



# Healthy You!

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## Survey Praises Lake Serene Clinic



**Puget Sound Health Alliance** recently released the results of its 2011-2012 survey *Patient Experience with Primary Care Providers in the Puget Sound Region*. This survey was mailed to approximately 90,000 people in the Puget Sound area and asked patients to rate the experience they had with their provider and the provider's office in the last 12 months.

Questions included whether or not patients could get timely appointments, care and information; how well providers communicated with patients; how helpful, courteous and respectful office staff were; and finally how the patient rated their provider.

WWMG is pleased to report that **Lake Serene Clinic** received a highest score in patients' rating of their providers in Puget Sound. The average score for providers was 75.4%, but at Lake Serene Clinic, the providers received an 87.1% score for "overall rating of the provider." In a time when providers have less time for patients and patients become more frustrated with the health care system, it's great news to know that Lake Serene Clinic receives high marks!

**425-742-9119**

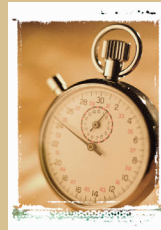
## Integrative Medicine: Dr. Susana Escobar Explains



### Can it help you?

**Merriam-Webster** defines integrative medicine as "medicine that integrates the therapies of alternative medicine with those practiced by mainstream medical practitioners." While back in the '70s this was considered pretty weird and wild stuff, today it is becoming more mainstream.

When you go to the doctor, you get between 10 and 20 minutes to express your concerns and get treated by your provider.



Many patients and providers are dissatisfied with this restriction. In that time, it's hard for a doctor to get a complete picture of the patient, discover what's wrong and treat it.

While conventional medicine looks for disease and then treats it with medicine, integrative medicine takes a different approach.

Dr. Susana Escobar, a family medicine and integrative medicine doctor, looks at the whole person: the symptoms, and the broad history of a patient. Then she tries to see how they connect. "I address their diet, exercise, stress management, how they are getting joy into their life and how they are spiritually fulfilled," she said. "Then I

come up with a wellness plan using a team approach that may take them to a nutritionist, a physical therapist, a massage therapist, an acupuncturist, counselor, hypnotherapist or their church pastor.



Escobar was trained in integrative medicine during a 2-year fellowship at the University of Arizona, directed by Dr. Weil. Next year she will be board-certified in integrative medicine which will then offer board-certification like so many of the other disciplines.

So, is integrative medicine right for you? Escobar says that it's good for anyone, but it's especially useful for people with complex medical problems, women's issues, autoimmune diseases, endocrine or pain issues or cardiac patients, ADHD, Asperger's, and autism spectrum, behavior problems and allergy issues. The eventual goal is to have all MDs and ARNPs trained in integrative medicine, and to allow more time with patients so that every provider can create a healing system rather than a disease system.

Story continued on page 3.



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Whitehorse Family Medicine:  
Dr. James Fletcher

## Bicyclist, Tenor, Family Medicine Doctor



**When we think of a doctor,** we think of someone in a white coat who listens to our complaints and tells us what's wrong with us. We think doctors are a whole other breed of people probably nothing like us.

That's been our stereotype for a long time, but you would be pleasantly surprised to meet Dr. James Fletcher of Whitehorse Family Medicine in Arlington because he truly breaks that mold.

For one thing, Dr. Fletcher makes house calls. You'd think that those days are long past, but not at Whitehorse Family Medicine.

"Home visits get exciting," Dr. Fletcher said, "but I limit it to people who need it like shut-ins, older

people and the disabled." He has been seeing one patient for 15 years and at one point was seeing a patient who couldn't get into a wheelchair and had no way to get to the doctor's office. He sometimes rides his bike on house calls.



Biking is a part of Dr. Fletcher's lifestyle and he bikes from Lake Goodwin as far north as

Chuckanut Drive and as far south as Seattle. He rides a Specialized Allez and tries to do 30 to 50 miles a day, three days a week.

Dr. Fletcher also sings in his church choir, and in July he went with his choir to sing at Lincoln Center. A group of about 10 different choirs and a conductor

from Oregon performed *The Magnificat* by John Rutter, a very powerful but contemporary version that they sang in Latin. While there, Dr. Fletcher rode a bike about 30 miles a day around Manhattan.

As a family doctor, Dr. Fletcher delivers babies and has seen several generations of families grow up in the Arlington area. He enjoys watching



kids grow up, and he hopes to grow with and serve Arlington in the years to come. If you're looking for someone who breaks the mold, Dr. Fletcher may be for you!

Whitehorse Family  
Medicine 360-435-2233

## Provider Rides to Cure Diabetes

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Jennifer Okemah, director of the Diabetes & Nutrition Education Center, is taking part in the 100-mile Juvenile Diabetes Research Foundation's (JDRF) Ride to Cure Diabetes. The event takes place September 19-22 in

Nashville, Tennessee.

Okemah will join hundreds of other bike riders across the country to improve the lives of all people affected by type 1 diabetes (T1D). If you ask people with T1D, they will tell you that the disease is difficult and life-threatening. And they know it never goes away.

As a Certified Diabetes

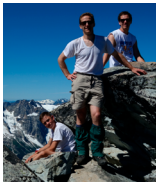
Educator, Okemah works every day to try to make the lives of those with diabetes a little bit more manageable. She will ride in the honor of some of her patients and their families who struggle with this disease on a daily basis.

As the leader in the type 1 diabetes community, JDRF unifies global efforts to cure, treat and prevent T1D.



**Family Medicine is about relationships**

**Silver Lake Medical Center**



On Black Peak

Family medicine doctor **David Lindstrom** looks like the

“guy next door,” and in many ways he is. He spends a lot of time with his family, and it’s not unusual for two of his six children to join him on hikes to Mt. Pilchuck. Recently he took his sister, his 75-year-old father and two children, ages 12 and 18, to hike the North Cascades, and they climbed Black Peak near Ross Lake. Dr. Lindstrom said it was a great trip, and there were beautiful views at 8,900 feet.

He also plays soccer with “a bunch of old guys” who have been

together for five or six years. They play indoor and outdoor soccer with other teams in the area, at soccer arenas and local parks.



Between family, soccer and his career as a physician, Dr. Lindstrom stays very busy.

Mostly he enjoys his relationship with patients. “The key to family medicine is having a doctor you can trust, like a family member,” he said. Having someone to talk to who knows you and can give continuity of care is good for patients and good for doctors. It’s important that a family doctor understands you well enough to know your past history, your emotional well-being and what medications have worked for you, which a physician in an emergency room, for example, would not know.

It’s one of the reasons that Dr. Lindstrom has made his home at WWMG.

**Family Medicine  
425-317-8025**

**Lake Serene Clinic**

Primary Care big enough to help you, small enough to know you.



**Josh Webb, ARNP**, took an unusual route to working at Lake Serene Clinic.

Before he became a nurse practitioner, he shadowed at Lake Serene Clinic to see if that was what he really wanted to do. It was, and when he was finished with school, he returned and took a job at the clinic. He’s been there nearly 12 years now.

Lake Serene Clinic started 23 years ago and was the first primary care clinic in Snohomish County that employed all nurse practitioners.

They offer primary care that is patient-centered and try to understand the disease process in the context of the whole person. “We take care of people and we are able to do most things

that a physician can do, within scope of practice,” Webb said.

Lake Serene is open 7 days a week from 9 a.m. to 8 p.m. and from 11 a.m. to 4 p.m. on holidays. They are able to handle anything that an urgent care clinic does, but the cost is less. Walk-in bills the same as a family doctor, and there’s nothing that urgent care can do that Lake Serene Clinic can’t.

“Lake Serene Clinic has a very collegian atmosphere, like a family,” Webb said. He settled in there because he can practice as he wants and can spend time with his patients. There is no need to rush a patient through in 15 minutes, giving him the opportunity to provide help in a deeper way to those who need it.

You can learn more about Lake Serene Clinic by visiting the WWMG website.

**Lake Serene Clinic  
425-742-9119**

**Integrative Medicine—continued from page 1**

“Everyone still needs a primary care doctor,” Escobar said, “to treat things like colds and flu, sprains and cuts.” The integrative medicine doctor is the consultant who has the time to do a history because they are able to spend more time with each patient. That history exercise will lead to a plan that starts

the patient on the road to wellness.

“Only the patient has primary responsibility,” Escobar said. “We can listen to the story, put the pieces together and give them some guidance, but they have to take action. They have to make the changes.” But with a comprehensive wellness

plan, a patient is well on the way to permanently changing their life and finding the wellness they seek.

Susana Escobar, MD practices integrative medicine and family medicine at Marysville Family Medicine.

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The greatest wealth is health. ~Virgil

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**SeattleMet 2013  
TOP DOCTORS**

WWMG would like to congratulate **Mathew**

**Ashbach, MD**, from the Ear, Nose & Throat Department for being named as a top doctor in the Seattle area for **Seattle Met magazine's Top Doctor 2013 awards**.

Peer nominations were solicited from 25,000 medical professionals in King, Kitsap, Snohomish and parts of Pierce counties. An anonymous panel of doctors and nurse practitioners from Seattle were asked to vet the final list of Top Doctors and Nurses. They carefully reviewed all aspects of the providers' professional backgrounds, education, awards, fellowships, hospital privileges, disciplinary history and peer endorsements and then refined the list.

The results appeared in the August 2013 issue of *Seattle Met*. **Dr. Ashbach was the only surgeon in the Everett area who won the award.**

**Dr. Andrew Sohn** in Rheumatology is seeing patients every other Wednesday at Silver Lake.

**The WWMG Lab** has added a Vitamin D, 25-OH test that you can now request at any of their locations.

Gastroenterology welcomes **Dr. Maiyen Hawkins** to their group this Fall. If you are looking for a female GI doctor, she would be a great choice!

**Dr. Ziedalski** in Pulmonary and Sleep Medicine has a Facebook page: Look for **Dr. Z Pulmonary and Sleep Specialist**, and then like his page or just say hello.

After nine years with WWMG Family Medicine, **Dottie Hanson** will be retiring. We thank her for her many years of dedicated service!

