



CELEBRATING **35 YEARS** OF HEALTHIER COMMUNITIES



GOLDEN VALLEY
HEALTH CENTERS

We're in Your Neighborhood



Letter from the CEO

Dear Friend,

Golden Valley Health Centers is proud to celebrate 35 years of providing a home for quality health care for all – regardless of our patients' cultural, financial or language barriers.

As many health care organizations struggle to survive, we take great pride in our ability to reinvest in the communities we serve, expanding our service areas in order to reach more underserved patients, and to do so in a manner that upholds the highest standards of care.

We have entered 2007 stronger and in a better position to help our patients than at any time in our 35 year history. My confidence is based on our 2006 achievements – from expanding our services to Turlock and Ceres, to implementing an Electronic Patient Registry to help manage chronic care patients and improve medical outcomes. These initiatives, along with many others, are a part of our continuous effort to create increased access for the underserved children and adults in the Central Valley.

Our dedication to providing quality care is not only evident in the day-to-day relationships we continue to build with our patients, but is also demonstrated through our staff's commitment to this organization. We are pleased to announce the grand opening of our health center in Newman, which could not have been accomplished without their support, as well as the generous donations from the Board, staff, organizations, and the local community.

As we celebrate the past 35 years, we invite you to take a look at how Golden Valley Health Centers has reached this point in this expanded commemorative report.

None of these tremendous achievements would be feasible without our devoted board of directors, medical providers and employees, and of course, the generous support of community leaders like you. Thank you!

Sincerely,

Michael O. Sullivan, M.S.
Chief Executive Officer



Newman Grand Opening, August 2007

About GVHC

For over 35 years, Golden Valley Health Centers has focused on improving the health of our patients by providing quality, primary health care services to California's Central Valley, regardless of language, financial or cultural barriers.

Through our multiple medical and dental sites, Golden Valley provides comprehensive primary medical, dental and behavioral health care to an ethnically diverse population, including migrant and seasonal farm workers, Southeast Asian refugees and Modesto's homeless population. As a JCAHO-accredited, private, non-profit Federally Qualified Health Center system we operate 23 clinical sites and seven dental sites. This includes two freestanding women's health centers, three school-based centers, and a homeless healthcare program, as well as two mobile medical clinics called MOMobile serving Stanislaus County with an additional MOMobile serving the farmworker and homeless population of Merced County. Golden Valley's revenue comes from patient dollars and charitable sources, as well as Federal and State grants. No patient is turned away because of inability to pay.

“ I work at Golden Valley Health Centers because it is a very satisfying job – I'm able to provide care to people who really need it, and who truly appreciate the medical services we offer. There is also a pervasive sense of vision at GVHC, to provide care regardless of one's income, language or cultural background. These are rewarding aspects that I wouldn't be able to experience within a private practice – and that's what makes it all worthwhile. ”

*-Dr. John Aleman
GVHC Physician, 25 years*



Hispanic Farmworker Family

Our Mission

The mission of Golden Valley Health Centers is to improve the health of our patients by providing quality, primary health care services to people in the communities we serve regardless of language, financial or cultural barriers.

Our Values

- ▶ **Advocacy**
We champion for social change to promote equality in health care.
- ▶ **Access**
We dedicate ourselves to increasing access to health care for the underserved.
- ▶ **Respect**
We respect the inherent value of each and every person with whom we interact.
- ▶ **Efficiency**
We provide our services in a prompt, courteous, and cost effective manner.
- ▶ **Innovation**
We commit to the creative and intelligent use of new technology and clinical practices.
- ▶ **Excellence**
We strive to provide the best possible health care to our patients.

Our Vision

Golden Valley Health Centers will be known as a premier organization ensuring access to high quality, culturally responsive and comprehensive primary health care for all, especially the underserved.



“ I love when I meet patients, and they tell me that they were treated so well by the GVHC staff and that the services were exactly what they needed. When I look at the number of people we serve, the number of providers and professionals who have served at GVHC for so long, and a board that has a vision and continues to be motivated after all these years, it makes me feel good and excited for the future. GVHC is a benefit to the local community in so many ways – by being a provider of health care to seniors, those who need mental health services, those who have no address and are here today and gone tomorrow, or those who live under a bridge or in a car. That’s why we exist – to serve the non-served.”

-Ernestine Woods, R.N.
GVHC Board Member, 23 years

“ I’ve been given many opportunities while working here. From changing social norms found in poor communities for the best, to traveling between two countries and experiencing the way of life in these places, to meeting professional and unique individuals whom I’ve learned much from, to allowing me to grow personally – Golden Valley Health Centers has offered me more than I could have imagined. It truly has been “golden.”

-Martin Diaz
Program Manager, Poder Popular

Golden Valley Health Centers — A Legacy of Caring, A Commitment to the Future

Highlights & Accomplishments



► 1972-1977:

The Merced Farmworkers Health Project Policy Board formed with 11 elected members from Livingston, Planada, Dos Palos and Merced.

Michael O. Sullivan assumed duties as Merced County's Migrant Health Services Project coordinator.

Received non-profit status and a grant from the Federal Government to become an independent organization.

Merced Family Health Center became a freestanding clinic.

Rural Health Initiative (RHI) funding secured to open a satellite clinic in Los Banos.

A third clinic opened in Patterson and a fourth in West Modesto, expanding our services to Stanislaus County.

Family Health Center Nueva Esperanza was completed, providing both medical and dental care. Merced Family Health Centers hired its first full-time Medical Director, Salvador Sandoval, M.D.

► 1978-1983:

A fifth clinic was established in Planada.

► 1984-1989:

A new 6,400-square foot facility was completed in Merced, creating a home for WIC, the billing department, classroom space for community and clinic education services and a board of directors meeting room.

The Dos Palos and West Modesto sites opened.

The perinatal program expanded to all six sites.



Golden Valley Health Centers, Merced 1974

► 1990-1995:

Family Health Centers opened the Merced Women's Health Center and expanded the West Modesto Medical Clinic to include dental and pharmacy services.

Expanded to add a new seven-chair dental clinic in Merced.

School-based health centers were established in Modesto at Robertson Road and Hanshaw.

The Gustine/Newman and Le Grand sites were completed and opened for service. Patterson celebrated the grand opening of its new medical and dental facility.

The organization took on a new name, Golden Valley Health Centers (GVHC). A new 21,000-square foot Health Center opened in Merced.

The Greater Merced Chamber of Commerce names Golden Valley Health Centers as "Business of the Year."

► 1996-2001:

Celebrated our 25th year with an Employee Appreciation Dinner at the Red Lion Inn.

A new school-based clinic was established in Westley.

Golden Valley Health Centers unionized.

Golden Valley Health Centers achieved accreditation from the Joint Commission on Accreditation for Healthcare Organizations (JCAHO).

The California Endowment provided us with a \$585,000 grant to implement a new cultural competency project.

Behavioral services are added at the Merced and Los Banos sites.

GVHC opened three new health centers: Corner of Hope, North Merced and a Dental Center in Planada.

Chiropractic services were introduced at GVHC, and radiology and mammography services were added in Merced.

We also implemented our Puentes project, which serves new mothers and children with intensive hospital and home-based maternal health education.

► **2002-2007:**

GVHC earned re-accreditation for the Joint Commission for Accreditation of Health Care Organizations.

We received a \$600,000 Federal Expanded Medical Capacity grant, intended to increase capacity for up to 4,500 new patients.

GVHC opened its 15th site at the O'Banion Resource Center in partnership with the Merced Housing Authority.

The new Los Banos Dental Center is completed.

GVHC opened a mobile clinic, known as MOMobile, and opened a dental clinic in Los Banos.

Healthy Community Access Program (HCAP) grant received for Merced County.

GVHC launched a Capital Campaign, "Building on Success," for a new health center in Newman.

Family and pediatric care services and exam rooms are added at our Florida Avenue site.

Selected by the American Medical Association's Ethical Force Program to help improve patient-centered communication to help alleviate racial and ethnic disparities in health care.

Received a three-year grant for Poder Popular Para la Salud del Pueblo Program from the California Endowment to build a grassroots leadership program that finds and trains natural leaders within the Le Grand, Planada, Dos Palos and South Dos Palos farmworker communities.

Opened two new locations in Ceres and Turlock, with the ability to accommodate a total of 7,000 additional patients each year.

Purchased the medical building that houses the Women's Health Center, pediatric and family practice services across from Doctors Medical Center in Modesto.

Received scope approval for our third mobile clinic to provide services to our homeless and migrant patients in Merced County.

Partnered with the Merced/Mariposa County Asthma Coalition to relocate its services to the Golden Valley Health Center main campus in Merced.



“It is a privilege being able to work for an organization that is mission driven and highly ethnical. Working for a non-profit organization is not always a guarantee that an organization is patient-centered and honest. At times as a manager, in an effort to expand access or add new services, I push our staff very hard to accomplish objectives that result in increased levels of service. While in retrospect we would like the process of expansion to go at slower pace, staff is almost unanimous in their pride for the improvements in health care access that result from this exceptional effort. A genuine spirit of service to the underserved is displayed by most every staff member, each and every day.”

*-Marc Smith
Site Administrator*



Los Banos Dental, 1977

► **2002-2007 (continued):**

Honored Congressman Dennis Cardoza during National Health Centers Week.

Received scope approval to add psychiatry, ENT, podiatry and pediatric dentistry services.

Received a \$525,000 grant from the U.S. Department of Health & Human Services to open a new satellite health center located near the Modesto City-County Airport on Tenaya Drive at Mitchell Road.

Selected as one of nine demonstration sites across California by The California Endowment and Tides Center in an effort to help reduce stigma and expand access to substance abuse and mental health services to low-income and minority communities.

Implemented an Advanced Electronic Patient Registry to help manage chronic care patients, and improve clinical outcomes.

Began the first phase of an Electronic Medical Records project that will focus on E-prescribing and electronic lab ordering.

Implemented extended hours at Merced Suites, West Modesto, Los Banos and Patterson.

Developed a comprehensive diabetes care program utilizing a registry, health education, team care and planned visits to improve patient outcomes with a successful spread to all 23 medical sites.

Began a cancer prevention research project for Latina women with diabetes.

Provided services to over 4,000 patients who were in need of behavioral health services.

“If you are a Medi-Cal patient, there are doctors out there who won't see you or your family. Everyone can be seen at Golden Valley Health Centers. We have excellent providers, caring staff and great services – it doesn't matter if you have insurance or not. There are a lot of people who think that we only take care of poor people, but this simply isn't true. I receive my health care through GVHC because of the high level of quality and professional care.”

*-John Price
GVHC Board Member and Chairperson, 21 years*

Board of Directors

We take a unique approach to the governance of our non-profit organization at Golden Valley Health Centers. Unlike most health care organizations, our Board of Directors is primarily composed of community members and patient users, each of whom brings a special perspective to the table. From local business owners and physicians, to farmworkers, the members of our community-based Board ensure that the needs of our patients are effectively addressed and met.



Flora, Alicia & Mike

Meet Our Board of Directors

John Price
Public Director, Chairperson
School Health/Building Contractor

Veronica Garcia
Consumer Director, Vice Chair
Healthy Start Worker

Flora Martinez
Consumer Director
Farmworker Population

Alicia Dicochea
Consumer Director
Farmworker Population

Ernestine Woods, RN
Public Director, Secretary
Registered Nurse

Peter Broderick, MD
Public Director
Physician

Thomas Keene, ESQ
Public Director
Attorney

Stephen Endsley, MD
Public Director
Physician

Marsha Rozevink
Consumer Director
Homeless Population

Karla Rivera
Consumer Director, Treasurer
Director of Healthy Start

Barbara Weaver
Consumer Director
Librarian

Senior Leadership



Michael O. Sullivan, MS
Chief Executive Officer



Christine Noguera, BS, MS
Deputy Chief Executive Officer



Silvia Diego, MD
Chief Medical Officer



Lisa Swenson, DDS
Chief Dental Officer



Lue Thao, MBA
Chief Financial Officer



Raymond Parris, BSCS
Chief Information Officer



Crystal Anderson
Director of Human Resources



Scott Penner
Quality Improvement/
Corporate Compliance Director

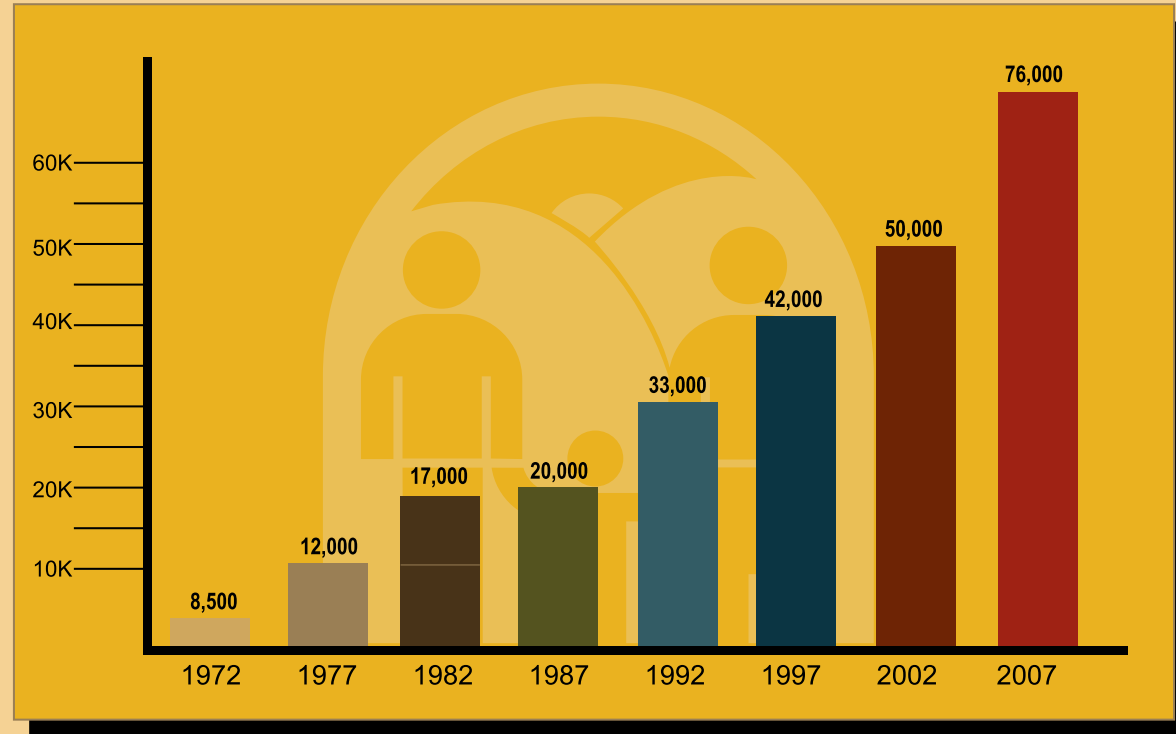


Ginger Smith
Chief Site Administrator

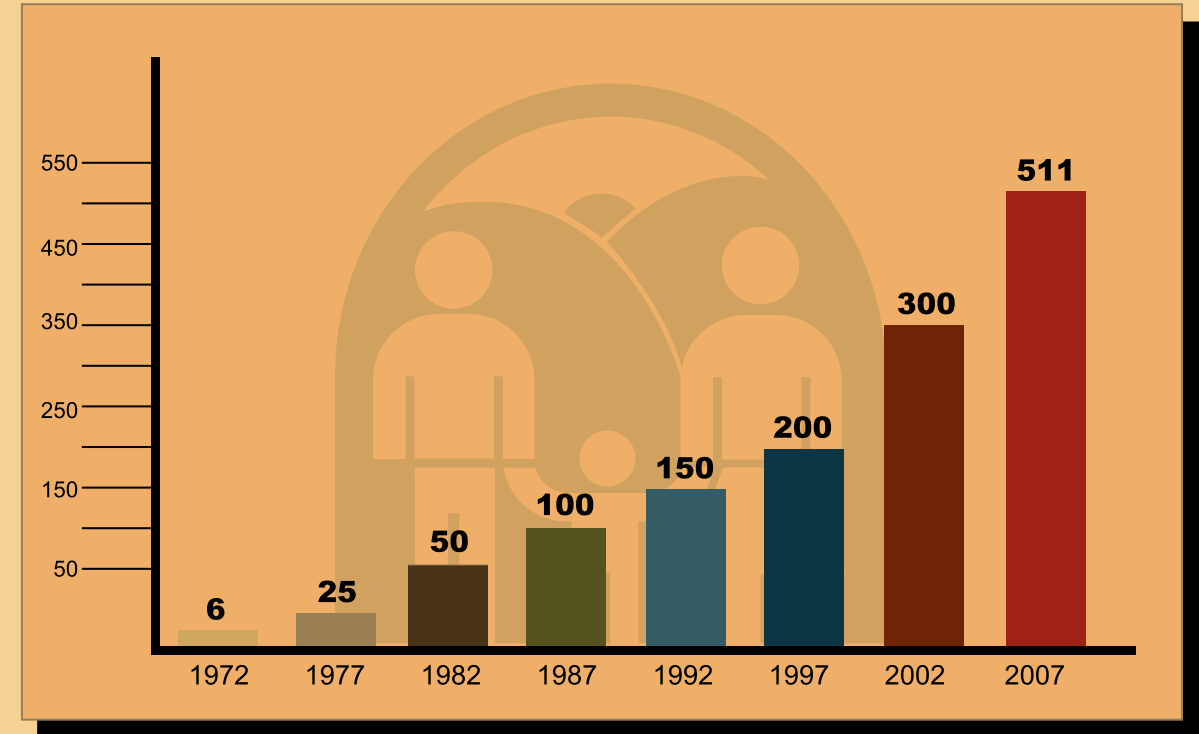
“The biggest challenge in Stanislaus County at the moment is the magnitude of the cutbacks in health services being offered to the underserved and uninsured. The people are coming, but there is not enough care, enough doctors, or enough personnel to handle these patients. These are people who could be your mother, your brother, or your uncle. At Golden Valley Health Centers, we are meeting these challenges by addressing additional needs with new services – such as adding the Tenaya and Newman Centers, launching a Merced County-based MOMobile for the homeless population and a systemwide MOMobile specifically designated for eye care.”

-Silvia Diego, M.D.
GVHC Chief Medical Officer

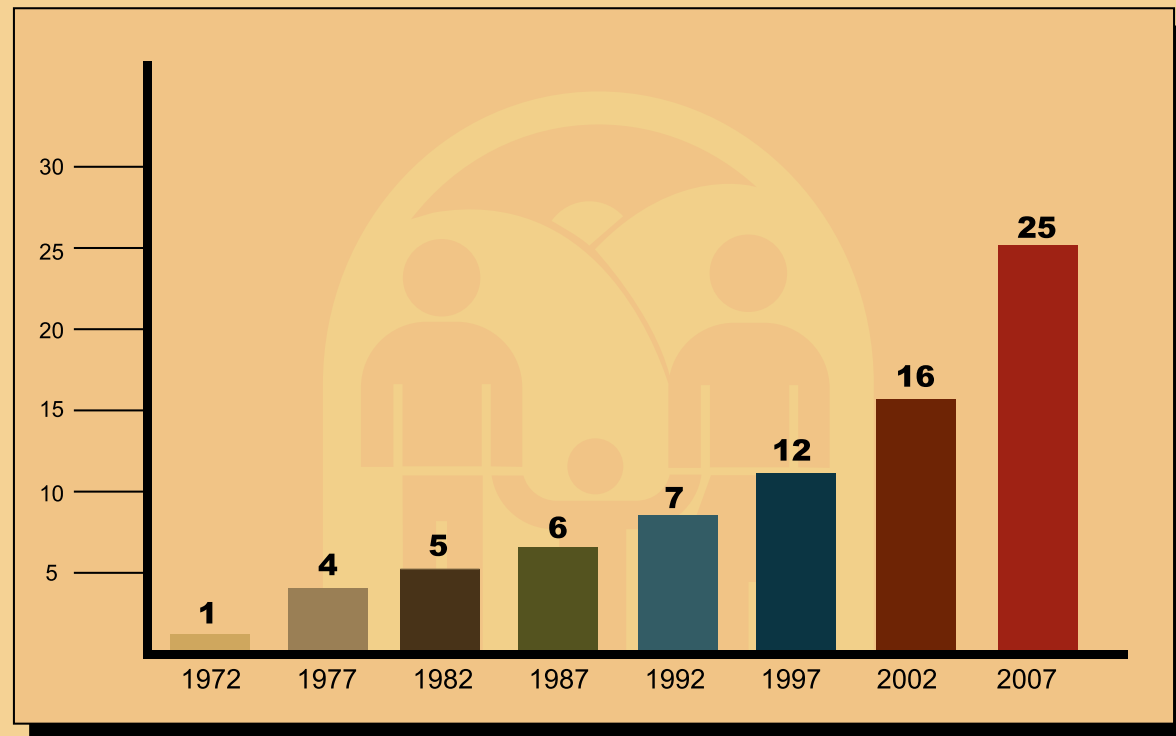
►GROWTH IN PATIENTS SERVED



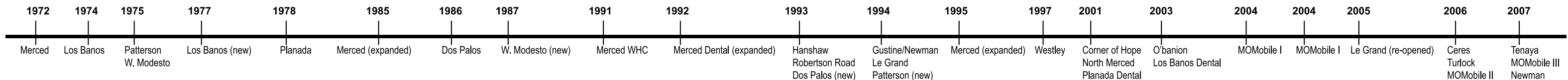
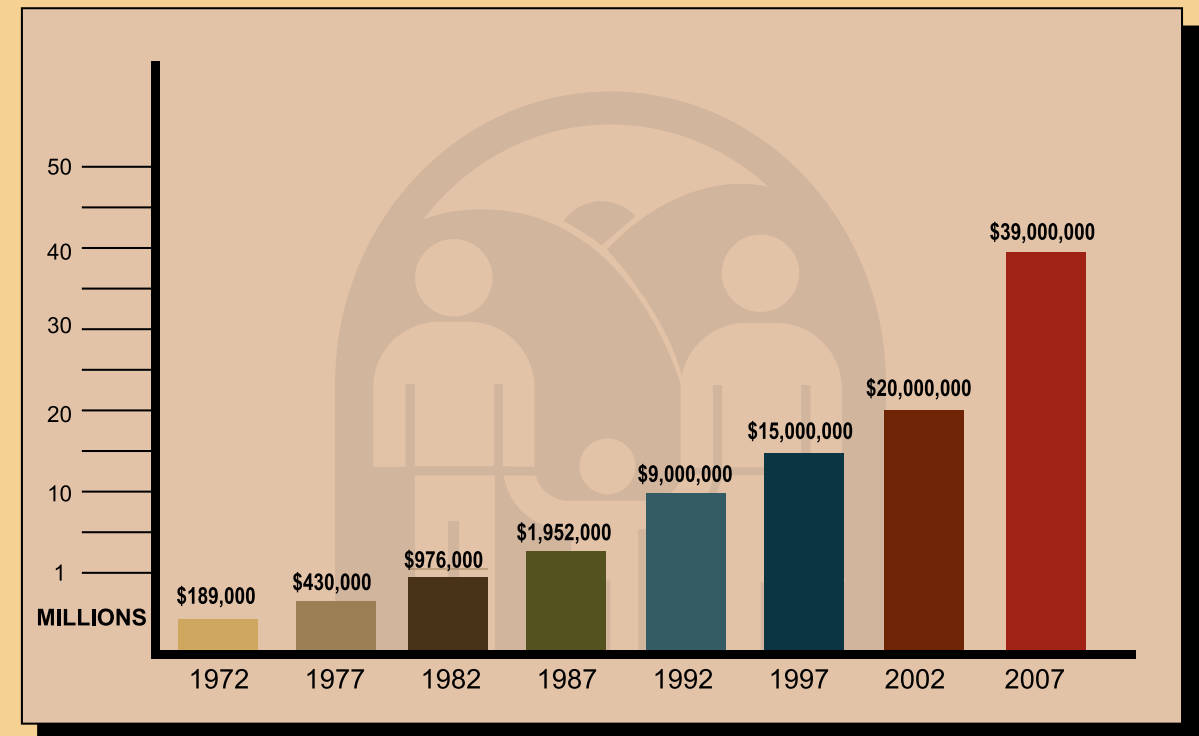
►GROWTH IN STAFF



►GROWTH IN SITES



►GROWTH IN OVERALL BUDGET



Programs & Services

In addition to our primary care services, Golden Valley Health Centers also provides several specialized programs to promote health, motivate patients to be in charge of their health and take a proactive approach to prevention.

GVHC Diabetes Program

Diabetes is a chronic condition that affects 20.8 million people in the United States. In 2002, the direct and indirect cost of diabetes reached \$132 billion dollars. This cost included medical care and services, short and long-term disability, and premature death due to diabetes.

For several years, Golden Valley Health Centers has implemented systemwide improvements to deliver quality care to our diabetes patients. Our leadership has adopted strategic goals to promote improved access to quality care and services. This visible support has yielded a number of meaningful improvements within our health system design. We have standardized our diabetes progress notes, adopted best practice guidelines, and implemented a new disease-tracking registry. As a result of these changes we are able to deliver better patient-centered care in the communities we serve.



Provider with diabetic patient

Behavioral Health

Golden Valley Health Centers began integrating behavioral health into our primary care services five years ago as a response to overwhelming nationwide research that many patients seeking care in primary care clinics also suffer from stress or other concerns or problems that adversely affect their health. In addition, most patients prefer to receive counseling or mental health medications at the same place they receive their physical care.

GVHC currently has four behavioral health providers and two psychiatrists serving seven of GVHC's sites. Behavioral health providers address severe mental illness, as well as depression, anxiety, substance abuse, parenting concerns, stress, and other life struggles. In our integrated program, behavioral health clinicians work with primary care providers as a team to treat the whole person, addressing physical and mental health needs.



“We continue to move forward with new technologies to help improve patient care using data, technology and automation. Our goal is to put vital information in the physicians hand at the point of service. We have rolled out our disease registry to all 25 sites, giving us the ability to manage our population of patients and providing point of care specific data. We are well on our way in the implementation of Electronic Health Records. We use this information to help apply best practices of health maintenance while monitoring key indicators and giving providers access to outcome data to achieve healthier patients.”

*-Raymond Parris
Chief Information Officer*

Poder Popular para la Salud del Pueblo



In 2005, Agricultural Worker Health Initiative (AWHI) introduced the Poder Popular para la Salud del Pueblo program. Focusing on Community and Population Health, the Poder Popular program introduces leadership, civic engagement, health and critical analytical skills, among other subject matter, to volunteer farm workers.

The series of skill training workshops are taught employing education popular training methods. Visit www.podermerced.org for more information.

Puentes



The Puentes program is an intensive, early childhood in-home education program designed to reach out to the parents of Merced County. The program, developed in 2000, is designed to address issues of cultural and linguistic isolation, physical isolation and transportation barriers that often make it difficult or impossible for parents to get proper early childhood health care. Topics covered include nutrition, safety, growth and development, oral health and school readiness.

“I have been working at Golden Valley Health Centers since the beginning; it is a mission, a higher calling so to speak. Poverty in Mexico is so rampant, and it is something that I will never forget. I remember the sick children that have little or no services at all. After I came to the United States, I became the “president of the war on poverty” in Planada Le Grand, and helped start a grassroots clinic in 1964. In 1971, GVHC was only a remodeled duplex with two doctors. We didn't have access to X-rays or a lab, but we had a little corner for a pharmacy. The clinic grew out of a need to provide treatment to those who couldn't find compassionate treatment elsewhere, and so we started providing volunteer nursing services to migrant camps and farmworkers. We work hard to serve everyone, not just the Hispanic community. Because of this, our patients have been very happy to have this resource in their communities. I may not have any money, but I have a mouth that I can use to speak out for help.”

*-Flora Martinez
GVHC Board Member and Co-Founder,
43 years*



La Conexión, August 2007



Medical Sites

- Ceres** • 2760 3rd St. • 556-5011
- Dos Palos** • 1405 California Ave. • 392-2111
- Newman** • 637 Merced St. • 862-0270
- Le Grand** • 13161 Jefferson St. • 389-1900
- Los Banos Medical** • 821 Texas Ave. • 826-1045
- Merced** • 847 West Childs Ave. • 383-7441
- North Merced** • 127 West El Portal, Suite B • 381-4104
- O'Banion Center** • 401 Leshner St. • 381-4114
- Merced Women's Health** • 797 West Childs Ave. • 383-5871
- West Modesto** • 1114 6th St. • 576-2845
- Modesto Hanshaw** • 1717 Las Vegas St. • 576-4200
- Modesto Robertson Rd.** • 1121 Hammond St. • 576-4437
- Modesto Corner of Hope** • 1130 6th St. • 491-5550
- Modesto Women's Health** • 1510 Florida Ave., Suite B • 574-1365
- Modesto Florida Suites** • 1510 Florida Ave
 - Suite F – Pediatrics** • 549-7090
 - Suite H – Family Practice** • 574-1030
- Modesto Tenaya** • 2101 Tenaya Dr. • 576-6766
- MOMobile I** • 574-1377
- MOMobile II** • 574-1377
- MOMobile III** • 574-1377
- Turlock** • 1141 North Olive Ave. • 667-2749
- Patterson** • 200 "C" St. • 892-8441
- Planada** • 9235 E. Broadway • 382-0253
- Westley** • 301 Howard Rd. • 894-3141

Dental Sites

- Le Grand** • 13161 Jefferson St. • 389-1910
- Los Banos** • 725 W. "I" St. • 826-1094
- Merced** • 747 W. Childs Ave. • 383-5764
- Modesto Hanshaw** • 1717 Las Vegas St. • 556-5044
- Modesto Robertson Rd.** • 1121 Hammond St. • 576-4437
- Newman** • 637 Merced St. • 862-9449
- Patterson** • 200 "C" St. • 892-6307
- Planada** • 9235 E. Broadway • 382-1697

