

# Chapter Newsletter

ACP  
NORTHERN CALIFORNIA

♦  
July 2025



DANNY SAM, MD, FACP

## A Warm Welcome

Dear Esteemed CANO Members, from Students to Masters,

I am delighted to introduce myself as your new Governor of the Northern California Chapter of the American College of Physician. It's a new beginning and I hope to continue the successes of our chapter as our Governors before me.

I am a practicing internist in ambulatory medicine at Kaiser Permanente, Santa Clara Medical Center for 36 years. As an ACP member, I have been involved in a number of committees, projects and leadership positions over the past three decades, including serving as a member of the Governor's Council since 2012. Professionally, my passion is medical education. I was the internal medicine residency program director and am currently the NCAL KP Chair and Local Director of Medical Education overseeing undergraduate and graduate medical education. I've helped develop internal medicine programs and involved in developing the Kaiser Permanente Bernard J. Tyson School of Medicine.

I would also like to introduce you to our new Executive Director, Andrea Mortley. A Los Angeles native, Andrea moved to the Bay Area in 2023 to join Kaiser Permanente's GME Department with over a decade of GME experience at the University of Miami (FL). She was actively involved in the Alliance for Academic Internal Medicine for many years in various roles. She brings these many diverse experiences to her role with our chapter.

### In this newsletter you can expect:

---

Welcome From  
New Governor  
Dr. Danny Sam

---

2025 Award  
Nominations

---

Physician  
Wellness Corner

---

Poster Judges  
Wanted

---

Chapter  
Committees

---

---

Our goal is to make this chapter relevant to you. We plan to modernize our Web presence, enhance and develop new chapter committees, increase the number of educational opportunities, and communicate the latest in our regional and national activities that may interest you. We welcome any feedback on how we can make this chapter better and relevant to you. I hope you can help us communicate and encourage your colleagues internist to join us and participate in our activities.

If you are not yet following our Instagram page, please visit us at [@acpnorthernca](https://www.instagram.com/acpnorthernca). Not only will we post Chapter announcements and activities on this page, but we will also share collaborations with other ACP chapters that we hope you can attend.

I also hope you will join us at the 2025 ACP Northern California Chapter Annual Scientific Conference to be held at Stanford University on October 11-12, 2025. In the past, we had a combined residency poster judging and conference. This year we have the main conference on Saturday, October 11th and the residency poster and Doctors Dilemma Competition on Sunday, October 12th. I hope you will attend both. Please block your time to attend this conference. Registration information will be available next week. Some of our exciting conference topics include: A Keynote Address on the Future of AI and Healthcare, Medical Aid and Dying, Teaching in the Hospital Setting, Medication Adherence, Updates in Cardiology, Coding and Billing, Endocrinology, Gastroenterology and Women's Health.

Finally, don't forget to save the date for the annual ACP Conference. The 2026 conference will be hosted in San Francisco, April 16-18, 2026 - we would love to see all of our Northern California members there.

Andrea and I are excited to serve you in our chapter, and we hope we will see you at our fall conference. Please encourage your colleague internists who are not members at your place of work to join us this fall and to view our Instagram page.

I look forward to serving as your Governor.

Danny Sam, MD, FACP  
Governor, CANO



The ACP Northern California Chapter is seeking nominations for 2025 awards.

Nominations are due  
Friday, August 22nd at 11:59pm PST.



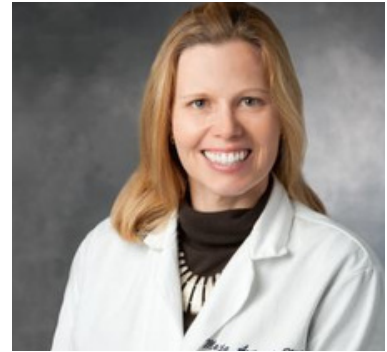
---

## Physician Wellness Corner: The Important of Active Listening

Contributed by Wellness Chair Dr. Maja Artandi

Listening skills are among the most important abilities one can possess, especially when having a challenging conversation.

You might wonder why I am writing about listening skills in the CANO ACP wellness section.



Active listening has a lot of benefits for your (and other's) wellbeing. Active listening is a crucial tool for communicating effectively and effective communication plays an important role in promoting mental, emotional and social wellbeing.

When someone truly listens to you and tries to really comprehend your perspective, it creates a deep sense of being seen and understood. It creates an environment where people feel safe. With this foundation of understanding and safety it is significantly easier to build trust. Trust is essential for building strong personal and professional relationships and these relationships are crucial for overall wellness by providing connection and support.

Often, we assume that listening is easy and straightforward. This is true when our conversation partner shares something interesting. However, our listening skills quickly deteriorate when the discussion becomes less stimulating or when we feel emotionally triggered.

Many articles have been published on the topic of listening skills, and depending on the author, you may read about three, five or even seven levels of listening.

I will focus on the three levels of listening which is a concept that I have learned during my training to become a certified coach.

### **The three levels of listening**

#### Level 1: Internal listening

At this level, our attention is primarily directed towards ourselves. While we may hear the other person's words, our focus is on how their message relates to us. As physicians, we often engage in level 1 listening, which is actually crucial for our job. We must compare our medical knowledge with what the patient is sharing. For example, as a patient tells us their history of present illness, we compare their symptoms against our medical knowledge to narrow down potential diagnoses. However, if we become too engrossed in our internal dialogue, we risk missing important non-verbal clues, such as the patient's facial expression and body language

---

---

### Level 2: Focused listening

Level 2 listening shifts the focus completely to the other person. Research indicates that, particularly in a difficult conversation, less than half of the message is conveyed through words. The majority of communication occurs through facial expressions, tone of voice and body language. At this level you fully concentrate on the speaker to make sure that you understand what they are communicating. Notice their body language, notice their facial expression and tone of voice and you might realize that the real message is different from the words they are saying.

### Level 3: Global listening

Level 3 listening, also known as environmental listening, involves tuning into the other person's energy, their goals and values. At this level, you not only focus completely on the speaker but also engage your intuition to deepen your understanding of their feelings and motivations. If you are able to listen at a level 3 you will be able to connect with the other person on a more profound level.

## **Developing Active Listening Skills**

Being an exceptional listener at all times is a challenge, but the good news is that active listening is a skill that can be learned and practiced. The first step towards becoming an outstanding listener is to recognize at which level you are listening during the conversation. Are you caught up in your own thoughts, listening to your internal voice? Do you frequently interrupt to share your experiences instead of fully listening? Are you offering advice without having heard the entire story? These are common barriers to effective listening, particularly when you are engaged in level 1 listening.

In your next conversation- especially if it is a difficult one- commit to actively listening to the other person. Approach the dialogue with curiosity, trying to understand the other person's values and motivations. By doing so you will not only enhance your communication skills but also will be able to create deeper connections with those around you.

---

A rectangular graphic with a decorative border of green leaves and vines. Inside the border, the text "ACP Northern California Annual Scientific Conference" is written in a large, teal, serif font. Below this, in a smaller, teal, sans-serif font, is the text "SAVE THE DATE: OCTOBER 11-12 2025".

## ACP Northern California Annual Scientific Conference

SAVE THE DATE: OCTOBER 11-12 2025

---



---

## **Interested in Joining a Chapter Committee?**

[Contact us to learn more.](#)

2026 Conference Planning Committee  
Awards Committee  
Early Career Physicians Committee  
Finance Committee  
International Medical Graduate Committee  
Membership Committee  
Residents & Fellows Committee  
Women's Health Committee

---