

A Message

*from Kerry*



Each day when we come to work, we see first-hand the impact that Community Health Centers have on the lives of our patients and in our communities. Last year, Family HealthCare Network cared for 119,385 unique patients and 188,413 active patients through our 14 clinical sites. Just as our organization continues to grow, so do health centers across the nation that serve as the health care home for more than 22 million Americans. One out of every 15 persons is served nationally by a community health center; In California, our impact is even greater, serving 1 out of 8 individuals. In Tulare and Kings Counties, FHCN serves 1 out of

5 individuals.

America's health centers play an important role in delivering care to many individuals and families, and this year we face a looming health center funding cliff - a potential 70% reduction in health center program funding scheduled to take effect in 2016. As we discussed in the general staff meeting, this issue is much bigger than FHCN - affecting health centers across the Country. A cut of this size would force an estimated 1,500 health centers in the U.S. to close their doors and 3.2 million people to lose access to health care. Let's do our part to help protect our fellow health centers and the patients who depend on their care.

Advocacy has been in the forefront of our strategic goals and I invite you to take action and join us in advocating for America's health centers. You can help shape the future of health care by going to the [NACHC Grassroots Advocacy Center](#) to ensure that health centers can continue to meet the health care needs of millions of people, including those in our communities.

Sincerely,

Kerry Hydash

President & CEO

**HAVE YOU BEEN TRACKING OUR  
STRATEGIC GOALS?**

They impact your incentive!  
We appreciate your efforts in helping us achieve our goals!

[Click here to review and track our Strategic Goals.](#)

## ON THE MOVE

Capital Update News

### Visalia Bridge is Getting a Facelift

The Visalia Bridge Health Center is currently receiving a much needed facelift. The 15,000 square foot facility's old green flooring has been removed and new flooring installed. Walls have been stripped and will be painted with FHCN's newest colors. The IS department will also begin cabling the facility.



The renovated health center will provide additional medical services through extended hours. Dental services will offer improved access to patients. The dental services will be offered by FHCN dental providers and its newest dental residents through FHCN's partnership with the Lutheran Medical Center Dental Residency Program. Other administrative staff will be joining the Visalia Bridge Team and include IS team members and Community Health members.

The facility is set to re-open in October 2014.

## CAMPAIGN FOR AMERICA'S HEALTH CENTERS



### Advocacy at FHCN

#### **NACHC Pilot Program**

FHCN has actively partnered with the National Association of Community Health Centers (NACHC) and the California Primary Care Association (CPCA) on a legislative and policy issue affecting Community Health Centers. Through these partnerships, we will be working to support our health centers locally as well as supporting Community Health Centers statewide and nationally. In collaboration with NACHC, FHCN will soon be piloting the Hispanic Advocacy Toolkit which contains educational and promotional materials aimed at raising advocacy awareness.

#### **Community Health**

Locally, we have mobilized a grassroots campaign to strengthen our own health centers. The Community Health Department is ramping up the advocacy campaign to meet our strategic goal of increasing advocacy and education in the community and among our staff. Community Health Representatives are empowering patients to use their voice and speak up to make a difference to preserve health centers. In just one week, FHCN Community Health Reps have collected a total of 1,550 signatures to send to congress!

#### **How You Can Help**

FHCN will continue collecting signatures for the Access is the Answer petition. By signing the petition, you can help urge Congress to continue funding Community Health Centers like FHCN.

Continue to be on the lookout for future E-blasts with updates on Advocacy efforts at FHCN and ways you can help support America's health centers. It is an operational goal to increase our Calls to Advocacy so please do your part in helping us achieve our goals! If you haven't already, be sure to sign up to become an advocate by following the link below.

[Click here to become an Advocate and sign the Access is the Answer Petition!](#)

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## **CALLING ALL FHCN STAFF!**

### **HELP US MEET OUR OPERATIONAL GOAL FOR THE MY HEALTH / MI SALUD PATIENT PORTAL!**

If you are a staff member who is an existing patient of Family HealthCare Network, you have ability to access your health with our My Health/Mi Salud Patient Portal – anytime, anywhere! Don't forget about your family too!

**With the My Health/Mi Salud Patient Portal, you will have access to:**

- Request and keep track of appointments
- Access and view requested lab results
- Request prescription refills
- View your Personal Health Record
- View your Visit Summary sent to you from the health center
- Receive educational materials
- Send and receive messages from staff
- Receive health reminders
- View billing statements

**If you have not yet registered for this free service, here's how to get started:**

- Respond to this email with a current phone number and someone will call you back, or
- Ask any of our front office MA's and Dental Representatives to assist you, or
- Simply call **1-877-960-3426** to register.

Be sure to also invite your friends and family who utilize our services at Family HealthCare Network! We know you'll love the convenience of the My Health/Mi Salud Patient Portal. The Healow App is also available for download to your iPhone or Android mobile device.

**We appreciate your effort in helping us reach our goal!**



[Click here to review and track our progress on the Patient Portal Campaign.](#)

## BENEFITS SPOTLIGHT

NEWS FROM HR



### Referral Bonus & Incentive Plan

Did you know that only 47% of employers provide an Employee Referral Bonus and only 45% of employers have an Employee Incentive Plan? At FHCN, we offer both! Benefits are a direct investment in our employees. Regularly, FHCN offers more competitive and comprehensive benefits than others because we believe our employees are our greatest assets!

## RECOGNIZING OUR EMPLOYEES

## Employee Recognition

Isn't it cool that we have?

- **Employee of the Month** - Winner receives a pin, \$500 check, certificate, all staff email announcement, special recognition at the Board of Directors' meeting and picture displayed on the FHCN waiting room TVs and Facebook page.
- **Employee of the Year** - Winner receives a \$500 check, trip to Washington, D.C. with our President & CEO, bouquet of flowers, and their picture displayed on the FHCN waiting room TVs, Facebook page, and local newspapers.
- **Tenure Awards** - Employees celebrating 5, 10, 15, 20, 25 and 30 years of employment with FHCN get to attend a special recognition event and receive a gift.
- **Patient Applause** - Employees mentioned by name in the patient satisfaction survey will be recognized with an all staff email, will receive a pin and if mentioned six times, will receive a trophy. The employee with the highest number of mentions at the end of the fiscal year will receive a special award.
- **Patient Satisfaction Trophy** - The health center that meets productivity and has the highest patient satisfaction score will win the trophy.
- **Provider Day** - All providers are recognized with an all staff email and a small gift.
- **National Health Center Week** - Different activities are organized for patients and staff; this year staff received a \$50 gift card and were invited to attend a Rawhide Baseball Game.
- **Annual Gala** - A fun social event for employees and a guest filled with food, music and dancing.
- **Lunch with the CEO** - All employees are invited to have Lunch with the CEO around their FHCN anniversary.
- **Monthly Anniversaries** - All employees celebrating an anniversary with FHCN will receive an anniversary card signed by our President & CEO, Kerry Hydash. Employees celebrating 5, 10, 15, 20, 25, or 30 years will also receive a pin.
- **Birthday Celebrations** - Sites are encouraged to celebrate staff birthdays on a monthly basis.
- **Site Potlucks/BBQ's** - Sites are encouraged to hold potlucks or barbecues for special occasions and as appropriate.
- **Provider Appreciation Dinner** - An annual event where providers



and a guest can enjoy a special dinner and entertainment.

- **Network Fun Committee** - A committee who is responsible for organizing fun events throughout the year for employees such as: soccer, volleyball, Sports Jersey Day and the Halloween Costume Contest.
- **Team One Newsletter** - The Employee Spotlight section is used to recognize employees' achievements.
- **iPad Giveaways for MU and CQM Achievement** - iPads are raffled each month for staff who are meeting MU and CQM's.
- **Site Boards** - Sites have cork/white boards where employees can be recognized with a note from their peers.
- **Thanksgiving Potlucks** - Supervisors are provided with a budget to buy a turkey for their employees in November.

Do your friends have these at their jobs?

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## WELLNESS TIP

### A Few Good Reasons to "Get Fit"

#### 1. Exercise Boosts Brainpower

Not only does exercise improve your body, it helps your mental function. Exercise increases



energy levels and increases serotonin in the brain, which leads to improved mental clarity. All that makes for a more productive day.

## **2. Movement Melts Away Stress**

As much as it may stress you out just to think about exercising, once you actually start working out, you'll experience less stress in every part of your life.

## **3. Exercise Gives You Energy**

When endorphins are released into your bloodstream during exercise, you feel much more energized the rest of the day. And when you improve your strength and stamina, it's easier to accomplish everyday tasks. This also helps you feel more energetic over the course of the day. The physical tiredness you feel after working out isn't the same as everyday fatigue. Once your body adjusts to exercise, you'll have more energy than ever.

It's simple to start a payroll deduction when you join The Lifestyle Center or any of the In-Shape Fitness Centers. Go to the center of your choice for a free tour and ask for a payroll deduction form. These centers also provide extra services which include day care services, shower/dressing rooms, one-on-one fitness training, plus more.

## **EMPLOYEE OF THE MONTH**

**September 2014**

**Julia Burke**



Join us in Congratulating

Julia Burke

Billing Clerk

Corporate

Julia is an exemplary employee who goes above and beyond. I have never known Julia to be late or miss work. She leads by example in learning and implementing the eCW practice management solution. Julia exhibits excitement about learning new tools to improve billing and collections. She is committed to creating the day's claims and posts payments in a timely and accurate manner so that the organization has the cash flow it needs to provide quality service to all of the patients we serve. Julia is a perfectionist and detail orientated. She puts patients' concerns first and treats our patients with compassion and understanding. Julia is a team player. She was one of the lead trainers for the billing department's new software system. The billing team often goes to Julia for help or understanding processes in the new system. Julia shows initiative in learning new things. She takes it upon herself to read the instruction manuals or work instructions provided to her to learn new processes. This is how she finds new features to help her do her job even better.

## **NEWS WORTHY**

ORGANIZATIONAL RECOGNITION

**Congratulations to FHCN Staff!**



Carolina Quezada, MD

Karthik Raghuraman, DDS, MPH

Isaac Navarro, DMD, MPH

M. Corey Woolf, PA-C, MPAS

Gordon Lee, PA-C

Several FHCN staff members have recently taken on new roles within the organization, please join us in congratulating them!

- **Carolina Quezada, MD** - Medical Director, Woodlake, Three Rivers & Ivanhoe
- **Karthik Raghuraman, DDS, MPH** - Interim Dental Director
- **Isaac Navarro, DMD, MPH** - Clinical Director - Dental, Visalia School Ave & Bridge
- **M. Corey Woolf, PA-C, MPAS** - Clinical Director - Medical, Cutler/Orosi, Farmersville & Visalia School Ave
- **Gordon Lee, PA-C** - Clinical Director - Medical, Porterville, Springville & Terra Bella

## Quality Goals - iPad Raffle is Back!

Please help us congratulate Waldo Henriquez, MD and Rosalie Rodriguez, MA as the winners of this month's iPad raffle! FHCN teams have been working hard to accomplish established objectives on all the evaluated Meaningful Use



Waldo Henriquez, MD  
Visalia School Avenue Health Center



Rosalie Rodriguez, MA  
Visalia School Avenue Health Center

(Stage 1 and Stage 2) and Quality Measures. To recognize these efforts, the monthly iPad raffle has been reestablished across Care Teams (Providers and MA/DAs) that have scored above the expected goals. Keep up the incredible teamwork as we strive to accomplish our goals!

## WELCOME NEW EMPLOYEES

New Hires at FHCN

NAME	POSITION TITLE	LOCATION	DATE OF HIRE
Turner Jacobs	Facilities Technician	Corporate	8/8/14

Areli Martinez, FNP	Family Nurse Practitioner	Porterville	8/11/14
Melissa Carranza	Medical Assistant - Back Office	Visalia School Ave	8/13/14
Tyson Hazard	Network Administrator I	Porterville Annex	8/14/14
Victor Molano	Billing Clerk	Corporate	8/14/14
Marsha Buelna	Dental Assistant	Porterville Dental	8/18/14
Amanda Murguia	Medical Assistant - Back Office	Goshen	8/18/14
Jessica Lara	Navigation Center Representative	Porterville Annex	8/21/14
Esteban Lopez	Medical Assistant - Back Office	Ivanhoe	8/21/14
Patricia Yarnal	Health Educator	Visalia Oak	8/22/14
Gustavo Alvarado	Dispensary Clerk	Visalia Oak	8/25/14
Ashley Baez	Dispensary Clerk	Visalia Oak	8/25/14
Ashley Hicks	Office Assistant	Corporate	8/25/14
Jesica Valencia	Medical Assistant - Front Office	Porterville	8/25/14

## COMMUNITY HEALTH SPOTLIGHT

NEWS IN COMMUNITY HEALTH

## Promotoras Head to Sacramento for Goshen Nutrition Grant Presentation

On September 4th, four of FHCN's Community Health Promotoras traveled to Sacramento to participate in the Local Food Nutrition Education's 3-Year Retrospective Presentations. Over the past two years the Promotoras have actively worked on FHCN's Goshen Nutrition Grant where they have educated more than 900 individuals within the communities of Goshen, Traver, Dinuba, and Cutler/Orosi. Through the three session program- Mi Cocina, Mi Salud/My Kitchen, My Health, they have educated on different nutrition topics, and have offered "Bailoterapia," (Dance Therapy) Classes. The promotoras have found success in their program showing significant increases in the consumption of fruits and vegetables, decrease in the consumption of sugary beverages, and increase in physical activity. Participants have reported: weight-loss, decreased A1-C levels, decreased cholesterol/blood pressure, and an overall sense of confidence is flooding the communities.

During the retrospective presentation, the ladies were featured in a video which focused on their work and success. Receiving a standing ovation from state level program developers and other LFNE Coordinators, our ladies truly advocated for the importance of community Promotoras. It's an honor to have these ladies as a part of FHCN's Family. Way to go, Promotoras!





## **Cutler/Orosi Back to School Health Fair**

On August 17th, more than 1,000 community members and students attended the Back to School Health Fair in Cutler/Orosi. At the health fair, FHCN offered free medical and dental screenings along with

informational booths and enrollment services. Young students who attended the fair also received free school supplies thanks to the collaboration of several local organizations including Cutler/Orosi Unified School District, the Cutler/Orosi Chamber of Commerce and the Cutler/Orosi Kiwanis International Club. School supplies included backpacks, notebooks, pencils and pencil pouches. Thank you to everyone who helped make this health fair such a success!

## **Congratulations to Rosie Martinez and Ventanilla de Salud**

Please join us in congratulating Community Health Representative, Rosie Martinez and Ventenilla de Salud (VDS) for their educational efforts recently recognized by the California Transplant Donor Network (Done Vida). Rosie and VDS have partnered with the program to provide public education to the Latino population on the importance of organ donation. Keep up the great work!







## Woodlake Mural Receives "Paws"

On September 4th, Phase 1 of the Woodlake Mural was completed with the addition of four new "paws." Each paw was painted by a local artist and

represents the community of Woodlake - additional paws will continue to be added to the Mural over the coming months.

## NUTRITION NOTE

# Harvest of the Month



Network for a Healthy California

The Harvest of the Month featured vegetable is **corn**



## Health and Learning Success Go Hand-in-Hand

Studies show that children who eat meals with families tend to eat more fruits and vegetables than children who eat alone. One of the best ways to encourage children to eat fruits and vegetables is to join them. Expose your child to new and old favorites. *Harvest of the Month* provides an opportunity for students to try new fruits and vegetables and make healthy recipes to serve your family and friends.

### Produce Tips

- Choose fresh, green husks and ears that are covered with plump, shiny kernels.
- Avoid silks that show signs of rot or decay.
- Store fresh corn in a cool location or in the refrigerator for up to three days.
- Keep a bag of corn in the freezer for last minute meal ideas.
- When buying canned corn, look for low-sodium varieties.

### Healthy Serving Ideas

- Add corn to your favorite salad recipes using fresh, frozen, or canned corn.
- Stuff corn and black beans into whole wheat pita pockets for a healthy sandwich.
- Sprinkle corn kernels on pizza for a new take on toppings.
- Add frozen or canned corn to your favorite casserole or soup.

## CORN AND GREEN CHILI SALAD

Makes 4 servings.  $\frac{3}{4}$  cup each.

Cook time: 10 minutes

### Ingredients:

- 1 (10-ounce) can diced tomatoes with green chilies, drained
  - 2 cups frozen corn, thawed (or 2 cups canned corn, drained)
  - 2 tablespoons chopped fresh cilantro or  $\frac{1}{2}$  teaspoon dried cilantro flakes
  - $\frac{1}{4}$  cup sliced green onions (optional)
  - $\frac{1}{2}$  tablespoon vegetable oil
  - 1 tablespoon lime juice
1. In a medium bowl, mix tomatoes, corn, cilantro, and green onions.
  2. In a small bowl, whisk oil and lime juice together.
  3. Pour dressing over salad and mix well. Serve immediately.

### Nutrition information per serving:

Calories 94, Carbohydrate 19 g, Dietary Fiber 3 g, Protein 3 g, Total Fat 2g, Saturated Fat 0 g, Trans Fat 0 g, Cholesterol 0 mg, Sodium 94 mg

Adapted from: *Everyday Healthy Meals*, Network for a Healthy California, 2007.

For more recipes, visit: [www.cachampionforchange.net](http://www.cachampionforchange.net)

### Let's Get Physical!

- **At home:** Turn off the television and turn on the radio to dance to your favorite music with your child.
- **At work:** Take a walk around your worksite with a co-worker.
- **At school:** Walk, jog, or bike to and from school with your child.
- **With the family:** Go to a local park and play tag with the whole family!

For more ideas, visit:

[www.cdc.gov/physicalactivity](http://www.cdc.gov/physicalactivity)

### Nutrition Facts

Serving Size: $\frac{1}{2}$ cup corn (82g)	
Calories 89	Calories from Fat 9
% Daily Value	
Total Fat 1g	2%
Saturated Fat 0g	0%
Trans Fat 0g	
Cholesterol 0mg	0%
Sodium 0mg	0%
Total Carbohydrate 21g	7%
Dietary Fiber 2g	9%
Sugars 3g	
Protein 3g	
Vitamin A 4%	Calcium 0%
Vitamin C 9%	Iron 3%

### How Much Do I Need?

- A  $\frac{1}{2}$  cup of corn is about one small ear of corn. This is about the same as one cupped handful of corn kernels.
- A  $\frac{1}{2}$  cup of corn provides a good source of folate and thiamin.
- Thiamin is also called vitamin B<sub>1</sub>. It helps your body use energy.

The amount of fruits and vegetables you need depends on your age, gender, and physical activity level. Fresh, frozen, canned, and dried corn all count towards your daily recommended amounts. Set a good example by letting your child see you eat fruits and vegetables, too.

### Recommended Daily Amounts of Fruits and Vegetables\*

	Kids, Ages 5-12	Teens and Adults, Ages 13 and up
Males	2 $\frac{1}{2}$ - 5 cups per day	4 $\frac{1}{2}$ - 6 $\frac{1}{2}$ cups per day
Females	2 $\frac{1}{2}$ - 5 cups per day	3 $\frac{1}{2}$ - 5 cups per day

\*If you are active, eat the higher number of cups per day. Visit [www.mypyramid.gov](http://www.mypyramid.gov) to learn more.

### What's in Season?

Fresh California grown corn is in peak season during the summer. Frozen and canned corn varieties are available year-round.

Try these other good or excellent sources of thiamin: beans (black, lima, navy, pinto, soy), fortified breakfast cereals, pasta, rice, and whole grain products.

Family HealthCare  
Network

877.960.3426

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