

A message from Kerry

Family HealthCare Network takes another leap forward in the implementation of our patient-centered health home model. This month, the Network will go live with its enhanced patient portal, My Health/Mi Salud, through the eCW system. The enhanced portal is an additional benefit offered by Family HealthCare Network to assist our patients in staying connected with their health care team. FHCN Health Centers will launch a "Connect to Your Health Anytime, Anywhere" campaign. The campaign will support our efforts to educate patients on the benefits of the portal. Through the portal, our patients will be able to electronically:



- Request and keep track of appointments
- Access and view lab results
- Request prescription refills
- View personal health records
- Receive educational materials
- Send and receive messages from staff
- Receive health reminders
- View billing statements and make payments on accounts

Our goal is to have 20% of our patients registered and using the My Health/Mi Salud Patient Portal by the end of the calendar year. This is yet another objective that we can only meet with a TEAM 1 approach. Like our other strategic efforts this year, there is no doubt that together we will successfully achieve this milestone in the next seven months.

Sincerely,

Kerry Hydash
President and CEO

Health Leaders Gather In Sacramento For



"Day At The Capitol"

On Wednesday, April 23rd, various health center leaders from across the state attended "Day at the Capitol" sponsored by the California Primary Care Association (CPCA). The purpose was to address pending legislative issues that could impact Community Health Centers. Several meetings were scheduled with assembly members on issues such as Medi-Cal Payment reform, mental health billing and access to health care for the residually uninsured.



Family HealthCare Network is pleased to introduce **My Health/Mi Salud** Patient Portal.

This **free** service allows you to access your health information online - when its convenient for you!

- Request and keep track of appointments
- Access and view requested lab results
- Request prescription refills
- View your Personal Health Record
- View the Visit Summary sent to you from the health center
- Receive educational materials
- Send and receive messages from staff
- Receive health reminders
- View billing statements

Visit any of our health centers to enroll today!

FAMILY HEALTHCARE NETWORK
Your Health. Our Mission.

INTRODUCING THE MY HEALTH/MI SALUD PATIENT PORTAL

As we continue our efforts to provide our patients with the highest quality of care, we are constantly looking for methods to work together with them to ensure that they are not only aware of, but also involved in the management and improvement of their health.

This month, FHCN will offer patients the opportunity to use the power of the web to track the most important aspects of their health care through our My Health/Mi Salud Patient Portal.

The My Health/Mi Salud Patient Portal enables our patients to communicate with our providers and staff members easily, safely, and securely via the internet. Participating patients are given secure User IDs and passwords, enabling them to access the Portal to view their personal and private documents, including lab and diagnostic test results, educational information, billing statements, and other health information.

Be sure to watch for future emails and messages about this exciting new tool.

ON THE MOVE

Capital Update News

Porterville Entering Phase 2 Of Renovations

Renovations of the Porterville Health Center are in the final weeks of phase one of the three phase renovation project. Phase two of the project is set to begin the first week of June.



Final Inspections Set For Visalia School Ave. Health Center

Visalia School Avenue Health Center will be completing final inspections this week. A soft opening is set for June 16, 2014.

[Click here for more photos!](#)



MANAGED CARE NEWS

Family HealthCare Network Pharmacies Accept Anthem Blue Cross Medi-Cal

Anthem Blue Cross Medi-Cal recently



announced that they have cancelled their pharmacy contracts with CVS and Walgreens, effective on May 1, 2014.

Our Anthem Blue Cross Medi-Cal "LaSalle" patients will still be able to access their medication from both of our Family HealthCare Network pharmacies in Porterville and Visalia Oak along with Rite Aid, Walmart, Target, Safeway, Save Mart Supermarket, Kmart, Costco and community pharmacies. Please reassure patients that we are here to serve their pharmacy needs today and into the future.

BENEFITS SPOTLIGHT

News From HR

Did You Know That FHCN Offers Employer Sponsored Life And Accidental Death And Dismemberment (AD&D) Insurance?



Should you pass away from an illness or natural causes, your beneficiary would receive one and one-half times your annual salary, up to a maximum of \$150,000. Should you pass due to an accidental death, your beneficiary would receive an additional one and one half-times your annual salary, up to a maximum of \$150,000. Employer sponsored means that you don't pay for this benefit; FHCN does. In addition, the benefit provides \$5,000 should your spouse pass away and up to \$2,000 for a dependent child (based on their age). FHCN also offers a supplemental plan should you wish to increase your life insurance amounts. The costs are based on age the supplemental plan is portable, meaning you can take it with you should you leave FHCN. Please contact Linda Chapin in Human Resources should you need further information.

EMPLOYEE OF THE MONTH

May 2014

Gunnar Shelton

Join us in Congratulating

Gunnar Shelton
Quality Improvement Analyst-Corporate

"All who have worked with Gunnar will agree that he produces high quality results. He is an invaluable asset within the Quality Improvement Department. In just one year, improvements in processes, data integrity, management and analysis, reporting and metrics, have been significantly touched by Gunnar's work.

Gunnar's creative thinking and problem solving skills have strengthened the QI team and his achievements have demonstrated to become a resource that is notably contributing to the organization's mission. Gunnar has highly contributed to the organization's strategic objective, *Provider of Choice*. His work has impacted all the goals established for this objective. Throughout the Patient Centered Health Hometransformation, Gunnar played a key role in preparing Farmersville to successfully obtain NCQA's PCHH recognition. He has been in charge of rolling out the Morning Huddle, a fundamental piece of PCHH, across the network. As a result of his frequent visits to the Farmersville site, staff received full support from him and obtained their respect and trust. The collaboration between him and Farmersville staff was crucial to improving processes. Farmersville received Level 3 recognition, the highest rating that NCQA provides to Patient Centered Health Homes. Gunnar was part of the Lean Team. His ideas and work contributed to the development of new appointment types and processes that have reduced bottle necking. Pilots of this model have been put into practice in some of our sites resulting in wait time reduction. Gunnar has contributed to Preserving, Strengthening and Expanding Access and Services. He worked directly with our CEO and Senior Leadership on a Market Analysis; a project that has the potential to achieve the unduplicated users goal. A vital piece in this era of health care transformation is Utilization Management. Gunnar has built a database for Referrals, Prescriptions, Emergency Room Visits and Labs that allows Leadership to analyze utilization in these areas and track progress at an individual level. His work is aligned with FHCN's vision of striving to be the premier health care organization that promotes health transformation for patients. It is notably recognized that Gunnar's work is not only aligned with FHCN's goals but with Triple Aim's: improving our patients' experience of care in terms of quality and satisfaction, improving the health of our community, and reducing the cost of health care through the utilization analysis. In addition to his work duties, he is currently enrolled in Leadership Visalia and he also attends the Tulare County Mental Health Board. He has demonstrated he is a growing leader



and surely future awards and recognition will come by."

NEWS WORTHY

ORGANIZATIONAL RECOGNITION

Malorie Serrano Honored For Community Health Accomplishments

A huge congratulations goes out to Malorie Serrano, Community Health Coordinator, for being selected for the 2014 Latinas in Business & Professions Association, celebrating Latinas in Community Health.

Malorie will be honored for her accomplishments as a Community Health Professional on June 12, 2014 at a special luncheon held by the Latinas in Business & Professions Association.



Enrique Agavo Receives NCFH Migrant Health Scholarship

FHCN would like to congratulate Enrique Agavo for being selected as a recipient of the 2014 NCFH Migrant Health Scholarship Fund.

Each year the National Center for Farmworker Health, Inc. (NCFH) accepts applications for the Migrant Health Scholarship Award. This award is presented to individuals employed or interning at community/migrant health centers funded through the PHS 330(G) program.

A total of forty-seven applications were received in 2014, with 6 scholarships being awarded in the amount of \$1,000 per individual. Although all applicants were deserving, the committee selected Enrique based on several criteria including applicability of educational goals to migrant health, length of service in the migrant health field, farmworker status, personal statement, and letters of reference.



Congratulations, Enrique!

Terra Bella Approved To Receive VFC Vaccines

Terra Bella Health Center has been approved to receive VFC Vaccines as of April 22. Terra Bella received their first shipment the first week in May.



WELCOME NEW EMPLOYEES

New Hires at FHCN

NAME	POSITION TITLE	LOCATION	DATE OF HIRE
Patricia Venegas	Medical Assistant	Woodlake	4/14/2014
Armando Medrano	Dental Assistant I	Terra Bella	4/14/2014
Maybelle Macasio	Medical Assistant	Cutler/Orosi	4/21/2014

COMMUNITY HEALTH SPOTLIGHT

NEWS IN COMMUNITY HEALTH

15th Annual Health Fair In Woodlake: Round 2

The 15th Annual Health Fair in Woodlake, originally scheduled for April 25, was hit by a late afternoon storm leaving organizers with no choice but to postpone the event. A new date of May 2 was scheduled and efforts to hold the Health Fair at Miller Brown Park in Woodlake were set. The rescheduled health fair had a great turnout from the community and included free health screenings, health education resources, nutrition education, dental assessments and digital retinopathy screenings. StepUp provided a free dinner to all that attended. Various local agencies were also in attendance at the event and provided information to the community about various services, programs, and



health plan options. A family four pack to Disneyland was raffled off and presented by Radio Campesina at the close of the event. Overall, there were 1,500 in attendance and 300 dental screenings were provided.

[Click here for more photos!](#)

Over 200 Families Attend FHCN Health Fair In Hanford

Over 200 families were educated on Family HealthCare Network (FHCN) services on May 9th at Roosevelt Elementary School in Hanford. Those who attended left great feedback about FHCN and the services they receive at our Hanford and Goshen health centers.



FHCN Caring For Seniors In Lindsay

On May 12, 2014, FHCN offered free blood pressure and glucose screenings at the Lindsay Senior Center.

Information about FHCN and the services we offer was presented to those who attended the event. Over 40 seniors participated in the free screenings.





FHCN Recognized By Covered CA

On May 9, 2014, FHCN Community Health and Community HealthCorps/AmeriCorps members were recognized by Covered CA Field Representative and Enrollment Assistance Specialist, Claudia Calderon. She visited the staff during their monthly meeting to recognize them for a job well done during the first inaugural application period. The team was recognized as one of the highest producing certified enrollment entities. From Oct 1-present, the team has completed applications for 5,737* Covered CA and 4,100* Medi-Cal applications.

*Oct-January a conversion rate of 1.8 family members per application has been applied. February -present actuals are included.

Goshen Residents Get Energized With Baile Terapia Classes

The Goshen Women's Association (GWA), based out of the Self Help Enterprise's Goshen Village I and II Multi-Family community centers, has steadily grown in depth and scope, carrying on the mission from their Family HealthCare Network (FHCN) roots. In 2012, FHCN strategically organized and implemented a grassroots "Train the Trainer" program providing free health, nutrition and physical fitness classes to families throughout Goshen. As the program continued, an organic leadership team began to form creating a genuine grassroots women's group in the community. The GWA was formally introduced to the Goshen community in January 2014 and has begun to identify and implement goals within their association.



One of their main priorities is to recruit women into their group to participate in their weekly free exercise classes, in an effort to help them make better health care choices for their families while staying fit and healthy. The GWA recently hosted a class at Goshen Village I with a certified Baile Terapia trainer. The trainer came from San Francisco's "Vision y Compromiso" exercise not-for-profit organization to provide free "Train the Trainer" classes on Baile Terapia. The entire GWA completed the week-long training and all are now certified Baile Terapia instructors.

Walk Enthusiasts Gather For "Walk With A Doc"

FHCN providers, Kea Parker, MD and Andrew Bloom, PA-C, along with members of Family HealthCare Network's Community Health Team teamed up to lead participants from the Visalia community in the "Walk With A Doc" program held at Riverway Sports Park on May 10.

Those who participated joined our providers by walking laps around the park at various



distances. The program is aimed at maintaining a healthy lifestyle and educating on the importance of walking on a regular basis.

The "Walk With A Doc" program takes place every second Saturday of the month at Visalia Riverway Park. The next "Walk With A Doc" event will be June 14. Family HealthCare Network is still looking for a provider leader for the next event.

[Click here for more photos!](#)

NETWORK FUN COMMITTEE EVENTS

NFC EVENTS IN JUNE

The FHCN NFC will host a soccer tournament on Sunday, June 22 at the Porterville Sports Complex. Be sure to watch for emails from the Network Fun Committee for details on how to sign up for this event.



NUTRITION NOTE

Harvest of the Month



Network for a Healthy California

The *Harvest of the Month* featured vegetable is **spinach**



Health and Learning Success Go Hand-in-Hand

Studies show that children who eat breakfast do better in school and are more alert. It is important your child eats healthy and gets at least 60 minutes of physical activity every day. Use *Harvest of the Month* to explore, taste, and learn about eating more fruits and vegetables and being active.

Produce Tips

- Fresh spinach can be found loose or bagged.
- Choose fresh spinach leaves that are green and crisp. Avoid leaves that are limp, damaged, or spotted.
- Store fresh spinach in an open plastic bag in the refrigerator for up to four days.
- Rinse spinach leaves in cool water and pat dry just before using.
- Spinach can also be found canned or frozen. They are nutritious too. Choose low-sodium varieties.

Healthy Serving Ideas

- Use fresh spinach to make a tasty salad. Add sliced mandarins or dried berries and toss with lowfat balsamic vinaigrette.
- Add chopped frozen spinach to lasagna, casseroles, and soups.
- Stir-fry fresh, canned, or frozen spinach. Add garlic, onion, chopped bell peppers, carrots, or other favorite vegetables for a colorful side dish.
- Sauté spinach with eggs. Top with chopped tomatoes for breakfast.
- Use fresh spinach on sandwiches instead of lettuce.

For more ideas, visit:
www.cachampionsforchange.net

VEGGIE TORTILLA ROLL-UPS

Makes 4 servings. 1 tortilla per serving.
Prep time: 20 minutes

Ingredients:

- 4 (7-inch) whole wheat tortillas
- ½ cup nonfat cream cheese
- 2 cups fresh chopped spinach
- 1 cup chopped tomato
- ½ cup chopped bell pepper
- ½ cup chopped cucumber
- ¼ cup diced canned green chiles
- ¼ cup sliced ripe olives, drained

1. Spread each tortilla with 2 tablespoons of cream cheese.
2. Top each tortilla with equal amounts of vegetables.
3. Roll up tightly to enclose filling. Slice each roll-up in half. Serve.

Nutrition information per serving:
Calories 128, Carbohydrate 20 g, Dietary Fiber 4 g, Protein 8 g, Total Fat 2 g, Saturated Fat 1 g, Trans Fat 0 g, Cholesterol 3 mg, Sodium 427 mg

Adapted from: *Everyday Healthy Meals*, Network for a Healthy California, 2007.

Let's Get Physical!

- Take your child to the park. Fly a kite, kick a soccer ball, or play a game of tag.
- Encourage your child to walk the dog (or your neighbor's dog) after school. Make this a routine to do together.
- Ask your child to help you clean the house. Turn on the music and dance while you sweep, dust, or vacuum.

For more ideas, visit:
www.bam.gov

Nutrition Facts

Serving Size: 1 cup fresh spinach (30g)	
Calories 6	Calories from Fat 0
% Daily Value	
Total Fat 0g	0%
Saturated Fat 0g	0%
Trans Fat 0g	
Cholesterol 0mg	0%
Sodium 24mg	1%
Total Carbohydrate 1g	0%
Dietary Fiber 1g	2%
Sugars 0g	
Protein 1g	
Vitamin A 56%	Calcium 3%
Vitamin C 14%	Iron 4%

How Much Do I Need?

- One cup of fresh spinach is about two cupped handfuls. This is also about the same as ¼ cup of cooked spinach. (Spinach shrinks a lot when cooked!)
- One cup of fresh spinach is an excellent source of vitamin A and vitamin K.
- A ½ cup of cooked spinach is an excellent source of vitamin A, vitamin K, and folate. It is also a good source of calcium, iron, potassium, vitamin C, and vitamin B₉ – all important vitamins and minerals to keep your body healthy.
- Vitamin K helps stop cuts and scrapes from bleeding too much and helps the healing process. Vitamin K works with calcium to help build strong bones.

The amount of fruits and vegetables each person needs depends on age, gender, and physical activity level. Be a champion for your family's health. Look at the chart below to find out how much each person in your family needs to be healthy. Make a plan to help them eat the recommended amount and get at least 60 minutes of physical activity every day.

Recommended Daily Amount of Fruits and Vegetables*

	Kids, Ages 5-12	Teens and Adults, Ages 13 and up
Males	2½ - 5 cups per day	4½ - 6½ cups per day
Females	2½ - 5 cups per day	3½ - 5 cups per day

*If you are active, eat the higher number of cups per day. Visit www.mypyramid.gov to learn more.



For CalFresh information, call 1-877-847-3663. Funded by USDA SNAP, an equal opportunity provider and employer. Visit www.cachampionsforchange.net for healthy tips. © California Department of Public Health 2011.



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877.960.3426

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