

20 years



MERCED FAMILY HEALTH CENTERS ANNUAL REPORT

A Message From The President

am proud that with the fury and confusion of health care reform, Merced Family Health Centers, Inc. continues to be a steady ship in a sea of stormy weather: managed competition, price controls, universal access,



Board Members: Alicia:Dicochea, Vice President, Flora Martinez, Treasurer, John Price, President, Joe Lozano, Secretary capitation, prevention services – we remain committed to providing affordable and accessible primary care to patients in need.

s I look back to 1992, I am
always reminded of our
MISSION to serve the people
whether they are unemployed salesman,

cannery workers, uninsured restaurant cooks, migrant farmworkers, or without homes. It was a pleasure to have continued, yet managed growth, with the addition of more clinicians and new facilities capable of serving more clients. Those new doctors like Teresa Smith, a pediatrician, Brad Bateman, a dentist, and physician assistant Jim Samuelson will improve primary care access to many of our residents. The purchase of an almost new health center in Dos Palos, giving us eight exam rooms, will allow us to double our services in this rural town. The completion of our Patterson Family Health Center within this year and the initiation of a new Childs Avenue Clinic have made 1992 a very good year.

n immediate goal of mine is to complete the Board of Directors roster. We have two consumer vacancies at this time, needed to be filled by caring and hardworking volunteers. Only with the community involved, will health care services be sensitive and responsive to it's needs.

John Price, President Board of Directors.

he mission of Merced Family Health Centers, Inc. is to provide quality, managed, primary health care services to people in the communities we serve regardless of language, financial, or cultural barriers.

Values:

To meet the needs and expectations of our patients is our highest priority.

To provide the community with responsive primary health care services promptly and courteously.

To provide efficient and effective clinical and administrative management.

To operate under strict budget controls.

To maintain modern health facilities and equipment.

To insure community responsiveness by maintaining our non-profit corporation, governed by a majority of health consumers.

To assure that no one is refused necessary health care services by reason of his/her inability to pay.

To foster mutually beneficial board-staff relationships by encouraging:

- -Recruitment, retention of qualified, versatile, and compassionate individuals
- -Total quality management
- -Excellence and rewarding excellence.

To foster a flexible environment that supports bold end creative solutions to health care needs in a competitive and changing environment.

To increase access through expansion of quality managed primary health care services to underserved areas and populations.

20 years to

It all started when an advisory board was formed to look at improving health services to farmworkers. The

summer of 1972: learning about the federal migrant health program, a county-hospital project, renting space for a night clinic with part-time doctors.

Everyone was part-time in those days, ...it seemed!

The first board members —Flora, Matty, and Rodrigo—hired the first Project Director, who hired the first Doctors—Taylor, Cole, Guettinger. We saw 16 patients on our first night in

October 1972, so the newspaper and our memories remind us. We wanted to do so much: have our own clinic, make our own decisions, get some freedom! Those were the 70's.

In July of 1973, the Department of Health Education and Welfare (HEW) awarded the first grant to the non-profit corporation, Merced Farmworkers Health Project, Inc. It was approximately \$230,000, which included a carry-over from the first year under the hospital.

There were skeptics then: "They'll fail in their first year." There are still some who doubt the will of Merced Family Health Centers, Inc.

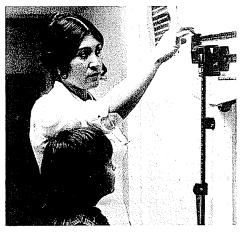
Expanded Farm Workers Health Program Starts

The expanded Farm Workers' Health Program will begin operation at Merced General Hospital Monday at 5 p.m. with the opening of its clinic.

Formerly operated by the Merced County Public Health Department, the clinic will offer expanded services to the seasonal farm worker and the rural poor.

On four days of the week, the clinic will offer complete medical and diagnostic care, opening at 5 p.m. each day. On Tuesday of each week, the clinic will offer dental services, according to Mike Sullivan, program coordinator.





Olga Villa Padron with a new patient.

In 1974, we became land owners of eleven acres plus three buildings in Merced – \$50,000. A great deal! The current value of our assets in Merced is at least ten times the original purchase

price. We now own buildings accounting for over 35,000 square feet and no debt.



Ground breaking ceremonies 1974.

In our first year, we served nearly 2,000 patients with medical and dental care, plus outreach services including translation, transportation, and community health education.

In 1975, MFHC became one of only thirteen-approved WIC programs in the State to provide food supplements and nutrition counseling to 500 pregnant women and their children. Today, we serve over 7,000!

750 on Hand for Center Opening

An estimated 750 persons attended the grand opening ceremonies of the Merced Family Health Center, Childs Avenue and N Street, Saturday between noon and 5 p.m. and were treated to a performance by the San Juan Bautista-based Farmworkers' Theater (Teatro Campesino).

Center manager Mike Sullivan, however, said the center did not open its doors to the public today as expected because some construction work still must be completed. He said he expects to open Tuesday at 9 a.m.

The center will privide primary, preventive-type medical and dental care to persons with low incomes, especially migrant farm workers, but is open to anyone, Sullivan said.

Its hours of operation are 9 a.m. to 5:30 p.m. on Monday, Wednesday and Friday and 9 a.m. to 9 p.m. on Tuesday and Thursday. Sullivan said the dental facility will not be open until after New Years Day.



"The Merced Family Health
Centers Inc., serve a most
significant and important role
in the total health care delivery
systems of Merced and
Stanislaus counties." "The high
unemployment rates, and
poverty levels experienced in
the San Joaquin Valley result in
even greater health care needs
for those most impacted by poor
economic times".

Michael Ford, M.P.H., Merced County Director of Public Health



"Merced Family Health Centers contributes to our community as more than a health care provider - they are innovators who focus on improving the quality of life in Merced.

Merced Community Medical Center relies on its partnership with MFHC to find creative solutions to today's difficult health care issues".

William Gilbert, Administrator, Merced Community Medical Center

allowing

us to open a clinic.

We named the

Esperanza (New

Hope). In three

short years, we

clinic, the first

Home Adminis-

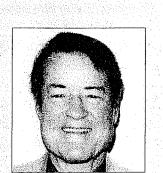
moved into a new

California Farmers

clinic Nueva

Expansion to Los Banos came 20 year next. In 1976, we received a rural health initiative grant

project back to the local Stanislaus Board of Directors with two operating health centers - Patterson Family Health Center and the West Modesto Medical Clinic.



"I would like to express my gratitude to the Family Health Center Nueva Esperanza for the valuable health services they have provided to this community during the past several years. Without your continued assistance, I fear that health care for many in our community would suffer".

Elmer K. Austin, Mayor, City of Los Banos

LB Health Center Opens

LOS BANOS - Keeping Merced County's farmworkers and poor people healthy is the main goal of the new health center which opened here Monday, officials said.

The facility, a branch of the Merced Family Health Center will at first be open from 5:30 p.m. to 9 p.m. Mondays at the Merced County Health Department branch at 925 W. Pacheco Boulevard. Wednesday and Friday night service also will be offered if enough doctors become available.

Officials said they expect to find their own headquarters within a few months. "Hours of attention will be increased to other nights and days as the need arises," they said.

The center is open to all Merced County residents but focuses on poor people and farmworkers. Fees will be charged on a sliding scale, and may be paid through health insurance, Medi-Cal and Medicare.

"The program intends to provide quality health care at reasonable cost to people who need it, expecially those who in the past have not had access to it," health center officials said.

Interested persons can contact Ms. Virginia Escobar, chairperson of the Los Banos Health Task Force, at 826-

tration funded health center. Tony Coelho, our congressman at the time, was concerned about our impact on the existing health facilities. Some felt we were a threat.

In 1977, the federal government asked us to operate the program in Stanislaus County. They were in transition from a nursing service to a comprehensive program. We agreed to help the local community out. In 1980, we gave the

Merced group will

Closure of two health care clinics in west Modesto and Empire will be staved off for at least three months. The clinics, operated by the Stanislaus County Medica! Society, were to lose their federal funding ut the end of this month.

But the Merced Family Health Center, which is displacing the medical society in operation of another center in Patterson could use some of its federal grant money to pay staff salaries in Modesto and Empire as well, Gil Tunison, of the

Federal Department of Hea Education and Welfare told Stantislaus County Board of Su visors Tuesday.

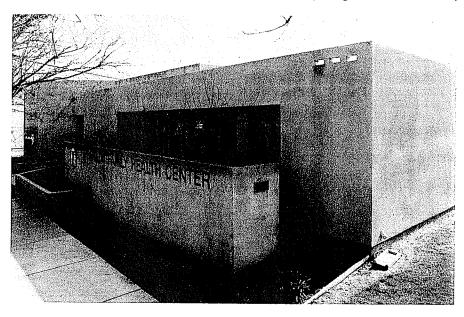
"I assure you now I can plenough pressure on the Merced gr to pick up staff salaries for a sl period of time ... three to months," Tunison pledged.

The medical society has to peratting the centers as nursecolinics, a project which began years ago to provide health screen and referral services to prin



Planada is a community of about 4,000, most of whom are farmworkers. It was a tough clinic to initiate since we had to FmHA-financed facility. Congressman Tony Coelho and County Supervisor Ann Klinger were our featured guest speakers.

Land, oh precious land! There were some very tough times in the early



ke over two clinics

physicians for migrant workers.

Over the years the number of migrant users has declined, and federal regulations have been changed. The changes included a transition to doctor staffed clinics and establishment of consumer groups, made up prinarily of people using the clinics, as policy makers to control operation of the centers, The modical society opposed both changes and was "terminated," as Tunison put it, as the grant recipient for operating the clinics.

He said he authorized a \$190,000 payment to the Merced group Monday to provide low income health care on the west side of the county. He said "the Merced group would change its name and bring Stanislaus County residents into the policy making board to reflict its new, regional responsibilities,

Initially the HEW funding did not include provision for continuing the Empire and west Modesto clinies, but an appeal launched by the Rev.

1980's. The local school district in Merced wanted to take our land by Eminent Domain for a much needed elementary school. Front page news, picket signs, personal attacks, and such dominated the community for

Charges traded in Merced school site controversy

By LORRI WICKENHAUSER
Sun-Star Staff
New arguments have erupted
ver Merced's north-south

school site issue, and accusa-

director, who has "partisan"

roads near Yosemite Ayenue.
After the coalition's complaints, the district started
scarching through South
Merced, looking for sites for a
second school it promised to try

land is too close to an exis school, Margaret Sheehy ementary, and added, "We h no confidence the school dist

compete with a county-operated residency program. In 1981, a start-up grant of \$50,000 was awarded to us by the State Health Department. By 1985, Planada opened a new 4,000 square foot several months. The clinic, still in its infancy, had dreams of health care expansion, too!



"As a Hispanic in our community; former migrant family member as well as Hispanic Supervisor, I am particularly aware of the necessity and importance of the Center to Merced County. With medical coverage and care to our local community being so fragile and more cut-backs on the horizon, the importance of MFHC becomes more important."

Gloria Cortez Keane, Merced County Supervisor, District One



"The West Modesto Medical Clinic has filled a tremendous gap in our community by providing health and community services that were otherwise unavailable to an important population in our city".

Richard A. Lang, Mayor, City of Modesto

20 years

Employees were reaching their ten-year anniversaries in 1982 – Olga Villa Padron, Izzy Ramirez, Debbie Daguerre,

Burnett Cole. Some were beginning a long relationship - Drs. John Aleman and Sal Sandoval, now regarded as prominent community health center clinicians, P.A. - Jerry Lewis, Data Processing Manager - Theresa Rodriguez, Personnel Director - Jessie Rodriguez, Landscape and Facility Manager - Frank Zamarripa, Medical Assistant - Dee Healy, Medical Records Technicians - Chris Alvarez, Lou Martinez, Linda Lierra, Beatriz Servin, Michele Cutler, Silvia Rodriguez, Tillie Ballez, Jeanett Gonzalez, Virginia Marez, Gloria Meskus, Josephine Elie, and Ying Moua. What wonderful people!



"Merced Family Health Center's commitment and responsiveness to those who are often overlooked in our current health care system has filled an important need in our community. I commend Merced Family Health Center's for its dedication to delivery of quality health services".

Gary A. Condit, Congressman, 18th District, California

Federal cuts

Clinic loc jeopardi:

By NANCY NEHER Bee staff writer

A pact signed last month by California and the federal government to make long-term, low-interest loans available to the state's rural health clinics could become meaningless if proposed federal budget cuts come to pass, said Michael Sullivan, Merced Family Health Center administrator.

The agreement between the state Pepartment of Health

made froi state pro money fo expenses.

expenses.
But Su
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budget coment mea
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proposal tude of fe provide states, where the

Low-cost medical plan

City defers endo

By PAT McNALLY Sun-Star Westside Burcau

DOS PALOS — City councilmen want more information before endorsing a federally-funded health clinic to provide low-cost medical care to low-income families.

The Merced Family Health

tor, said he believes the service is needed because of the large number of low-income farm workers in the area. He is in the

process of completing a survey.

Some local residents expressed concern the new facility might endanger existing health care services. Sullivan said the proposed clinic will be an asset



Debbie Daguerre



Frank Zamarripa



Michele Cutler

ns ed

deral funds and the is the clinics with migoing operating

in said the topsym with the federal make the agreegless.

an administration out aid to a multial programs and to ok grants to the ng them decide money should be

ement

ter Inc. operates clinics in ced, Los Banos and Plana-

illivan said the center plans pply for a grant for the profrom the Federal Departnt of Housing and Urban Depiment.

The Dos Palos Health Center was started in 1986 with an expansion grant from DHHS. Talk about community involvement - the hospital, local politicians, physicians, school teachers, many farmworkers, the Board of Directors, and Tony Coelho again. It was frustrating at first with very unwarranted fears about a financial threat to the local hospital; when it was funded, we were all focused on providing quality primary health care services.

We returned to Stanislaus County in 1987 to reassume the management of two health centers, one in Modesto and one in Patterson. Both communities were very medically underserved. Our goal was to stabilize, expand the services, and build new facilities.

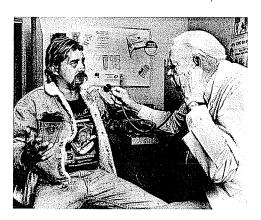
Dos Palos Health Center has opened

DOS PALOS — Merced Family Health Centers Inc. announces the opening of its sixth medical facility, Dos Palos Health Center, 2765 Blossom St.

Tours, a ceremony and refreshments are planned for the grand opening from 3:30 to 5:30 p.m. Feb. 13. Guest of honor will be Assemblyman Rusty Areias, D-Los Banos.

1989

In 1989, we bought a building in Modesto and renovated it to a new medical clinic. With FQHC and Sierra Health Foundation funds, we expanded the building to include six additional exam rooms,



Dr. Burnett Cole with homless patient.

social service/homeless office,
Pharmacy, and a three-operatory dental
suite. Currently, West Modesto Medical
Clinic contains more of the 8,500 square
feet.



"It is of tremendous benefit to our community to have such an organization as Merced Family Health Centers in existence. The problems of the poor and medically underserved are clearly evident in Merced, and were added to in the last few years by the arrival of more then 10,000 Laotian refugees".

James R. Lindsey, Mayor, City of Merced



"We are pleased to be a partner with West Modesto Medical Clinic in the provision of health care to our shared population of patients. We applaud the commitment of the staff and physicians to the provision of health care to the uninsured, underinsured and Medi-Cal recipients".

Beverly M. Finley, CEO Stanislaus Medical Center

20 m

A "Women's Health Center" had always been a dream of the Board of Directors. In 1991, Childs Avenue Clinic

Campus completed a new and very

In 1992, the corporation invested in a five-year-old medical office building in Dos Palos which is adjacent to the local hospital. The "new" Dos Palos Health Center contains six exam rooms, allowing for at least 2 full-time clinicians to practice in the small farming town of 4,000.

Dental Care has always been a high community need since most area private dentists do not accept Denti-Cal. In 1992, in cooperation with the state office of Primary Care and the City of Merced, we were able to expand dental services in Merced by adding five additional operatories. A second full-time dentist has been hired and a third will join the pro-

gram next year.



"Merced Family Health Centers play an important and necessary role in the community by providing quality medical service to people of all ages. More importantly, the centers provide comprehensive care for citizens regardless of financial, cultural or linguistic barriers.

Sal Cannela, Assemblymember, 26th District



Yolanda Walker with patients

Health center gets high marks

community health center across the country.

This evaluation is performed annually on all health centers in

The criteria evaluated include

The Merced Family Health compliance with all federal regu-Centers Inc. has received the lations, especially standards of highest ranking available to any performance such as low adminiscompliance with all federal regutrative costs, quality health care assurance plan, scope of clinic services, need for services and overall efficiency of operation.

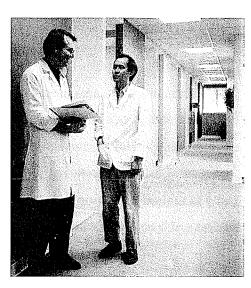
The agency provides a full range of medical and dental

health care services, as well as health education programs aimed at the prevention of AIDS, nutrition education and infant mortality reduction.

The Merced Family Health Centers network serves Merced, West Modesto, Patterson, Los Banos, Dos Palos, and Planada.

attractive 5,600 square foot clinic. Space is allocated almost equally between our clinician team of two OB/GYNs and two Nurse Midwives, and Perinatal Case Management staff.

Doctors Brad Bateman and Edwin Cheng in the new expanded Dental offices at the Childs Avenue Clinic



1992 and beyond...

In April of 1993, groundbreaking will occur for a Family Health Center in Patterson. It will replace our current storefront location occupied since 1978. Our future involves the development of



PA Jeff Armstrong, Joseph Chavarria, and Minnie Arroyo of the Dos Palos Health Center



Doctor Miguel Lizarraga with patient at the Planada Family Health Center

continuous patient, staff and community-oriented quality improvement centered on case management. We plan to be leaders by specializing in case management, and hope to have a full-risk HMO by 1997. Our short-term goal is to operate a health center-run Primary Care Case Management system involving all

MFHC's clinics, plus other private and public medical care providers.

We are just as challenged *and* optimistic about our future in 1992 as we were in 1972.



"The employees of Merced
Family Health Centers have
much much to be proud of after
20 years of outstanding service
to the residents of Merced
County".

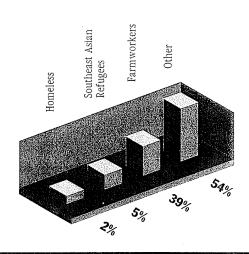
Ann Klinger, Merced County Supervisor, District Two



"Modesto City School's staff
appreciates the dedication and
commitment of agency staff,
especially Merced Family Health
Centers staff, who play a very
important role in providing
much needed health services to
families who reside in the
Robertson Road and Hanshaw
communities.

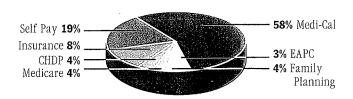
Pat Logan, Supervisor, Pupil Services, Modesto City Schools





SPECIAL POPULATIONS

TOTAL VISITS 104,229 TOTAL OPERATING COSTS \$8,855,550 * Bars not to scale VISITS 12,638 VISITS 6,974 VISITS **55,514** VISITS 15,175 VISITS 6,277 /ISITS 7,651 MERCED MODESTO LOS BANOS PLANADA EXPENSE SITE BY



INSURANCE STATUS



Board Of Directors

Board Of Directors – 1992-93

CONSUMER MEMBERS

Alicia Dicochea, Vice President

Los Banos

Flora Martinez, *Treasurer*

Planada

Joe Lozano, Secretary

Merced

Epifanio Buelna

Merced

Frank Vasquez

Dos Palos

Estanislao Guerrero

Modesto

Arturo Morales

Patterson

Ge Moua

Merced Lao Family Community, Inc.

PUBLIC MEMBERS

John Price, President

General Contractor / Dairy Farmer

Ernestine Woods, R.N. School Nurse

Timothy Johnston, M.D. Residency Program Faculty

Cora Gonzales, L.V.N.
Livingston Medical Group

Perry Rickard, Director

Stanislaus County Health Department

Michael Ford, M.P.H., *Director Merced County Health Department*

LEADERSHIP COUNCIL

Michael O. Sullivan, M.S. Executive Director

John C. Aleman, M.D. *Medical Director*

Kent Angerbauer, D.D.S. *Dental Director*

Carolyn Pickett, R.N.

Quality Control/Staff Development
Coordinator

Christine Noguera, M.S. Associate Director

Claudia Rusnak, MBA Financial Director

Providers

John Aleman, M.D. Childs Avenue Clinic U.C., San Francisco, 1978 Diplomate, American Board of Family Practice

Homayoun Ardjmand, D.D.S. Family Health Center Nueva Esperanza University of Iowa College of Dentistry, 1991 General Dentistry

Jeff Armstrong, PA-C Dos Palos Health Center University of Oklahoma PA Program, 1986 Certified Family Physician Assistant

Brad Bateman, D.D.S. Childs Avenue Clinic Oregon Health Sciences University, Dental School, 1991 General Dentistry

Cynthia Butler Hunt, M.D.
Childs Avenue Clinic
Loyola Stritch School of Medicine, 1984
Diplomate, American Board of
Internal Medicine
Diplomate, American Board of Pediatrics

Lisa Zaman-Hunt, M.D.

Patterson Medical Clinic

College of Osteopathic Medicine of the Pacific, 1981

General Practice

Burnett Cole, M.D. *West Modesto Medical Clinic* St. Louis University, 1950 General Practice

Alice Cuccuini, PA-C
Patterson Medical Clinic
FNP/PA Program, U.C. Davis
Medical School, 1990
Certified Family Physician Assistant

Edwin Cheng, D.D.S. *Childs Avenue Clinic* Northwestern University Dental School, 1991 General Dentistry

Mark Davis, M.D.

West Modesto Medical Clinic
University of Vermont
College of Medicine, 1988
Diplomate, American Board of
Family Practice

Crystal Dos Santos, PA-C Family Health Center Nueva Esperanza Stanford Primary Care Association Program, 1990 Certified Family Physician Assistant Phyllis Elsishans, M.D.

Dos Palos Health Center

Southwestern Medical School, 1986

Diplomate, American Board of
Internal Medicine

Jay French, PA-C Childs Avenue Clinic FNP/PA Program, U.C. Davis Medical School, 1989 Certified Family Physician Assistant

Hilda Kanon, D.D.S. Patterson Medical Clinic UCLA Dental School, 1990 General Dentistry

Elisa Kong, PA-C West Modesto Medical Clinic FNP/PA Program, U.C. Davis Medical School, 1990 Certified Family Physician Assistant

Jerry Lewis, PA-C Planada Family Health Center Stanford Primary Care Association Program, 1983 Certified Family Physician Assistant

Miguel Lizarraga. M.D.

Planada Family Health Center
University of Texas at
San Antonio Medical School, 1988
Diplomate, American Board of
Family Practice

Loan Huynh, D.D.S. *West Modesto Medical Clinic* UOP School of Dentistry 1991 General Dentistry

E. Jeannette Lopez, M.D. Childs Avenue Clinic University of Minnesota, 1986 Diplomate, American Board of Family Practice

Ramona Minnis, M.D.
Family Health Center Nueva Esperanza
Howard University of Medicine,
Washington D.C., 1982
General Practice

David Roderick, R Ph. West Modesto Medical Clinic UOP School of Pharmacy, 1983 Community Pharmacy

Ray Rodridguez, D.D.S. Family Health Center Nueva Esperanza U.C., San Francisco School of Dentistry, 1988 General Dentistry Salvador Sandoval, M.D. Childs Avenue Clinic University of California, San Diego, 1975 Diplomate, American Board of Family Practice

James Samuelson, PA-C Childs Avenue Clinic FNP/PA Program, U.C. Davis Medical School, 1992 Certified Physicianl Assistant

Pierre Scales, OB/GYN Women's Health Center Loma Linda University School of Medicine, 1984 Junior Fellow; American College of Obstetrics and Gynecology

David Simenson, M.D.

Childs Avenue Clinic

Tulane University School of Medicine, 1981

Diplomate, American Board of

Family Practice

Theresa Smith, M.D.

Childs Avenue Clinic
University of Missouri School of
Medicine ,1983
Diplomate, American Board of Pediatrics
Fellow American Academy of Pediatrics

Kimberly Snyder-Estes, RPh Childs Avenue Clinic University of Toledo, 1982 Community Pharmacy

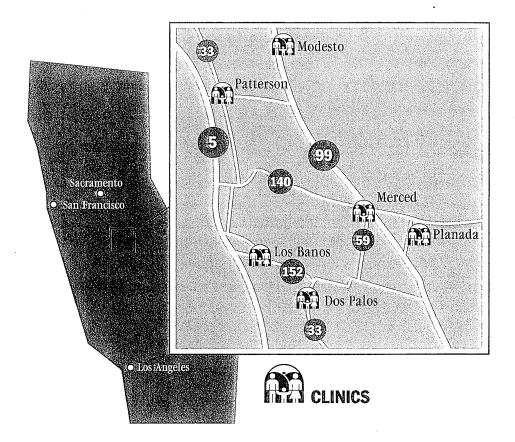
Bounlath Souksavong, PA-C Childs Avenue Clinic FNP/PA Program, U.C. Davis Medical School, 1991 Certified Family Physician Assistant

Long Thao, M.D. West Modesto Medical Clinic Southern Illinois University, 1988 Diplomate, American Board of Family Practice

Bettie Vierra, CNM Women's Health Center Malcolm Grow Medical Center, 1973 American College of Nurse Midwives

Brian Vierra, OB/GYN
Women's Health Center
Loyola Stritch School of Medicine, 1987
Junior Fellow, American College
of Obstetrics and Gynecology

Richard Warness, M.D. Childs Avenue Clinic University of Iowa, 1965 Family Practice



CHILDS AVENUE CLINIC

727 West Childs Ave. Merced, CA 95340 (209) 383-7441

PATTERSON MEDICAL CLINIC

44 N. Third Street Patterson, CA 95363 (209) 892-8441

PLANADA FAMILY HEALTH CENTER

9235 West Broadway Planada, CA 95365 (209) 382-0253

WEST MODESTO MEDICAL CLINIC

1114 Sixth Street Modesto, CA 95354 (209) 576-2845

WOMEN'S HEALTH CENTER

787 West Childs Ave. Merced, CA 95340 (209) 383-5871

WIC ADMINISTRATION

767 West Childs Ave. Merced, CA 95340 (209) 383-7454

FAMILY HEALTH CENTER NUEVA ESPERANZA

821 Texas Ave. Los Banos, CA 93635 (209) 826-1045

DOS PALOS HEALTH CENTER

1405 California Avenue Dos Palos, CA 93620 (209) 392-2111



Clinic Sites