

Welcome to issue #23 (August 15, 2012) of the *Pulse*, Family HealthCare Network's weekly employee newsletter. A new edition is posted every Wednesday. (Today's edition is being published a day early because of tomorrow's big event in Porterville.)

***Porterville Dental grand opening tomorrow**

The big day has finally arrived! The grand opening of the new **Porterville Dental Center** takes place tomorrow (Wednesday). The festivities kick off at 3:45 p.m. with speeches by FHCN leaders and national, state and local dignitaries. The Porterville Chamber of Commerce will be on hand with the big scissors for the official ribbon cutting and tours of the facility will also be available. And beginning Thursday, the organization's 4,100-square-foot facility, that includes 12 dental operatories and will be staffed by approximately 20 team members, will be open for business. Next up on the roster of the organization's ambitious program of expansion: the new, 11,000-square-foot health center in **Goshen**, which is the same design as the **Woodlake Health Center** and is scheduled to open later this fall.

***Big improvement in July Wait Times report**

Kudos to **Bridge Medical, Hanford Medical, Goshen, Woodlake Dental, Cutler Dental and Hanford Dental**, whose patients had an average wait time of 15 minutes or less in July, said QI specialist Eric Medina. Other highlights from last month's report:

- All Medical sites combined had an average wait time of 19 minutes, same as June 2012.
- All Dental sites combined had an average wait time of 15 minutes!
- 56.61% of Medical patients waited 15 minutes or less, a positive increase of 1.55% compared to June 2012.
- 65.57% of Dental patients waited 15 minutes or less, an improvement of 1.99% compared to June 2012.
- Goshen had the lowest average Medical wait time (10 minutes).

And last but certainly not least: In its last full month in operation, Putnam Dental increased the number of patients who waited 15 minutes or less by an amazing 10.55% compared to June 2012. "Congratulations to all of sub-15 minute wait time folks!" said Harry Foster. "I'm sure our patients appreciate it. We are headed in the right direction; please keep up the continuous improvement."

***New ATSU students arrive this week**

Ten new **A.T. Still University medical students** (Class of 2015 -- photos below) arrived Tuesday afternoon to begin their classroom and clinical training as part of the university's "Community Campus" program embedded at FHCN. Class members include Mariya Andriasian,

Paula Arciaga, David Choi, Michael Cramer, Kulraj Dhah, Nilofar Sanaiha, Ishita Shukla, Zachary Sprague, Steven Vang and Karen Zeigler. They will be studying at the corporate office and training at various health centers around the Network. So if you see them, please introduce yourself and welcome them to Family HealthCare Network.

***Marks named new Clinical Director at Oak**

Adam Marks has been named Clinical Director at the Oak Health Center. He will be working with Dr. Anjali Mahoney, Oak's Medical Director. "I am sure Adam will do an exemplary job and I hope you will all welcome him in his new role with the organization," said FHCN chief medical officer **Dr. Steve Palmer**.

***Freeman is Employee of the Month for August**

Sally Freeman, a billing clerk in the Finance department, has been named Employee of the Month for August. Sally, who has been with the Network for 13 years, works closely with Providers and Medical Assistants in the Health Centers. She is also the first contact for patients who come to Corporate for help with their bills. "Sally always has a professional, cheerful attitude," said her supervisor, Christine Phillips, accounts receivable manager. "She treats everyone with respect and is truly a team player. She is one of the first to volunteer to help out a co-worker or spend extra time on a special project." For all her outstanding efforts, Sally gets a \$500 check and the undying admiration of her coworkers.

***Q2 Patient Satisfaction results are in...**

...and the winners of the newly redesigned trophy (see photo below) for the second quarter of 2012, as reported by FHCN clinical trainer **Melissa Siegenthaler**, are: HUB site – **Porterville**; satellite sites -- **Ivanhoe** and **Farmersville** (there was a tie); Dental -- **Putnam Dental**. Each of the winning sites will be presented with the newly redesigned Patient Satisfaction Trophy for 2012!