/7 availability of specialized treatments, and staff with unique education and competencies to care for complex cases.

Stroke is the number five cause of death and a leading cause of adult disability in the United States, according to the American Heart Association/American Stroke Association. On average, someone suffers a stroke every 40 seconds; someone dies of a stroke every four minutes; and 795,000 people suffer a new or recurrent stroke each year.

U.S. NEWS & WORLD REPORT REWARDS HIGH PERFORMANCE



U.S. News & World Report recognizes Providence Little Company of Mary Medical Center Torrance among California's best hospitals and

among the highest ranked in Los Angeles. The medical center was also ranked nationally for endocrinology and treatment of diabetes, making it the only nationally recognized hospital in the South Bay. It was rated high-performing for treatment of congestive heart failure, colon issues, chronic obstructive pulmonary disease, geriatrics and orthopedics.

The annual Best Hospitals rankings, now in its 29th year, are designed to assist patients and their doctors in making informed decisions about where to receive care for life-threatening conditions or for common elective procedures.

Just 158 hospitals, or about 3% of the more than 4,500 hospitals evaluated, were nationally ranked in even one specialty, according to the publication.

STROKE FACTS

SOMEONE
SUFFERS
A STROKE: every **40** seconds

SOMEONE
DIES OF
A STROKE: every **4** minutes



MAGNET RN PROFILE: COURTNEY HERRON

Courtney Herron got hooked on nursing from a young age. Her mom brought her to take-your-daughter-to-work day when she was in elementary school. She got a tour of the wards and saw the work nurses did. From that day forward, she knew what she wanted to do with her life.

Herron now works on the stroke unit at Providence Little Company of Mary Medical Center Torrance. She's also been part of its journey to be designated a Magnet Hospital, the highest acknowledgement awarded for nursing excellence. Only 31 hospitals in California have earned this title from the American Nurses Credentialing Center, and throughout the country, only about 8% of hospitals receive the designation.

Herron and her mom, who has worked at Providence Little Company of Mary Torrance for 33 years, meet for lunch almost every day. "She's my main motivation for everything," Herron explains. "We go to nursing conferences together, and she's an active part of meetings in the hospital."

Around the medical center, Courtney is known for her Disney scrubs, which she says brighten the attitudes of those she is helping. "It's amazing. A patient will be in a bad mood, and they just smile when they see my scrubs."

Eventually Herron would like to do more teaching and keep improving her skills and education. "I do really love bedside nursing too," she adds. She is inspired by helping people and making a difference each day. "When I leave I know I made someone's day better. Even though when I am with them, they are at their lowest point, I try to make their day better."

photographed by Lloyd Villas



SAN PEDRO AND TORRANCE EARN LEAPFROG "A" RATING FOR THIRD TIME

Providence Little Company of Mary Medical Centers San Pedro and Torrance were recognized for a third straight time by The Leapfrog Group for earning an "A" grade for patient safety.

"Everyone in the entire hospital shares this recognition," says Jeremy Baker, Providence Little Company of Mary's director of quality and safety. "It's a complete commitment across-the-board."

The Leapfrog Group has rigorous standards used each year in its semi-annual grading system. Infection rates, maternity care and a hospital's capacity to prevent medication errors all play roles in how a hospital is scored. In November both hospitals earned an "A" in safety from Leapfrog, applicable to general acute care hospitals only and reflective of safety records based on data from the Centers for Medicare and Medicaid, as well as other sources.

In 2017 the Torrance hospital was recognized as a Top General Hospital—one of only six in the state of California and one of two in Los Angeles County to earn that achievement.

UPFRONT

SISTER M. MILDRED RADZIEWICZ (1923 - 2019)

Sister M. Mildred Radzewicz, L.C.M., a member of the Little Company of Mary Sisters for 62 years and resident of the South Bay for the past 10 years, passed away on Wednesday, January 9, 2019 in Torrance at the age of 95. Sister Mildred was born in Parsons, Pennsylvania on July 19, 1923 to Benjamin and Phyllis (Czarniecki) Radzewicz. She was predeceased by her parents, her brother, Anthony, and her sister, Helen Blessner. She is survived by her sister, Florentine, and several nieces and nephews. Prior to entering the Little Company of Mary Sisters in 1957 and professing her vows in 1960, Mildred was a registered nurse and served in the U.S. Navy; her rank at discharge was LTJC. Sister Mildred served in several nursing and administrative positions in the LCM Sisters-sponsored ministries and as co-facilitator of the LCM Sisters Associate Program. Members of her community, family and friends gathered on January 16, 2019 at the Centofante Chapel at Providence Little Company of Mary; a private burial followed on January 17 at Holy Cross Cemetery in Culver City. The family requested that any donations be made to the Little Company of Mary Sisters Retirement Fund or to Providence TrinityCare Hospice. Please go to Rice Mortuary's website, www.LAfuneral.com to send the sisters and family messages and share memories.

Published in Orange County Register on Jan. 16, 2019



A HEART SCREENING CAN SAVE YOUR LIFE

SIGN UP TODAY!

Getting tested is important if you're over 35 years old and have at least one of the following risk factors:

- Diabetes
- High blood pressure
- High cholesterol
- Family history of cardiovascular disease
- Sedentary lifestyle
- Obesity
- Smoking
- Unhealthy diet



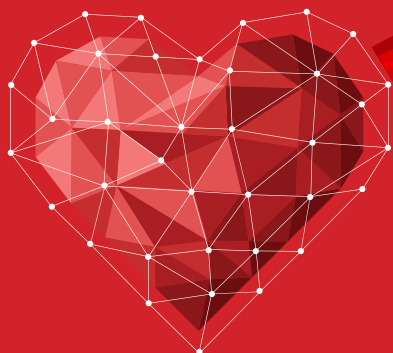
Learn more at 888-HEALING (432-5464) or visit www.providence.org/heartscreening

Screenings are available at three convenient locations:
Torrance, San Pedro and Manhattan Beach.

ADVANCED HEALTHY HEART SCREENING

\$250 (VALUED AT \$1,500)

- Echocardiogram (heart scan)
- Stroke/carotid artery screening
- Abdominal aortic screening
- Body mass index (BMI)
- Comprehensive cholesterol screening
- Peripheral arterial disease screening



UPCOMING

SPINE LECTURE

MAY 1 (DOUBLETREE BY HILTON, TORRANCE)

6 p.m. to 8 p.m.

Is your back pain keeping you from doing the things you love? If so, join us for this free, informative lecture where we will help you understand what treatment options are available to help you get back to doing the things you love. To register or get more information call 888-HEALING (432-5464) or visit ProvidenceClasses.org.



GOLF CLASSIC

MAY 6 (ROLLING HILLS COUNTRY CLUB)

11 a.m. to 8 p.m.

A new Spring Wellness Day, along with our 41st annual Golf Classic, will be held at the prestigious Rolling Hills Country Club (RHCC). Non-golfers will enjoy a unique experience featuring a wellness speaker and cooking demonstration, with access to RHCC's state-of-the-art amenities. Guests of both activities are invited to come together in the evening for a cocktail reception, followed by a three-course gourmet dinner.



ONGOING

LOW-COST HEART SCREENINGS

Providence Little Company of Mary is proud to offer valuable, low-cost heart screenings to the community, at three convenient locations: Torrance, San Pedro and Manhattan Beach. Screenings are available during the week as well as on the weekends. Getting screened today could help avoid problems in the future. Register online at Providence.org/heartscreening or call 888-HEALING (432-5464).

GENETIC SCREENING AND TESTING

Providence Little Company of Mary offers genetic testing and genetic screening. Services are available at the Women's Imaging Center in Torrance, located at 20929 Hawthorne Boulevard. With good information you can make informed choices, assess your risk of developing cancer and plan for tomorrow. We provide complete, state-of-the-art care for all members of families who are at increased risk of breast, ovarian, colon, uterine, pancreatic and other cancers due to inherited gene mutations. To schedule a consultation, call 310-303-7087.

PRENATAL AND BABY CARE CLASSES

If you are expecting your first child or have already had your baby, prenatal or baby care classes are a great way to help you understand pregnancy and parenting. We offer a variety of classes that give insight into what you are experiencing now and help you prepare for the experiences to come. Topics include: preparation for childbirth; breastfeeding; labor, epidural and neonatal care; baby care basics; and CPR techniques for infants, children and adults. Visit ProvidenceClasses.org to learn more.

To register for upcoming classes and events or to get more information call 888-HEALING (432-5464) or visit ProvidenceClasses.org

Q&A

DIRECTING THE FUTURE, WITH CARE

Interview by
Stephanie McPherson



DR. GLEN KOMATSU

photographed by Taso Papadakis

Glen Komatsu, MD, is trying to bring the “care” back into health care. For years he struggled with a one-size-fits-all approach to medicine, and as a neonatologist he saw families’ desires pushed into the background, as doctors battled to save every life without regard for the quality of that life.

His perspective shifted during a year-long Harvard Medical School fellowship in palliative medicine, a specialty focused on alleviating the symptoms and stress of serious illnesses. Offered at any stage of disease—and often in conjunction with curative treatments—palliative medicine emphasizes the patient’s desires for his or her care, balanced with the reality of their medical condition.

Dr. Komatsu is now the Regional Chief Medical Officer of Hospice & Palliative Care for Providence St. Joseph Health, Southern California. As part of his work, he spends time at Providence Little Company of Mary Medical Center Torrance and San Pedro, where he hopes to bring some of the ethos of the specialty to health care in general.

How do you think medicine can generally benefit from the methods and philosophies of palliative care?

We have lost sight of the human qualities of caring. We’re focused on the prevention, diagnosis and treatment of diseases, and we’ve lost sight of the individual human experience of illness. The example I give many times in my talks is: If you have 50 women with the same stage, same cell type, same markers of breast cancer, they all are treated the same, because we know from the medicine and the science that this particular cancer responds to this particular treatment and has the highest chances of good outcome.

But what we don’t take into account in modern health care is the individual experience of each of those 50 women. Each of

them will go through this journey in a very different manner and will need specific kinds of support, encouragement and treatment to help them get through the experience.

How can these methods be incorporated into modern care?

We just need to listen to patients and families. We need to focus on patients' comfort and quality of life. We need to ask them what's important to them on a regular basis, to make sure that our treatment is aligned with their goals and that we're doing things that are helping them—not causing “dis-ease,” more pain and more suffering. We have to keep listening and asking in a way that allows people to answer and think about what's important to them.

In the vein of understanding a patient's wishes, why should someone arrange to have advanced directives in place?

Advanced directives are documents that can express what your wishes are and what's important to you. If you can't speak for yourself, they can also designate a person to speak for you.

But it's not the document itself that's so critical, it's the conversation around the document. For instance, “I don't want to be kept alive on machines. I don't want dialysis if my kidneys fail.” You can always change your mind,

but having the conversation helps both sides. Both the person and the family better understand each other through this conversation.

Is it important for people to have these in place even before they get sick?

Absolutely. In fact it should be done when you're not sick. Anybody who is over 18 should have the conversation. People make different decisions when they're sick versus when they're healthy. Sometimes it's easy to say when you're healthy that you wouldn't want to be dependent on machines, and then when you're faced with the prospect of being on dialysis or dying, some people change their minds and say, “Oh I guess maybe I will try dialysis for a while.”

You are also the chief medical officer for TrinityCare Hospice—which includes TrinityKids for terminally ill children. How does palliative care factor into this work?

While a cure is always the first goal of medicine, it may not always be possible, and we have to be able to focus on healing as opposed to curing. Healing is where a person—the child, the family—becomes transformed by the illness experience and actually leans into the pain and suffering, understands that it's part of living, comes to terms with that, and is able to find the gratitude, love and

compassion in life.

The work is very hard, and the parents are in agony. It's not that we can fix that—we can't take away their pain, we can't ease their pain. But what we can do is keep showing up. We can show them that we're going to walk alongside them, no matter how bad things get, so they don't feel like they have to go through this alone. Our presence alone is comforting and therapeutic.

That's what human beings do for each other, and I think we need to get back to that in medicine. Understand that we can't fix everything, but we can be present with our patients and treat them as fellow human beings as opposed to “us” being the well and “them” being the sick.

How is the Palliative Care Service at Providence Little Company of Mary Torrance unique?

I want people on my palliative care team to be leaders—not only great practitioners clinically, but leaders in the field who can help change the culture of this institution and the culture of health care at large.

The vast majority of hospitals have palliative care now, but their focus is on seeing the patients that need help, which is of course the primary function. But our vision goes way beyond that in terms of helping bring more humanity into health care. ●



CREATING AN ADVANCED DIRECTIVE

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Completing an advance directive can be accomplished in five easy steps.

STEP 1

Choose your health care representative.

STEP 2:

Make your health care choices.

STEP 3

Outline your health care representative's authority.

STEP 4

Sign the form.

STEP 5

Submit a copy of your completed advance directive.

If you have any questions as you complete the form, please talk with your doctor. He or she can explain what the options may mean for you and your family.

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You'll find more useful information here:

<https://www.providence.org/institute-for-human-caring>
and downloadable/fillable PDF forms here:
Provhealth.org/AD

COMMUNITY OUTREACH



CHOOSE TO CHANGE HELPS PEOPLE AVOID DIABETES

Innovative program brings together people to make better lifestyle choices and reduce stress to improve their health.

Written by Kate Gammon

Change can be a challenge, but an innovative program at the Providence Little Company of Mary Wellness and Activity Center in Wilmington is designed to help create lasting improvements. The year-long Choose to Change program gives participants a new way to think about their health, explains Justin Joe, the

director of community partnerships at Providence Little Company of Mary Medical Centers San Pedro and Torrance.

Across the U.S. more than 30 million people have diabetes, and 1 in 4 of them don't know they have it. Eighty-four million American adults—over a third—have prediabetes, and 90% of them

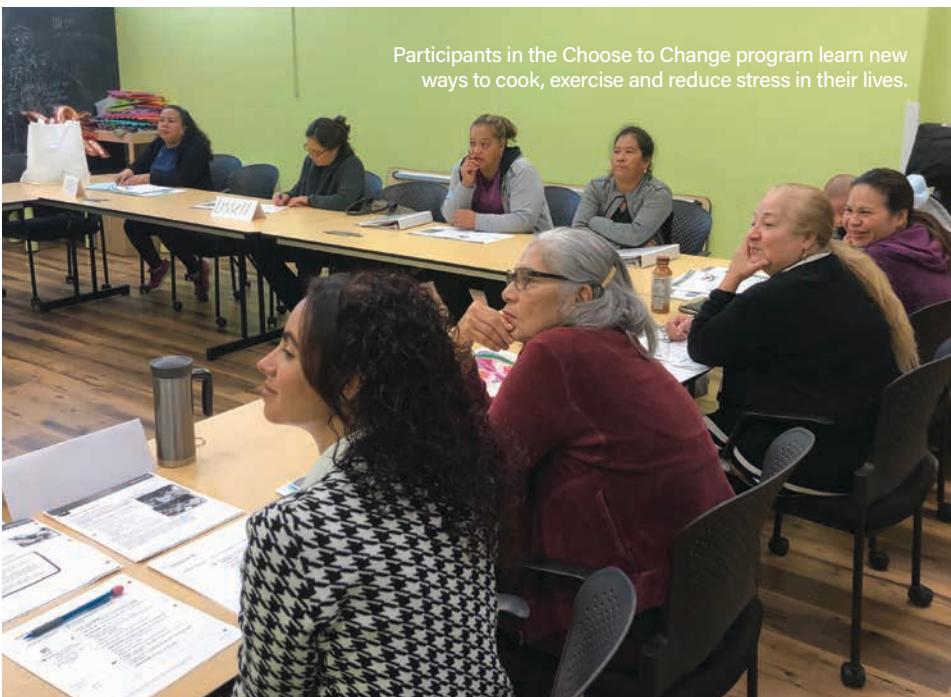
aren't aware that they could be on the verge of developing full-blown diabetes. Research shows about 70% of people with prediabetes will develop type 2 diabetes over time.

This program looks to change that statistic. For the first six months, participants attend weekly sessions and learn healthy life skills like getting active, tracking food and managing stress, and are even taught how to shop for and cook healthy meals. For the second half of the program, they meet monthly with an option to come in for extra help. Choose to Change is led by certified lifestyle coaches.

"We want participants to take charge," says Christina Herrera, a program coordinator.

COMMUNITY OUTREACH

ONE OF THE MAIN PROGRAM GOALS IS TO MOTIVATE EACH PARTICIPANT TO **WALK 150 MINUTES A WEEK**—AND TO HOPEFULLY **LOSE 5% OF THEIR WEIGHT** OVER THE COURSE OF THE YEAR.



"Basically they're learning tips and sharing ideas so they can control their own healthy future."

Through sharing their successes with each other, participants motivate one another to improve their lives. Participants also create a personalized action plan and make sure they have what they need to make those actions happen.

One of the main program goals is to motivate each participant to walk 150 minutes a week—and to hopefully lose 5% of their weight over the course of the year. In the first year of Choose to Change, a Spanish-language cohort of 15 participants started in the fall of 2018, and

another one started early 2019. The program is recruiting English-language participants as well.

People are eligible for the program if they are prediabetic by their own self diagnosis—using a risk assessment from the American Diabetes Association.

If people want to help out the program by leading optional activities like walking clubs or healthy cooking demonstrations, the program would welcome extra assistance. "Diabetes in LA county is increasing steadily, so this is one way we can intervene on that—especially in Wilmington, which is an underserved neighborhood," says Justin.

TYPE 2 DIABETES RISK FACTORS

The lifestyle changes you make in the Choose To Change program will help you prevent or delay type 2 diabetes. You may have prediabetes and be at risk for type 2 diabetes if you:

- Are 45 years of age or older
- Are overweight
- Have a family history of type 2 diabetes
- Are physically active fewer than three times per week
- Ever had diabetes while pregnant (gestational diabetes) or gave birth to a baby that weighed more than 9 pounds.



CALL TO ACTION

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To learn more or inquire about Choose to Change, call 877-PROVIDE or check out the website: <http://Providence.org/Choose2Change>



MEET YOUR NEW CHIEF EXECUTIVE: GARRY OLNEY

Manhattan Beach
resident Garry Olney
is excited to bring
his years of clinical
training and health care
leadership to Providence
Little Company of
Mary Medical Centers
Torrance & San Pedro.

Photographed by
Michael Neveux

Working for a faith-based hospital is a calling for Garry Olney, the new chief executive of Little Company of Mary Medical Centers. Olney was raised Catholic, and faith has always been an important part of his life.

Prior to his move to California four years ago to join Providence as the Administrator of Little Company of Mary San Pedro, Olney worked for Ascension Health (Seton), the largest faith-based health system in the U.S., in Austin, Texas. Olney recalls his first encounter of the hospital's impact on the community as he traveled to San Pedro to interview for the position. He asked the taxi cab driver on the way to the medical center what he thought about the hospital. The taxi driver told him, "The medical center is the heart of the city. It's our community's safe place."

That same sense of security resonated with Olney. "As soon as I walked in the door of the hospital, a great sense of healing and calmness came over me," he says. At that moment he knew it was his calling to be the Administrator at Little Company of Mary San Pedro.

And he did just that! In 2015 he joined the medical center. After a year and a half, he was promoted to the Chief Operating Officer for the South Bay, which includes Little Company of Mary Medical Centers in Torrance and San Pedro—and in June 2018, he became chief executive for both medical centers. Together the two facilities have approximately 800 licensed hospital beds and provide a wide variety of services, from primary care to specialties, neuroscience, cardiovascular, oncology, orthopedics, behavioral health services and much more.

Olney's executive leadership experience has prepared him to carry out the mission and legacy of Little Company of Mary's founding sisters well into the future for the benefit of our community, especially the

poor and the vulnerable. “We are exceptionally well-positioned with a robust strategic plan for this year and the coming years,” he says. “Our caregiver and physician engagement scores are some of the highest in the Providence St. Joseph Health system and exceed national benchmarks.”

Modern Healthcare recognized the Torrance Medical Center as one of the 2018 Best Places to Work in Healthcare. The medical center went through a rigorous assessment process, including an extensive employee survey, to earn this award and was the only hospital in the South Bay, and just one of eight in California, to win this honor. Receiving this honor is “a testament to our executive team, our strong clinical leaders and to how much we care about our community, our caregivers and our physicians,” says Olney.

Olney explains that what makes him different from many health care executives is that he worked as a bedside nurse for several years. He knows what families and patients go through and what nurses and doctors experience daily. “You really need strong clinical leadership, and I feel that comes from the bedside,” he says.


Olney became interested in the administrative side of nursing after moving to Houston, Texas and working in the emergency room, neonatal intensive care and burn units at Memorial Hermann Health System in the early 1990s. After a promotion to a nursing director, he found he had a talent for building effective teams and decided to return to school, earning his master's in business and later receiving his doctorate degree in nursing.

Olney is passionate about finding solutions that provide the highest quality of health care possible. His focus is on growing the more specialized service lines in the hospitals, based on the needs of the community. He is also focused on redirecting other services to satellite facilities that reduce the cost of care. The opening of the Providence Advanced Care Center (ACC) is a perfect example of placing services in the community outside of the cost structure of

the hospital, to improve access and affordability for patients and allowing for the expansion of more complex specialized services within the hospital. The environment of care in the ACC is state-of-the-art and is focused on providing a convenient, consumer-friendly experience.

Olney has a passion for improvement and finding the pathway to “yes” when approaching issues. At Providence Little Company of Mary, he and the leadership team practice a management system called “lean”—a business methodology aimed at continuously improving the customer value by minimizing waste present in processes and developing people to their full potential.

Olney says lean management is a way to engage and empower patients, employees and doctors, to identify problems and determine the best approach to addressing the root causes of those problems. There are no better problem solvers than those who actually provide the care, each and every day, for our patients. Lean management reminds us to keep the patients, and their families, at the center of our improvements.

 **My focus will always be on better care for our employees, patients and the communities we serve.”**

This approach to management and improvement has led to both medical centers achieving state and national recognition. Providence Little Company of Mary Torrance is ranked a regional “Best Hospital” by *U.S. News & World Report* and both medical centers earned an A grade from Leapfrog, a national organization that grades hospitals based on their safety and quality of care. The Torrance medical center was also designated Magnet status, an award given by the American Nursing Credentialing Center for a hospital's quality of nursing care. Both the sub-acute unit and the skilled nursing facilities at the medical centers earned 5-star ratings from *U.S. News & World Report*, and the acute rehab

unit at the San Pedro hospital is rated nationally for the quality of care provided. The San Pedro medical center recently opened one of the first hospital licensed psychiatric crisis stabilization units in California. The unit provides care to patients having a psychiatric crisis. Finally, Little Company of Mary Torrance is the only South Bay hospital that is a Joint Commission Certified Comprehensive Stroke Center.

SURVIVING AND THRIVING IN THE RAPIDLY CHANGING HEALTH CARE INDUSTRY

Olney is excited about the partnerships we are developing with world class health care organizations like USC and City of Hope. “People who live in the South Bay should not have to leave for complex care. The partnerships we are developing will allow patients to receive academic-based, state-of-the-art, specialized patient and family centered care in the South Bay.”

To take his vision of health care into the future, Olney knows he must focus and support the needs of his resilient team of executives, physicians, nurses, support and ancillary professionals. “They are doing complex work every single day and my job is to enable their work, provide resources they need and highlight their accomplishments to our community and throughout the organization.”

He recalls how many times he has been asked by friends and family questions about their medical bills. It became clearer than ever that health care may be the only industry in which the consumer has little or no idea of what services costs. Olney says this has distorted the manner in which free markets typically operate, and coupled with government actions over the past several years to attempt to move toward a single-payer system (a single payer system is one where a single public agency takes responsibility for financing health care for all residents) has resulted in a race toward industry consolidation. The expansion of digital and virtual health, the distribution of advanced technology into the community, and the shift of higher acuity care into the outpatient

environment creates opportunities to move from a large, centralized health care system to a smaller, more cost effective, patient-focused one in which health care is more accessible, more affordable, more personal, and closer to home.

Olney is a proponent of the concept “My hospital is...My Place of Healing.” This means that your hospital is your health care provider for life. Once someone is born at the hospital, that person becomes a patient of the pediatric team. As the child grows, he/she transitions to the affiliated primary care provider network. Should a specialist be required, options within the hospital network are made available. Offering services such as urgent care and house call options will increase the “stickiness” of the patient and family to our medical center; becoming the family’s hospital of choice for life.

When the journey of life nears the end, providing services such as home health, palliative care and hospice services will ease the transition. The “Hospital in the Home” will offer patients the ability to be cared for in the comfort of their home. Early research shows that the quality and cost of care is better than patients having to be admitted to the hospital. Seeking out new ways of delivering care is necessary in response to new models of reimbursement for health delivery systems that pay for keeping people healthy and out of the hospital rather than for procedures or admissions to the hospital. Profits in the future will be directed toward maintaining the health of communities rather than just thwarting illness.

Olney’s leadership team is hard at work to execute on the promises of the future; much of what he has spoken about is currently being deployed or in development. “Providing a compelling value proposition becomes very important, especially when competing with hospitals of greater scale,” he adds. “Differentiation through demonstrable excellence of service lines with compassion for the patient and family will be critical to our ongoing success.”

His team’s efforts are underway to create a

strong clear and visible presence in the community. “We are hard at work reaching out to the nursing homes, senior communities, assisted living, local businesses, and churches to tell the hospital’s story in an effort to build our brand,” he says.

VISION FOR THE FUTURE

Olney plans to focus his time at Providence Little Company of Mary Medical Centers San Pedro and Torrance, positioning them for where health care is headed in the future.

He is inspired by the heritage of the two hospitals, which have been caring for and healing people in the local community for more than 150 years combined. And it’s not just about taking care of patients—it’s about caring for our caregivers and physicians.

Olney explains, “Having strong regional leadership and board support that partners with the medical center’s executive team provides resilient support, which allows us to achieve our strategic vision. The entire team is focused on our promise to ‘know me, care for me and to ease the way’ of everyone who works or receives care at our medical centers.”

When Olney speaks to employees at new employee orientation, he often hears stories that staff tell about how they came to work at Providence Little Company of Mary, and the overwhelming theme is the medical center’s strong mission and values. “Our leadership team is focused on living the mission of our sisters, who were in their own right incredibly strategic and determined to succeed,” he says. “Today the sisters of Little Company of Mary sit on our board to ensure the work continues as we serve our community’s needs.”

Olney’s visionary leadership transforms medical centers into nationally recognized medical centers that exceed clinical care benchmarks. During his career Olney has delivered financial performance while energizing and rejuvenating the spirit of organizations through robust employee

and physician engagement. He is proficient in growing philanthropic support, forging strong physician partnerships to drive clinical integration and expanding service lines.

THERE’S NO PLACE LIKE HOME — FOR CARE

Beyond the medical centers, Olney has found insight from his family. “Family has always been very important to me,” he says. He and his husband have adopted twins—Ethan and Lucas, now 16—and a son Conor, age 23. He has always felt a responsibility to treat and care for patients and their families the way he would want his family treated and to instill that value in his coworkers. Being the father of three boys has given Olney a great deal of patience, he explains with a laugh. “It has taught me how to dig deeper for the facts, in a way that is not defensive, and it has allowed me to practice the art of asking probing questions,” he says. “My family has been an incredible support system for me, and they allow me to lead with a strong sense of compassion when faced with difficult decisions.”

To remain grounded and reduce his stress, Olney decided to take up a new hobby at the age of 50: playing the cello. Learning to play was always a passion of his, and he knew that starting to play at the age of 50 (eight years ago) would be a challenge. When he plays the instrument, it helps him go to a place where he can truly reflect. “I’m thinking and playing at the same time.”

Olney’s deep health care knowledge, combined with his dynamic, innovative skills have made him the voice to lead Little Company of Mary Medical Centers in Torrance and San Pedro and to ensure the South Bay’s health care needs are addressed at the highest level available.

“My focus will always be on better care for our employees, patients and the communities we serve,” Olney says. “My executive team is relentlessly focused on getting to the highest level of clinical excellence, patient experience and performance. We have built a culture around it. It’s at the core of our work.” ●



Providence Little Company of Mary Foundation thanks its many benefactors in the South Bay and beyond for helping us complete three transformational fundraising campaigns in 2018: **Heart to Heart**, **San Pedro Emergency Excellence**, and **Women's & Children's Health**.

More than \$44 million was generously invested in our medical centers by friends and businesses in our community to expand and enhance our physical resources, add sophisticated technologies for diagnosis and treatment, and to ensure that our compassionate care continues to heal — and save lives.

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BACK IN THE GAME

A jet ski accident changed Randy White's life in an instant. Surgeons and rehab gave him a second chance and a fresh start.

Written by Kelsey Tsipis

Photographed by Kristin Anderson

Randy White was enjoying a day of jet skiing on the water at Cabrillo Beach when an accident changed the course of his life.



For Randy White, memories from the accident that left him paralyzed have taken on an almost otherworldly quality.

White, who is a husband, father of two and general contractor, lives in Gardena. He readily recalls the

date, the location and the company he was with that fateful day.

It was August 18, 2018, and White, along with some friends, drove out to Cabrillo Beach in San Pedro to enjoy a sunny day of jet skiing and fun on the water.



But floating in his memory are hazy feelings of what happened next: the excited anticipation as he unhitched the jet skis and hopped aboard and then the tinge of panic as, out of the corner of his eye, he saw a boat pull away from the dock just as

he was cruising out.

The boat's wake sent a crisscrossing wave pattern on a missile-like path toward him. White braced himself to absorb the impact and fortunately was able to clear the first two waves. Then came a third one.

The wave lifted the jet ski into the air, causing White's hands to slide off the handlebars. Suddenly unsupported, the full weight of his body went flying forward—the momentum sending him headfirst into the center portion of the handlebars.

For White the aftermath is a memory in slow motion. He remembers the silent terror of tumbling off the jet ski, landing face down in the water (still floating thanks to his life vest) and then—still completely conscious—realizing he couldn't move his arms or legs.

"I remember asking God, 'Is this really how my life ends?'" he says.

Luckily a friend quickly circled back and turned White over so he could breathe. By this time a floating parade of people nearby had gathered to offer help. One boater wisely advised not to remove White from the water for fear of worsening any injuries.

The Coast Guard soon arrived, placed a stretcher under White and carefully lifted him out of the water and onto the bottom of the boat. Wide-eyed and alert, he was unable to feel any contact from either the stretcher or the floor of the boat. Slowly shedding the shock, White began to realize that he was paralyzed.

"I was just looking at my toes like, 'You gotta move, you gotta move,'" he recalls.

Hours later at the hospital where White was brought by ambulance, an MRI confirmed the cause of the paralysis: He had suffered a severe spinal injury. Three vertebrae in his upper neck had buckled onto each other when his head impacted with the jet ski handlebars. The compression was putting an immense amount of pressure on his spinal cord, causing him to lose feeling in his arms and legs.

THE 'BIG PICTURE'

The spinal cord is a bundle of nerves that acts as an information super highway, transmitting nerve signals from the brain to the extremities. The long, thin, tubular structure is encased in a hollow tunnel—our spinal cavity—that protects it via a hard, outer shell and soft, shock-absorbing layers of tissue and ligaments.

The problem is that there's not a lot of extra space in that tunnel. That means anything encroaching upon the spinal cavity—for instance arthritis, a blood clot, tumor or in White's case, crunching vertebrae—cuts the nerves off from their blood supply, which in turn cuts off the connection between brain and limbs.

Surgeries to relieve that pressure are intricate and require a multidisciplinary approach. The complexity of the spinal cord and its fragile location make spinal surgery a delicate balance of neuro, orthopedic and general surgery, as well as interventional pain and radiology, physiatry and neuropsychology.

I never looked at the accident like, this is the end. I just said, 'OK this is another challenge. Let's move forward!'"

To add to the difficulty, there's also a timeliness component. Intervening early in severe spinal injuries greatly increases a patient's chances of regaining mobility. Research shows that early intervention after traumatic spinal cord injuries leads to better neurological recovery. Post-surgery physical therapy and rehabilitation also play a major role in a patient's recovery.

Until recently, however, patients with complex injuries like White's had to be transferred to specialty centers in Los Angeles, costing precious time.

That changed in 2016 when Providence Little Company of Mary Medical Center Torrance set out to create a cutting-edge spine center that brought

together surgical experts from a wide range of fields, including a dedicated team of renowned neurosurgeons and orthopedic surgeons, who capitalized on the hospital's already nationally recognized rehabilitation centers.

The result is the now-open Providence Little Company of Mary Spine Institute, a state-of-the-art surgical program offering the only comprehensive spinal treatment in the South Bay region. With more than 10 surgeons located nearby, the institute is perfectly set up for both emergency services and conventional chronic back pain patients.

Walavan Sivakumar, MD, director of neurosurgery, calls this seeing the “big picture.” Dr. Sivakumar, a fellowship-trained neurosurgeon and expert on skull base and minimally invasive and endoscopic neurosurgery, joined the team this past July, enticed by the reputations of the other surgeons and novelty of care the center aimed to provide.

“It’s incredible that we were able to bring all of these different specialties to one place to work together at a high level to get our patients well from spine disease and back pain,” says Dr. Sivakumar.

The institute also draws from the expertise of a nationwide network of surgeons. The Providence hospital network includes centers all along the west coast. Each month the Providence Little Company of Mary Torrance surgical team joins these centers to discuss best treatment options and methods. Being part of a larger network of hospitals means that patients in the South Bay can get treatment from a deeply experienced team, says Jean-Philippe Langevin, MD, director of neurospine surgery, restorative neurosurgery and the deep brain stimulation program.

The combination of a skilled surgical team, convenient rehabilitation facilities and glowing patient reviews meant that when White began to research spinal surgeons in the area, “One center in particular stood out,” he says. “Little Company of Mary.”

Three days after his accident, White was transferred to the medical center to have Drs. Sivakumar and Langevin perform a procedure



called a laminectomy, which essentially “unroofs” the vertebrae, turning it from a tunnel into a half-pipe, to give the spinal cord room to breathe. Then small screws and rods are placed along the spine to reinstate the stability of the lost bone, in a procedure called a fusion. Afterward White would need to undergo months of rehabilitation.

The prospect of a high-risk surgery with extensive rehab and no guarantee of a full recovery would have sent most people reeling into panic. But not White.

“I just thought, ‘OK it’s time to be patient,’” he says. “I never looked at the accident like this is the end. I just said, ‘OK this is another challenge. Let’s move forward.’”

A UNIQUE CASE

On August 23, 2018, led by Drs. Sivakumar and Langevin, a surgical team at Providence Little Company of Mary Torrance, operated on White for nearly five hours. The case was unique in that he had a lot of acute neurological deterioration from the accident. Luckily, however, he had gotten to the center in time.

A critical part of a laminectomy and fusion is the precision in which the screws are placed in the bone. To verify that the screws are placed properly, the medical center team goes high-tech, using X-rays and computers to guide the screwdriver to precise locations—“like a GPS inside a car,” explains Dr. Langevin.

The surgeons' tireless effort paid off. When White woke up post-surgery, he felt an extreme burning sensation across his arms, which paradoxically was a good sign. The burning meant he had sensation back in his arms: The surgery had worked.

"For decompressions of spinal cord like this, not everyone is fortunate to have such a recovery," says Dr. Langevin. "That's really gratifying for us. That is precisely why we do what we do."

But there was still more work ahead.

Two days later White checked into the nationally recognized Providence Little Company of Mary San Pedro Acute Rehabilitation Center to start occupational and physical therapy. Due to the severity of his injury, it was assumed he would not regain feeling in his legs or use his hands fully again. His first day was an orientation on devices that would make everyday life easier, like straps to hold his food.

But White was relentless.

By his second week at the center, he was attempting sit-ups in his bed at night.

By his third week, to everyone's astonishment, he was walking with a walker, making slight movements in his arms and using a stylus to type on a tablet.

By his fourth week, White used a walker on his own to go to the restroom. Days later, as his family watched in amazement, he raised himself out of bed, put his feet on ground and stood up—the first time he had stood on his own since the accident.

"I said, 'This is the first step,'" remembers White.

Just days later, after transferring to the nationally-ranked acute rehab center in San Pedro, he took his first wobbly steps without a walker.

"I remember laughing like, man this is crazy, we're doing this all over again, like I'm 7 months old," he says.

White's progress shocked even his most adamant believers.

"We are just amazed at everything he's been able to accomplish," says Dr. Sivakumar. "I think he embodies the perfect patient—so enthusiastic, so motivated, and he has a wonderful group of

people around him. I think having all of those things in place are essential to having a good recovery from these injuries."

White is quick to turn the credit back to the medical center staff.

"Little Company of Mary San Pedro has the most incredible rehab team I've ever seen," he says. "I'd absolutely still be in that hospital bed if it weren't for them."

After two months of rehab, it was time for White to transition home. On the first day out of the facility, he returned to the exact location of the accident, Cabrillo Beach, with his wife.

"I just had to go back," he says. "I had to see."

Leaving the site allowed White to gain distance from the accident. It's still a struggle at this point. For instance climbing the stairs in his house is extraordinarily exhausting, and he's still regaining fine movements in his hands and legs, but he's not prepared to slow down the rate of his progress anytime soon.

"I feel like now life kicks in," says the grateful patient. "I really feel like I got a fresh start." ●

Dr. Walavan Sivakumar and Dr. Jean-Philippe Langevin operated on Randy White's spine to give him back his life.



A woman with dark hair, wearing a bright pink vest over a black long-sleeved shirt and black pants, stands in a boatyard. She is leaning against a white inflatable boat. The vest has a black rectangular patch with the text "40th" in large white letters and "RACING" in smaller white letters below it. The boatyard is filled with various inflatable boats in different colors like orange, white, blue, and green. Some boats have numbers like 16, 17, 11, and 29. The background shows more boats and a cloudy sky.

NAVIGATING THE COURSE OF *Breast Cancer*



Thanks to a new partnership between City of Hope and Providence Little Company of Mary, the South Bay community will receive state-of-the-art cancer care that is close to home and second to none.

Written by Kristin Reynolds

Photographed by Kristin Anderson

Trust and focus. Endurance and positivity. On her ideal day, Lynn Flemer is heading out of Redondo Beach's King Harbor, paddling into the ocean waves in her outrigger canoe.

As it turns out, the same skills Flemer calls upon in the water—trust, focus, endurance and positivity—were among the exact ones she needed when she was diagnosed with breast cancer four years ago.

Her routine mammogram had revealed ductal carcinoma in situ (DCIS). DCIS is an early, non-invasive form of breast cancer in which abnormal cells grow within the milk ducts of the breast but do not spread to other breast tissue. DCIS accounts for one out of every five cases of breast cancer, according to the American Cancer Society (ACS).

Flemer, then 53, was no stranger to cancer. Her mother had had breast cancer, and her father died of melanoma, so she had been having mammogram screenings since she was 35 due to her prevalent family history.

The ACS recommends that women at high risk—those with a family history of the disease in a first-degree relative (parent, sibling, children) or who have a BRCA1 or BRCA2 gene mutation, among others—get an MRI and a mammogram each year starting at age 30. Women at average risk for breast cancer have the option to have a mammogram every year starting at age 40.

When the doctor called and asked her to come in to discuss her mammogram results, a close friend had insisted on accompanying her to her appointment that day. "You really don't need to

come,” Flemer had said to her friend. “They’re just going to tell me I have dense breasts and that because I haven’t had children, I’m at a higher risk. I’m not concerned in the least.”

She got a sneak peek at her chart and saw the letters “DCIS.” Then she heard the doctor speak the words: breast cancer. She went numb. Despite being at high risk, when Flemer learned she had breast cancer, she was shocked.

“Being diagnosed with cancer is something you are never prepared for.”

AN INDIVIDUAL PLAN FOR EVERY PATIENT

Flemer is not a wait-and-see person. She jumps into action mode, meeting all challenges in her path head-on. As a 20-year veteran of the pharmaceutical sales industry, she is comfortable with physicians, and knowledgeable about health care and medicine, so when it was time to take action post-diagnosis, she did what she does best—she swiftly and steadily paddled into the rough seas of her breast cancer journey.

She talked openly about her diagnosis with friends, family and anyone who wanted to benefit from hearing about her journey. In response she was showered with stories of hope, advice and encouragement.

She was surprised how many women revealed that they too had had breast cancer. She asked them who had treated them and what their experiences were like.

She asked her internal medicine doctor and nurse practitioner for surgeon recommendations. She traversed the city visiting hospitals, interviewing recommended physicians and discussing treatment options.

Weeks of research and homework finally led her to Carey Cullinane, MD, a breast surgeon at City of Hope South Bay. In August City of Hope partnered with Providence Little Company of Mary Medical Center to open a 25,000-square-foot cancer care center in Torrance. Thanks to this new partnership, South Bay community residents can now receive state-of-the-art cancer care close to home.

Flemer was blown away after her first appointment with Dr. Cullinane, who told her that, “Diseases are different, breasts are different and patients are different. Our team of caregivers at City of Hope work together to make a *personalized* treatment plan for every patient.”

Dr. Cullinane treated her as more than a diagnosis, more than a statistic.

She treated her as a human being.

A PERSON, NOT JUST A PATIENT

The scariest part of cancer is the unknown. Dr. Cullinane knows this,

AFTER A CANCER DIAGNOSIS: 4 QUESTIONS, ANSWERED

As breast surgeon Carey Cullinane, MD puts it: The scariest part of a cancer diagnosis is the unknown. It’s important to Dr. Cullinane that she take as much time with her patients as they need, answering their questions thoroughly and even repeatedly if they’d like. We asked Dr. Cullinane five common questions patients have after a cancer diagnosis, and she answered:

1 WILL CANCER DEFINE ME? No. I tell my patients that breast cancer will end up just being a small part of their lives. It will impact their life, sure, but it will not define it. And with breast cancer in particular, often everything really is going to be OK.

2 I’M OVERWHELMED. HOW DO I EVEN BEGIN TO FIND THE RIGHT HEALTH CARE TEAM? First you should feel comfortable with them in person. When you ask a question, be sure it’s answered in a way you can understand. Many times, as clinicians, there are multiple ways we can explain something. Sometimes it takes an analogy. We didn’t become surgical oncologists overnight. It took years of schooling. So to teach a patient about their disease in a short time and not confuse or overwhelm is a balance. As doctors we can’t expect our patients to be experts, but they need to understand the disease enough to make informed decisions about their treatment and care.

3 HOW DO I SORT THROUGH ALL THE ADVICE COMING MY WAY? Know that the person who is giving advice has their heart in the right place. Sometimes it’s easier for the newly diagnosed to keep the diagnosis inside their close circle and to first go to consultations, speak with doctors and establish a plan, so that when they do share more information with friends and family they can say, “I’ve talked with my physicians and worked out the best plan for me.” Remember that people really want to help, so sometimes it’s best to give them tasks to do. And if you’re the person offering advice to a loved one with cancer, ask what they need first and how you can help. Know that “no, thank you” to an offer of help is an acceptable answer.

4 WHAT ARE YOUR TOP THREE TIPS FOR THE NEWLY DIAGNOSED? First, don’t be afraid to seek a second opinion. Don’t feel bad that you might insult your doctor. It’s about your peace of mind and well-being, not ours. Second, educate yourself as much as you can about your disease or at least the basics. Third, keep copies of your medical records and lab results with you so they’re easily accessible at all your doctors’ appointments. This is especially important when seeking a second opinion.

so she arms her patients with as much information about their diagnosis as they'd like.

"People hear that they have cancer, but there is a wide spectrum of cancer diagnoses," Dr. Cullinane says. "It's important to drill down and discuss the type of cancer, the stage and the treatment options based on each individual, and to explain it in a way they understand and that gives them all the information they want.

"Some people want to be intimately involved—understanding every detail of their disease—and others don't. Flemer wanted all the details, so I gave them to her."

When she looks back on her first appointment with Dr. Cullinane, Flemer remembers a few points clearly.

"We really connected," Flemer says. "She looked me in the eyes, listened and paid attention to my questions and concerns. I went from being just another patient to being a human being when she pulled me into her office after the exam. She even sketched pictures of DCIS so that I could more clearly understand."

What are the pros and cons of lumpectomy as opposed to mastectomy? What are the rates of getting cancer again if you do one or the other? What kind of treatment therapies might be needed? Tell me about the different types of mastectomies. What is the likelihood the cancer will return? What is the best-case scenario? The worst?

These questions, and more, were on Flemer's list. Dr. Cullinane patiently and thoroughly answered them all.

"I'm that person who wants to know everything, and Dr. Cullinane works with whatever personality you have, adjusting and adapting to fit your needs," explains Flemer. "I felt that no matter what I asked her, she would answer with care, compassion, professionalism and expertise."

TREATMENT TIME AT LITTLE COMPANY OF MARY

After much consideration and discussion with Dr. Cullinane about her treatment plan, Flemer chose to undergo a double mastectomy, and she chose to have her surgery performed at Providence



Dr. Carey Cullinane

Little Company of Mary Medical Center Torrance. "I couldn't let go of the idea that if I didn't have a double mastectomy, I could be holding onto something that could come back and harm me later," she says.

Research shows that women who have lumpectomy for DCIS (in which only a portion of the breast is removed) without radiation therapy have up to a 30% chance of having a recurrence; when lumpectomy is combined with radiation, the chance of a recurrence is about 15%. That percentage drops dramatically with mastectomy.

City of Hope is a comprehensive cancer center, the highest recognition designated by the National Cancer Institute. "Thinking outside the box is important," Dr. Cullinane says. "It's not just about the latest surgical treatment but about collaboration too. The medical oncologist, the surgical oncologist and radiation oncologist are all working closely together, creating a culture of strong teamwork that is unique among institutions."

The staff is also primed to understand what the patient needs at any given time.

"The receptionist you speak with on the phone understands, the person who checks you in or brings you a glass of water understands," says Dr. Cullinane. "Patients don't need to explain themselves over and over, which is comforting. They feel they are surrounded by people who understand

what they are going through and who care."

Going into surgery Flemer says she was nervous, but she also felt confident that she had made good decisions, guided by Dr. Cullinane and her health care team.

"My focus was on having a good result, and I knew I had the best players surrounding me. Dr. Cullinane and Dr. Lisa Jewell, the plastic surgeon who did the reconstruction, were a dynamic duo. I was 100% behind my decisions and my surgeons on surgery day, and I was also hoping, of course, that they had had a good night's rest," she says with a laugh.

Post-surgery, Flemer learned that her tumor was not slow-growing. It had increased in size from 2 to 7 millimeters in just three months. But fortunately, even with the rapid increase in size, she still did not need chemotherapy or radiation and her recovery was normal.

THE PATH FORWARD

Today Flemer still remains focused on being happy and helping those who are on their cancer journey. "That's my only job right now—to be happy and help others. It's literally my only goal."

Before her diagnosis she was under constant, intense stress at work, and just before she was told she had breast cancer she learned her company was undergoing the largest downsizing in its history and that her position was being eliminated.

"I've had much upheaval over the past few years, so these days I really concentrate on simply being happy. A friend told me recently that she had never seen me laughing so much.

"I feel awesome."

It's precisely that focus and positivity that propels Flemer forward, ensuring she's ready for whatever is beyond the next swell. ●



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For more information about
City of Hope South Bay, visit
SouthBayCancerCare.org.



A WEIGHT LIFTED OFF

Bariatric surgery changed Galo Franco from a person constantly in pain to someone who runs 10K races with his son.

Written by Stephanie M. McPherson

Photographed by Michael Neveux

Galo Franco's back hurt. His knees hurt. His joints hurt. He was tired all the time.

"When I tried exercising, I injured and pulled muscles more frequently," says Franco. "My body could not withstand the same type of aerobic intensity I was used to prior to my massive weight gain. Though I was so desperate to lose weight, I only ended up injuring myself and worsening my condition. I knew I needed help."

Franco is one of a growing number of people struggling with obesity who chose to have weight-loss surgery. In 2017 an estimated 250,000 Americans had a variation of bariatric surgery—which includes gastric bypass, gastric sleeve or gastric band (otherwise known as lap band).

"His story is very common," says Houman Solomon, MD, director of the Bariatric Wellness

Clinic at Providence Little Company of Mary Medical Center Torrance and Franco's doctor.

When they first met, Franco weighed 260 pounds. "Here is a guy who works hard, works a lot. He's trying really hard on his own to lose weight, and it has not been easy."

Billions of people around the world are considered overweight (BMI above 25) or obese (BMI above 30). For many people these conditions are accompanied by a host of other problems, including high cholesterol, heart disease and metabolic problems such as type 2 diabetes. While lifestyle modifications can address the issue for some, many—like Franco—don't see results on their own and turn to a medical intervention.

Providence Little Company of Mary Torrance's Bariatric Wellness Clinic opened its doors in spring

of 2017. The clinic offers weight loss surgery as a complement to lifestyle management.

"We treat the whole spectrum of obesity with more than just surgery, in a very high-quality program," says Dr. Solomon. "Patients feel better, a lot of their medical issues get resolved very quickly and often permanently."

After researching his options, Franco was happy to choose the Bariatric Wellness Clinic and Dr. Solomon.

"My wife and I have been patients of Little Company of Mary for several years," says Franco. "Our son was also born there, and we have always enjoyed top-notch care from the entire medical staff."

As part of preparation for the surgery, Franco met with a nutritionist to determine the diets that

would work best for him after his operation. He also learned about which exercises would help get him back into healthy physical condition, did some research on his own about side effects—the good and the bad—and read plenty of patient stories to understand what he could expect.

The Bariatric Wellness Center requires all patients to undergo medical tests (such as X-rays, lab work and electrocardiogram to check the heart) to confirm they are healthy enough for surgery. The Center also has patients meet with psychologists to ensure they have strong social support systems and stress management techniques in place.

“We assess their medical needs and identify their struggles with weight loss in the past so that we can customize a surgical plan for them,” explains Dr. Solomon. “For example somebody who’s very young, who can exercise well, [who can lose weight well] when they diet but has a hard time sticking to it—that’s a different story than somebody who has limited exercise capacity and significant vulnerabilities. Their needs are different than just controlling portions.”

During these consultations the Center determines which type of surgery would most effectively treat a patient’s medical issues.

There are three types of bariatric surgery offered at the Bariatric Wellness Center (the Lap Band, gastric bypass and gastric sleeve), and all three of them work by shrinking the size of the stomach, thereby reducing the amount of food able to be consumed. In addition, gastric bypass and gastric sleeve both increase the metabolic rate, which makes these operations the best choices for people with problems such as diabetes. Gastric bypass is the only one which also creates a condition of malabsorption, meaning the body will not absorb all of the calories consumed. It works by changing the route your food takes through your intestines, therefore bypassing certain areas involved with calorie absorption.

The ease and safety of bariatric surgery has



Galo Franco turned to Providence Little Company of Mary's Bariatric Wellness Center to get the help he needed. Today he runs races, sleeps better and feels better than ever.



improved significantly since it was first introduced in the mid-1990s. The average length of a hospital stay at the Bariatric Wellness Program is just 22 hours—a testament to the program’s streamlined and quality-driven infrastructure. The procedure is safer than hip or gallbladder surgery, and the benefits are manifold, says Dr. Solomon. Eighty to 90% of all obesity-related problems resolve after surgeries, and it is considered to be the most effective method for sustained weight loss. Gastric bypass, in particular, has proven to be a remarkably effective treatment for diabetes as well.

In August of 2017, Franco made the decision to have weight loss surgery and received a gastric bypass, a decision that has changed the course of his life forever. He lost more than 80 pounds, which he attributes to both the surgery and to a concentrated effort toward a lifestyle change that his medical care team helped him to develop.

The dramatic weight loss has resulted in a marked improvement in the quality of his life.

“I sleep much better. Weight loss has considerably lessened my sleep apnea. I don’t fatigue. I’m able to play with my son at the park,” he says. “Surgery has boosted my energy and self-confidence.”

Franco is no longer in pain every day and is pleased he can safely exercise without threat of injury. “I was able to slowly get into an exercise

routine. Over time exercising became more and more enjoyable and invigorating. It is now a part of my life. Last year I ran my first 10K in 10 years! I was able to run with my 7-year-old son. Now my son and I often go running together by the beach.”

He attributes his initial weight gain to anxiety, to long working hours that required a lot of travel, and “an overall lack of insight and education in nutrition.” Franco adds, “I was very active as a child and adult in sports, while also battling weight increase issues. After having been educated in overall nutrition as required by the bariatric surgery process, I have learned how to better watch my diet as well as the importance of exercising different parts of the body.” Now he lifts weights in addition to cardio, as an integral part of his overall exercise routine.

And the benefits to Franco will extend far into the future. “We believe that weight loss surgery with good results adds at least a decade to a person’s life,” says Dr. Solomon. “So he’s really done himself a favor.”

When asked what he would tell someone who is considering getting bariatric surgery, Franco says, “I have no regrets whatsoever. I wish I had done it earlier!” ●



LYMPHEDEMA SURGEON PIONEERS

Treatment & Hope

At Providence Little
Company of Mary
Medical Center Torrance,
a surgeon gives patients
a new and improved life.

Written by
Kate Miller

Photographed by
Alison Hillman

Amy Rivera has struggled with lymphedema her entire life. She was born with primary lymphedema, which was visible at birth, yet she was not diagnosed until she was 32 years old. Her disease, one caused by damage and blockages in the lymphatic system, affected her right leg, causing it to swell to nearly 200% larger than her left leg, which was unaffected.

From childhood through her adult life, Rivera has faced challenges due to the disease. Being a kid who was different impacted her everyday life. "There were so many social and emotional challenges due to having lymphedema," she says. "As a kid I was made fun of and

stared at because I looked different. I was bullied in school." And the unwanted attention didn't stop there. She reflects, "When my husband and I were in the Dominican Republic on vacation, there was a group of teenagers who walked by. They just pointed at me and laughed."

This type of reaction caused her to spend much of her life hiding. Rivera says, "I just hid behind closed doors, making excuses to not go outside for any reason. Pants didn't fit my leg, so I would wear long skirts and dresses to hide it. I didn't want to deal with it." She continues, "I faced this 24 hours a day, with nothing to provide relief for the pain. It's emotionally exhausting."

When Rivera was finally diagnosed, the doctor told her there wasn't much he could do. He recommended she use compression garments and go to physical therapy, but those things weren't covered by Rivera's insurance.

Due to the financial burden, Rivera had no choice but to be noncompliant with the treatment. "I couldn't afford the therapies, and without those treatments the lymphedema got worse. These types of barriers to support make people with lymphedema give up."

After dealing with so many roadblocks, Rivera started to lose hope. Then she met Dr. Granzow.

People dream of finding a surgeon like Jay Granzow, MD. He is a pioneer in a growing field, committed to advancing surgical innovations in lymphedema. What's more important—he treats his patients like family.

Dr. Granzow is an internationally respected lymphedema surgeon. His background includes residencies in Head and Neck Surgery and also Plastic Surgery. He specializes in microsurgery and super-microsurgery, which focuses on small and very small blood and lymphatic vessels, and he enjoys the challenge of making complicated procedures work.

In a field with limited treatment options, Dr. Granzow is paving the way for better patient outcomes. He has created his own effective surgical treatment system for addressing each stage of lymphedema and is a sought-after thought leader, frequently speaking around the country and internationally.

This type of specialization and ingenuity are crucial when dealing with the complexities of lymphedema surgery.

Lymphedema is a condition caused by damage or blockages in the lymphatic system, commonly as a result of cancer treatments. The damaged or blocked lymphatic channels cause inflammation which could result in life threatening infections which require hospitalization and intravenous IV antibiotic treatment. If left untreated, patients with lymphedema face increasing risk of lymphan-

giosarcoma, a deadly cancer.

Someone who suffers from lymphedema experiences swelling, sometimes painful, in their arm or leg. It can also occur in both arms, or both legs.

The main treatment goals for those with lymphedema are to stop or reduce swelling and to control the pain. Patients can do specific exercises to encourage drainage, wrap the swollen limb, wear compression garments and get massages with techniques focused on assisting drainage.

Some cases of lymphedema require surgery to reduce swelling and remove inflammatory and excess tissue from the swollen area.

A RENEWED HOPE FOR HEALING

By the time Rivera saw Dr. Granzow for an evaluation, she had advanced stage 4 lymphedema. All of the doctors she'd previously seen told her the treatment she wanted for her leg wasn't possible because of the severity of her disease.

After their consultation, Dr. Granzow, who has successfully treated hundreds of patients, told her he was very confident he could get the size of her right leg down to approximate the size of her left leg. Amy says, "I couldn't bring myself to believe him because of the previous experiences I'd had with other doctors." She was also worried about insurance barriers, logistics and time away from home since she lives out of state.

However Rivera couldn't deny the results she had seen from surgeries Dr. Granzow had performed. With a renewed sense of hope from a leading expert in the field, she made the decision and traveled to Los Angeles for her surgery.

When talking about his patients, Dr. Granzow says, "I can't treat people well by rushing them through the process, and I don't want to rush them. This surgery is complicated, and it's important to me to make sure patients understand what to expect every step of the way. I take care of them like I'd want my family to be taken care of, and patients do much better because of that."

Dr. Granzow explains further, "There is support and therapy needed both before and after the



surgery to ensure that it's successful. That's why it's so important for me to spend time with my patients. I want them to really understand each phase and what to

expect at every point in the process. I also like to connect my patients with people I have previously treated so they have the full assistance they need."

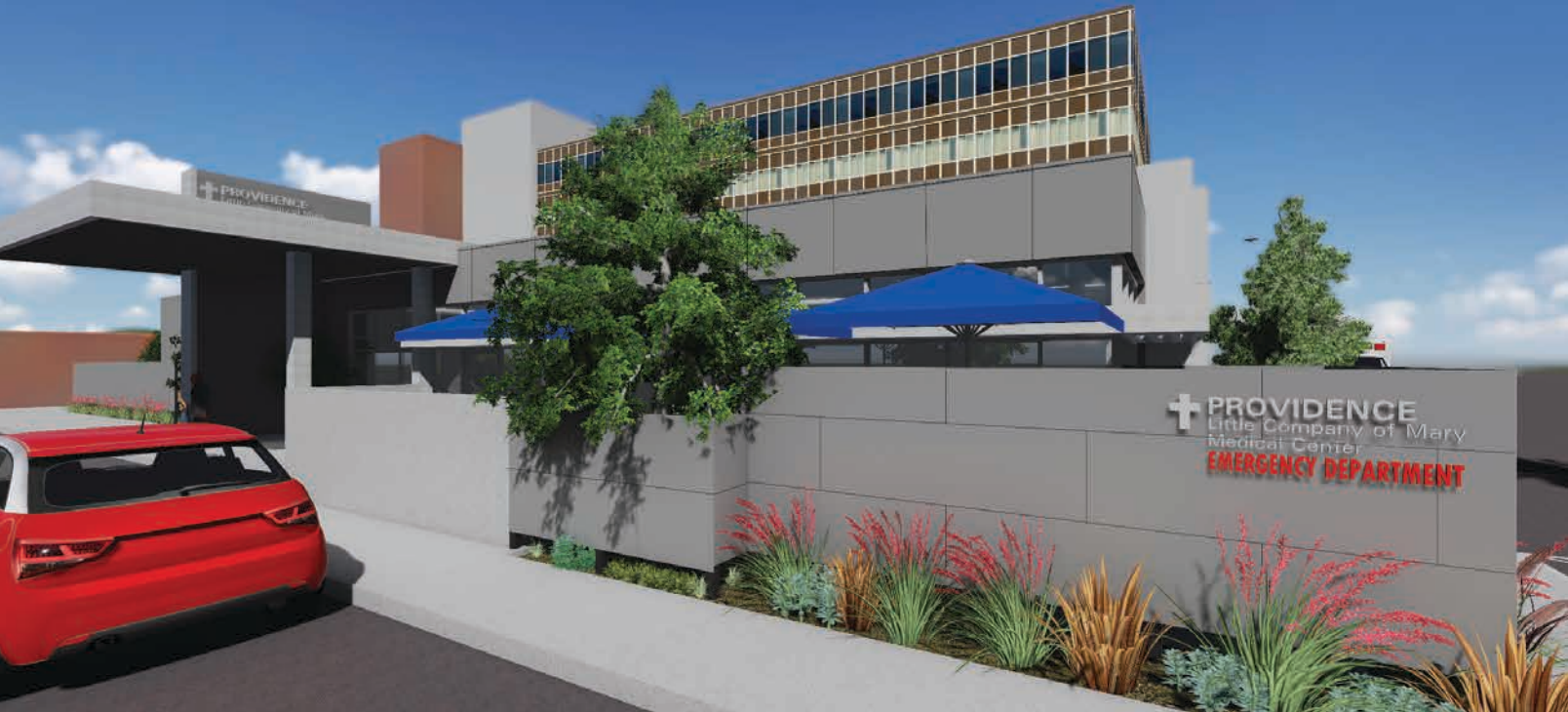
Not only does Dr. Granzow ensure his patients feel prepared and with the clinical aspects of surgery, his office team helps patients obtain insurance coverage, which can be very difficult for this type of treatment. He says, "My team has tremendous success in getting insurance coverage for our lymphedema surgeries. We have had excellent results in hundreds of successful cases and the data to show the insurance companies that these surgeries really works. It can be hard for patients to face insurance challenges and my team is here to help with that."

Each patient is a unique case, requiring personalized treatment to get the best results for that individual. Dr. Granzow says, "Overall we have a robust system in place that works. We can treat most patients with lymphedema and get consistent, good outcomes."

The results speak for themselves, like in Rivera's case. As of December 2018, only a few months after surgery, her right leg went from being stage 4 and nearly 200% larger than her left leg to now being only 3% larger.

In describing her experience, Rivera says, "Dr. Granzow is nothing like the other doctors I've met. He puts the patient first every step of the way. I just wish there were more doctors like him." She continues, "He really cares about this disease and wants to help his patients. What he did changed my life. It feels like a miracle. Little things most people take for granted are life-changing moments Dr. Granzow gave back to me." ●

EMERGENCY DEPARTMENT EXPANSION PROJECT SCHEDULED



Providence Little Company of Mary Medical Center San Pedro will break ground on an exciting expansion this spring, all to keep up with a growing community.

Written by Kate Miller

With more than 90 years of service to the San Pedro, Peninsula and Harbor communities, Providence Little Company of Mary Medical Center San Pedro is continually investing in the growing area it serves. The medical center is currently enlarging and remodeling its emergency department, along with undertaking several other improvement projects.

Anne Lemaire, South Bay Executive Director of Operations, has been with the organization for more than 30 years and has been based at the San Pedro ministry for the past 18 years. “We take our responsibility to our community very seriously and are committed to continuing to provide high quality, compassionate care in San Pedro,” she says. Lemaire explains that the emergency department is the 24-hour-a-day front door to the medical center and a vital service to people of all ages.

San Pedro is a very tight-knit community, and part of what makes the hospital so special is that many physicians, caregivers and volunteers live in the area and have worked at the medical center for decades. Lemaire adds, “Many in fact were born here and feel a deep commitment to serving their neighbors.” Given their deep understanding of the community, it was important to the executive team to include physicians and employees in the design of the new emergency department. “Our mutual goal was to create a safe, healing environment that allows our team to provide high quality care for the diverse patient populations we serve,” she says.

KEEPING PACE WITH A GROWING COMMUNITY

That diverse clientele includes patients who are working in the Port of Los Angeles, passengers and crew members from cruise ships, international workers who come to port on cargo ships, as well as community members—from infants to seniors.

Contributing to the growth of the community is the approval of a major renovation for the LA Waterfront, which will make it a top tourist and research destination. The development will bring an abundance of new jobs to the area and an increase in the number of residents. Renovations are happening throughout the downtown, with historic buildings offering both retail and residential spaces.

Garry Olney, Chief Executive of Little Company of Mary Medical Centers, says that the medical center is growing right alongside the community and is one of the larger employers. “Through an affiliation with LA Harbor College Nursing program, we train and then hire nurses to work at their community hospital. We are also very proud of our quality and safety outcomes, having earned an A rating from Leapfrog, an organization that monitors and grades hospital safety.”

MORE SPACE FOR PERSONALIZED CARE

The new, larger emergency department will be critical to serving our growing population. “Today, the emergency room is too small for the volume of patients it receives. We are looking forward to expediting care and providing more privacy for

each patient and their family members. These improvements are exciting for our team and for the community,” Olney states.

As of now the emergency room has 16 beds, and on busy days the team may see up to 150 patients. The \$8 million expansion will result in 28 new, private treatment rooms. Adding these new rooms will increase the size of the emergency department by nearly 60%. Once completed the newly designed department will allow for distinct treatment areas, including those for critical patients, lower acuity patients and patients in mental health crisis. Each group of patients will have the healing environment they need.

The renovation also includes a beautiful outdoor space so patients and families can take advantage of the wonderful Southern California weather and be comfortable while they wait. Anne says, “This is especially nice for those who are not sick, like patients that come in due to injury or families who accompany a loved one to the hospital.”

ALWAYS PUTTING PATIENTS FIRST

The medical center has completed the \$4 million fundraising campaign (half of the total \$8 million cost) and all plans for the renovation, with the first phase of the project starting in February. Anne notes that the hospital designed the project in phases, so all of the work can be done without shutting down any part of the emergency room.

The entire project is expected to take two years to complete, but the community will be able to see benefits of the expansion after the first phase is finished. During that time they will be adding rooms to provide much-needed space for patients. These additional rooms will reduce wait times and create additional privacy.

“The people who make up the San Pedro, Peninsula and Harbor communities are invested in ensuring they will have ongoing access to this important medical facility. Their support is creating a lasting legacy of care for future generations,” Olney says. ●

EMERGENCY DEPARTMENT EXPANSION

- 60% more space for patients
- 16 beds expand to 28 beds
- Enhanced privacy
- New outdoor waiting space



MARILYN AND KEN PRINDLE

During tragedy and triumph, the Prindles have supported Providence Little Company of Mary.

Marilyn and Ken Prindle have been longtime supporters of Providence Little Company of Mary Medical Center Torrance. “Both our children were born there in the 1980s, and friends were involved in the Foundation. Little Company is one of the few hospitals that caters to people who can’t get help elsewhere,” Marilyn explains. The two are also active in philanthropy in other areas of the South Bay.

In 2010 the Prindles lost their 24-year-old daughter, Jackie, to complications from an aortic dissection caused by Marfans disease, a genetic disorder that affects the body’s connective tissue. She passed away at the medical center in Torrance. “Losing a daughter spurred us on to do more philanthropic work,” says Marilyn. She left her job as a CPA and turned her attention to helping the community. The family helped raise funds for a new pool at Palos Verdes Peninsula High School, where both their children played water polo. The Jackie Prindle Pool opened in 2013.

Both Ken and Marilyn were raised in the South Bay and met at the University of California, Santa Barbara. Ken grew up surfing in Hermosa Beach and continues to surf; he became a fly fisherman decades ago. He still practices law at a firm he founded in Long Beach. The couple enjoy traveling the world and visit Mexico for a few weeks every year.

These days the Prindles spend a lot of time with their son, Andy, and his wife, Jen, who live just a block away from them in Palos Verdes Estates. “They moved close after we lost our daughter, and this made us so happy,” says Marilyn. “We are so lucky to have them and our grandchildren near.”

Marilyn is a trustee of the Foundation and has been a longtime donor and volunteer. She and her friend Karen Olds worked together as auction co-chairs for years. Karen passed away in 2017 after a long battle with cancer, but Marilyn continues to be a force in putting together the annual Gala and Women’s Wellness Conference, both key Foundation events.

She and Ken, always dog lovers, financially support the medical center’s Dog Therapy program, Love On 4 Paws, in their daughter’s memory. Their two dogs, Grace and Emma, keep the Prindles on their toes and remind them of their friend Karen. They inherited the pups when she passed away.

Throughout life the Prindles have turned their attention to helping others when things got tough. “After our daughter died, our motto became ‘look for moments of great joy.’ That’s what we do in our life,” says Marilyn. Ken adds, “We look to the future, focus on the positive and try to help other people who are less fortunate.” ●



MISSION MAKERS PROGRAM

When employees give back to the medical center, it creates a special feeling of ownership. Mission Makers helps them do just that.

Giving back is at the heart of Providence Little Company of Mary Medical Center's mission, and the Mission Makers program helps employees give back in a tangible way. Employees donate to the program through payroll deduction gifts. They can give as little as \$5 per paycheck, but some give much more. They can also designate their gift to any of a number of funds in their own medical center (also known as a ministry). While it's totally optional to give, about 25% of Providence Little Company of Mary Medical Center employees in San Pedro and Torrance participated in the program this year.

"The Foundation raises money throughout the year to support and strengthen the medical center, helping to provide equipment, resources, education and more," explains Dee Sandjian, Donor Engagement Manager for Providence Foundations, Southern

California Region. She adds that employees who support the ministries philanthropically tend to be more engaged and satisfied with their work, as well as having a greater understanding and appreciation of the difference that community giving as a whole can make for the organization—not only today but through the challenging years ahead.

Most of the time, employee contributions support the area within a medical center with the greatest need. Last year employees across six ministries in Southern California raised \$665,000 for their workplaces. "A lot of the employees say, 'This is my second home. I see my co-workers more than my own family,'" says Dee. "They know their donation is benefiting their ministry and improving it more and more. It's part of belonging to the community."

A successful employee giving program is about much more than simply asking staff to make a donation, Dee says. Education and appreciation are just as important, if not more so. The Foundation plans to recognize the stewardship of ongoing employee donors, and they are finding new ways to thank staff for giving back. Dee explains, "It's not about the dollar amount. It's about knowing that you're participating in the mission of the ministry." ●



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1

CELEBRATION GALA

The annual Celebration Gala raised more than \$750,000 to benefit Providence Little Company of Mary Medical Centers San Pedro and Torrance. Nearly 500 guests donned tropical wear and enjoyed signature beverages in keeping with the "Havana Nights" theme. Mark Paullin, Chair of the Board of Trustees, announced the successful completion of the \$5M Women & Children's Campaign and inspired the crowd to spontaneously give a total of \$165,000 to push the San Pedro Safe Harbor Emergency Department Expansion campaign over the \$4M finish line.



2

1. Mark Paullin, Craig Paullin, Mike Patel
2. Ken & Marilyn Prindle, Andy & Jen Prindle
3. Dr. Julie Valentine, Priscilla Hunt, Garry Olney
4. Cece Williams, Nancy Ortiz, Rea Ricafort, Christen McIntye, Nina Patel, Dr. Amdhu Shokeen, Nisha Patel
5. Jaye Azoff, Dr. Steven Brass, Sean Armstrong
6. Carol Beth Cozen and Sean Armstrong
7. Stephan & Mary Morikawa
8. Jennifer and Chris Caras
9. Anne and Patrick Lemaire
10. Tim and Twanna Rogers cutting a rug on the dance floor.



7



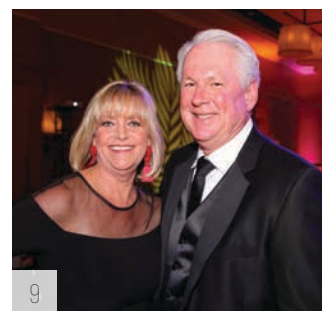
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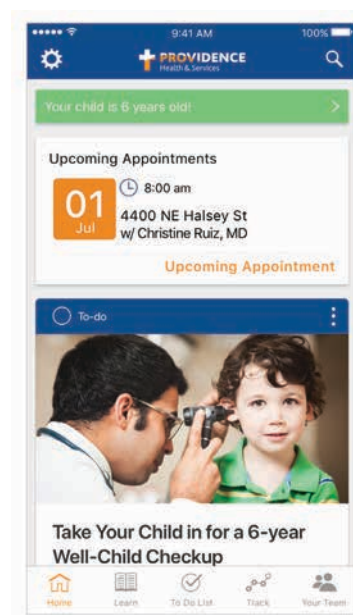
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- Health-tracking tools so you can update providers about your pregnancy and your growing child
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WOMEN'S WELLNESS CONFERENCE

The semi-annual Power of Pink Women's Wellness Conference brought together over 350 people to learn about women's health and wellness and shop in the pop-up boutique. Keynote speaker Joan Lunden gave an impassioned speech about women's cancers, mental health advocate Talinda Bennington spoke about the toll of depression and how to help those struggling with it, and Dr. Nazanin Azadi spoke about heart disease, which is the leading cause of death in women. The event raised nearly \$285,000 for Women and Children's services at Providence Little Company of Mary Medical Centers.

1. Shelley Joyce, Lori Nolan, Joan Lunden and Nancy Kolanz
2. Nancy Kolanz and Lori Nolan help Sister Terrence Landini choose the winning raffle ticket.
3. Anne Lemaire, Patti and Tom Sullivan and Lori Nolan
4. Twanna Rogers and Susan Dolbert
5. Debbie Greene, Alanna Kennedy and Lynn Watson
6. Kurt Hinrichsen, Susan Dolbert, Garry Olney and Marlene Young
7. Jane Centofante and Linda Wenglikowski
8. Roxan Bottlewalla and Talinda Bennington





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Westchester Pediatrics

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Appointments: (323) 290-5440



california.providence.org/pediatrics

A LEGACY IN HEART CARE

On October 25, 2018, Providence Little Company of Mary Medical Center San Pedro launched "A Legacy in Heart Care," an exhibit honoring the legacy of Dr. Milford G. Wyman and his team of physicians and nurses, who established the first Coronary Care Unit in LA County in 1966. Their groundbreaking work helped to pioneer advances in cardiovascular care that led to remarkable reductions in sudden-death incidence in San Pedro.



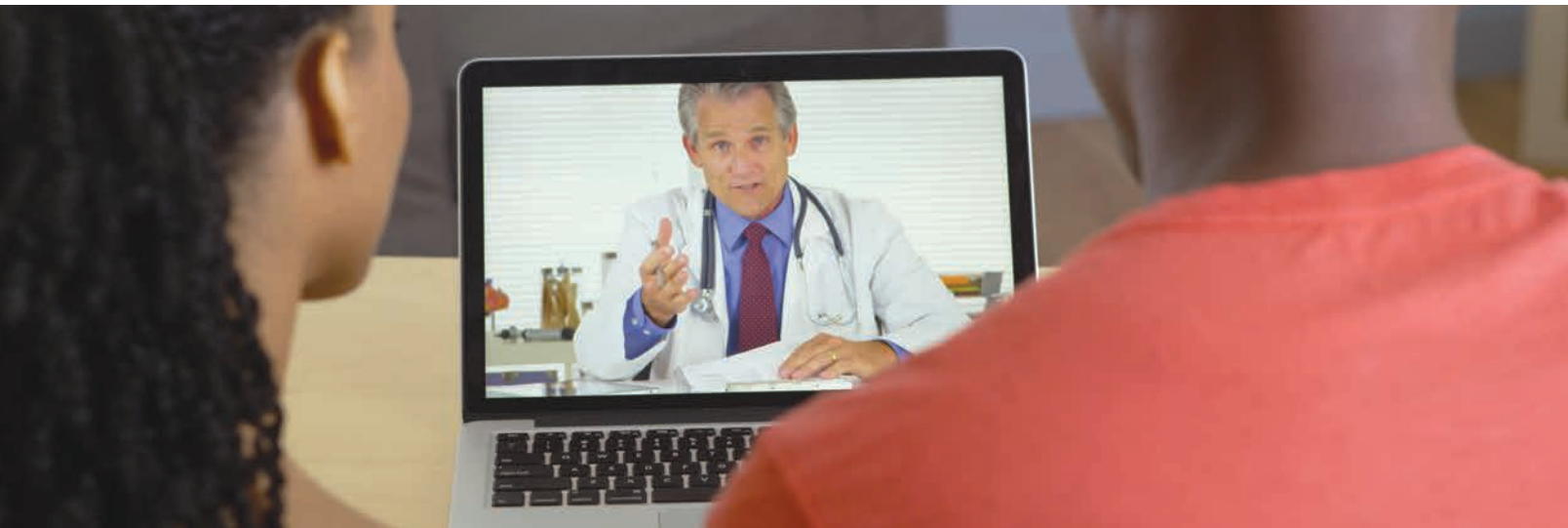
1. In keeping with tradition, Rev. Dan Hudson, M.Div, BCC, Manager of Spiritual Care, blesses "A Legacy in Heart Care" exhibit after its unveiling, to the delight of Dr. Milford G. Wyman.
2. Dr. Wyman addresses the audience on the pioneering work of his team and their contributions to groundbreaking improvements in care for heart attack patients.
3. Three generations of Wyman men (L to R): Dr. Michael Wyman; Dr. Milford G. Wyman; Drew Wyman; Mathew A. Wyman, JD.
4. Speakers at the event (L to R): Dr. David S. Cannom; Dr. Michael Wyman; Dr. Milford G. Wyman; Dr. Herbert H. Webb and Ginger Wecker, RN, all of whom devoted their professional lives to breakthrough advancements in the treatment of cardiovascular disease.

ART OF HEALING

In November Providence Little Company of Mary Medical Center Torrance held its 2018 Art of Healing exhibit, showcasing multimedia works from its talented and passionate caregivers. There was a blessing ceremony and reception, and the gallery was open for caregivers and community members to view the art.

1. Sameena Adamjee
2. Sister Terrence Landini
3. Dr. Melita Petrossian
4. Kim Brant Lucich
5. Dr. Ron Ruby
6. Art of Healing artists





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CONCERTS IN THE PARK

Providence Little Company of Mary teamed up with Providence Medical Institute and City of Hope to be a proud sponsor of Concerts in the Park, a summer-long concert series held every Sunday at Polliwog Park in Manhattan Beach. Each week our enthusiastic caregivers volunteered at the event to pass out bags, sunscreen and fans to all concertgoers. It was a perfect opportunity to engage with our community and to spread the word about the new Providence Advanced Care Center!



CONQUER THE BRIDGE

Over 425 employees from Providence Little Company of Mary and Providence Medical Institute formed the largest team, team Heart & Sole, at the 10th annual Conquer the Bridge walk in San Pedro. "It was amazing to see such strong team unity. It's not surprising we were voted a 'Best Place to Work,' said Andrew Werts, a Little Company of Mary caregiver.



MAKING STRIDES AGAINST BREAST CANCER

Over 80 Providence Little Company of Mary and Providence Medical Institute caregivers walked and/or donated at the American Cancer Society's 'Making Strides Against Breast Cancer Walk' in Torrance! This annual walk helps support those facing breast cancer, with the goal of ending the disease.



SHOUT OUTS

"I recently was admitted to the Recovery Center at Little Company of Mary San Pedro for addiction. Dr. Pisano and staff treated me with respect and the comfort to trust him in my recovery process. I was very pleased with the care and success it has brought to my journey of recovery. Thank you Providence for employing such awesome individuals."

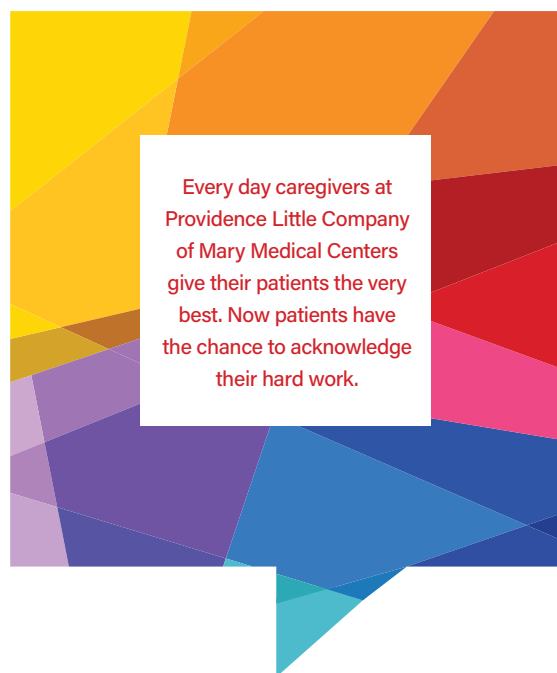
EMILY T. | SAN PEDRO RESIDENT

"I came to the ER at Little Company of Mary Torrance with pain in my abdomen. From the first person I talked with in the emergency receiving to the last person who walked with me to my car, every employee who I came in contact with treated me with great dignity and offered great help and comfort. The two nurses in ER and the doctor were extremely pleasant and informative. When they determined that I had appendicitis, they explained all that was to happen so I understood and I had confidence. The nurses in my room were friendly and helpful. I sort of remember meeting the surgeon, but she must have done an excellent job. For a trip to the hospital that was a life or death trip, everyone showed me great care and concern. I would recommend this hospital to all."

DAVE B. | SOUTH BAY RESIDENT

"We had to take a family member to the ER at Little Company of Mary San Pedro. She was critical and gravely ill. The ER staff was amazing—nurses, lab, physicians, chaplain, social worker—all kind and compassionate. She transitioned to ICU where we found the same amazing compassion and concern for the family. As we were called back in the middle of the night, the ER receptionist and security staff were kind and helpful as well. After she took her last breaths, the staff continued to show care for her and the family. Thank you for such an amazing staff."

EVELYN C. | SOUTH BAY RESIDENT



"I was admitted to Little Company of Mary Torrance for an outpatient surgery. I have nothing but great things to say about this hospital, from the time I arrived in the parking lot in the morning to when I was taken out in the afternoon to my car. The staff was beyond professional—they were kind, friendly, informative and reassuring. The hospital was clean, bright cheerful and easily laid out. There is not one thing wrong with this hospital. Other hospitals could use this hospital as a teaching model to show what encompasses a great hospital."

JEAN G. | SOUTH BAY RESIDENT

"Little Company of Mary Torrance is a great hospital with very kind, caring staff and a roster of amazing specialists and nurses. They save lives, including mine. Thank you and God bless you all!"

KIM A. | TORRANCE RESIDENT

"Little Company of Mary San Pedro is one of the best hospitals I've ever been treated by! Two months ago I went in for a visit, suffering from moderate pelvic pain. I felt both fatigued and sick. The staff here at Little Company of Mary were extremely friendly and caring! They all greeted me with a reassuring smile and listened carefully to all I had to say. In less than 15 minutes, I was admitted for treatment! And unlike the vast majority of emergency care facilities I had been to previously, it was OBVIOUS that each staff member made it their priority to help me feel better—both physically and emotionally! I am MOST GRATEFUL for Little Company of Mary and ALL their staff! I would highly recommend this hospital to anyone in the South Bay area needing emergency care and other important medical services! God bless!"

TASHA E. | SOUTH BAY RESIDENT

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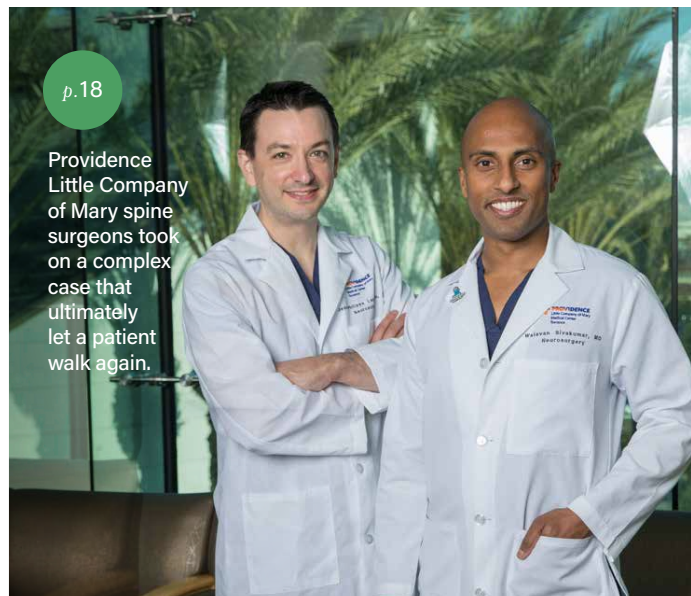
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p.12

The Choose to Change program gives people with prediabetes coaching and tools they need to improve their health.



p.18

Providence Little Company of Mary spine surgeons took on a complex case that ultimately let a patient walk again.



p.10

Glen Komatsu, MD, believes that health care should focus not just on diagnosis and treatment, but on quality of life and comfort.