

## Patient-centered Care Through Quality Outreach

Since its founding three decades ago, WWMG has always kept front-and-center the best interests of its patients. As healthcare evolves, the WWMG leadership team and board of directors remain committed to strengthening the partnership between patient and provider in innovative ways.

To keep to this commitment, WWMG is expanding patient support resources and improving collaboration between primary care providers and specialists. New initiatives include:

- Patients are called to help schedule regular wellness visits and prevention appointments, such

as cancer screenings and blood pressure checks.

- After a hospital stay or an Emergency Department visit, patients receive proactive follow-up calls to set up any needed appointments.
- Medicare patients who enroll in the health coaching program can play an active role in monitoring their health between visits to their primary care provider. They can take important readings at

*WWMG has always kept front-and-center the best interests of its patients.*

home, such as blood pressure, weight, and others, and send them directly to their healthcare team.

The primary care provider selects the appropriate devices based on the patient's health background and wellness goals.

Patients are also matched with a health coach, who reaches out as frequently as the patient prefers.

More information is available at [www.wwmmedgroup.com/health-coaching](http://www.wwmmedgroup.com/health-coaching).



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Everett, WA 98201



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# Healthy You!

Fall 2021 Edition



## New Endocrinology Care Center in Mukilteo

Fourth of July fireworks this year also marked a celebration for WWMG Endocrinology. The very next day, Dr. Vince Montes began welcoming patients to the department's new care center in Mukilteo.

Dr. Montes treats the full range of endocrine conditions and disorders. He is particularly enthusiastic about providing fully integrated care and education for patients with diabetes.

"One of the compliments I hear most often is that I am able to break down complicated subjects and explain them well. I always adapt the discussion to the patient," says Dr. Montes.

"We have a lot to offer patients," he adds, "including new technologies for delving into their specific situation, as no two patients are alike. We complement well the services that are available through the diabetes education team. My goal is that

*"My goal is that together, we will become a strong force to improve diabetes care in the greater Snohomish County area."*

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As a convenience to patients who are managing diabetes, the A1C test is offered on site. This simple blood test, which measures average blood sugar levels over the previous three months, is also recommended for patients who are at risk for prediabetes or type 2 diabetes.

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**Featured Providers**

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## Featured Providers

**Lisa Adriance, PhD**

**Psychology**

*“Psychotherapy and psychological evaluation are a team effort. By listening carefully to all aspects of communication, verbal and nonverbal, the provider can develop an understanding of the client’s needs and goals.”*

**James Fletcher, MD**

**Whitehorse Family Medicine**

*“I try to see a patient as a brother or sister, learn about their needs, joys and pains, identify and treat what we can, refer when appropriate, celebrate or grieve with them, hope for them, pray for them.”*

**Joshua Schilling, MD**

**Cardiology**

*“I strive to develop relationships with my patients with robust and open lines of communication so that we can make decisions together to improve their cardiac health and general well-being.”*

**Tiyanna Rodgers, ARNP**

**Lake Serene Clinic**

*“I will treat you with the same time, dedication and commitment I would invest on those closest to me. Medicine is a partnership, and not one size fits all.”*

**Niket Nathani, MD**

**Pulmonary**

*“I strive to be a trusted source of information for patients and their families for their pulmonary disease and general health.”*

## Less Screen Time, More Patient Time

It takes Corey Friesen only a few words to describe his new role as Director of Primary Care for WWMG.

“My goal is to give you, the patient, more time with your provider.”

For example, one of the projects that he is directing will centralize and standardize, across all five WWMG primary care clinics, behind-the-scenes

administrative tasks like referrals, prior authorizations and medical records.

A newly established Primary Care Services Department that answers to Friesen has been working for several weeks on this and

other initiatives, to “free managers’, medical assistants’ and providers’ time, so they can focus on patients.”

*“My goal is to give you, the patient, more time with your provider.”*



## New Season For Two Primary Care Clinics

As leaves turn outside, Snohomish Family Medicine and Everett Family Medicine welcome new managers: Taesha Vera and Denise Leavitt, respectively.

Vera joined SFM in June, after 3½ years as clinical supervisor at WWMG Gastroenterology. Leavitt was first hired in 2008 for a medical records job by Carla DeWolf, EFM’s longtime manager. Most recently, Leavitt was WWMG’s billing supervisor for 10 years.

In their new roles, Leavitt and Vera express appreciation for their colleagues.

Vera comments: “Like WWMG across the board, SFM has providers and staff of many years

who have nurtured its small-practice feel. Our front-desk staff knows patients by name.”

Leavitt feels grateful that “staff who have been at EFM much longer than me have been very helpful and supportive, as are the providers.”

DeWolf, who retired this summer, has similar memories from 20 years ago, when WWMG was launching Primary Care and offered her a job at EFM’s then-950-square-foot office on Hoyt Avenue. “Managers at the time took me under their wing and gave me training and insight,” she recalls. “I have always felt like I work with a family. WWMG has never felt like a corporate institution.”



## More To Exercise Than Meets the Eye

We have known for centuries that exercise is good for our bodies. More than 2,400 years ago, none other than Hippocrates said: “Walking is man’s best medicine.” Yes, that Hippocrates, the ancient Greek physician who is known as the father of medicine.

More recently, we are learning how being active is also good for our mental and emotional well-being.

Several recent studies have shown

that regular exercise lowers levels of depressive symptoms, as well as levels of stress and anxiety.

The possible reasons are complex, but may be related to how physical activity reduces inflammation throughout our bodies and stimulates pathways in our brains.

Researchers are finding that physical activity may even help to offset genetic tendencies toward depression, including in adolescents.

Moreover, it seems that we don’t need to pursue strenuous activities to reap the mental and emotional benefits of exercise. Noticeable improvement may result from moderate and even light physical activity—walking at a casual pace, doing chores, playing an instrument. The key is to decrease sedentary behaviors.

“A journey of a thousand miles must begin with a single step.” Let’s heed the ancient Chinese philosopher Lao Tzu and start walking.

## Farewell To Two Exemplary Providers

Looking back as they retire from WWMG, Dr. Douglas Trotter and Dr. George Moore both highlight how gratifying their work has been.

“I love what I do--the science, the diagnostic challenges, the relationships I have built,” remarks Dr.

Trotter. “I have delivered many babies and seen many families grow as they go through the seasons of life. I will miss it.” He joined Snohomish Family Medicine in 1984 after working with the Indian Health Service in Alaska for three years. He has also practiced

overseas, serving at mission hospitals on several occasions.

Reflecting on his 20 years at WWMG Endocrinology, Dr. Moore observes: “I am one of those fortunate people who, at the end of the workday, know that I have done exactly the job I was meant to do.”

*“I love what I do--the science, the diagnostic challenges, the relationships I have built.”*

He cherishes helping patients who live with chronic conditions by offering encouragement to stay the course, acknowledging their progress even when they declare as they greet him: “You’re going to be mad at me.”

