

Fall 2019

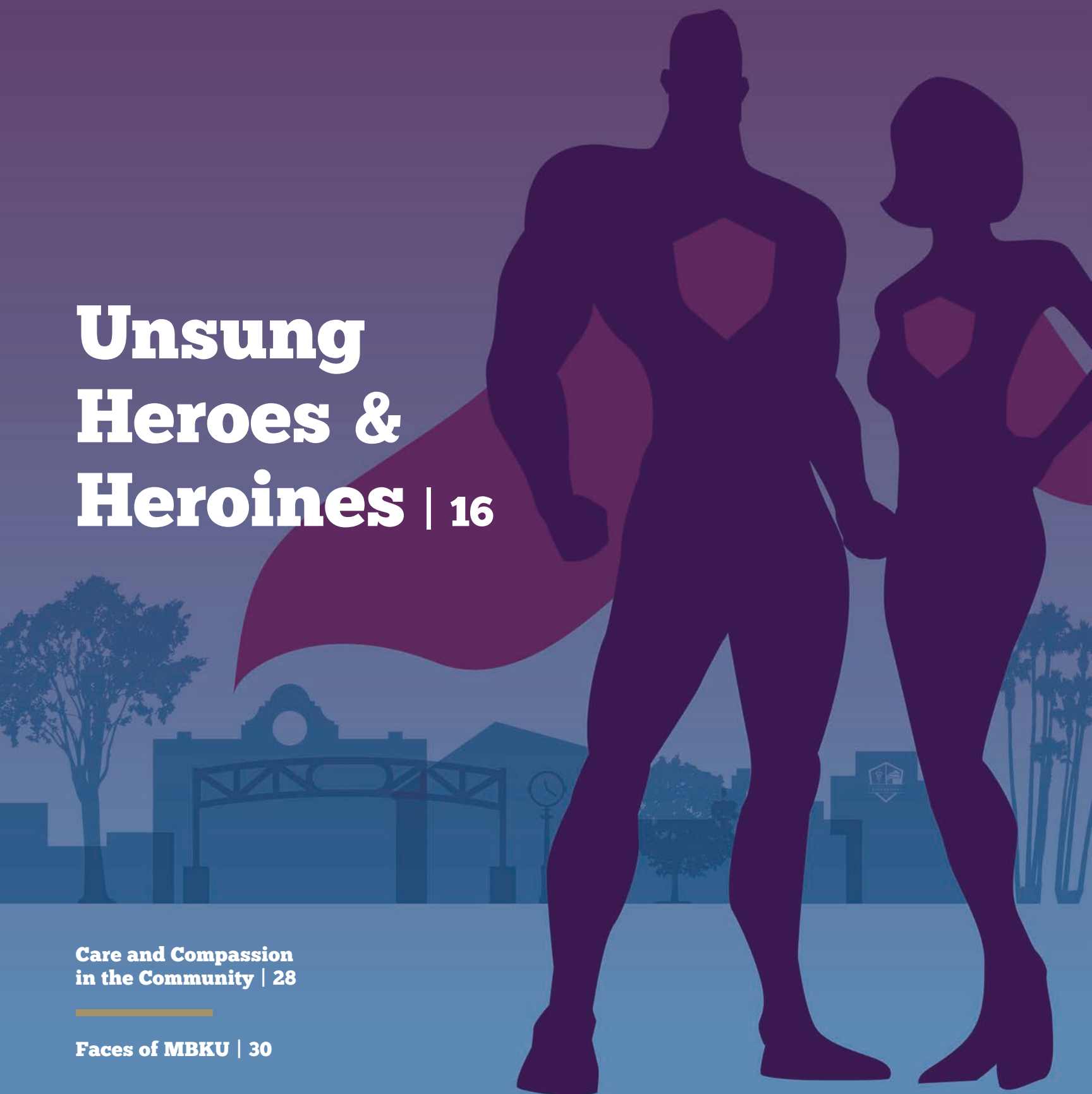
# Ketchum

MARSHALL B. KETCHUM UNIVERSITY

## Unsung Heroes & Heroines | 16

Care and Compassion  
in the Community | 28

Faces of MBKU | 30



# Ketchum

*Ketchum Magazine is published twice a year and is sent to University alumni, faculty, staff and friends of Marshall B. Ketchum University. Published by the Office of Marketing & Communications.*

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**Marshall B.  
KETCHUM UNIVERSITY**

## **OUR VISION**

We seek to reimagine the future of health care education.

## **OUR MISSION**

The mission of Marshall B. Ketchum University is to educate caring, inspired health care professionals who are prepared to deliver collaborative, patient-centric health care in an interprofessional environment.

## **OUR CORE VALUES**

Marshall B. Ketchum University is guided by the values of:

**Accountability:** We are committed to honesty, fairness and responsibility for our words and actions.

**Caring:** We strive to address the needs of our University community and others by nurturing a spirit of compassion.

**Excellence:** Consistent with our legacy, we are committed to achieving outcomes of the highest quality.

**Innovation:** We have the courage to dream and experiment with creative and unique ideas.

**Respect:** We value the unique talents and diversity of people, strive to work collaboratively and honor the open exchange of ideas.

*Marshall B. Ketchum University and Ketchum Health is a 501 (C)(3) nonprofit institution.*

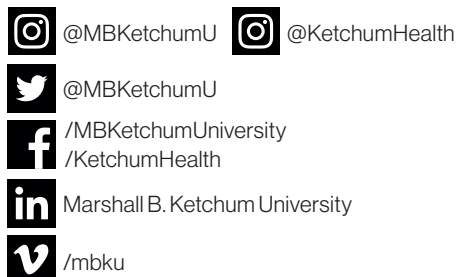
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## ▼ throwback



# 1933

**The discontinuation of the optometry program at the University of Southern California left the institution without a home in the early '30s.**



Mrs. Carrie Hooker Reidell, Administrative Assistant to Drs. Marshall B. Ketchum, William M. Ketchum and Ernest A. Hutchinson, rented a small house on University Avenue at 35th Street (across from USC) that housed the optometry program from 1933-1936. The rent for the house was \$50 per month and was paid for by Hooker Reidell, as funds to operate the school were extremely limited.

Due to the dedication and financial support of Mrs. Carrie Hooker Reidell, MBKU can proudly look back and thank this unsung heroine.

**DO YOU HAVE** an interesting throwback story and photo?  
Submit your materials to [marketing@ketchum.edu](mailto:marketing@ketchum.edu) for consideration.



**Dr. Kevin L. Alexander** was named the founding President of Marshall B. Ketchum University in 2013. Under his vision and leadership, the institution has transformed from a single discipline college to a multidisciplinary interprofessional University with the addition of the School of PA Studies and the College of Pharmacy.

**Dear Alumni and Friends,**

**I**n this issue of *Ketchum* magazine we are proud to honor "Unsung Heroes and Heroines." Each of these individuals might initially refute their "heroism," claiming they are simply just doing their jobs, which isn't special.

But that is something special. They do their jobs well and with a sense of larger purpose that is so essential to our mission as a health care University. I talk often about the importance of hiring great people who take every opportunity to fulfill their job description and then put their own stamp on their work. I appreciate each of the special individuals featured in this issue, and I have to acknowledge that there are so many more whom we could celebrate, if we could only make *Ketchum* magazine 100 pages long!

Speaking of great people, as of writing this, I am still filled with the immense excitement I felt at MBKU's Annual Gala Celebration, which was a huge success. We had a tremendous group of honorees, and it was wonderful to see so many new and familiar faces, all joined together to celebrate MBKU and the special people who carry on its legacy.

One such person is our own Dr. Susan A. Cotter, whom I am pleased to announce has received this year's Glenn A. Fry Award and Lecture from the American Academy of Optometry. This is a prestigious honor that is given annually to a distinguished scientist or clinician scientist in recognition of the quality, significance, impact and relevance to optometry of his or her current research contributions. Dr. Cotter is certainly deserving of this accolade.

Finally, be sure to check out a brand-new feature in this issue of *Ketchum* magazine found in the "More About That" section, where two beloved members of Ketchum Health have issued all readers a very special challenge!

Warm Regards,

A handwritten signature in black ink that reads "Kevin L. Alexander". The signature is fluid and cursive.

**Kevin L. Alexander, OD, PhD**  
*President*

## **Marshall B. Ketchum University Appoints New Dean For The Southern California College of Optometry**

Marshall B. Ketchum University is pleased to announce that Jennifer Coyle, OD, MS, FAAO has been selected to serve as the Dean of Optometry at The Southern California College of Optometry. The appointment of Dr. Coyle comes as a result of an extensive search process which brought a number of highly-qualified candidates from across the country under consideration. Dr. Coyle will assume her new position Dec. 1, 2019.

Read more about Dr. Coyle at [ketchum.edu/DrCoyle](http://ketchum.edu/DrCoyle).



## By the Numbers

# 104

**SCCO**

# 55

**COP**

# 41

**SPAS**

Students began their professional journey this fall!

Representing more than

# 4,000

members who practice clinical pharmacy and specialized medicine, California Society of Health-System Pharmacists is the largest state association for pharmacists. In July, College of Pharmacy at MBKU became one of CSHP's newest student chapters.

It took around to steam more than

# 8

**Hours**

# 100

**SCCO white coats**

by hand. Special thanks to: Kate Garcia, Lorraine Sandoval, Rachel Merlos, Andrea Gallardo, Rosa Hernandez, Destiny Do, Melissa Villagrana, Diana Diccican and Laura Santos. Their efforts assisted in the preparation for MBKU's White Coat Ceremony's on Sept. 28, 2019.

### MBKU's Fall Gala Raised

4 alumni made pledges totaling

# \$100,000

for SCCO  
endowed scholarships

Almost

# \$95,000

was raised to support scholarships  
for SCCO, SPAS and COP

# 2

**Distinguished  
Young Alumni**

# +

# 2

**Distinguished  
Alumni**

# +

# 2

**V-Award  
Recipients**

were honored at the Gala Celebration

# Sharing the Love



The Raise Foundation

**@THERAISEFOUNDATION**

Aug. 1, 2019

We're so grateful for these wonderful volunteers from Marshall B. Ketchum University!



Anaheim Chamber of Commerce

**@ANAHEIMCHAMBER**

Aug. 30, 2019

#MemberSpotlight - University Eye Center at Ketchum Health. Left is Mitch Grogan, Adaptive Technology Assistant with his boy, Leon. Right: Wayne Heidel, LHD, Director of Community Relations and a Technologist at Ketchum Health and an Assistant Professor at SCCO with Poncho.

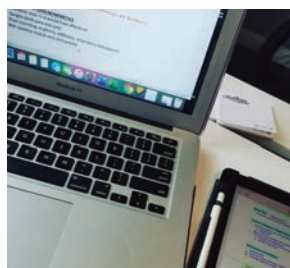


California Optometric Association

**@CALIFORNIAOPTOMETRIC**

Aug. 30, 2019

Assemblyman Phillip Chen, 55th Assembly District, inspects equipment used to perform a laser peripheral iridotomy (LPI).



**@FUTUREPHARMDEE22**

The studying life of a pharmacy student never ends!!! #Fridaynight  
#Therapeutics #MBKU  
#womeninmedicine



**@WONGPARK**

Thank you to the alumni association of **@MBKETCHUMU** for selecting me as one of the first Distinguished Young Alumni recipients this year at the 2019 Gala Celebration. Congrats to all of the other award recipients tonight. I'm proud to be an alumnus of SCCO at MBKU  
#doctorofoptometry #loveeyeballs



**@EYE.KNOW.EYES**

First school screening of our second year; much more involved, but no less rewarding, than first year.



**@CARMICHAEL530**

And the final event for 2019 MBKU orientation... bowling and billiards. We hope you had fun and learned a few things. #mbkuorientation2019  
#wearembku

**STAY CONNECTED**, follow us on social media. **@MBKETCHUMUNIVERSITY** and **@KETCHUMHEALTH** on Facebook. **@MBKETCHUMU** on Twitter and Instagram. **@KETCHUMHEALTH** on Instagram. **@MBKU** on Vimeo. **MARSHALL B. KETCHUM UNIVERSITY** on LinkedIn.

# Marshall B. Ketchum University's School of PA Studies Granted Accreditation Continued Status

By Rene Scheys

**T**his spring Marshall B. Ketchum University celebrated long-expected news that represented many years of discipline, devotion and commitment to hard work. The School of Physician Assistant Studies received notice that it was granted "Accreditation Continued" status by the Accreditation Review Commission on Education for the Physician Assistant, which means the program is accredited for the next 10 years.

## EARLY EXCELLENCE

While this development was by no means a foregone conclusion, it was not unanticipated, as early returns on MBKU's School of PA Studies have been universally excellent. The faculty, staff and administration have built an elite, student-centered program dedicated to interprofessional medical education, and the students this program has attracted have been succeeding since its inception.

## A LONG PROCESS

Among the many individuals at Ketchum who are able to enjoy the news of continuing accreditation for the opportunity to look back with a sense of accomplishment is Dr. Kevin L. Alexander, Marshall B. Ketchum University's founding President and the man whose vision of an interprofessional university made the School of PA Studies a reality. "While there are many daily satisfactions in a job like mine," says Dr. Alexander,

"the real satisfaction for a job well-done comes in a longer time frame. Sometimes we really don't know whether we're doing a good job for years. So when you've finally graduated a few classes, they've all done well in their board exams and the accreditors come in and say 'You're the real deal' – that's when we can sit back and know that we have done a good thing. But that's a process that took nearly 10 years."

From the earliest stages of the program, when consultants were brought in to discuss which discipline would be ideal to add and inquiries were made to determine which of the area's health care institutions would welcome MBKU students for their external rotations, to the most recent stages, when PA students achieved a 100% pass rate on their boards, Dr. Alexander and his team have had to keep their eyes on the prize, so to speak. And while Dr. Alexander is proud of his role in casting a vision and seeing its fruition, he is quick to point out that he's not doing this without an incredible team of dedicated people. "The great coach Woody Hayes said, 'You win with people.' The most important part is the people. For me, the key to success is having the right person, in the right place, at the right time, with the right plan."

## STRONG LEADERSHIP

One such person is Allison Mollet, MMS, PA-C, the current Program Director for the School of PA Studies, and a part of the leadership of the program since the very beginning. As a PA herself for 17 years, Mollet is an expert not only in best practices and core curriculum, she is also intimately familiar with the mountains of data required to achieve the program's accreditation status. "We work hard to meet and exceed the standards," she explains. "But we also have to prove that to the accreditors. We conduct ongoing and frequent self-assessment and are developing reports to show how we're meeting each of the standards." Starting a new program from the ground up is exciting but also creates added pressure, because everything – from the reports for the accreditors to the curriculum for the professors – is being created and established for the first time.



MBKU President, Dr. Kevin L. Alexander, and School of PA Studies Program Director, Allison Mollet, MMS, PA-C



Another of the individuals crucial to the success of the SPAS was its director through the majority of the accreditation process, Dr. Judy Ortiz, who now serves MBKU in the role of Vice President for Educational Effectiveness & Institutional Research. Dr. Ortiz credits the program's commitment to Ketchum's core values. "As the former Director of the School of PA Studies, I'm extremely proud of the faculty and staff who have built an excellent educational program and have fully embraced the program's values of integrity, compassion, respect, and service," says Dr. Ortiz. "The success of the students and the PA school are the result of their collaborative efforts. Through their teaching and mentoring, the next generation of PAs is becoming qualified, capable, community-engaged health care providers."

## DEDICATION CONTINUED

None of the faculty, staff or administrators in the School of PA Studies is using the accreditation as an opportunity to rest on any laurels, however. Each of them is more dedicated than ever to the whole point of it all:

admitting and then training a select few students who are able to use their MBKU education to deliver high-quality interprofessional health care all over the world. "In academics, your impact grows exponentially," says PA Allison Mollet. "You're helping to shape the next group of PAs who are themselves going to touch hundreds of lives. I've never forgotten what it was like to be a student, which was a big part of my motivation to help create a program that was student-focused. Accreditation is hugely important, but our motivations go beyond that. In the end, there's going to be a patient in front of that student. We don't lose sight of the fact that our students will be taking care of people."

Dr. Alexander keeps the success of these students at the center of his ambitions as well. "We maintain our small class size so that we can continue to give students superb rotations and create a year's worth of experiences where our students get a high-caliber education," he says. "I'm really proud of the students who took a chance to come here. Not only did they come here, they dove into it. We have an exceptional program because we have exceptional students." ♦

The Accreditation Review Commission on Education for the Physician Assistant, Inc. (ARC-PA) has granted **Accreditation-Continued** status to the **Marshall B. Ketchum University Physician Assistant Program** sponsored by **Marshall B. Ketchum University**. Accreditation-Continued is an accreditation status granted when a currently accredited program is in compliance with the ARC-PA Standards. Accreditation remains in effect until the program closes or withdraws from the accreditation process or until accreditation is withdrawn for failure to comply with the Standards. The approximate date for the next validation review of the program by the ARC-PA will be **March 2029**. The review date is contingent upon continued compliance with the Accreditation Standards and ARC-PA policy.

# A Conversation With Frank Scotti

Frank Scotti has enjoyed a long and distinguished career in finance and operations. After working for years at Fortune 500 and Fortune 100 companies, Frank began his own business consulting firm, quickly becoming a noted turnaround specialist. Frank then expanded his consultancy to the world of higher education, where he focused on strengthening the financials of universities. This year Frank began a new phase in his career as Marshall B. Ketchum University's new Senior Vice President for Administration and Finance and Chief Financial Officer.

By Rene Scheys



Frank Scotti, Senior Vice President for Administration and Finance and Chief Financial Officer



**Talk a little bit about your background and how that has prepared you to serve as MBKU's Senior Vice President for Administration and Finance and Chief Financial Officer.**

**A:** I have 30-plus years of finance and operations experience, across a number of different for-profit businesses and nonprofit institutions. Most significantly, partway into my career, I realized I wanted to try teaching as a way to give back to the community. I taught adjunct for 10 years, and while that was a challenge as I was working full time, I loved being in the classroom teaching young adults at the university level. In my business roles, I found I enjoyed things that other people found painful such as setting business systems, examining processes and procedures, developing people, and determining if organizations have healthy cultures. A great deal of my views on organizational health were developed as I was teaching, because as I developed courses, I had to explain to students what a healthy culture looked like. When I began consulting with nonprofit universities, I felt confident I could make a substantial difference, because nonprofit education is focused on the mission more than anything.

**You've been at MBKU since March and are joining the University after a period of rapid growth and expansion. What is the University's financial position and what will be your primary areas of focus moving forward?**

MBKU is financially sound. It has a solid revenue stream, and several major investments with new programs that are providing return on investment. It also has additional potential for growth as accreditation approvals mature. Some areas of focus for me are providing finance reports and services that are relevant and of value to our organization, and educating the leadership and management team on what Financial Affairs brings to the organization and how to utilize the information we provide. I'll also work to ensure sound financial management in compliance with GAAP and FASB requirements, ensuring that we are maximizing revenue potential, managing expenditures and establishing a plan to build reserve funds.

**“We have a healthy and positive corporate and community culture, and I am impressed with President Alexander’s engaged and collaborative style when working with students, employees and various constituencies throughout MBKU.”**

#### **What do you like about working at MBKU?**

I have found the majority of people here to be warm and engaging! We have a healthy and positive corporate and community culture, and I am impressed with President Alexander's engaged and collaborative style when working with students, employees and various constituencies throughout MBKU. I am confident I'll work well together with the senior administrative team to accomplish mutually beneficial goals in the best interest of the University.

#### **Higher education is facing many financial challenges these days. How do you foresee these challenges applying to MBKU?**

The cost of higher education continues to be a topic of news on a variety of fronts. Most institutions today are limited in how much they may raise tuition (currently about a 4% average). However, operating expenses including the cost of salaries, benefits, corporate insurances, compliance requirements and more are increasing 6-7%. We need to find ways to bridge that gap, while maintaining the quality of the educational experience for our students.

Another challenge we face is the way accreditation requirements are tightening to ensure colleges and universities are achieving acceptable educational outcomes for their students. This has occurred because of what went on with for-profit institutions in the last few years, so accreditors are trying to ensure that proper educational outcomes are consistently achieved. Thus, accreditation standards and measures are getting tougher and tougher.

Finally, we need to keep our educational programs relevant to the needs of our students and community. We must be constantly re-evaluating our delivery models to ensure our students are learning effectively, ensuring

solid board testing results throughout and after their education. We need to keep our programs affordable, where students receive better value for their investment than at competing institutions.

#### **Who had the biggest influence on the person you are today?**

It has been a combination of friends, mentors and family members. One of my early bosses at a job I had in college saw a lot of potential in me and stayed in contact to offer mentorship and help beyond college, and that struck me. In college I maintained strong friendships with several people who have influenced my personal and professional career development. Growing up, my parents instilled a strong sense of organization and accountability to life that my siblings and I retain in our careers. Finally, the presidents at each of the past two educational institutions I served at (Biola University and Hope International University) assisted me in honing my skills in higher education, which has been invaluable to me.

The above experiences made me realize the importance of investing in relationships to help people develop their fullest potential as part of a high-functioning team. I try to invest in others through my leadership and sincerely care for their personal and professional development. Additionally, I was fortunate to have a mother who was a positive role model for unconditional love and acceptance for everyone she met. She always made time for people and made everyone feel important. That love for people transcended everything and remains one of the foundational influences for who I am today. ♥



# A LIFE OF SERVICE

By Rene Scheys

**W**hen in the course of interviewing prospective optometry students, Dr. Corina van de Pol occasionally encounters one who mentions their interest in optometry blooming at a very early age, and her ears perk up at discovering a potential kindred spirit. “I always say, ‘Me too!’” says Dr. van de Pol with a smile. “It’s so cool to see that there are others who made the decision to be an optometrist early.”

In eighth grade, Dr. van de Pol worked on a science project about how the eye is a “window to the brain.” Her youthful research led to a passion that has taken her around the world in a wide and fascinating career, beginning with serving in a medical battalion in the military, to research for a medical device startup company, and then finally to the sunny campus of Marshall B. Ketchum University.

## HELPING STUDENTS SERVE


Dr. van de Pol earned her degree through the GI Bill, entering the military as an optician and instructor in the optical laboratory technician training program. Later, after successfully completing officer’s training, Dr. van de Pol served a few more years before deciding to take a break in order to go to optometry school. Three years into her four-year degree, the Army wanted her back. They paid for her last year of optometry school and she returned to active duty as a captain working in clinical practice for five years. There she practiced the fundamentals of providing good eye care with stakes that were fairly high. She was responsible for giving exams and corrections to soldiers deployed in Operation Desert Storm.

Eventually, the military provided Dr. van de Pol the chance to receive her PhD, and she was able to extend her passion for eye care and devotion to the Army into a new direction: research. This led to eight years of exploring alternatives to eyeglasses for Army aviators, where her research, in conjunction with the efforts of many others, resulted in a huge policy change that allowed pilots who had received PRK or LASIK surgery to fly. This research had such a profound effect on aviators that Dr. van de Pol was given the Order of St. Michael medal, which is given by aviators to someone who has made a difference in aviation. She considers it her greatest honor in the military.

## A MILITARY OPTOMETRIST

After the military Dr. van de Pol spent eight years at a startup company, doing research in support of new medical device technology, a job that began as a lot of fun, then became more and more stressful. That’s when she decided to return to teaching, one of her first loves. She was hired at MBKU six years ago, and in that time, she has distinguished herself as an educator who employs her vast experience to train students well and push them to see all the ways they can serve the world in their optometry careers. “It’s been really great for me to serve as faculty adviser at Ketchum for the Student Volunteer Optometric Services to Humanity (SVOSH) and Lions Clubs. To be there for students so they have more opportunities to go to other countries and do missions is so important. They’re doing very basic optometry with very basic tools, but they’re also learning and seeing and helping patients. It’s a skill every optometrist should have, to diagnose disease with basic tools. And it’s a fantastic learning experience for them.”

## A STRONG FOUNDATION

Put it all together, and Dr. van de Pol has lived a life of service to her country, to her students, and to her community. At Ketchum, she has found a place where this mindset is embraced and encouraged, along with a strong desire to grow and innovate and stay on the leading edge of health care. “We’re all like-minded in wanting to give students the best foundation we can. They are our future optometrists. I always tell my students, ‘Someday, I’ll come to you and you’re going to give me an eye exam. And I want to be proud of you.’” 



# EMBRACING A CHALLENGE

By Rene Scheys

**I t was a pair of diseased lungs that sent PA Julia Karnoski on a path to becoming a health care provider. She was a senior in high school, and her anatomy teacher took her class on a field trip to a cadaver lab. Seeing a set of lungs in the cadaver of a life-long smoker awakened her to the importance and the potential of a career in health and medicine.**

## A MEANINGFUL CAREER

She went on to get a degree in natural science from Loyola Marymount University, and as she explored her career options, she discovered the profession of PA and something about it just made sense. "It was everything I wanted in a career," she says. "It would be intellectually challenging, and would push me to learn and grow every day. It was meaningful work and would provide me with an avenue to make a positive impact on my community. I also appreciated the fact that teamwork was integrated into the profession, as PAs work so closely with their collaborating physician and others in the health care team."

After completing her PA Studies degree, Julia began working in an urgent care clinic before moving to emergency medicine at St. Joseph's of Orange and Children's Hospital of Orange County (CHOC). She also began tutoring at MBKU, assisting students in Ketchum's first PA class with challenging material. Eventually, the program director of the PA Studies program at the time asked Julia not only to begin teaching for Ketchum, but also to assist in revising core parts of the PA Studies curriculum. She was tasked with teaching pharmacology from a


clinician's perspective, while continuing to work full time in the ER. It's a perfect mix. "Working in the ER helps me be a better educator, and working at MBKU helps me be a better provider," she says.

## MANY ROLES AT MBKU

PA Karnoski does far more than teach a class at MBKU and then leave. She's become a key faculty member in the PA Studies program, lecturing on clinical medicine topics, assisting with skills workshops, proctoring patient assessment exams and simulations, and tutoring students when needed. She also serves as a member of several program committees, including the didactic, student progress, and admissions committees. It is safe to say that she has met with her challenging and fulfilling career.

And at MBKU, she has found a place where collaboration is a core part of the mission. "The over-specialization of medicine and lack of communication between providers can often have a detrimental effect on patient care, so we are working hard to ingrain a culture of respect and collaboration among the next generation of health care providers. The PA faculty consists of PAs, NPs, MDs, and PhDs, with each member contributing a unique perspective on clinical medicine. In addition, we have an invaluable resource in the expertise of our OD and PharmD colleagues, which makes for a very strong and well-balanced curriculum. We have the students work together in small groups throughout their training, and they also learn to work with the optometry and pharmacy students during their interprofessional courses. At MBKU, we educate students from the beginning that every patient deserves to have a *team* behind them that's working together to achieve optimal health outcomes."

## A HIGH STANDARD

Julia works to instill in her students the same desire she had to be challenged always by what they're learning, and to honor the privilege and responsibility of providing quality health care. "I want students to be eager to learn, to push themselves to be better and better. We hold students to a very high standard because they're going out to take care of people. I can't think of a more important job." 



# A CORPORATE EDUCATION

By Rene Scheys

**Dr. Monica Trivedi began her medical career as a "candy striper," the term given to volunteers at Hoag Hospital and Irvine Medical Center because of the red-and-white-striped vests they wore. There she had her first exposure to the potential of pharmacy as a profession and it served as the springboard to pharmacy school and her first positions as a pharmacy clerk and pharmacy technician at Longs Drugs.**

## CORPORATE SUCCESS

After completing her schooling, Dr. Trivedi began her career officially in retail pharmacy, where her excellent work ethic and leadership skills meant that she was soon promoted to manage larger and larger groups of people and then larger groups of pharmacies. She was able to collaborate well and relate with others, and her successful career eventually resulted in her being put in charge of three districts' worth of Target stores.


Her life as a pharmacist had become about increasing profit, legal compliance, operational workflow, recruiting, sales and payroll. And although she enjoyed her work and was good at it, she began to think more and more about how much she liked working with interns, teaching them about pharmacy and about how many of the ones she came across seemed to lack certain knowledge and skillsets. What if she could get to them before they graduated?

## A NEW OPPORTUNITY

These feelings came right around the time a new College of Pharmacy was being established at Marshall B. Ketchum University and so Dr. Trivedi joined academia to help build the program with Dean Edward Fisher, before a single student ever set foot on campus. Though it was a big learning process, Dr. Trivedi found that many of her skills in the corporate world carried over into the academic. "In education, you have learning objectives and certain student learning outcomes are achieved," she explains. "But in a sense, that's like meeting your numbers in the corporate world. A big part of my job at Ketchum is setting up rotation sites. Well, that's easy because that's about relationship building with pharmacists. And that's exactly what I used to do to help my pharmacists and pharmacies be successful."

## WORKING WITH PRECEPTORS

Dr. Trivedi's experience with connecting to pharmacies has been invaluable in helping MBKU's College of Pharmacy establish preceptor sites that will oversee pharmacy students when they go on their clinical rotations. Dr. Trivedi works to ensure that each preceptor site is one where Ketchum students will thrive and learn in an environment that shares MBKU's values. "Without our preceptors, our students really can't apply their knowledge. It is key to have great preceptors that are dedicated and influential on our students, giving them the opportunity to see what their jobs look like and to practice utilizing their skills and knowledge. We want to be out there in the community so people can see the value we can bring." Dr. Trivedi also heads the Preceptor Advisory Council to make sure the relationship between the preceptors and the MBKU students they welcome remains vibrant.

Building a College of Pharmacy program from scratch has given Dr. Trivedi the opportunity to influence the knowledge of pharmacy graduates before they go on their first rotations. And she sees it as a privilege to do so in collaboration with the other great pharmacists in the program. "We have a great blend of ideas that work together, which gives us the opportunity to make the best pharmacy program we can," she says. 



# UNSUNG HEROES & HEROINES

By Rene Scheys

Friendly to a frustrated patient and able to find lost emails in a single search, these are the unsung heroes and heroines who serve Marshall B. Ketchum University. Their identity isn't a secret and their uniforms come in many colors, but they all share similar super powers: a devotion to hard work, a family-like environment and doing whatever they can to help educate the future health care leaders of the world.



A university thrives when it has great people succeeding in sometimes thankless roles, believing in their own work but also in the University's mission. In these pages, we are proud to honor a number of such individuals.



## Heroine of Help

**BETTY SANCHEZ**

**For nearly 20 years,** Betty Sanchez has been a friendly and personal point of contact for those students at Marshall B. Ketchum University who find themselves in need of help. As the Office Manager and Assistant to the Vice President for Student Affairs, Betty has long been one of the first people students encounter when in need of assistance, be it academic, personal or financial. "Sometimes they don't know the resources available to them," she says. "They come in very worried or concerned about something, and we are able to listen to their needs and guide them through the process of finding and using the University resources that will help them."

It's not uncommon for academic institutions to have strong student support services. One difference at MBKU that Betty has always been proud of is the personal touch her office provides. "We always answer the phone," she says. "It is not like at a giant university where you're pressing all these buttons to go to all these places."

Another personal touch is Betty's involvement in commencement regalia. She makes sure it fits for every single student, personally measuring their heads for the caps. This small but important ritual between the Office of University Student Affairs and the students often serves as a fitting end to a four-year relationship between them, and it's representative of the investment that the staff makes into each and every student who comes to MBKU.

# Leading With Kindness

CAROLE JOLLY

**One of the guiding philosophies** of President Kevin L. Alexander's leadership of Marshall B. Ketchum University is to place capable individuals into key roles and allow them the freedom to shine. Among the many people upon whom President Alexander relies is one who sits right outside his office, serving as a one-woman welcoming committee, sentry and/or logistics coordinator. Carole Jolly is the Executive Assistant to the President and is one of President Alexander's most important and trusted colleagues.

When Carole was laid off after a 30-year career in hospital administration, she took the opportunity to reflect on the fact that the world she inhabited was at odds with the warmth and generosity of her personality. After exploring her options, she took a leap of faith and accepted the position at MBKU, where she quickly thrived. At MBKU she found that even the most difficult challenges of assisting and supporting a University president are moderated by a genuine sense of community. "For a long time, I felt like this place was too good to be true," she says. "The people here are really, really kind. It's a family here."

Carole also provides logistical and administrative support for the Board of Trustees, planning and prepping for Board meetings, at which she is entrusted with an extensive knowledge of the inner workings of MBKU's leadership. But she sees it as an even greater honor to get along well with President Alexander, to have his deep respect, and to represent the Office of the President with kindness and resolve.



## Pillar of Policy

LUIS OSPINA

**There have to be some people** who love reading the "Terms and Conditions," that long, arcane legalese by which our use of everything is governed. Most of us probably hit "Accept" and swipe it away, but Luis Ospina is the type of person who reads and relishes it all. Luis is the Director of Healthcare Policy Compliance at Ketchum Health, and in this role, he applies his precise and detailed legal mind to making sure that Ketchum Health does not fall out of compliance with any of the many protocols it is beholden to as a health care institution.

"The health care industry is the most regulated industry in the nation," he says. "And in the nation, California has the most regulations of all. So it's very hard to keep pace with every rule. But I try to stay compliant with every single aspect of our operations. It might not be the most exciting thing the University does, but I find perfect compliance to be very fascinating!"

Luis received his law degree from a prestigious university in Colombia, but instead of going the practicing attorney route, he enrolled in business and project-management courses, learning about and becoming certified in data analysis, public policy and health policy. His expertise is to pay close attention to all the strict details by which Ketchum Health's faculty, doctors, clinicians and patients are protected.

And while there aren't many celebratory articles about perfect compliance, it's a job Luis takes great pride in. "We are compliant not because we fear punishment but because it is ethical to exercise due diligence with our patients. We need to honor that responsibility."



# A Vision for Students

**ERIN DEAN**

## **Erin Dean knew from a young age**

that she would have a career in health care. However, she made an important discovery about herself in the course of completing her degree in Health Science at Cal State Fullerton. She didn't care for blood, bones, or any of the potential gore that came with being a health care provider – but she did like the potential for changing people's lives. She decided to pursue her passion for health care behind the scenes, in health care administration.

While a student at Cal State Fullerton, Erin served an internship for the Kids Vision for Life program, where every Friday she would accompany 40 students who were bussed to SCCO's University Eye Center for complimentary exams. In addition to the opportunity to see firsthand how important quality health care is for a community, the internship also made her aware of Marshall B. Ketchum University for the first time. She was hired a few years ago as a Patient Relations Representative and after distinguishing herself in multiple roles, she was recently appointed Manager of the Office of Clinical Education, where her responsibilities include organization and management of SCCO's vast network of affiliated Outreach and Residency programs. She also coordinates the scheduling and logistics of international programs affiliated with Eulji University in South Korea and Tokyo Optometric College.

At MBKU, Erin has found a position in health care administration that is free from the fierce nature that usually comes with the territory. "They really care about you here," she says. "You know, family comes first, and if you have an issue they're more than willing to help. I have a number of mentors here and it has been so awesome to learn from them and grow in my professional career."

# Passion for Patients

**RITA MARTINEZ**

## **Rita Martinez is employed in**

Ketchum Health's Claims Department, where she works with doctors, patients and insurance companies to bill and collect for health care services. It's a complex job where the larger perspective she has gained from a life filled with challenges allows her to bring kindness and understanding to people who need it.

From a young age, Rita was influenced and encouraged by her father, who instilled in Rita the idea that her good heart gave her special potential. These words shaped Rita's ambitions early on, and set her on the path to becoming the first college graduate in her family. With a lot of dedication and hard work, Rita completed her degree at Cal State Fullerton, fulfilling the dream her father had for her.

Rita studied Human Services with an emphasis in Mental Health, and the passion she brings to her work at Ketchum Health grows out of her desire to help people navigate the intricacies of locating and making use of resources designed to help them. "The overall goal of my degree is service in the community," she says. "Whether it's making a change in a business setting, an educational setting, or a home setting. My main interest in the degree was to be able to help people. I love to hear people's stories and to be a part of their growth."





## Positive Presence

### NORMAN KOWN

**Norman Kown has a career path** a bit more varied than the typical employee of a health care university, but seeing the path he took to get to Marshall B. Ketchum University allows one to understand so much about why he is the cheerful and enthusiastic person he is. After moving up the ranks of retail in a flagship department store, Norman spent years successfully building the presence and clientele of a personal fitness company. In both of these positions, Norman learned how to help people expertly. He learned how to truly listen to them to understand their needs and wants and to help them achieve their goals.

Now Norman extends his relational brilliance across MBKU's campus as the Auxiliary Services Representative, a position in which he has quickly gained a reputation for exuding happiness and accommodation. Whether it's MBKU's copy center, campus store or mail room, Norman makes sure every individual he comes in contact with is heard and seen and receives his undivided attention.

"You make up how your day is going," he says. "Whatever happens, I come here with a fresh slate and good energy, and people feed off that. It makes others feel better about their day. And that makes me happy, too."

## Inspiring Account

### PASTORA MARDAHL

#### **Pastora Mardahl has always loved**

numbers. She grew up in Mexico fascinated by them, which led her to study accounting in college. Upon a post-graduation visit to Disneyland, Pastora realized how much she liked the United States as well. After going through the process of getting approval to work in the United States rightfully, Pastora started working on small accounting jobs while going to school to finish a two-year degree in the U.S. She rose through the ranks at work and school, eventually becoming the Accounts Payable and Disbursements Accountant at Marshall B. Ketchum University.

This is a job she loves because it allows her to interact with pretty much every department at MBKU. "I get to communicate with everybody," she says, "Vendors, employees, students and faculty. Sometimes my inbox is a foot tall, but I love my job because it's never boring."

One thing Pastora's parents always encouraged in her was a love of learning and this has never abated. Pastora has returned to school to complete her BA while working full time. At her own daughter's graduation a year ago, Pastora saw an 82-year-old woman walk across the stage, which was all the motivation she needed to know that her hard work would once again pay off!





## Great Optics

**ERNIE MORALES**

**One day early this summer,** Ernie Morales, the Lead Optician at Ketchum Health, had five interns specifically shadow him for an appointment with a patient who was receiving glasses. Ketchum Health had helped that patient with a grant that provided him with eye care beyond his insurance coverage and when the patient put on his glasses, those five interns got to see exactly what Ernie had hoped they would: a new world of clarity the patient never knew was there. The patient was emotional, and Ernie was more than pleased. "I wanted them to be inspired, to know that they chose a good career that has the potential to change people's lives so much," says Ernie.

Ernie had a feeling that might happen, because in that patient, he had seen himself. As a boy, he never got the chance to go to the eye doctor, so his astigmatism was long untreated. When he put on eyeglasses for the first time, it was utterly transformative. He became an optician specifically to help others have that experience.

At Ketchum Health, Ernie also has the privilege of sharing the technological innovations in the world of eyeglasses and lenses with the students, as a key figure in their education. Coming from a private practice, he jumped at the opportunity to work at an educational institution. "We see the students grow and then graduate, and we have the reward of seeing them succeed out in the industry," he says.

## Organizing and Uplifting

**KATE GARCIA**

**When Kate Garcia was a little girl,**

arranging her toys in her clean room, the game she always played was "Office" – and she was always the boss. Even as a child she found pleasure in organizing logistics and details, a character trait that would serve her well many years later when she was hired by Dr. Julie A. Schornack as her Assistant for Clinical Education. In that role, she had the opportunity to put not just her organization skills to work – running the office in charge of students' third- and fourth-year clinical experience – but also her people skills. "I was an advocate for the students. Their third and fourth years are very stressful, and sometimes they just need someone to confide in," she says.

The sense of community Kate was able to foster in that role has even greater potential for her in her new position as Coordinator of Special Events and University Calendar. Now her love of organization and people extends campus wide, as she is able to build relationships in every department at MBKU. From small celebrations to larger events like commencement and white coat ceremonies, Kate is able to plan and provide for them all, putting a friendly face on the events by which MBKU marks the achievements of its students, faculty and staff. "I love working here and being a part of something so positive," she says. "It is uplifting to work in a place where there is such a strong sense of community and purpose."



# A Detailed Operation

## **If you have ever walked onto the**

campus of Marshall B. Ketchum University, scanned your key card to enter a building, walked down the carpeted hallway, unlocked and pulled open the door to a specific room, turned on the lights and then sat down in one of that room's comfortable chairs, then you have been the direct beneficiary in about 20 different ways of Greg Smith's attention to detail and the dedication of the individuals on his Campus Operations team.

Greg Smith is the Director of Campus Operations, and, in that role, he and his team — which include the people who work for MBKU Facilities and its cleaning staff — toil in myriad ways, seen and unseen, to make sure that MBKU facilities run like a well-oiled machine.

## **THE MULTI-TOOL**

And how might one take care of this machine? "We're a multi-tool," says Greg. "I try to instill in my crew the idea that we must be concerned with everything, and about how our work affects the campus holistically. The idea of the multi-tool, where we have the versatility to address any need that arises, is our inspiration and our motto."

Greg received great training in the art of sweating the small stuff during his many years in facilities management and then as a construction project engineer. "I got to work behind the scenes with the nuts and bolts and the nitty-gritty details of the thousands of things that go in to a major construction project," he says. "And I was passionate about it." When the recession hit his industry hard, Greg pursued a different path, finding that as the newly hired Director of Campus Operations at MBKU, he would have the opportunity for both facilities management and construction engineering.

This was because the University that had just hired him was planning to grow, and it would need space for new programs while upgrading its existing facilities.

## **CREATING A GREAT CAMPUS**

In partnership with President Kevin L. Alexander and Dr. Julie A. Schornack, Greg has led MBKU through numerous renovations and building projects in the years since he was hired, including Ketchum Health, the Health Professions Building and the Warren & Carol Low Student Union. "Every detail from top to bottom came through my wheelhouse," says Greg. "With the goal of making those places desirable, clean and functional. In the meantime, we're also maintaining and improving our excellent current facilities."

Greg had another major influence with respect to the pride he takes in his work and the integrity he requires from his team: the time he spent in the Air Force. He worked in intelligence, where he managed the kinds of details that remain behind the scenes by design, and he learned about the importance of always doing the right thing even when nobody is looking. At MBKU, the idea is the same. Whether it's national security, or how much effort one must exert in order to open the door to a classroom on campus, anything worth doing is worth doing right.

This idea pervades the work of the whole Campus Operations team. And occasionally Greg allows himself to feel a sense of accomplishment about how the overall look and feel of campus has changed due to his hard work over the years. It's a campus that every single person at MBKU can enjoy and appreciate.



Pictured left to right: Kaufmann Dulany, Carmen Hernandez, Greg Smith, Javier Marin, Keri Mluddek, Anh Nguyen



Pictured left to right: Sam Young, Ryan Bates, Russell Johnson, Nelson Munoz, Tuan Vu, Alex Salgado, Ellie Elzarie, Anthony Watson

# Network of Knowledge

**As a young man,** Sam Young wanted to be a doctor. In college, he enrolled in pre-med prerequisites, studied hard for the MCAT, and got himself ready for a career committed to caring for the health and well-being of others.

There was just one problem. "I'm actually a germaphobe. I'm proud to say that," claims Sam with a laugh. "I realized I wouldn't last. I 'flunked out' pretty soon. But it's always fascinated me, the medical procedures and the diseases. As long as I don't touch it, it's pretty cool." This fascination with the world of medicine is significant because it's one of the factors that drew Sam to Ketchum after 25 years of providing technical support and managing IT departments in financial institutions and corporate settings. His position as Marshall B. Ketchum University's Director of Information Technology finally affords him the opportunity, in one sense, to be a health care professional.

## CURING SICK COMPUTERS

Of course, many of the terms we use to speak about technology come from and overlap with medical terms – think of your computer having a "bug" or "catching a virus" — and while Sam makes no claim to the vast knowledge medical professionals possess and the hard work it takes to acquire it, the richness of the analogy is not lost on him. He and his team of seven IT support technicians manage the care of a large organism, so to speak, and protect the health and wellness of multiple, interacting systems, each of which has a number of potential "pathologies."

Medical school wasn't the only detour on Sam's path on the information technology highway. He originally studied mechanical engineering,

receiving a degree in that field from UC Irvine, but soon found that this gave him a strong foundation for success in IT. "Even though I never became an engineer, it helped me prepare for the IT world," says Sam. "It taught me how to work as a team and how to think of the analytical way to design and build systems." Many of the other individuals who comprise the MBKU IT Department have a similar story, finding their way to IT through a variety of paths. "Most of us didn't start a career with IT in mind. Our backgrounds include an auto mechanic, two engineers, a person in the animal sciences, and a few entrepreneurs. Our diversity gives us strength, because our different skills and personalities complement each other."

## UPGRADING TECHNOLOGY

One of the IT Department's largest challenges was working together to "reverse engineer" a knowledge of how MBKU's previous IT department built and supported its technology infrastructure, as they upgraded a number MBKU's technologies, among them the Student Information System and the entire wireless network. They have also paved the way for the adoption of new technologies, like the new electronic health records platform. This is all at the same time that his small team balances the support of more than 700 students, 200 employees and nearly 1,000 computers on campus.

Sam does all this with a mind toward what is most important, which is not necessarily the technology as much as it is the person attempting to use it. "Our daily challenge is not just fixing or managing technology, but managing users," he says. "So, yes, we try to be computer doctors and fix the computers, but just as important as fixing the issue is just talking to the user, and making them feel like the technology is going to work for them."



## A Friendly Face

**RACHEL MERLOS**

### **As the Patient Relations Supervisor** at

Ketchum Health, Rachel Merlos and her Patient Relations team are in many ways the "face" of Ketchum Health. They are the people the patient sees at the beginning of their appointment and at the end, and their role in the patient's experience at Ketchum is a vital complement to the care those patients receive.

It's not just her warmth and professionalism that Rachel provides, however. Every appointment at Ketchum Health runs through her department, so Rachel manages a team responsible for verifying insurance coverage, scheduling patients with the SCCO students and making sure that the care provided is properly billed. Rachel becomes a part of Ketchum Health students' education as well — teaching them the ins and outs of all the logistical details that come with patient relations.

Rachel has experienced a lot of patients who allowed their frustration at navigating the vicissitudes of health care coverage get the better of them, but she has a simple rule that nearly always works for defusing tense situations: Try. "I'll talk to the doctor, the chief of that department, the dean. And when people see you actually try, even if you're not ultimately successful, they can see that you care, and it means a lot to them."

## A Ray of Light

**EVELYN STINSON**

**If you've attended a** Marshall B. Ketchum University commencement ceremony in the last few years, you might have become acquainted — even if you were completely across the room — with Evelyn Stinson. She was the one with the pom-poms, cheering loudly for every single graduate who walked across the stage.

Evelyn is one of those individuals with a heart called to uplifting others and her attendance at commencement is just one way this manifests. She is the Central Supply Clerk at Ketchum Health, and responsible for equipment and supplies throughout the University Eye Center. Even though her work is ostensibly about materials, she has made it all about the people who come in touch with those materials. "It is very important for me to make students, faculty, staff and patients at MBKU feel comfortable and content when they visit me. I want them to feel welcome," she says.

Evelyn's cheerful personality also shines its rays of light on many children at Ketchum Health, as she supports the Vision Therapy department. She has devised numerous ways to make their time at Ketchum Health more comfortable — from "VT Bucks" which earn them prizes for completing therapy exercises to ringing a special bell, it's all in the service of extending the human face of Ketchum Health's quality health care.

And as for her marathon cheering at graduation, she has a simple explanation for that: She loves the students at MBKU as well. "I'm just so proud of them. They keep me young. If not for them, we wouldn't have this institution!"





## Priceless Vision

**YOLANDA MORENO**

### **As the Office and Optical Manager at**

Ketchum Health Los Angeles, Yolanda Moreno gets ample opportunity to be reminded of why she became an optician in the first place. The LA location deals a lot with the homeless or otherwise underserved populations and being able to witness how happy and grateful people are when they finally receive a pair of much-needed glasses is very rewarding to Yolanda. So are the children. "We have a lot of children who come in with prescriptions from Children's Hospital, and the expression on their faces when they put on that pair of glasses for the first time is priceless," she says.

Even though these days Yolanda spends a good deal of her time managing the myriad issues that come up while running an office, she remains close to those priceless moments through the students. "I enjoy working with students so much," she says. "Showing them the ropes in optical care, adjusting and selecting frames and just teaching and sharing my experiences. Working with future doctors is so rewarding." MBKU students who rotate through are also grateful for the experience, as there is ample opportunity in LA to treat vision concerns that, up to that point, they may have only seen in their textbooks.

As far as Yolanda is concerned, each of them — her, her staff, the optometrists and the students — all thrive best when they work as a team. "Everyone is important, no matter what role. The success of this clinic is not just one person; it's a team giving excellent care to all its patients."

## Managing Success

**LORRAINE SANDOVAL**

**Lorraine Sandoval started at** Ketchum Health's "incubator" for office talent, the Patient Relations Department. After completing a medical office management program, Lorraine found Ketchum Health an ideal place to pursue her career, as she has advanced over the years to her current position as Clinic Coordinator for Ketchum Health. In this role, she creates and manages the students' schedules for their rotations into clinics, which gives her a rewarding firsthand involvement in each student's journey.

"Each year a new group of students comes through," says Lorraine. "It's very rewarding to see their progress from when they first start clinic to when they graduate. I coordinate their schedules and work with them in many aspects of their daily clinical experiences. I really get to know many of them before they graduate and achieve all their success."

Lorraine also counts it as a privilege to partner with faculty, making sure they have what they need as they support and guide the students' clinical studies. Having worked at MBKU for many years and getting to know and build relationships with faculty, staff and students, Lorraine's feelings about the place have never changed. "I enjoy coming to work every day," she says.



# In Safe Hands

## One of the crucial factors for any

health care institution, where patients may be experiencing the vulnerability of illness and their caretakers experiencing the stress of providing appropriate and effective care, is that everyone at every level of involvement should feel safe. Our welfare is an aspect of our lives we are often privileged to not think very much about until or unless it is threatened, and it is very easy to overlook the many individuals who are working behind the scenes to safeguard it. Such is the case at Marshall B. Ketchum University, where a dedicated team of highly qualified security personnel ensure that the students, doctors, administrators and staff can remain focused on their life-giving work.

## AN EXPERIENCED LAW ENFORCEMENT OFFICER

The Campus Safety and Security Department is led by Jesus Barrera, who has served as the Supervisor while Director Craig Cooper is on military leave. Jesus is a former police officer who worked in the South Pasadena Police Department and the University of Southern California Public Safety Department before coming to MBKU with the breadth of his experience.

As a police officer, Jesus was able to fulfill the dream he had carried ever since he was a 16-year-old who joined the police explorer program in the city of San Gabriel, which was to get exposure to what life as a law enforcement officer was really like. He had gravitated to law enforcement because of the safety and professionalism they represented to him and his family in the city of Rosemead, Calif. "It was an extremely rough neighborhood," says Jesus, "It was not a safe environment. And when I got out, I figured that becoming a police officer was my way of serving the community, whether I lived there or not, by helping to clean up the streets and create a safe environment."

## A HIGH LEVEL OF PROFESSIONALISM

The campus of Marshall B. Ketchum University is a safe environment, in large part because of the service Jesus and the Campus Safety team provide. There are no moonlighters in Ketchum's Campus Safety and Security Department. It is composed of unarmed officers, who are vital to the smooth operation of the team, as well as armed ones. The latter are all either former or current law enforcement officers or they are POST-police academy certified. Campus Safety personnel are stationed at all three Ketchum locations in Fullerton, Anaheim Hills and Los Angeles, and while each location might present unique challenges, they all receive the same high level of service from Jesus' team.

Ensuring and maintaining physical safety isn't the only way the Campus Safety and Security department serves MBKU. They are also heavily involved in many aspects of campus life, providing CPR training, self-defense courses for the PA program, earthquake and active-shooter drills and training for students on how to avoid becoming a potential victim. Widening the area of their protection by sharing safety knowledge is of particular importance to Jesus, so that he and his team can continue providing a safe space for the good work of the University. "We take great pride in giving the best service we can to the University," he says. "We take our job and everything it encompasses very seriously. And it's an honor to provide that safety net for everyone on this campus." ♦



Pictured left to right: Angelique Tulloss, Jesus Barrera, Dung Huynh, Alexander Payne, Caesar Escobedo, Stephanie Sedano, Jason Houston.



# Care and Compassion in the Community

By Rene Scheys

**W**ith the opening of Ketchum Health in Anaheim Hills, Marshall B. Ketchum University came to feature a flagship health care facility through which it could continue to provide quality care to the surrounding community as well as clinical training for MBKU students. And while Ketchum Health draws well-deserved accolades, MBKU extends its influence into a number of other communities in profound ways through its various community clinics. “Our community clinics provide comprehensive and affordable health care at a very high level of quality,” says Dr. Mark Nakano, Associate Dean of Clinics at MBKU and Ketchum Health.

## COMMUNITY EXPERIENCE

Dr. Nakano is very familiar with the quality of care at Ketchum clinics, because prior to becoming Associate Dean, he was the clinic director of the University Eye Center in Los Angeles. His stewardship of that clinic was very successful, and it gave him the opportunity to fulfill a passion of his, which is to provide vision care to underrepresented communities.

As the Director of the clinics, his passion has an even wider reach, as he oversees Ketchum-affiliated health clinics in Tustin and South Central Los Angeles, the Vision Clinic at the Boys and Girls Clubs of Garden Grove, and the Low Vision Clinic at the Blind Children’s Learning Center (which itself is not a community clinic, but a full-fledged school for children with vision impairments).

# “Our goal is to develop caring and compassionate health care providers.”

## FOUR CLINICS SERVING THE COMMUNITY

Clinics like the one in Tustin are Federally Qualified Health Centers (FQHCs), which means that they provide primary care services to underserved areas and they do not turn anyone away for lack of insurance or ability to pay. The Tustin clinic's vision services were presided over by Dr. Raman Bhakri, former Assistant Professor at SCCO. The clinic operates at the Village of Hope transitional housing campus in Tustin and Dr. Bhakri has story after story of how vision care is transforming people's lives there. “We make a huge difference,” he says. “Many of our patients have never had an eye exam. “They’ve been struggling or getting by with poor vision their entire lives. Helping someone read a book again, or see so that they can go back to school or work, is very rewarding.”

Dr. Benedicte Gonzalez provides care at the South Central Family Health Center, a large clinic on the corner of Vernon and South Central avenues where members of that community are able to receive comprehensive health services, including vision care. The numerous health care providers all located in one place is one of the key advantages for training the Ketchum students who rotate through the clinic, according to Dr. Gonzalez, “The patients that they see at these clinics are primarily low income, uninsured, and may not have had access to health care for a good portion of their lives. So when they present for a comprehensive eye exam they come with multiple chronic conditions (MCCs), and unfortunately most will be uncontrolled. By having access to all the other providers in the clinic, students can start a conversation with the other providers to better assist their patients. We are able to see results in real time for lab work; CBC with differentials, HbA1c, thyroid-stimulating hormone (TSH), C-reactive protein (CRP), erythrocyte sedimentation rate (ESR), clotting factors to name a few, and make referrals for imaging such as MRI/CT scans or to other specialties such as ophthalmology, oculoplastics, dermatology, etc., when appropriate.”

At the Boys and Girls Club of Garden Grove, the focus is on pediatric vision care. It's the only Boys and Girls Club in the nation with a full medical center. The vision clinic is run by Dr. Katherine Takaki, who retired from full-time private practice four years ago and whom Dr. Nakano entrusted to increase the number of children the clinic was reaching. “The Garden Grove School District is very conscientious about sending children here who don't pass the vision screening,” says Dr. Takaki. “We see a lot of kids that require correction, or glasses with high prescriptions.

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*MBKU would like to thank Dr. Raman Bhakri for his dedicated service to SCCO. Dr. Bhakri recently moved to Chicago to be near family and the MBKU community wishes him the best of luck on his future endeavors.*

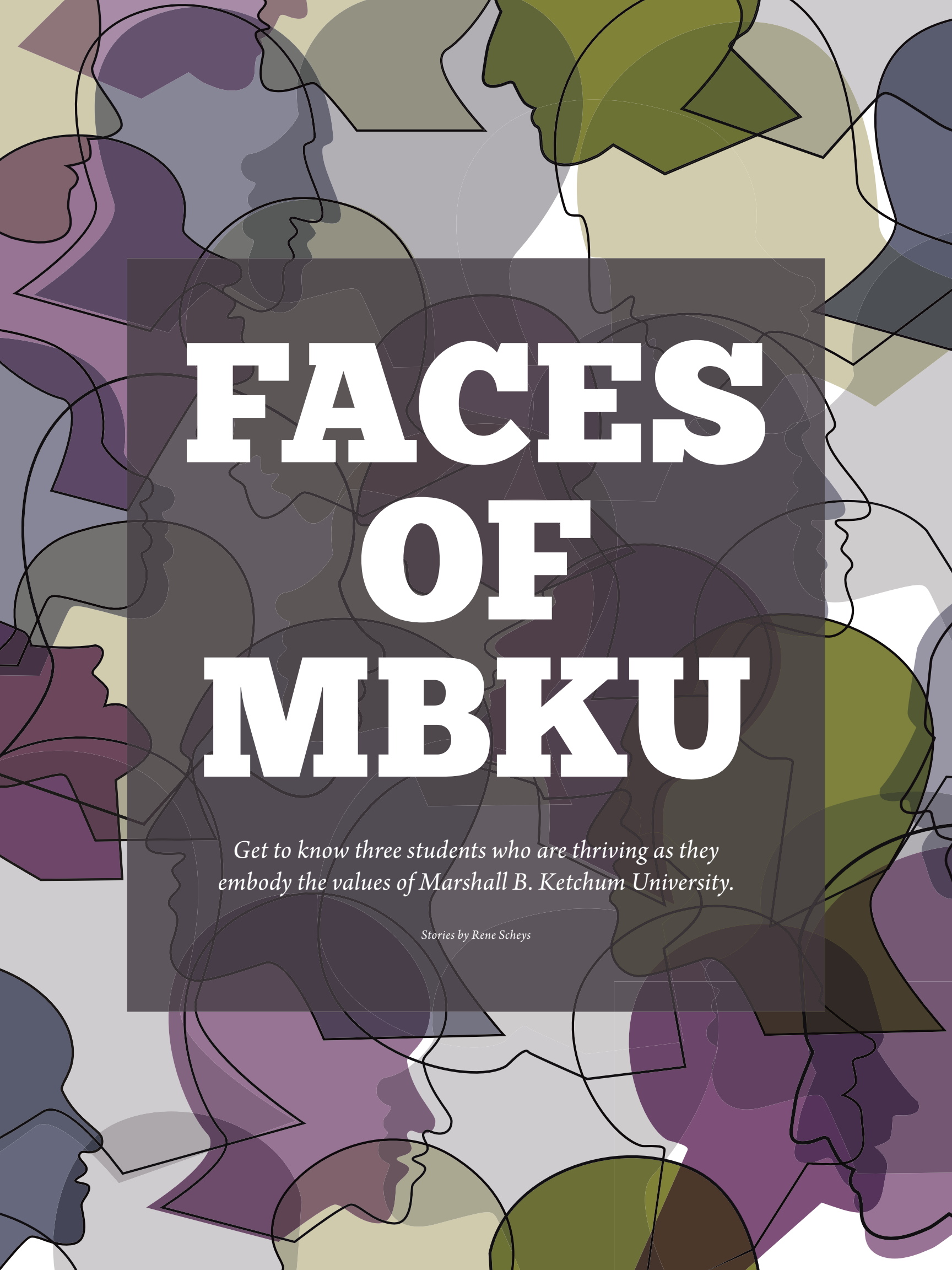
Many don't have access to vision care, or they lost or broke the one pair of glasses they have.” Dr. Takaki will also take a group of MBKU students to back-to-school events where they are able to provide vision screening for many children at a time. The goal is simple: to make sure there is no child in the community without eye care.

Children are at the center of Dr. Catherine Heyman's work as well. At the Blind Children's Learning Center, she sees young patients who are legally blind or who have other serious conditions. This is one reason why many optometrists seeking a residency vie for a position with Dr. Heyman. They know that in addition to serving a population that has always been historically overlooked, they will see pathologies in children they will likely not see for the rest of their careers. “Residents seeing these special young children have to rely on their objective testing and use everything they've learned to properly treat the patient,” says Dr. Heyman. “In many cases the patient is an infant who cannot respond, let alone indicate which of two lenses is “clearer.” Diagnostic capabilities and treatment options have evolved and now these children, through specialized education and intervention, can have opportunities for independent lives.”

## A COMMON FIBER

The impact that working in the clinics has on residents or MBKU students who are able to rotate through the clinics is an enormous part of their importance. Dr. Nakano sees the experience as essential to making them good doctors of optometry. “Our goal is to develop caring and compassionate health care providers,” he says. “You have to work with people, not judge them. Give them the best care possible and treat them with dignity and respect. I always say, ‘There's a common fiber that we have as humans.’ At Ketchum, we want our doctors to tap into that.”

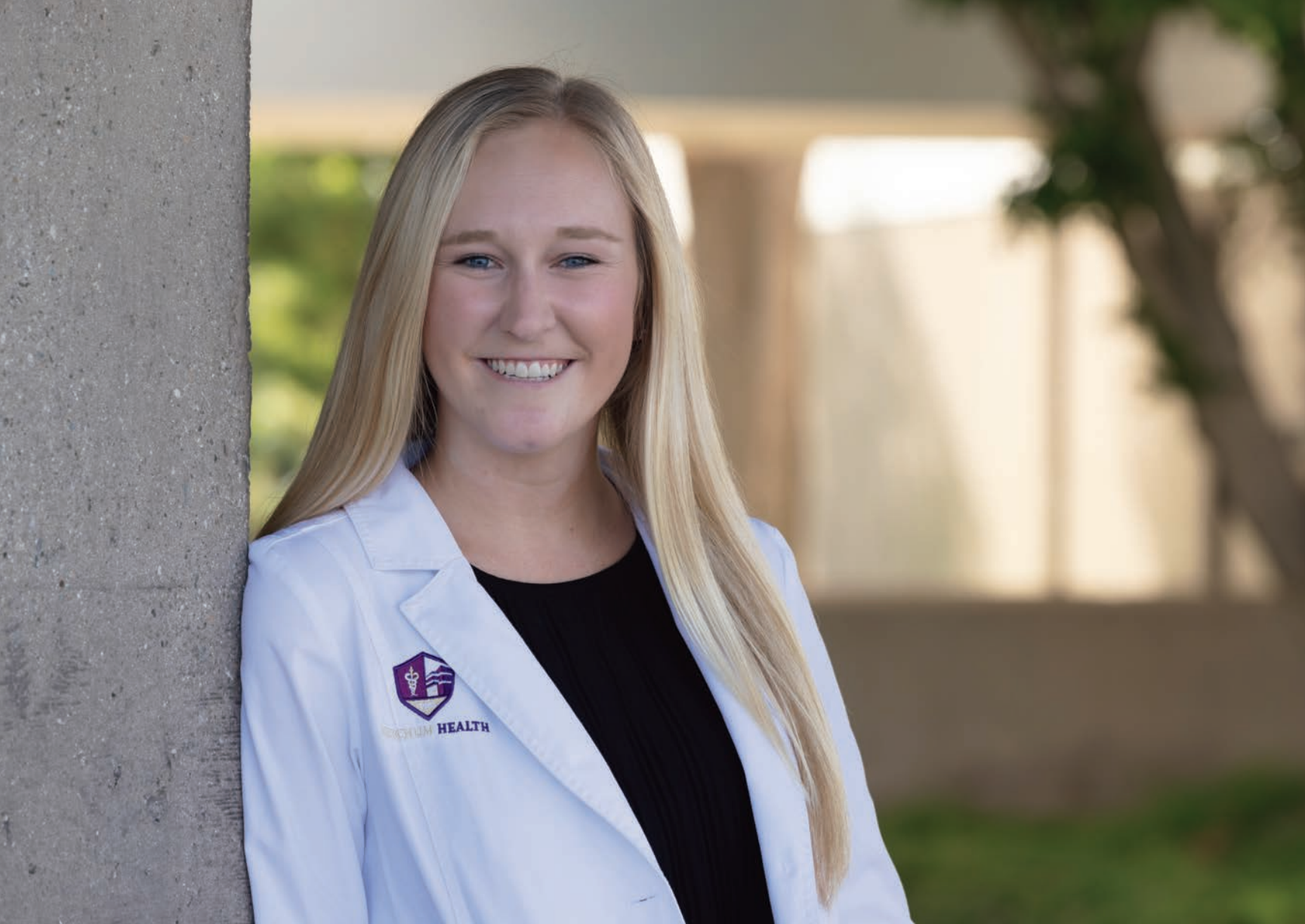




# FACES OF MBKU

*Get to know three students who are thriving as they  
embody the values of Marshall B. Ketchum University.*

*Stories by Rene Scheys*



## Lauren Zabaleta

### Career Coming Into Focus

*Ketchum* magazine isn't the first publication to feature third-year optometry student Lauren Zabaleta in the context of optometry. She was previously profiled in a piece of hard-hitting, investigative journalism at the age of 13 in her middle school's newspaper, in an article which featured her intention to one day become an optometrist.

The seeds of her ambition were planted like so many others when she put on her first pair of glasses. "It changed my world," she says. "There were all these things I didn't know I couldn't see. I thought, 'This is so cool!'"

#### **A HELPING HAND**

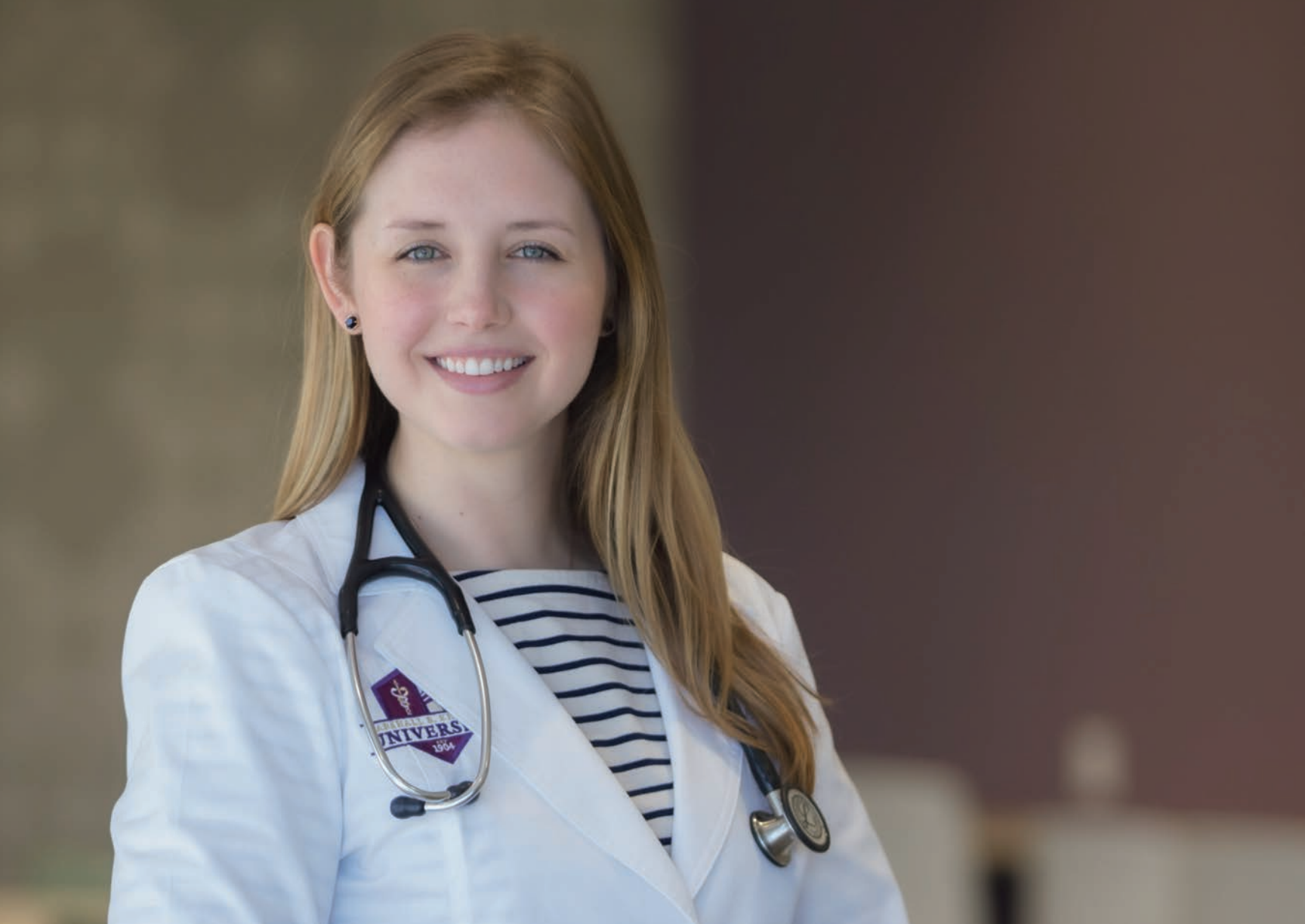
Whoever wrote that middle school article long ago would surely be pleased to see Lauren now. She is on her way to following her dream, by virtue of her education at Marshall B. Ketchum University's SCCO, while distinguishing herself as an involved and dedicated student along the way. In addition to belonging to the Beta Sigma Kappa Honors Society, through which she volunteers as a TA and a tutor, Lauren has also served as the Vice President of the Private Practice Club, which brings speakers onto campus to talk about

their experience with private practice. Her involvement in these activities grows out of her appreciation for what others have done for her, and it has enriched her time at MBKU.

#### **AN INSPIRING CASE**

Lauren has already been able to experience the kind of transformational care that so profoundly influenced her life. "A few weeks ago, I had a patient who had a severe, advanced condition he didn't realize he had. He was on the road to blindness and his career was one where his vision was particularly valuable. When we were able to intervene and prevent further vision loss and then see how grateful he was, it was a clear affirmation: 'This is why I'm here.'"

Lauren enjoys great deals of affirmation about her decision to study at MBKU, where the sense of community is complemented by professors and instructors who care so deeply about her and her classmates' education. "I'm so impressed by how much time and effort faculty here at MBKU put in, how much they do for us to challenge us, and to help us succeed," says Lauren.



# Ashley DeYoung

## A Perfect Fit

Around the time Ashley DeYoung started high school, her grandmother moved in with Ashley's family. The combination of her grandmother's inspirational influence — she had been a nurse for 40 years — and witnessing firsthand the care her grandmother received as she battled Parkinson's, drew Ashley toward a career in the medical field. Naturally, she decided to become a doctor.

### A NEW DIRECTION

As she began working toward that goal, choosing a pre-med major and working as an ER scribe, a few factors began to cause her to reconsider. One was a number of friends who began studying to become PAs, but more significantly was the care she herself received as a patient of a PA. As Ashley researched the profession, she discovered how closely it aligned with what she wanted to accomplish as a health care provider.

In addition to a profession that was a better fit, Ashley discovered a school that was a great fit. Marshall B. Ketchum University was small and personal, a place where she immediately felt at home and where she was able to develop meaningful relationships with her professors. Ashley also appreciated MBKU

making community engagement a clear priority. "The very first week of orientation, after learning about all the basics, MBKU had us volunteer at a food drive, where we packed 1,200 boxes of food to the Orange County Food Drive. To me, that really set the tone for the program, that it's one based on service. I knew that MBKU was the school for me."

### GLOBAL HEALTH CARE

This was extremely important to Ashley because she has always intended to use her position as a PA to help and connect to others across the globe, and at MBKU she's already had the opportunity to do this.

In August of last year, Ashley had the privilege of joining SPAS Medical Director, Dr. Daniel May on a medical mission to the country of El Salvador, where she was able to see collaborative patient care up close and personal. In addition to Dr. May, Assistant Professor Erin Salcido and other Ketchum students, Ashley worked with nurses, nurse practitioners and ER physicians to provide care for close to 1,500 patients in just four days, many in remote communities. It was the model of health care that drew Ashley to the PA profession and then to MBKU, and it's the model Ashley intends to embody as a provider.



## Taylor Austin

### On the Front Line of Care

For Taylor Austin, being a pharmacist is perhaps one of the purest expressions of Marshall B. Ketchum University's commitment to the community; pharmacists are the most accessible health care professionals that many people interact with. An individual can almost always find a pharmacist 24/7, until they have the chance to see a doctor or PA. Being able to scrutinize, advise and intervene when dispensing medication puts pharmacists on the front line and, for Taylor, the opportunity to play such a large role in a patient's health is one of the key reasons she is going into the profession.

#### HELPING SHAPE A PROGRAM

At MBKU, Taylor has embraced the chance to be a part of a new program where certain elements of the curriculum are still malleable as they are being developed — giving her the opportunity to be a part of a legacy of pharmacy students who have had a hand in establishing a strong program.

One of the key values that Taylor appreciates about MBKU is its commitment to interprofessional education and collaboration. She saw the importance of this firsthand when she rotated through an in-patient pharmacy and

discovered exactly the type of pharmacist she wishes to be. "My goal is to become a clinical pharmacist, where I have the opportunity to work closely with other health care professionals," says Taylor. "Clinical pharmacists look at lab values and have some influence on the treatment. It requires a lot of skill and knowledge, as well as an ability to work with other health care professionals. I experienced this on my rotation. I spoke with doctors and nurses, gave them my input and they listened to me and respected it. For the patient to get the best care, our work must be collaborative."

#### COLLABORATION EVERYWHERE

This team dynamic is certainly something Taylor has witnessed woven into the fabric of each program at MBKU. Working in groups and taking certain classes with optometry and PA students has given her a deep understanding of what they know and what they can do. "It opened my eyes to see how much we need every profession to make sure our patients push through, get well and stay well," she says. 🍀

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# Student Leadership Development Certificate Provides Opportunities

By Rene Scheys

**T**he Marshall B. Ketchum University Student Leadership Development Certificate was created to provide opportunities for those students who have a desire to make a positive difference in their University, college, or school, community and profession through leadership. It is a multifaceted program designed to develop and foster skills in students, model the organizational and interpersonal tools necessary for good leadership, and empower students to engage and collaborate with others as they embark on their future roles as health care providers.

## ENHANCING LEADERSHIP OPPORTUNITIES

"There are so many opportunities as health care reorganizes itself for our students to become future leaders," says Dr. Carmen Barnhardt, Vice President for Student Affairs and the faculty adviser for the Certificate program. "I have always been so impressed with the dedication of our student leaders. We wanted to enhance their experience by creating a leadership curriculum that provides a framework to assist them in honing their leadership skills."

Students who wish to attain the Leadership Development Certificate participate in the Leadership Summit. The annual Summit explores leadership principles, ideas, theories and models, and students are given a self-assessment to determine their strengths and begin to develop their own style of leadership. Those students who choose to enter the program receive a list of goals and benchmarks, which they are required to complete in order to accept the Certificate upon their graduation.

The experiential component is a big part of the program. "What is health care?" Dr. Barnhardt asks. "At its most basic, it is serving the community. We want our students to be engaged in their community and to identify and meet unmet needs there." To this end, students must participate in a team-based project that meets a need at MBKU itself. Two examples that immediately come to Dr. Barnhardt's mind are the establishment of both an SCCO alumni mentoring program and Pre-PA mentor club, both of which are still going strong.

## THREE STUDENT LEADERS

Erin Tomiyama (SCCO '17) is one of the first graduates of the Leadership Development Certificate program. As the president of the Student Association, she was very involved in not just leadership but also in the creation of the Certificate. Meeting the objectives enriched her experiences at MBKU in many ways, allowing her the opportunity to form relationships with faculty that went beyond being just a student in their classes. "The Leadership Certificate was a big part of my experience at Ketchum," she says. "The relationships I formed proved helpful after I completed my degree and went on to do a residency in contact lenses. The contact lens faculty knew who I was and supported my opportunities through mentorship and friendship." Erin has extended her residency to a Master's Degree and then will pursue a PhD. The leadership skills she developed at MBKU have enabled her to bridge the gap from clinician to researcher.

Elias Frangos (SPAS '18) still reflects on the assessment he took at the outset of the Leadership Summit, using what he learned about himself in his every day approach to leadership. As a part of his team project, Elias worked with students from CSUF, CSULB and UCI to start the Pre-PA Club on campus. "The whole purpose was to give back to a community we were once a part of," says Elias. "It gave me the opportunity to meet people, network and build something from the ground up. One of the students we mentored subsequently got into MBKU – so that was very rewarding."



Sahar Matin is a student in the College of Pharmacy Class of 2020 currently in the process of completing her Certificate objectives. Among other positions, she was the Student Association Treasurer and as one of her service projects, she spent an entire summer entirely revamping the system for managing all the accounts for the different student groups on campus. For Sahar, having the requirements gave her a valuable roadmap for prospects she had already planned on pursuing. "When you look at the criteria, it helps you figure out what's important in becoming a leader. These different requirements I had to meet helped me grow as I built my resume, making me a confident and competent student in the College of Pharmacy."

### **A CONTINUED LEGACY OF LEADERSHIP**

MBKU has a long legacy of professors and administrators who influence their professions in associations at the national level, and the Student Leadership Development Certificate provides a model for students who are well on their way to doing the same. "The program gives a direction and a focus to those students," says Dr. Barnhardt. "They understand the big picture of working in large organizations with great interpersonal skills and a collaborative and ethical approach to leadership." ♥

# Seeing Art in a New Light

By Holly Clinard



Ketchum Health patient Sage Homan-Muise.

**“In spite of everything  
I shall rise again:  
I will take up my  
pencil, which I have  
forsaken in my great  
discouragement,  
and I will go on  
with my drawing.”**

**-VINCENT VAN GOGH**

**I**f you have ever been discouraged or misunderstood, you know exactly how Sage Homan-Muise felt for most of her life. This 21-year-old college student has lived with a misunderstood vision condition all of her life — until a few short months ago.

Since Sage was an infant, her family had taken her to various eye doctors and low vision specialists to address a vision issue that was a mystery to most, only to walk away with many unanswered questions. As a child, she was diagnosed with congenital nystagmus, a condition that involved involuntary, rhythmic eye movements, but that diagnosis did not explain everything about her vision and the challenges remained. Sage seemed to fall into a grey area when it came to her vision — she wasn't legally blind, but she did not have perfect sight either. By the time she reached kindergarten, she could not read the board in the front of the classroom. It wasn't until her senior year in high school that she was referred to the California Department of Rehabilitation where she was set up with a vision exam and a technology assessment. Sage was given an iPad for special learning use — but the challenges with driving and everyday life remained a hurdle.

Fast forward to February 2019, when the California Department of Rehabilitation connected Sage with The University Eye Center at Ketchum Health. She recalls her first appointment at Ketchum Health. “This was an emotional turning point for me. I wasn't treated like a sighted person; I was finally treated like a low vision patient I always felt I was.” One of the first people she met was Wayne Heidt, Assistant Professor and Director of Community Relations, who gave Sage a tour of Ketchum Health's facilities. She and her mother held back the tears. The mother-daughter duo, who had endured so much for 21 years, were exposed to the overabundance of technology and applications specialized for low vision patients just like Sage. A feature at the facility that would capture the young woman's attention:

Ketchum Health's art gallery with works created by visually impaired patients. Sage finally felt like she was a part of the community.

Since that day spent connecting with Ketchum Health, meeting with doctors and student clinicians, a lot has changed. Doctors have been encouraging that as soon as things like DNA testing became more available, Sage would find even more answers in her congenital nystagmus diagnosis. Thanks to Ketchum Health, she now is able to use a closed-circuit television camera (CCTV) that attaches to her desk for magnification purposes, as well as a new monitor and television to interact with media like every other college student. A new iPad assists her with learning and specialized magnification glasses help Sage read subtitles and watch movies from the comfort of her couch, as opposed to sitting close to the screen. But all of this equipment has given so much more than tools to learn. It has opened up a new pathway in her life, her education and even her career.

Sage transferred from University of California, Santa Cruz, as a physics major to California State University, Long Beach. Her new area of study: studio art. After spending nearly a year volunteering at Miller & Women's Hospital Long Beach, her dreams include being an artist in residence there someday. Ultimately inspired by artwork she saw on that fateful day at Ketchum Health back in February, Sage considers Ketchum Health the “catalyst for positive change” in her visually impaired journey.

In spite of everything, Sage did rise again — this time brighter, stronger and prepared for a life of creativity and inspiring others. ♥



# *Congratulations,*

## **Susan A. Cotter, OD, MS, FAAO**

### **2019 RECIPIENT OF THE GLENN A. FRY LECTURE AWARD**

The Glenn A. Fry Lecture Award (established in 1970) is sponsored by the American Academy of Optometry Foundation and is given annually to a distinguished scientist or clinician scientist in recognition of the quality, significance, impact, and relevance to optometry of his or her current research contributions.



**Marshall B.  
KETCHUM UNIVERSITY**  
Southern California College of Optometry





# Gala Celebration

Marshall B. Ketchum University's annual Gala Celebration brought together University alumni, donors, friends and employees for a night of philanthropy and fun. Dr. and Mrs. Morris Applebaum, '68, and Dr. Lynn Gabriel, '78 were presented with the University's highest honor, the V-Award. The University also recognized two Distinguished Alumni, 2018 awardee, Dr. Joshua Terry, '07, and 2019 awardee, Dr. Carl Boeck, '79. Finally, the Distinguished Young Alumni award acknowledged PA Elizabeth Bergman, '16 and Dr. Brian Park, '14.

The University has been built on a strong tradition of philanthropy. The generosity of people who believed in the benefit of an education from MBKU is woven throughout its history, and has been essential to its continued ability to provide a quality health care education. MBKU's Gala Celebration raised \$100,000 in pledges for endowed scholarships and almost \$95,000 to support scholarships for SCCO, SPAS and COP. ♥

## Congratulations to Our Alumni Honorees



2019 Distinguished Alumni,  
Dr. Carl Boeck, '79.



2019 Distinguished Young Alumni,  
Dr. Brian Park, '14.



2019 Distinguished Young Alumni,  
PA Elizabeth Bergman, '16.



2018 Distinguished Alumni,  
Dr. Joshua Terry, '07.



# Congratulations to Our V-Award Honorees

By Holly Clinard

**Dr. Morris Applebaum**, a resident of Palm Desert, graduated Summa Cum Laude in 1968 from SCCO, then known as Los Angeles College of Optometry. He immediately began his teaching career at his alma mater and progressed through the academic ranks throughout the decades. Dr. Applebaum has practiced optometry at the Southern California Permanente Medical Group, and was named Chief of Optometry. At the time of his retirement in 1998, he was named Professor Emeritus in recognition of his dedication to SCCO and the profession. Dr. Applebaum has served on professional committees and boards including the California Board of Optometry, the National Board of Examiners in Optometry, and the Commonwealth of Pennsylvania Board of Optometry Licensure Examination. He is a member of the American Optometric Association, American Academy of Optometry, Association of Optometric Educators and Beta Sigma Kappa.

**Arleen Applebaum** is being honored with the V-Award for her contributions to her profession and generosity and commitment to Southern California College of Optometry. As a trained nurse, Applebaum has reflected a dedication to medicine. She and her husband, Dr. Morris Applebaum, have made significant philanthropic gifts to SCCO to provide support for student programs, scholarship and continuing education. In recognition of their generosity, the institution has established the Dr. Morris and Arleen Applebaum Lectureship and Dr. Morris and Arleen Applebaum Pre-Clinic Lab.

**Dr. Lynn Gabriel** is a 1978 graduate of SCCO, and after graduation, went into private practice operating the Pasadena Optometry Center until her 2007 retirement. Dr. Gabriel was the first woman president elected to the California Optometric Association, and was involved in the San Gabriel Valley Optometric Society where she served as president for several years. She has been actively involved in a number of community organizations including Lincoln Clubs of Los Angeles County, Soroptimists, California Women Business Owners, Women in Business, Pasadena Chamber of Commerce, the Los Angeles County Housing Authority, and the California Philharmonic Orchestra. Dr. Gabriel also served as president of the SCCO Alumni Association and chair of the ACHIEVING 20/20 Capital Campaign, and is on the MBKU board of trustees. Her financial support of MBKU's students and educational programs established the Lynn Caffrey Gabriel Endowed Scholarship, the named Lynn Caffrey Gabriel Clinical Research Center, Optical Production Lab, and National Board Mock Exam room. ♥



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MARSHALL B. KETCHUM  
UNIVERSITY IS GRATEFUL FOR  
THE GENEROUS SUPPORT OF OUR

MARSHALL B. KETCHUM UNIVERSITY

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CELEBRATION

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TORREY PINES BANK

LYNN GABRIEL, OD, '78



Marshall B.  
KETCHUM UNIVERSITY

## Southern California College of Optometry



**Eric J. Borsting, OD, MSED**  
*Interim Dean, Southern California  
College of Optometry*

### AS WE WELCOMED THE CLASS OF 2023 TO SCCO IN AUGUST

we have several updates to our campus. The Warren & Carol Low Student Union was remodeled into a contemporary student center. We purchased nine new lanes of equipment for the pre-clinic labs in the basic and vision building. This included digital phoropters and acuity systems, new computers for electronic health records, updating video presentations of procedures and teaching tubes for slit lamps. This is part of an ongoing process to provide modern facilities and equipment for our students.

At the 115th commencement for the Southern California College of Optometry, we had the first graduating class from our Masters in Clinical Optometry joint program with Eulji University in South Korea. This program represents a new approach to education in Korea and graduates received a joint degree from Eulji University and Marshall B. Ketchum University. As the reputation of American optometric education is of the highest caliber, this fully accredited program has given access to clinical education previously unavailable to Korean optometrists. The program provides students with greater clinical skills and knowledge and will contribute to advancing the profession of optometry in South Korea and Asia.

Dr. Susan A. Cotter will be receiving the Glenn A. Fry award at the American Academy of Optometry in October. The award is given annually to a distinguished scientist or clinician scientist in recognition of the quality, significance, impact and relevance to optometry of his or her current research contributions. The award recognizes the outstanding research that Dr. Cotter has done in pediatric optometry and vision therapy. To my knowledge this is the first a faculty member from SCCO who has received this award.

We are reviewing and updating our curriculum to reflect changes in California law (AB1467) and practice patterns changes throughout the United States. In California, optometrists can administer a limited number of vaccinations to adults. Throughout the country, states are expanding the scope of practice for optometrists, including advanced procedures.

Finally, it has been my pleasure to serve SCCO as Interim Dean during this period of transition at the College. I'd like to extend my heartfelt congratulations to Dr. Jennifer Coyle who will join the University later this year. I look forward to working collaboratively with Dr. Coyle as she transitions into her new role. 🍷

## School of PA Studies



**Allison Mollet, MMS, PA-C**  
*Program Director &  
Associate Professor*

### THE SCHOOL OF PA STUDIES HAS HAD AN EXCITING

**SUMMER** and fall so far. In July, we were selected as one of only 10 PA programs in the nation to participate in a grant-funded pilot program through the Physician Assistant Education Association (PAEA) aimed at developing and implementing enhanced substance-use disorder curriculum. I will be traveling to Washington, D.C., in November to finalize the curriculum with the other nine programs. We also welcomed a

new faculty member to our team, Andrea Galdamez, who brings 10 years of clinical experience in urgent care and dermatology to the classroom as well as a passion for teaching.

Our PA students continue to make us proud for so many reasons. In August, Dr. May and instructor Holt took PA students to El Salvador where they spent five days seeing nearly 1,000 patients from impoverished towns. They diagnosed and treated a wide range of conditions including cardiac murmurs, diabetes, hypertension, thyroid disorders and pregnancy. These pre-clinical students found it very rewarding and educational to see "real" patients for the first time and encounter many abnormal exam findings. Additionally, two very deserving students from the Class of 2020, Brandon Mack and Anton Hicks, received the Department of Veterans Affairs Health Professionals Scholarship (HPSP). They will be serving as a PA for two to three years after graduation within a VA facility. In September they, along with their classmates, participated in the White Coat Ceremony, marking their transition to the clinical phase of their education. The Class of 2019 will be graduating in November and are currently completing their last clinical rotation while working hard to prepare for their board exams.

The School of PA Studies faculty and staff continue to be committed to student success and we are looking forward to another great year ahead! 🍷

## College of Pharmacy



**Edward Fisher, PhD, RPh**  
Professor & Dean,  
College of Pharmacy

### IN KEEPING WITH THE UNSUNG HEROES AND HEROINES THEME,

the success of the student pharmacy practice experience is highly determined by the dedication and passion of the preceptors on rotations. The Pharmacy Practice Experiences (PPEs) exist to reinforce the professional knowledge and skills taught in the continuum of the College's curriculum through the provision of successively advancing required and elective PPEs, which validate that students have achieved the terminal professional

competencies necessary for current and evolving professional pharmacy practice. Specifically, the preceptor and the clinical training they achieve on rotations is essential to assuring that our students master the performance of essential job functions, can properly assess clinical variables, correctly apply

pharmaceutical knowledge in various patient care settings, make appropriate clinical decisions, effectively participate as an interprofessional team member, and deliver patient-centered, evidence-based care.

Our dedicated preceptors that have a philosophy of life-long learning also instill this philosophy with our student pharmacists. Preceptors are the key component that allows students to have the confidence and allow the application of the didactic knowledge into pharmacy practice. Preceptors are the final layer in the learning process that bridges the step from student to intern pharmacist.

Two of our most dedicated preceptors are extremely well represented by our two preceptors of the year, Dr. Hoa Hoang, Desert Valley Hospital, and Dr. Deep Patel, CVS / Target store manager. They were nominated to be preceptor of the year by our students on experiential rotations, and they represent the very best pharmacists in the profession. 🍀

## Continuing Education Calendar 2019-20

DATE	LOCATION	PROGRAM	CE CREDIT
<b>DEC. 8, 2019</b>	MBKU   SCCO, Fullerton Campus	Contemporary Topics in Optometry	<b>8</b>
<b>JAN. 12, 2020</b>	MBKU   SCCO, Fullerton Campus	Advances in Eye Care Symposium	<b>8</b>
<b>FEB. 9, 2020</b>	MBKU   SCCO, Fullerton Campus	Glaucoma Forum	<b>8</b>
<b>MARCH 21-22, 2020</b>	MBKU   SCCO, Fullerton Campus	Ocular Disease: Part I	<b>16</b>
<b>APRIL 26-27, 2020</b>	MBKU   SCCO, Fullerton Campus	Glaucoma Grand Rounds	<b>16</b>
<b>JUNE 1-4, 2020</b>	MBKU   SCCO, Fullerton Campus	Indian Health Service Biennial Eye Care Meeting	<b>20</b>

### Year-round

LOCATION	PROGRAM	CE CREDIT
CE Website	Online Coursework: <a href="http://ketchum.edu/ceonline">ketchum.edu/ceonline</a>	<b>2 - 2.5</b>
West Los Angeles VA; Sepulveda VA; Los Angeles VA ACC	VA Clinical Seminars: Thursdays 1-5 p.m.	<b>4</b>
North Vegas VA	VA Clinical Seminars: Fridays 1-4 p.m.	<b>3</b>

**TO REGISTER FOR A COURSE** and get a complete list of requirements, please visit "CE Courses and Registration" via the CE Homepage at [ketchum.edu/ce](http://ketchum.edu/ce).

## Recognition

**AKIO KANAI, OD, '72** hosted the 15th annual Vision Fuji Vision Aid Mission for refugees and Internally Displaced Persons in Azerbaijan in May 2019. The mission took place visiting Yevlakh and Goranboy and also capital city, Baku. 2,625 people had free eye-screenings and 2,194 received eye-glasses during the 6-day mission.



**GARY ASANO, OD, '78** was honored at the AOA Optometry's Meeting, with the 2019 Dr. Jerry P. Davidoff Vision Care Award by the AOA Vision Rehabilitation Committee. This award is for recognition of outstanding service and dedication to the visual welfare of the public and for contributions to the advancement of vision care research. Pictured with him are Carl Garbus, OD, FAAO, Chair of the AOA VRC and Michael Epp, Director of Professional Education of Envision, Inc (Wichita), the major sponsor of the Member Forum at AOA and the leading national organization in Low Vision Rehabilitation.

**ALISSA NAGEL, OD, '07** was named NOA's Optometrist of the Year. She has been president of the Southern Nevada Optometric Society for the past four years and has headed up the legislative initiative in Southern Nevada.

**AMY DEVRIES, OD, '08** was nominated for the 2019 American Optometric Association (AOA) Young Optometrist of the Year award.

**CHRISTOPHER ALFEREZ, OD, '10** was nominated for the 2019 American Optometric Association (AOA) Young Optometrist of the Year Award.

**MARIAH SMITH, OD, '12** was named NOA's Young Optometrist of the Year. Appointed in 2016 by Governor Brian Sandoval to serve on the Nevada State Board of Optometry, she volunteers her time to help ensure high professional standards are held for optometry in the state of Nevada.

**MAUREEN PLAUMANN, OD, '15** was named the Baycross Christian Family Foundation Binocular Vision and Pediatrics Ezell Fellow.

## In Memoriam

**IRWIN ABRAMSON, OD, '57**

**ANTHONY ADORNETTO, OD, '62**

**JOHN KURODA, OD, '52**

**BETH KNEIB, OD, '86**

**STEPHEN LANKFORD, OD, '74**

**GARY NICKEL, OD, '64**

**HENRY OSTER, OD, '57**

**MAJOR SINGH PUREWAL, OD, '73**

**TO SHARE YOUR CLASS NOTES,**  
contact us at [alumni@ketchum.edu](mailto:alumni@ketchum.edu).

## Make a Gift and Receive the SCCO History Book!

*A History of the Southern California College of Optometry* showcases more than a century of innovation and educational excellence. From its inception in 1904, SCCO has long been a leader in optometric education, and in 2013, the institution transitioned to become the anchor college of Marshall B. Ketchum University.

Author Kenneth E. Brookman, OD, PhD, MPH, Professor Emeritus, SCCO, carefully curated events that have shaped the institution and hand selected photos from the past and present, making this a perfect centerpiece for your coffee table, or a gift for any SCCO alum.

Don't miss your opportunity to own a limited edition, linen-bound hardcover book. Order your copy today!

**Please visit [ketchum.edu/SCCOhistorybook](http://ketchum.edu/SCCOhistorybook) to make a gift online and receive your book.**



# Ketchum University faculty publications

A listing of Ketchum University faculty\* publications in peer-reviewed journals.

May-September 2019

## MAY

**Alipour A, Patel PB, Shabbir Z, Gabrielson SW.** Review of the many faces of synthetic cannabinoid toxicities. *Mental Health Clinics*. 2019;9(2):93-99.

**Chen JJ, Hua H, Massihi L, Portillo, I, Alipour, A.** Systematic literature review of quetiapine for the treatment of psychosis in patients with Parkinsonism. *Journal of Neuropsychiatry and Clinical Neuroscience*. 2019;[Epub ahead of print]:appineuropsych18080180.

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# More About That

By Holly Clinard

**R**uff ruff! It's time for something new — from a dog's eye view. We know how you humans like to play games, so in this issue, we're having you sniff around for a small dog paw print, hidden in the pages of the magazine. 🐾

Don't let us chew on the pages of this issue, because the first 10 people who find the paw print will get to take us home! Ok, not really — but you will get mailed MBKU's new Poncho or Leon plush stuffed animals ... no daily walking, feeding or cleanup necessary. Because who doesn't need a little extra snuggle these days?

So, let's play! **Email [marketing@ketchum.edu](mailto:marketing@ketchum.edu) to enter.**

Good luck and woof,

**Poncho and Leon**

