



# COUNCIL CONNECTIONS

A Publication of the Council of Community Clinics Group Purchasing Organization

Vol.3 No.2 July 1998

## EXECUTIVE SOLUTIONS

### *Rural FQHCs Organize Central Valley Health Network*

*by Mike Sullivan, Executive Director  
Golden Valley Health Centers*

*Editor: Health centers throughout California are expanding their market influence and enhancing their managed care competitiveness by working together in regional, clinic-based networks. This article details the experience of the Central Valley Health Network which has united 11 rural health centers for a common purpose.*

The fruits of our labor are about to be harvested. In two years, the 11 members of the Central Valley Health Network (CVHN) have learned to trust each other to make significant strides toward responding positively to external market changes. How these rural health centers, from Sacramento to Bakersfield, have sown the seeds of effective collaboration is a story of shared vision and patience.

The rural health centers serve a largely migrant and rural population base in 17 counties in the San Joaquin and Central Valleys. They provide services to approximately 350,000 individuals annually with almost one million encounters. All of the member clinics are FQHCs.

We organized the CVHN because no other singular entity represents the uniqueness of our rural health centers. The Network is a proactive response to external forces which are restructuring health care financing and delivery systems for community health centers.

From the beginning, we realized we must establish trust in order to communicate and collaborate effectively. We hold regular meetings, which is a major achievement, given the 300 mile span

*(Continued on page 2)*

## New Purchasing Service Provides Discounts for Office Supplies

This spring, the CCCSC introduced its newest service line: group purchasing through Office Depot. Since the introduction of our new office supplies purchasing program, over 40 clinics throughout California have signed on. Office Depot provides services nationwide and is already a familiar name to most of the CCCSC's member clinics. Clinics are now beginning to enjoy considerably greater savings by purchasing through their Council contracts.

*Since the  
introduction of our  
new office supplies  
purchasing program  
with Office Depot in  
April, over 40 clinics  
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### **New, Lower Pricing:**

We are very excited about how well this new purchasing program has been received by our members and are also pleased to announce that we now have *even lower pricing available*. In addition to the new price list reflecting those changes, Office Depot has agreed to offer 10% off all sale items in the quarterly sale catalogs and all items in the retail stores. This will assure that you will always get the best pricing available when you sign up with the CCCSC's Group Purchasing Organization.

This service is available to all community clinics and other nonprofit entities in the Western United States.

### **Highlights:**

- Prices are up to 80% off of list price for the 150 most commonly purchased items.
- You can customize your buying agreement (contact price list) by adding items based on your own purchasing patterns.
- If you encounter a lower price elsewhere, Office Depot will match it with another 5% discount over and above the lowest bid. Simply fax us the documentation showing a lower price and we'll take care of the rest with Office Depot.
- Because copy paper fluctuates in price, it is not quoted in the buying agreement. You can still purchase it at a discount by calling your sales representatives for the current discounted price.
- Furniture, business machines, letterhead, business cards and other printing services can be ordered at discounted rates through Office Depot Business Services. The sales representative will quote prices based upon the same discount structure as the buying agreement.
- Orders are accepted by phone, fax or on-line. Most orders will be delivered the next day if ordered by 2 p.m. There are no minimum order requirements or delivery fees.

For more information, contact Amie Brown, Marketing and Customer Service Coordinator at 800-640-1662, ext. 304.

# Clinica Sierra Vista: "Can Do" for Community Benefit

by Linda Low, Director of Health Education Services

*Editor: Clinica Sierra Vista, one of the nation's largest safety net providers, serves Kern and Inyo Counties with 10 primary care sites and 15 affiliated locations. Clinica Sierra Vista is known for its leadership in developing innovative programs that foster prevention and wellness. Partnering with local organizations is seen as a key to achieving community benefit.*

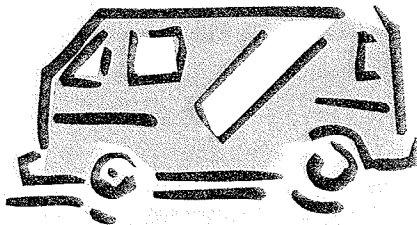
**W**e're often asked, "What makes Clinica Sierra Vista's community benefit programs so effective?" Our answer begins with our deep-rooted desire to serve. This has guided us to develop innovative outreach programs and to forge strong partnerships with local organizations. Some examples of our community programs include:

**Healthy Start:** This is a collaborative effort of the Human Services, Mental Health and Probation Departments, main street businesses, Clinica Sierra Vista, schools and other local organizations. We have learned that it's best to work together to achieve common goals. This school based program addresses a range of problems, from providing nutrition programs to health screenings and child care.

**Maternal Child Outreach:** In addition to comprehensive prenatal education and medical services at our primary care sites, we have provided home visits by public health nurses for at least

20 years. Licensed public health nurses, clinical social workers and dietitians work with patients, providing follow-up care for newborns, education and support. This program is different from others because of this professional leadership. We deliver approximately 2,000 babies annually, among a patient population where low birth weights are common. Our comprehensive perinatal project has consistently resulted in higher birth weights than the county averages.

**Mobile Health Van:** This 40-foot van is fully equipped as a traveling clinic, with two exam rooms, a lab and bathroom. It overcomes barriers to access by delivering medical and social services directly to homeless shelters, farm labor camps and emergency shelters. It is also sent to schools one day a week where preventive exams are provided.



**34th Street Community Health Center:** This collaborative venture is the first local center to offer comprehensive HIV and AIDS services to patients and families in a comfortable, private setting. A

model case management program links patients and families to resources and services, mental health services are available, and high risk groups are targeted for education and preventive information.

If you'd like information about these programs, please call Linda Low at (805) 845-3731.

## NEW NEWS!

### PSS Contract Canceled!

**T**he CCCSC is no longer contracting services with PSS. In order to purchase medical surgical supplies at the CCCSC's deep discounted rate, please call Bergen Brunswig, 1-800-562-6530, or McKesson General Medical, Los Angeles (1-800-755-2090), Sacramento (1-800-899-3660).

### Medi-Cal Update for Laboratory Services

**M**edi-Cal is now denying all claims for laboratory services submitted by clinics that do not include physician name and Medi-Cal Provider Number. If the physician does not have a Medi-Cal Provider Number, Medi-Cal requires the physician's full name and state license number.

If you have any further questions about this new policy, please contact Kathy Kunkel, Third Party Billing Manager for Unilab at 800-334-1847, ext. 4564.

### Executive Solutions

*(Continued from page 1)*

served by our members. In 24 months, we have worked hard and accomplished much. Among the major accomplishments to date are:

- We held a two-day retreat early in our organizing efforts. We identified common goals and began an open dialog that continues to progress.
- We hired a meeting facilitator. This decreased the likelihood of dominant personalities taking over the process. The facilitator has proven effective and is now helping us build the infrastructure for the Network.

We are sharing proprietary information to assess our individual and group "readiness" for managed care. This is, to a large degree, a true measurement of our growth and trust.

If you would like additional information about the CVHN, please contact me at (209) 383-1848, ext. 351.

## Meet Amie Brown: Your New Marketing & Customer Service Coordinator

The GPO is proud to welcome Amie Brown as the new Marketing and Customer Service Coordinator, replacing Christine Marchetta.

Amie has four years of experience with community clinics, two of which have been here at the Council of Community Clinics. She is dedicated to serving the needs of all of our GPO customers.

Amie can be reached at 1-800-640-1662, ext. 304 if you have any questions or comments about our group purchasing programs.

### Effectively Treating *Otitis Media* in Children

by Bergen Brunswig

It only takes one second to determine if a child has *otitis media*, the most common diagnosis for physician office visits by children under 15 years of age. *Otitis media* is of increasing concern because it often causes mild to moderate hearing loss. Recent reports have shown that certain strains of the disease are resistant to antibiotic therapy.

Now, there is an easy test, the tympanometry, that uses a soft rubber tipped probe to assess whether the ear is functioning normally. The probe seals the ear canal while sound and positive and negative pressure are introduced. The test determines the presence or absence of fluid, the status of pressure in the middle ear space, whether or not tympanostomy tube is patent and the status of an ear which may be difficult to see because of cerumen.

The tympanometry produces graphic measurements, providing objective data to supplement the physical evidence acquired via pneumatic otoscopy. This standard-of-care procedure:

- Helps manage *otitis media* more effectively
- Can be done by office personnel
- Provides documentation and aids standardization of treatment, which can reduce costs and prevent the unnecessary use of antibiotics and surgery.

For additional information, contact your Bergen Brunswig representative.

## Unit Dose Dispensing & "Own Use" Available by QCP

Quality Care Pharmaceuticals (QCP) continues to enhance services to members of the Council of Community Clinics Service Corp. by introducing two new product lines:

### *Unit Dose for Easy Dispensing:*

A limited formulary of unit dose products is available for easy dispensing of less than a full course of therapy. The QCP unit dose formulary includes a number of scheduled drugs. This product line is ideal for dispensing starter doses, one or two pain killers, or for evening and emergency use. It is also useful when a limited supply of medication is needed until a prescription can be refilled.

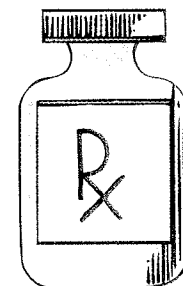
Unit doses are packaged individually in Class A strip packs of pharmaceutical-grade paperbacked foil and transparent poly-overwrap. Each packet is imprinted with the name, strength, lot number and expiration date. Inventory control is enhanced with the reverse numbering system printed on each packet.

### *Expanded "Own Use" Products:*

QCP has also expanded its drug product line to include all of the pharmaceutical products commonly administered by clinics. This includes vaccines, steroids, antibiotics, pediatric injectable products and muscle relaxants. This "Own Use" program provides members of the GPO with the ability to purchase all of their pharmaceutical products from a single source.

Ask your QCP representative for a list of the unit dose formulary and list of own use products.

QCP has just introduced a new customer service hotline number: 1-888-350-7455. Please call this number if you need assistance with ordering or have questions about services.



## Changes in Family P.A.C.T. (SOFP) Diagnosis Requirements by Unilab

A new "S" code or Primary Diagnosis Code has been established by the Family P.A.C.T. (SOFP) program. Reimbursement for services will be denied without these special codes which are used to indicate the primary family planning method used by the patient.

When "S" codes are not submitted, Unilab will send a reminder to submit the correct "S" code. If Unilab doesn't receive an "S" code within six weeks, charges will revert to your clinic account.

You should also use the Primary "S" Diagnosis Codes to cover screening for STIs, UTIs and dysplasia. Secondary ICD-9 diagnosis codes are only required if treatment and/or management services are necessary.

Your Unilab representative can provide convenient Primary and Secondary Diagnosis Charts for your use.



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CCCSC Newsletter

4646 Mission Gorge Place  
San Diego, CA 92120-4133

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Please circulate to:

- Executive Director
- Medical Director
- Clinic Manager
- Pharmacist
- Purchasing Agent
- Lab Manager

364  
MR. MICHAEL SULLIVAN  
EXECUTIVE DIRECTOR  
MERCED FAMILY HEALTH CENTER CORP.  
737 W CHILDS AVE  
MERCED CA 95340-6805



## Welcome New Members

The Council of Community Clinics Service Corp. is pleased to announce these new members:

- Big Valley Medical Center**
- Clinica de Salud del Valle de Salinas**
- Free Clinic of Simi Valley**
- Friends of Children's Health Center**
- Miramar College Student Health Services**
- Moulton Family Medical**
- Northeast Valley Health Corporation**
- Pioneers Health Center**
- Planned Parenthood of Santa Barbara**
- San Diego Youth and Community Services**
- Sierra Family Medical Clinic**
- UCSD Student Run Free Clinic Project**

The CCCSC now provides services to over 335 clinics throughout California, Oregon and Washington. For information on how you can join and start enjoying the special benefits of group purchasing, please call Amie Brown at (800) 640-1662, ext. 304.

*Council Connections* is a quarterly newsletter published by the Council of Community Clinics Service Corporation with financial support from *Unilab Corporation*. Our purpose is to provide timely information to customers and friends throughout the community health center system.

Your ideas count! Please call us with topic suggestions or feedback for future issues of *Council Connections*. 1-800-640-1662, ext. 304.

Or send your suggestions to:  
**COUNCIL CONNECTIONS**  
CCCSC Newsletter  
4646 Mission Gorge Place  
San Diego, CA 92120-4133

Editor: Amie Brown, CCCSC  
Editorial Assistance and Layout Production:  
Wilkens Communications

## Ansell Continues Contract for Reduced Condom Rates

The CCCSC is pleased to announce another valued-added service through **Ansell Public Sector**. We have continued our contract for reduced prices for LifeStyles condoms:

- Spermiocidally Lubricated/M #5500 - \$72 /case (previously \$75)
- Spermiocidally Lubricated/12 #5512 - \$16 /gross
- Non-Lubricated/M #5700 - \$62/case (previously \$65)
- Lubricated/M #5800 - \$62/case (previously \$65)
- Lubricated/144 #5844 - \$12.60/gross

These newly reduced prices will be in effect until March 31, 1999.

**Note: As a further savings, the CCCSC has waived the 6% service fee for this product!** This is a proudly offered, value-added service.

If you are a member of the Council of Community Clinics Service Corp., please call your Ansell Public Sector Customer Service Representative at (800) 327-8659 or fax your order to (732) 542-7678. Remember to let the person taking your order know that you are a member.

If you are not a CCCSC member and would like to join, please contact Amie Brown at (800) 640-1662 ext. 304.

## Job Announcements:

### *Lyon-Martin Women's Health Services*

**Clinic Director** — Responsible for the general management of this primary care clinic. Current California nursing license & 1-year management experience required. Willingness to work flexible hours. Bicultural/bilingual Spanish or Chinese a plus. Salary: \$35,000-\$41,000.

**Fiscal Director** — Direct, supervise and coordinate fiscal operations. MBA (finance or business administration) and 3 years experience or BA (accounting or business administration) and 5 years experience. Experienced in GAAP. Must have 2 years non-profit & contract monitoring experience and 1 year experience in health care agency. Salary: \$38,000-\$41,000

For more information, please contact: *Donna Canali, Executive Director*, 1748 Market Street, Suite 201, San Francisco, CA 94102-5806 • (415) 565-7672 Fax: (415) 252-7490