



New Pueblo Medicine
Your Physician Team for Life

YOUR HEALTH MATTERS

Welcome the Newest Member of Our Provider Team

December 2017



Amy Priftakis, AGNP-C

We're delighted to introduce you to the newest member of the New Pueblo Medicine family. Amy Priftakis is an Adult-Gerontology Nurse Practitioner who is board certified through the American Academy of Nurse Practitioners. Her professional experience includes cardiology, primary care, and surgery.

Amy began her career in health care at age 15 working at a medical clinic after school. Since that time she has continued to work in the health care industry, first as a Medical Librarian, then transitioning into a second career as a Registered Nurse ... and then continuing her studies to become a Nurse Practitioner.

Press-Ganey Guardian of Excellence Award

New Pueblo Medicine is honored to receive the Guardian of Excellence Award from Press Ganey, a national survey firm that measures patient satisfaction and clinical excellence. The award recognizes healthcare organizations that are in the 95th percentile nationally in patient satisfaction.

"This award is extremely meaningful to each of us at New Pueblo Medicine," said Kim Haspert, Associate Director of New Pueblo Medicine Operations. "We pride ourselves on the quality of care we provide each patient, but an integral part of that quality is how we relate to our patients. To be in the top 95% in patient satisfaction is very gratifying."

Ms. Haspert said the award is a reflection of the commitment every person at New Pueblo Medicine has to communicating effectively with each patient and making sure patient needs are being met. She said that was one of the founding principles when New Pueblo Medicine was founded, almost 50 years ago.

"The Press Ganey award represents a validation of our years of combined efforts to make our patients' experience at New Pueblo Medicine a cut above the rest," said Mark Zaetta, MD, one of New Pueblo Medicine's seven physicians. "We treat our patients as we would our family and work to exceed their expectations."

In-Hospital Care And Transitions Home

In order to assure you get the best, most timely care at Tucson Medical Center, New Pueblo Medicine is expanding our partnership with Arizona Inpatient Medicine (AIM) that we told you about last winter. Instead of only providing evening and weekend coverage, this highly specialized physician group of hospitalists, whose sole focus is in-hospital care, will now have responsibility for every New Pueblo Medicine patient from the moment they're admitted to TMC until they're discharged.

As always, your care will be personalized to meet your specific needs because AIM's hospitalists will work closely with our New Pueblo Medicine physicians. And when you're ready to leave the hospital, one of New Pueblo Medicine's Care Coordinators, Phyllis Nichols, RN or Julie Denson, MA, will reach out to help you successfully transition home.

If you have any questions or concerns, please give us a call.

Is Chronic Illness Part of Your Life?

Chronic Care Management can be challenging, especially if getting around on your own is becoming harder and harder. Keeping track of your medicines; getting to your healthcare appointments; seeing someone regularly to answer any questions you might have ... each of these is essential to maintaining your highest possible quality of life.

New Pueblo Medicine patients with chronic conditions may find it reassuring to enlist support from our Care Managers, Phyllis or Julie, on an ongoing basis under a new plan covered by Medicare. For a small co-insurance payment of \$8/month, one of our Care Managers will meet with you each month to develop and help you keep on track with your personalized comprehensive care plan. They're also available for phone check-ins between visits.

Our dynamic duo of Care Managers will still help you transition home if you're hospitalized or in a care facility, but now their caring can extend to monthly visits to help you deal with your chronic condition. For more information, or to set up an appointment, call (520) 290-0300.



Dr. Andrea Miller Joins Our Post-Acute Care Team

Dr. Andrea Miller, whom some of you may know from past hospital stays, has joined our Post-Acute Care Team, which provides medical care to our patients when they transfer to a skilled nursing facility or nursing home after being hospitalized. Her commitment to providing excellent care has been a tremendous and invaluable asset, not only to New Pueblo Medicine, but more importantly to our patients. The same continuity of care and strong patient advocacy Dr. Miller has always provided will continue in her new role with the Post-Acute Care Team.

Are You Considering Hiring A Private Care Manager?

If you've been hospitalized, no doubt you received a follow up call from Phyllis or Julie, our Care Managers, shortly after you were released. That call was to make sure you understood your after-hospital plan and that you had an appointment with your primary care physician at New Pueblo Medicine within a couple of weeks after your release.

Some of our older patients with complex healthcare needs may then choose to hire a private Care Manager to help coordinate their ongoing care ... especially if they don't have family members nearby to provide the assistance they need. This can be helpful for some individuals, but there are certain questions you should ask before you hire someone to provide this service.

How involved will you and your family members be in creating your care plan?

Will the Care Manager work with your New Pueblo Medicine physician to be sure they fully understand your medical history and needs?

Will the Care Manager keep your New Pueblo Medicine physician updated on any care received outside of our office?

Is the person you're considering an independent provider or part of an existing healthcare system?

If they're part of a system, will they push you to leave your New Pueblo Medicine physician so you become part of their healthcare system?

How will the Care Manager you hire be compensated? Will it be a fee for service arrangement or will the Care Manager be paid by referrals they generate on your behalf?

Continuity of care and a thorough understanding of your healthcare history should play an essential part of any steps you choose to take ... and the relationship you have with your New Pueblo Physician is an invaluable part of that equation.

Please know that we will work with you and any private Care Manager you might choose, but you need to be certain that person will work with us!

Our goal, as always, is to *treat you well, make you well, and help you stay well for life.*

In Her Own Words: Nan Rollings

Your Physician Team for Life is more than just a catch phrase for each of us at New Pueblo Medicine. We believe that quality patient care is based on knowledgeable, caring physicians and staff creating a supportive partnership with each patient. Although we're proud of the positive survey results we receive, we take far greater pleasure in listening to what some of our patients tell us one-on-one. Here's 40-year patient, Nan Rollings, in her own words:

I just love this office. The most important thing here is the patient/doctor relationship along with great care from medical assistants, the nurse practitioner and a friendly scheduling staff. Numbers in reports indicate just a bit of who you are. Dr. Sharma and his team help me understand what those numbers mean. They don't just say 'do this' ... they're teaching me. They're helping me maintain optimal health. That's why I've been with New Pueblo Medicine for more than 40 years!

In 1975, two friends were enthusiastic about the good care they received here, so my husband Don and I both became patients of Dr. Jeff Selwyn. We were 23 then and have stayed with New Pueblo Medicine for forty-two years. Now Don sees Dr. Noonan. I'm with Dr. Sharma. Actually, we're a multigenerational family in this practice. Don's parents, our daughter and his two sisters have seen physicians here. It's kind of a family affair! Even though Don and I have moved farther from the office, I don't care. We are staying where we receive such great medical care.

Part of the value of finding a good doctor and staying with him or her is that they get to know you before there's a problem. I hope more young people in Tucson will start the pattern of seeing a doctor regularly. All my life chapters happened here, and it is very comforting. I have tried to pass that on to my children.

I feel as if I've known Dr. Sharma far longer than I have. He has a great ability to listen ... to get the big picture. He sees me as a healthy woman who can advocate for herself, and he makes sure that I stay current with everything I need, such as an annual flu shot. If I lose my good health, then I have the comfort of having someone who knew me when I was healthy.

My mother, grandmother, and uncle contracted Alzheimer's. I can open up to Dr. Sharma about that. I am very grateful that he knows me well. It's a holistic approach that is probably very rare in our country.

Your physician team for life ... I hope many new patients will be attracted to this office. Our needs as patients are the same as we age, even though we may look different as the years go by. New Pueblo Medicine's team members help you continue to feel valued.

Left to right: Nan's son-in-law Doug Friman; daughter Elizabeth Noble Rollings Friman; Nan Rollings' husband Don Rollings.

