



The Employee Post



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SITE IN THE SPOTLIGHT: Dos Palos

By Karen Crain

On the west side of the valley at the base of the Diablo Mountain Range nestled between Hwy. 33 and fields of cotton is the sleepy, rural town of Dos Palos.

A town of approximately 4,200 people, Dos Palos has not grown by leaps and bounds. The first new housing track, since anyone can remember, was completed not too long ago and the movie theatre that was closed for ten years just reopened.

A block from the main street is a clinic, it is too small but, when approaching this clinic I feel a pulse, as if this clinic has a heart. I noticed how the CMA's treat the clients like family and, observing the providers, I soon realized they REALLY do take time to talk to their patients.

The clinic's name is The Dos Palos Medical Group and what gives this clinic heart is the wonderful men and women who work there. In January of 1987, the Dos Palos Health Center was a two exam room trailer with three employees. Today, the clinic sees almost half of the residents of Dos Palos in a beautiful facility.

Dr. Hadweh is the Medical Manager and Provider of this clinic. Jeff Armstrong, one of the original employees, is the Physicians Assistant. Marie Guintini-Head Nurse, Joe Chavarria and Minnie Arroyo-M.A.'s, Carol Galindo, Grace Ballesteros and Yanell Saurez-F.O., Mary Clements-Medical Records, Dr. Harig-Psychologist are available on Tuesdays and Cindy Montemurio-OB-GYN Nurse Practitioner on Thursdays.

Men and women of Dos Palos Medical Group you make the clinic the success it is and make Dos Palos a good community to live in.

My thanks to Dr. Brian Vierra for his technical assistance with the geographical research.



More than Twenty one years ago, Merced Family Health Centers looked like this. Today MFHC prepares to face new challenges with a brand new facility that will celebrate its grand opening the last week of April.

1995 Leadership/Board Retreat

By Mike Sullivan

The 1995 version of the MFHC LEADERSHIP/BOARD Retreat was held along the coast of Marin County, at the Marconi Conference Center, four hours from Merced. This quiet background set the stage for three days of "hands on" and intense learning about managed care.

Don Schuller, M.D., was our speaker and facilitator. Owner of the consulting firm of Schuller/Anderson of Phoenix, Don has more than 20 years of HMO administrative experience. His reality checks, while unsettling for some of us, were delivered in a way that reinforced the message that change is coming!

A summary of Don's message to us!

-Patient satisfaction is crucial -you must please your patients/members by being efficient; no long waits, immediate needs appointments, friendly atmosphere, etc.

-Providers must be productive and our system has to be low cost to be competitive.

-Information Systems (computers) are a must.

-We should think about becoming an HMO.

We also spent time on our Mission statement, trying to assure that it remains valid in a rapidly changing environment.

In between, we got to know each other better -at group mealtimes, our morning jogs or walks, at church, or in the local singing pub!

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Thirty One Happy Birthdays

B & **A**
TIME

Listen up! It's Birthday and Anniversary time. We had one employee who was not only born in March but she was also hired in March. We'll let you find her among the listed employees.

Birthdays

The following co-workers came to be in the month of the shamrock:

Georgia Cerutti, Tabita Salazar, Debbie Daguerre, Cecilia Medina, Lorena Perez, Delia Mendoza, Maria Vidales, Ofelia Ramirez, Jack French, Beatrice Guevara, Delia Alarcon, Maria Nakahara, Chia Moua, Loan Huynh, Mary Blackshear, Benjamin Mook, Bacilia Mendez, Gil Sisneros, Brian Kubo, Fernanda Carralez, Maria E. Rodriguez, and Marie Magdaleno.

May you each have a very special day!

Anniversaries

In the first month of Spring, one year the following people came to help us: Michelle Cutler, Tabita Salazar, Virginia Castilleja, Patrick Marioni, Delfina Gonzales, Lisa Martinez, Karen Crain, Sandra Lozano, Ninfa Salinas, Teresita Carrillo, Joyce Galaniz, Lorena Perez, Amelia Peterson, Denise Perez, Shirly Rubalcava and Norma Guevara.

May each and every one of you find your own "pot of gold at the end of your rainbow," wherever your search for fulfillment leads you!

Diversity!

by Karen Crain

His nationality is American/Palestinian, his religion is Catholic, and the language he was raised with is Arabic. He knows it seems contradictory, but with the dynamics of the Middle East, that self description although accurate is a bit confusing.

Others have described him as:

Dr. Hadweh was born in the town of Bethlehem and finished high school in Jerusalem

Aloof; A bit difficult; A wonderful person; Intelligent; Contradictory; Sensitive; Empathetic and Interesting. He'll laugh, because he knows that description although accurate is still a bit confusing.

Youssef Hadweh's homeland is Palestine, now known as the West Bank of Israel. A land steeped in biblical and political importance. To the West of Israel is the Mediterranean Sea, the north Lebanon, with Syria and Jordan to the northeast and east, and the Sinai to the south. Dr. Hadweh was born in the town of Bethlehem and finished high school in Jerusalem.

At the age of 12, his parents suggested he start working, so he found a job as an apprentice to a black smith. After that he held jobs such as a cook and a waiter. He worked in an ice cream factory, a plastic factory, a construction firm and as a tailor, he sold jewelry and at one point he owned a restaurant. All in all he figured that through the years he has held 17 different jobs, most of these jobs were part time and temporary

positions to help his family and get him through school.

One job in particular, the souvenir and jewelry business, helped him fulfill his love of travel and meeting new people. He spent a few years traveling through the United States and South America visiting his family and the friends he had made through his business.

He liked the U.S. and American people so much that he applied for immigration status, which were approved in 1983, and he moved to the United States. All of his family except for one sister now live in the U.S.

When asked why he became a doctor he is quick to give a number of reasons. 1. Because of good doctors and his need to affirm and support them and because of bad doctors and his desire to right their wrongs. One wrong in particular, was the motivation behind his desire to right the wrongs, was directed towards his mother and an experience she had with an uncaring doctor. 2. The joy he feels in being able to treat underserved people the same as insured patients. 3. Lastly, the responsibility of helping people with their very existence is overwhelmingly rewarding for him.

His plans for the future are to stay in Dos Palos, raise his family, which will be expanding in July with the birth of his third child, to continue to learn and grow with his staff and his clients, and to maintain the high standards of medical care his clients have come to expect. When the chance arises, maybe to confuse someone, just a bit.

WHAT'S NEW ABOUT QUALITY?

By Brenda Foster

If it looks to you as if nothing is changing, in spite of frequent declarations of new ways of doing business, perhaps you're right. You can help make the needed changes if you're aware of the correct quality approach.

Here is a side-by-side comparison of Old Beliefs - obstacles to the acceptance of the new Quality Management philosophy - and New Beliefs - ideas that encourage teamwork and empowerment. See what you can do in your work

area to help everyone follow the New Belief in Total Quality Management. Let's not be "bedeviled" by the old management approaches that squelch initiative and teamwork.

Remember, if you're not part of the solution, you're part of the problem. Practice these New Quality Beliefs, either alone or as a member of a team. You'll be pleasantly surprised how differently you'll view your work when you're actively involved in improving the system!

Old Belief:

Competition motivates people to do better work.

For every winner, there's a loser.

Please your boss.

Scapegoating pinpoints problems.

Focus improvement on individual processes..

Find the cause and fix the problem.

The job is complete if specifications have been met.

Inspection and measurement insure quality.

Risks and mistakes are bad.

You can complete your education.

Bosses command and control.

Bosses have to know everything.

Short-term payoffs are best.

You don't have to be aware of your basic beliefs.

Do it now.



New Belief:

Cooperation helps people do more effective work.

Everyone can win.

Please your customer.

Improve the system.

Focus on the purpose of the overall system, and how the processes can be improved to serve it better.

First, acknowledge there is variation in all things and people. See if the problem falls within or without the system.

Continual improvement is an unending journey.

A capable process, shared vision and aim, good leadership and training are major factors in creating quality.

Risks are necessary and some mistakes inevitable when you practice continual improvement.

Everyone is a lifelong learner.

Bosses help workers learn and make improvements.

The team with a good leader knows and can do more.

Significant achievement in a complex world takes time.

You must be conscious of your beliefs and constantly examine and test them to see if they continue to be true.

Think first, then act.



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Annual Awards & Appreciation Dinner-April 29

This year's theme will be "Graffiti Nite", centered around the 50's for all of you still longing for those golden years!

The Annual Awards & Appreciation dinner is a yearly event designed to honor all MFHC's staff contributions to the corporation.

This year the event will take place on April 29 at the Elks Lodge in Merced. Stay tuned for further details. The organizing committee is working hard to make sure that we all have a good time at the event.

Jessie from personel has indicated that there will be no cost to the employees, but she/he can bring one guest for only \$15.50.

The menu, Jessie said, will be a buffet style as last years event and the music will be provided by D.J. Ron Norman (a super hit in the whole Valley.)

This night, Jessie said, will prove to be eventful and entertaining.

DO NOT MISS IT!



Managing anger: easier said than done

In 1989 Dr. Redford Williams of Duke University Medical Center wrote *The Trusting Heart*, subtitled *Great News About Type A Behavior*. In it he agreed that Type A behavior is not "toxic," but claimed that hostility is. He suggested several stress management techniques to cope with anger, among them:

Monitor your cynical thoughts by keeping a log of situations that stir you up.

- Try stopping cynical thoughts.
- Put yourself in the other person's shoes
- Instead of yelling angrily, try to be assertive, calm, and clear about what's bothering you.

Good advice. But though the observation may be cynical, a person who can do all that is not too bad off to begin with. It's hard to develop a "trusting heart" if you have reasons not to be trustful. Whether to suppress or express anger, and how best to express it, depends inevitably on the circumstances

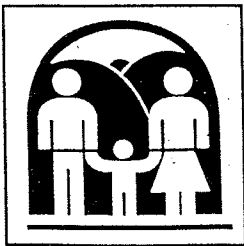
and the other people involved. Managing uncontrollable angry outbursts in oneself or in a family member may require counseling, meditation, life-style changes, or other kinds of long-term psychological help.

Learning from the soaps

Some suggestions for managing anger from the Institute for Mental Health initiatives (IMMI) may be helpful. A few years ago, recognizing that "people who have some skill at managing their anger are less likely to... suffer from emotional disorders such as depression, or grow up to be early victims of heart disease or stroke," IMHI undertook a study of how anger is handled on daytime TV soap operas. These shows have an audience of 20 million people, most of them women. In 1986 researchers analyzed how anger was presented on 12 daytime dramas on the three major networks. Finding that anger too often resulted in violence on the soaps, they drafted guidelines for producers and writers about healthier ways of portraying anger.

No one knows just how effective these efforts have been, but according to surveys completed in 1990, INIHI found that anger has increasingly been portrayed on soaps not as an emotion felt by "bad" people but as a normal emotion that even likeable people exhibit and can deal with constructively. In addition, women have been increasingly portrayed as effective at handling anger. These ideas could conceivably be helpful for some viewers. Out of this research INIHI developed anger-management techniques that emphasize such tips as these:

- Recognize your own anger and that of others.
- Empathize with a person expressing anger.
- Always listen carefully to what an angry person is telling you.
- Try to express respect along with the anger.
- Notice your own reactions, especially your physical reactions.
- Focus your attention on the present problem, and avoid thinking of old grudges or wounds.



Merced Family Health Centers
P.O. Box 858
Merced, CA 95340

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