

Welcome to issue #2 of the Pulse, Family HealthCare Network's new internal news and information portal designed to keep FHCN team members up to date on the latest news and developments impacting the organization. New editions are posted weekly every Wednesday afternoon. When appropriate or necessary, daily updates will also appear. News tips, recognition of individual or group accomplishments or any other information that you think would be valuable to share with other team members can be emailed to glurie@fhcn.org.

***First FHCN health fair draws hundreds to Cutler**

FHCN's first health fair of 2012 took place this past Sunday in Cutler's Ledbetter Park. More than 500 people attended the event, taking part in health screenings, browsing booths featuring tips on nutrition and health education and participating in exercise demonstrations by local Zumba instructors. HealthNet's **Andy Padilla** – a health educator known as “the Mexican Richard Simmons” – traveled from Los Angeles to attend the health fair, leading dozens of area children through thirty minutes of fun physical activities on the Ledbetter Park stage. FHCN's Community Relations Representative **Linda Duran** orchestrated the event with the help of the Community Relations department and a slew of AmeriCorps volunteers. CEO Harry Foster also attended. Afterward, Duran called the health fair “one of the best ever.” The next FHCN-sponsored health fairs take place in Woodlake (March 25) and Ivanhoe (April 1).

***FHCN's Got Talent**

At Sunday's Cutler health fair, a local resident **Isidro Mendoza**, volunteered to entertain the early arrivals with some rousing Mexican “corridos” – ballads sung in a distinctive, heartfelt manner that had the crowd cheering. After the health fair, **Linda Duran** spoke to Mendoza about writing a song for FHCN. “He said to give him a month and he will work on one,” reported Duran. “This is exciting. Mr. Mendoza also said he would be happy to attend – and sing --at the rest of our fairs.”

***Huddles a hit at Oak**

Following up on Harry Foster's recommendation, shared by FHCN'S CEO in the last edition of the huddle, that a quick, 10-minute team huddle happen at the beginning of every day at every clinical site, **Andrew Myles**, the new clinic manager at Oak, says: “I believe that the huddles are bringing the Oak team closer. Staff feels that it is a great communication tool. It keeps the team aware of any challenges or road blocks that we face each day. They are a good thing.” As the organization nears the official roll out date for PCHH, FHCN's Chief Medical Officer **Dr. Steven Palmer** reminds all FHCN team members: “Daily huddles are a key component of the patient centered health home.”

***Kudos for dental staff**

With the exception of one site, FHCN dental staff surpassed budget targets for the month of February. “Congratulations to all staff -- and thanks for all of your hard work,” said Chief Dental Officer **Dr. Henry Cisneros**.

***Anita scholarship application deadline extended to March 19**

Family HealthCare Network established the Anita de la Vega Scholarship Fund in 2009 in honor of **Anita de la Vega**, a longtime FHCN clinician who dedicated her life to serving the underserved. Anita's clinical career spanned three decades and in Tulare County, she was widely respected for her tenacity, mentorship, work ethic and commitment to community service. Six \$600 annual Anita scholarships – two for high school students, two for community college students and two for FHCN employees wishing to pursue their educational goals – are awarded each year. Scholarship awards for 2012 are scheduled to be announced April 1. Scholarship eligibility guidelines and applications are available on FHCN's website (www.FHCN.org). FHCN employees with questions about the Anita scholarship can email: scholarships@fhcn.org.

***Encouraging news on wait times**

FHCN's Quality Improvement Specialist **Eric Medina** reports that during the past month, patients at Woodlake (both medical and dental), Cutler (dental), Three Rivers, Hanford (medical) and Goshen had average wait times of less than 15 minutes! Other highlights from Medina's most recent report:

- All FHCN medical sites combined had an average wait time of 20 minutes, which was the same as January 2012.
- All FHCN dental sites combined had an average wait time of 17 minutes, one minute more than wait times logged the previous month.
- Around the Network during the month of February, 54.81% of medical patients waited 15 minutes or less, an improvement of 0.65% compared to January 2012.
- On the dental side, 63.58% of patients waited 15 minutes or less, which was a slight increase -- 1.14% -- from the previous month.

According to the most recent surveys, long wait times remain among patients' top complaints. "We're operating in an increasingly competitive marketplace and great customer service, including keeping patients informed and comfortable while they are in our waiting rooms, will result in higher patient satisfaction rates," says CEO Harry Foster.

***Sprucing up Woodlake's food pantry**

Family HealthCare Network's AmeriCorps team is celebrating AmeriCorps Week this week with a service project beginning today in Woodlake. FHCN's AmeriCorps volunteers will be remodeling the Woodlake Food Pantry, a labor-intensive effort that includes restoring old flooring and replacing lighting and shelving. The facility is the only local food pantry in Woodlake and distributes food once a month to Woodlake residents. **Malorie Serrano**, FHCN's Community Relations Coordinator for the AmeriCorps team, says that today area officials will participate in a "be an AmeriCorps volunteer for a day" special event. City and county luminaries expected to hoist a hammer or paint brush include Woodlake Vice Mayor Gregorio Gonzalez Jr., Woodlake City Council Member Rudy Mendoza, Chief of Police (and FHCN board member) **John Zapalac**, Fire Chief Anthony Perez, and Tulare County District 4 Supervisor Steve

Worthley. Also on Wednesday, a representative from NACHC visited Woodlake to participate in the AmericCorps service project, which wraps up Friday.

***Weekly health tip:**

A **positive attitude** is a great starting point, not only for a healthy lifestyle but also to help you face all of life's challenges. Living a healthy lifestyle is about balance, keeping everything in perspective and not sweating the minor points. Follow **healthy eating** guidelines - keep your body well on the inside and it will show on the outside too. A home work out routine is a great way to get some exercise every day. **Set achievable goals** and choose an exercise you enjoy. Aim for around 30 minutes every other day. **Laugh** - find something to laugh about every day and cut your stress levels.

***Quote of the week:** "Far and away the best prize that life has to offer is the chance to work hard at work worth doing." -- Teddy Roosevelt

Welcome to issue #3 of the Pulse, Family HealthCare Network's weekly Intranet newsletter aimed at keeping FHCN team members up to date on the latest news and developments impacting the organization. New editions are posted weekly every Wednesday. News tips, recognition of individual or group accomplishments or any other information that you think would be valuable to share with other team members can be emailed to glurie@fhcn.org.

***FHCN takes DC by storm**

FHCN CEO Harry Foster and board member **Paul Curtis** traveled to Washington, D.C. last week to take part in the 2012 NACHC Policies and Initiatives Forum. In addition to attending a number of committee meetings and closed-door sessions with state and national lobbyists, Foster and Curtis also met one-on-one with a bevy of key policymakers and legislators including **Congressmen Devin Nunes, Kevin McCarthy and Jim Costa**. Foster and Curtis lobbied the lawmakers for their support of President Obama's proposed \$3.1 billion in ongoing funding for community health centers. Congressmen Nunes and McCarthy also promised to attend the grand opening celebration of FHCN's new Porterville dental center when it opens in August. The timing of the annual NACHC P&I trip also coincided with the peak of cherry blossom season and the trees were in full bloom throughout the week.

***FHCN employee a finalist for NACHC Emerging Leader Award**

At a NACHC general session highlighting civic engagement and voting rights issues, FHCN's **Melissa Siegenthaler**, a clinical trainer, was recognized as one of only a dozen finalists for the 2012 NACHC Emerging Leader Award, an honor bestowed four years ago on FHCN's Director of Operations **Norma Verduzco**. At the session, U.S. Assistant Attorney General **Thomas E. Perez** brought the capacity crowd to its feet numerous times with an inspirational speech encouraging attendees to "hold fast to your passion for the mission" of bringing quality health care to the underserved. "The work each and every one of you do every day is tremendously important," said Perez, who was introduced by **Dr. Jack Geiger**, a founding member of Physicians for Human Rights, a living legend who together with **Count Gibson** helped start the community health center model in America in the 1960s.

***Photos from NACHC trip on Facebook**

Visit FHCN's Facebook page to see photo highlights from the NACHC trip, including FHCN's Employee of the Year, **Dr. Rey Garcia**, posing for a photo with Congressman Devin Nunes. The shot was taken just outside the House of Representatives chamber on Capitol Hill. Dr. Garcia and his wife **Camilla** and daughter **Audrey** participated in the annual NACHC trip and Dr. Garcia was recognized throughout the week at numerous events and meetings. During their D.C. visit, the Garcias managed to squeeze in tours of half a dozen museums, the National Cathedral and the Kennedy Center. One of the highlights of the trip came during a tour of the White House specially arranged by Congressman Nunes' office. There, the Garcias, while waiting to enter the White House, caught a glimpse of Bo, the "first" dog. "That was really cool," said 12-year-old Audrey of her sighting of the black and white Portuguese water dog, who seemed a lot more relaxed than his secret service handler. Audrey, a straight-A student at Harmony Magnet Academy, says she is already planning for a career as an obstetrician and during the trip, Harry Foster secured her informal commitment to join FHCN's provider staff in 2028.

***Woodlake health fair rescheduled for Cinco de Mayo**

Mother Nature put the kibosh on last Sunday's scheduled health fair in Woodlake. But a little rain isn't enough to defeat FHCN's intrepid Woodlake community relations representative **Veronica Sanchez**, who has rescheduled the community's annual health fair for May 5 -- Cinco de Mayo -- from 10 am to 2 pm. Plans continue to come together for FHCN's pre-grand opening celebration, also to be held on Cinco de Mayo outside the new Woodlake health center from noon to 2 pm. FHCN's current Woodlake site will be closed that Saturday so that staff can attend the event.

***Patient applause for February:**

FHCN's Three Rivers health center drew kudos from several patients last month: "The staff is wonderful. (MA) **Jessica (Funk)** is a really good worker and makes us feel comfortable," wrote one patient. "(PA) **Michael Ellison** tries real hard," said another patient. "He's a good guy. He always looks up everything. He'll sit with you and doesn't rush you. He goes over everything and you just feel good when you leave."

***Speech contest**

Family HealthCare Network board member **Michael Botello** and **Linda Duran**, FHCN's Community Relations Representative in Cutler-Orosi, participated as judges in a recent speech contest sponsored by the Cutler-Orosi Lions Club. "I was honored to be asked to be one of the judges," said Duran. "The Lions Club is dedicated to helping youth of California reach their potential as accomplished speakers through the student-speaker program, which offers scholarships to students to attend college and preps them to become leaders." This year's speech theme: What Could the America of Yesterday teach the America of Tomorrow?

***Health tip: Get a grip**

Not only is a firm handshake a sign of confidence, it may also be a barometer of your health. A researcher followed nearly 2,500 men and women for more than a decade and linked the risk of dementia and stroke to how strong their handshakes were at the beginning of the study. Having a stronger grip was associated with a 42 percent lower risk of stroke in people over age 65 compared with other study participants with flimsier grasps. What's the connection? "Vascular problems in the brain manifest themselves in a wide variety of ways" including the strength of your handshake says study author Erica Camargo, MD. "If your grip is particularly weak, it could be a sign that your overall cardiovascular health isn't in the best shape."

***Quote of the Week**

"The past is history. The future is a mystery. The present is just that -- a gift. So embrace today and make the most of it." -- Thomas E. Perez, during his NACHC keynote address last week in Washington, D.C.

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***Ivanhoe Health Fair draws hundreds**

More than 300 people attended FHCN's 13th annual Ivanhoe Health Fair this past Sunday, undaunted by intermittent gusty winds and unseasonably cool temps. Community relations representative **Connie Vela-Solorio**, who organized the health fair, directed her crew to make a number of on-the-fly adjustments to keep booth awnings and other equipment from being blown around and the health fair went off without a hitch. As the event wound down, Connie actually had a few spare moments to dance with Sparky, the Tulare County Fire Department's "fire dog" mascot, a tango that was captured by a photographer from the Visalia Times-Delta (the photo appeared on page 5B of the April 3 edition).

***Good news for tax filers, health fair goers**

On Sunday, April 15 – otherwise known as Tax Day – FHCN will be sponsoring its 6th Annual Health and Safety Fair in Hanford. The event runs from 1-4 p.m. at the Hanford Health Center, located at 329 West 8th Street. For those worrying that attending the health fair will cause them to miss the federal tax filing deadline, relax and join the fun in Hanford – this year, the IRS has extended the filing deadline to April 17.

***New Porterville dental facility nearing completion**

Work is progressing rapidly on FHCN's new 4,500-sq.-ft. dental center on the Porterville campus. The exterior of the building is now completely framed and once windows and doors are installed, interior trim and finish work will begin. The \$2 million facility – funded by tax-exempt bonds -- will feature 12 state-of-the-art dental operatories and will dramatically increase FHCN's dental capacity. When open later this summer, the new dental center will replace the existing Putnam dental site in Porterville and will also pave the way for renovation and expansion of the second floor of the Poplar Health Center. Valley Congressmen Devin Nunes and Kevin McCarthy are expected to attend the new facility's grand opening ceremony scheduled for August.

***Wait times improving**

Kudos to **Woodlake** (Medical and Dental), **Cutler-Orosi** (Dental), **Three Rivers**, **Hanford** (Medical and Dental) and **Goshen**, where in March, patients experienced an average wait time of 15 minutes or less. Across the Network, all Medical sites combined recorded an average wait time of 20 minutes, mirroring figures tallied in January and February. FHCN Dental sites posted a combined average wait time of 17 minutes, the same as February 2012. In general, wait times appear to be improving across the Network: last month 58.93% of FHCN Medical patients – nearly six out of every ten -- waited 15 minutes or less, a positive increase of 4.12% compared to February 2012. Dental wait times of 15 minutes or less also

improved slightly in March, ticking up to 63.63% for all Dental patients, according to the most recent report from FHCN's quality improvement specialist **Eric Medina**. "I want to add my congratulations to Woodlake Medical-Dental, Cutler Dental, Three Rivers, Hanford Medical-Dental and Goshen on your excellent wait times," said FHCN CEO Harry Foster.

***Plans coming together for Woodlake celebration, health fair**

Radio Campesina will be broadcasting live from the event and this week, officials with **Ruiz Foods** announced the company will be donating hundreds of breakfast burritos to FHCN's pre-grand opening celebration in Woodlake, to be held May 5 – Cinco de Mayo – along with the Woodlake Health Fair, which was rescheduled last month after being rained out. Organizers of Woodlake's new Farmers Market are currently discussing holding their new event in conjunction with FHCN and the first Woodlake Farmers Market could debut at the Cinco de Mayo celebration. FHCN community relations representative **Veronica Sanchez** continues to work with Woodlake officials to ensure that every resident of the foothills community receives a personal invitation to the May 5 celebration, where plans for the new Woodlake Community Garden will also be unveiled. The garden will be located on the south end of the new health center. **All FHCN team members** are encouraged to be in Woodlake next month to join in the festivities, which are scheduled to run from 10 am to 2 pm.

***Quote of the week**

"A person can't have good general health without good oral health." -- Former U.S. Surgeon General C. Everett Koop -- and included on the bottom of all emails sent out by FHCN's **Karen O'Connor**, a registered dental hygienist who, together with Chief Dental Officer **Dr. Henry Cisneros**, heads up FHCN's highly successful Kinder Care dental program for area pre-schoolers.

Welcome to issue #5 (April 11, 2012) of the **Pulse**, Family HealthCare Network's weekly newsletter aimed at keeping FHCN team members up to date on the latest news and developments impacting the organization. New editions are posted every Wednesday.

***New Woodlake Health Center opening early next month**

Vice president of operations **Ruben Chavez** said this week that FHCN's new Woodlake Health Center, located at 240 Lemona Street, will officially open for business on May 7. **Karen Olivares**, FHCN's Risk Management Coordinator, confirmed that all of the necessary paperwork is in order to operate the new 10,000-square-foot facility and all current providers and support staff will move from old North Palm site beginning the first Monday in May. A number of additional providers have signed on to staff the larger Woodlake Health Center and will be joining FHCN in coming months. The entire Woodlake community has been invited to a special pre-grand opening celebration at the Lemona facility, which will be held May 5 – Cinco de Mayo -- from 10 am to 2 pm in conjunction with the health and safety fair that was rescheduled because of a March rainout. ALL FHCN employees are welcome and strongly encouraged to attend.

***CMO provides PCHH rollout update**

Chief Medical Officer **Dr. Steven Palmer** provided an update this week on the progress made so far in implementing the Patient Centered Health Home model at FHCN: "Patient Centered Care means giving patients what they need when they need it," said Dr. Palmer. "As we become more of a Patient Centered Health organization, we have started by first putting patients into panels for providers and then teams. The patient then knows their team and the team knows the patient." The patient care team, Dr. Palmer explained, can determine who best to interact with a patient at a specific visit for specific needs. "This transition from patients coming in to see any available provider will take re-educating ourselves as well as the patients about what services we offer and who on the team is best equipped to handle the patient's needs at that visit."

***Worksite Wellness Program update**

FHCN has implemented and will continue to expand a worksite wellness program. "The idea is to work in a setting that will support the values of choosing a healthy lifestyle," says FHCN's Chief Human resources Officer **Kerry Hydash**. One current initiative, Hydash adds, is the creation of a wellness committee. "These 'Wellness Champions' will initiate a site-specific wellness program and oversee its continuation over time," says Hydash, who is currently recruiting Wellness Champions from all FHCN sites. Next on the agenda is to gather input from as many employees as possible. "In light of this, we have developed a short survey that we are asking everyone to complete," says Hydash. Since everyone is on a tight schedule, team members can complete the survey online. Just click on the link below:

<http://www.surveymonkey.com/s/9Z5VHHJ>

***Reminder: Hanford Health Fair happening this Sunday**

The 6th annual FHCN Hanford Health & Safety Fair takes place this Sunday in Hanford from 1 pm to 4pm. FHCN's Hanford community relations representative **Francis Camarena** and her crew are pulling out all of the stops for this one so come on out to Kings County Sunday and support their effort. FHCN's Hanford Health Center is located at 329 W. 8th Street in the heart of Downtown.

***Changes coming for new hire orientation**

FHCN's Training Department is working on revamping New Hire Orientation. "We are excited to announce that we will be incorporating the Team Workshop class into NHO starting April 16 – next Monday," says **Melissa Siegenthaler**, a clinical trainer in FHCN's Corporate Training Department. "There will also be an additional Team Workshop on the Training Calendar every month for existing staff to filter through on an annual basis." The Training Department is also working on streamlining "onboarding" for new providers. "Starting next month, we will be adding a fourth day to NHO which will be just for providers," says **Amanda Antonucci**, another FHCN clinical trainer. "During this fourth day, new hire providers will meet with corporate presenters and will also receive a portion of their IC-Chart training."

***Quote of the week: Badges and the meaning of mission-driven**

Printed on the flip side of all FHCN badges, our mission statement -- "To provide quality health care to everyone in the communities we serve" -- is a reminder of the important role we all play in helping keep our community healthy. In his inaugural address in 1961, President John F. Kennedy said: "If a free society cannot help the many who are poor, it cannot save the few who are rich." Since its founding in 1976, FHCN has taken great pride in its reputation as a socially responsible, mission-driven organization that also functions as a safety net for the underserved. Recently, there have been sporadic reports of team members wearing their badges backwards, with their photos and names obscured. Whether inadvertent or on purpose, backward badges send the wrong message – to both your coworkers and patients. So please, wear those badges with pride -- and with your name and photo facing forward.

Welcome to issue #6 (April 18, 2012) of the **Pulse**, Family HealthCare Network's weekly newsletter aimed at keeping FHCN team members up to date on the latest news and developments impacting the organization. New editions are posted every Wednesday.

***Woodlake celebration nears**

More than 2,500 special postcard invitations are being mailed later this week to all Woodlake residents inviting them to FHCN's Cinco de Mayo Celebration and Health Fair. And postcard invites also will be sent home with all Woodlake students as FHCN pulls out all of the stops to inaugurate the new Woodlake Health Center. New providers who have signed on to staff the larger Woodlake facility – but who won't start work until later this year – are also expected to attend the May 5 event, which will run from 10 am to 2 pm.

***Employee of the month**

Sandra Guerra, clinic supervisor in Cutler-Orosi, is FHCN's employee of the month for April. Sandra was recently appointed as an "IBG Super User." "Sandra goes above and beyond for the patients she serves," says Cutler-Orosi Health Center manager **Veronica Loya**. "Sandra is a great resource for her colleagues. Upon becoming a Super User, she embraced the position, serving as a voice for her fellow MAs." To read more comments about Sandra, check out FHCN's Facebook page.

***USA Today series shine spotlight on Community Health Centers**

A series of articles in today's edition of USA Today takes a look at challenges facing community health centers. The first paragraph of the story states: "Hundreds of the nation's nearly 1,200 community health centers, which serve millions of mostly poor people, fall short on key measures such as vaccinating children and helping diabetics control blood sugar, federal data show." The majority of the coverage focuses on CHCs in the South and the reporter also quotes HRSA's top administrator, Jim Macrae, who says: "We feel good about quality overall, but there is clearly room to improve." On a conference call with FHCN staff Wednesday afternoon, Macrae was upbeat and called the USA Today report "a chance to get behind the curve and share with more people details with respect to the work you are all doing." Macrae also said the country's CHCs are "on a path of continuous quality improvement." To read the USA Today series, click on the link below.

<http://www.usatoday.com/news/health/story/2012-04-17/community-health-centers-care-standards/54360638/1>

The USA Today series was actually authored by Phil Galewitz of Kaiser Health News, an editorially independent program of the Henry J. Kaiser Family Foundation, a non-profit, non-partisan health policy research and communications organization not affiliated with Kaiser Permanente.

***Media reminder**

Today's USA Today story will likely generate follow up interest from local media focusing on FHCN's operations. In the event that a representative from the media contacts any FHCN team member and

asks questions about the USA Today report, do not make any comments, general or specific, and refer all media inquiries to George Lurie in the Marketing Department (737-4757). And remember: FHCN has one – and only one – media spokesman, CEO and President **Harry Foster**.

***ICD-10 Implementation date update**

The Department of Health and Human Services has announced a proposed rule that would delay the implementation date for ICD-10, reports **Laura VanGroningen**, CPC, RCC, FHCN's Certified Coding Coordinator. The proposed rule delays required compliance by one year -- from October 1, 2013 to October 1, 2014 -- for new ICD-10 codes to be used to classify diseases and health problems. "Many provider groups have expressed serious concerns about their ability to meet the October 1, 2013 compliance date," says Van Groningen. "The proposed change would give providers additional time to prepare and test their systems to ensure a smooth and coordinated transition to these new code sets." The new codes will provide vital and specific data that will help improve patient care and the quality of information available for quality improvement and payment purposes. More information on the proposed rule is available at http://www.cms.gov/apps/media/fact_sheets.asp.

***Huddles working in Hanford**

Karen Bennett, clinic manager in Hanford, together with community relation representative **Francisca Camarena**, marshaled all of their resources this past Sunday to produce what turned out to be a highly successful and well-attended health and safety fair. Several hundred people came out for the event, which, for the first time this year, featured individually guided tours of the health center. "People really responded favorably to the tours," says Bennett, who added that daily staff huddles in Hanford are working wonders for both morale and operational efficiency there. Bennett says the huddles have produced "remarkable results. Staff has reported back to me that the huddles are really making a difference and have led to better teamwork and staff recognition."

***Quote of the week**

"Be more concerned with your character than your reputation -- because your character is what you really are, while your reputation is merely what others think you are." Legendary UCLA basketball coach John Wooden

Welcome to issue #7 (April 25, 2012) of the **Pulse**, Family HealthCare Network's weekly newsletter aimed at keeping FHCN team members up to date on the latest news and developments impacting the organization. New editions are posted every Wednesday.

***FHCN's Kinder Care program receives additional funding**

FHCN's highly successful Kinder Care dental program, which has provided more than 20,000 field screenings and free fluoride varnishes to area children up to age five and pregnant mothers, was awarded a \$368,275 grant by First 5 Tulare County late last week during a special meeting at the Board of Supervisors' chambers. The grant will fund the program until 2015. "Since we started Kinder Care three years ago, the program has provided a huge boost in helping children in Tulare County fight cavities and improve their overall oral health," said **Dr. Henry Cisneros**, who heads the program and is also FHCN's chief dental officer.

***Positive patient comments flow in from sites around the Network**

Patients had high praise for FHCN team members last month. Here is a sampling of comments received: **Woodlake** – "Doctor Munoz (PA-C **Rocio Munoz**) was very courteous and treated me well." **Cutler-Orosi Health** – "Dr. Mae (PA-C **Mae Caragay**) was excellent. I'm 80 years old and haven't been to the doctor's office in 25 years. I was uncomfortable in medical setting. But Dr. Mae is so wonderful I can't wait to go back. She treated me very well and listened very well. The assistant, **Toni Halt**, was also very good." **Hanford Dental** – "Dr. Sung (**Sung Sohn**, DDS) is the best dentist I've ever had. I'm 60 years old and I have been severely traumatized by dentist over the years. She and her assistants are out of this world. I can't see how they could improve." **Springville Health** – "I'm alive because of Dr. Kelly (PA-C **Kelly Williamson**). I had an X-ray and they were sending me home. But since Dr. Kelly knew how sick I was she called the ambulance for me. Literally, she dialed 911 and saved my life." And "Dr. (**Narwhals**) **Mating** is the greatest doctor I ever had." **Goshen Health** – "I enjoyed that Dr. Luis (PA-C **Luis Archila**) took the time to talk to me." **Visalia Oak** – "I liked (nurse practitioner) Mary Garcia. She's very good and friendly. She listens to me."

***New look coming for FHCN transport vans**

The first of the Network's six transportation vans is heading into the shop this week for a makeover. Look for the unveiling of the new-look FHCN vehicles at the Cinco de Mayo health fair/pre-grand opening celebration in Woodlake on May 5. In the coming months, all of FHCN's `15-passenger vans are scheduled to receive a jazzy new exterior vinyl wrap finish. The refurbished vans, like the dozen city and county buses bearing FHCN logos and marketing, will serve as rolling advertisements for the Network and hopefully will encourage more patients to take advantage of FHCN transportation services.

***FHCN Winter Games end on a high note**

Last Sunday at the Porterville Sports Complex, the FHCN Winter Games ended with a bang, reports **Ed Sonier**, FHCN human resources specialist. "Thirty-three employees braved the heat to play for Team Corporate and Porterville in what was a very close soccer tournament" in which Team Corporate

claimed the victory. During the Winter Games closing ceremonies, members of each first place team received a medal: Basketball – Porterville, Volleyball – Oak, Trivia – Team B (Porterville) and Soccer – Corporate. All participants who attended Sunday’s event enjoyed a healthy bbq afterwards with grilled vegetables provided by the Network Fun Committee and carne asada, chicken and hamburgers provided by Operations. “FHCN staff, A.T. Still students and AmeriCorps members can anticipate the Summer Games starting in August,” promises Sonier.

***FHCN float rocks Lindsay’s Orange Blossom parade**

The Network was well represented last Saturday in Lindsay’s 80th annual Orange Blossom parade. The Family Health Care Network/ Kinder Care float was awarded 2nd place by the judges, reports community relations representative **Gladis Salcido**. To see photos of FHCN’s float – and the team members and their families who rode it proudly during the parade -- visit FHCN’s Facebook page.

***Report: Mexican immigration to U.S. down sharply**

According to report issued this week, net migration from Mexico to the U.S. has come to a statistical standstill, stalling one of the most significant demographic trends of the last four decades. Amid an economic downturn and increased enforcement at the U.S.-Mexico border, the number of Mexicans coming to the United States dropped significantly, while the number of those returning home increased sharply over the last several years, according to a report by the Pew Hispanic Center. "The largest wave of immigration in history from a single country to the United States has come to a standstill," the report says. The estimates are based on data from the U.S. Census Bureau and on Mexican census data. The most recent data indicate that the historic flow of migrants into the U.S. might even have started to reverse. "We're seeing more people moving back to Mexico than leaving for the United States," wrote the report’s co-author.

***Quote of the week**

“It is health that is real wealth and not pieces of gold and silver.”-- Mahatma Gandhi

Welcome to issue #8 (May 2, 2012) of the **Pulse**, Family HealthCare Network's weekly newsletter that keeps FHCN team members up to date on the latest news and developments impacting the organization. New edition posted every Wednesday.

***FHCN awarded \$5M federal grant for Oak expansion**

The organization received great news this week: FHCN's application for a \$5 million Capital Improvement Project federal grant to expand the Oak Health Center was approved! The Notice of Grant Award announcement came via email yesterday and paves the way for work to begin soon on the ambitious project, which will double the square footage of the Oak facility and allow the Bridge site staff to move into the larger, more modern health center when construction is completed in 2013. Congratulations to **Janet Paine**, director of operations, who orchestrated the grant application's submission in 2011.

***Three FHCN employees among first class of Community Health Care Worker program graduates**

At a Recognition Ceremony held last Thursday at the College of the Sequoias, three FHCN team members – community relations representatives **Linda Duran** and **Connie Vela-Solorio** and promotora **Veronica Serrano-Valencia** – were among the 11 proud graduates of the inaugural class of the new Community Health Care Worker Training Program, a collaboration between the U.S. Department of Labor, the Tulare County Workforce Investment Board, the Central California Public Health Training Academy, the Employment Connection and College of the Sequoias. FHCN's Chief Human Resources Officer **Kerry Hydash** was among the guest speakers at the ceremony, which also included a special performance by Ballet Folklorico Sol De America. "It was really a privilege to be a part of the first class to graduate from the program," said Duran.

***Woodlake Pre-Grand Opening Celebration/Cinco de Mayo Health Fair happening Saturday**

One last reminder: **ALL FHCN TEAM MEMBERS** are strongly encouraged to come to Woodlake on Saturday and support the organization at what is shaping up to be the FHCN event of the year. "We need to show the folks of Woodlake just how much we care about their community," says CEO Harry Foster. "It would be great if every employee of the organization turns out on Saturday to support the new health center." The event will take place from 10 a.m. to 2 p.m. Plans for FHCN's community garden and mural project will be on display as well as the first of the Network's fleet of newly redesigned transportation vans. There will be food, refreshments, music and a special dance performance by Sol de America. So wear your badges – and a big smile – to Woodlake this weekend and help get our sparkling new health center off to a great start.

***General staff meeting set for May 25**

The annual General Staff meeting for 2012 has been scheduled for Friday, May 25th. This year the meeting will be held at the Visalia Holiday Inn, with a BBQ following at Plaza Park. The meeting will begin at 8 a.m., with the BBQ immediately following. Vice President of Operations **Ruben Chavez** will be grilling, so come hungry! Health Centers will open at 1 p.m.

***Quote of the Week**

“We are what we repeatedly do. Excellence, therefore, is not an act but a habit.” -- Aristotle