

## A Message

*from Kerry*



This November, Family HealthCare Network reached two milestones as the completion of the Visalia Bridge renovation marked the opening of our first-ever "walk-in" community health center and our first community health center to be open seven days a week. After a two-month long renovation, the Visalia Bridge Health Center reopened to the community on November 1<sup>st</sup> - serving more than 80 medical and dental walk-in patients on its first day of operation.

Now open seven days a week, the Visalia Bridge Health Center offers extended hours that allows us to serve our patients in a dedicated walk-in environment - ensuring patients receive the care they need, when they need it. Aligning with several of our strategic goals, not only does the updated health center provide expanded access to care for those we serve, but allows the organization to reduce the number of unnecessary patient visits to the ER and lower the average wait times for our other nearby clinics impacted by walk-in visits.

Congratulations to all of the current and new staff members joining the

Visalia Bridge team. I want to personally thank all of the staff that dedicated their time to get the Visalia Bridge health center ready for patient care. Again, you have demonstrated all that is possible when we work together as a TEAM.

Sincerely,

Kerry Hydash  
President & CEO

## ON THE MOVE

Capital Update News

### Visalia Bridge Now Up and Running

After undergoing a two-month long renovation, the Visalia Bridge Health Center re-opened to walk-in patients on November 1st! The 15,000 square foot facility has been updated with FHCN's newest colors and a reconfigured lobby gives the health center an open and updated look.



The renovated health center now provides additional medical and dental services through extended hours and on a walk in basis. A.T. Stills students, dental residents, and other administrative staff have joined the Visalia Bridge Team and include IS team members and Community Health members. The health center is open Monday through Friday, 9:00 AM to 10:00 PM, and on Saturdays and Sundays from 8:00 AM to 8:00 PM. Dental services are offered Monday through Friday, 7:00 AM to 9:00 PM, and on Saturdays from 8:00 AM to 5:00 PM.

### Porterville Renovation Update

The Porterville Health Center is now in its seventh month of renovation. With about one month left before the completion of phase II, the construction team is taping and will begin painting the center's expanded reception area. Porterville Health Center staff have shown tremendous teamwork and have been very patient during these last several months while continuing to meet patient satisfaction goals and productivity. Phase

II of this renovation is set for completion the week of December 9<sup>th</sup>.

## **Visalia Oak Renovation**

With the Visalia Bridge health center complete, Visalia Oak renovation plans are currently being reviewed to determine the timing of the renovation. The renovation will include the integration of team rooms and will increase exam room space to 57 from its current 40 exam rooms. The renovation is anticipated to begin in February or March of 2015.

## **Family HealthCare Network Going Mobile**

At last month's Board of Directors meeting, FHCN was approved to begin securing a mobile unit for medical services. This is a unique opportunity for the organization to address service gaps in communities we currently are not serving. Stay tuned for mobile unit updates coming soon!

## **New Tulare Health Center**

As of November 1st, FHCN signed a lease to develop a new health center in the community of Tulare. The new health center will be located on the west side of the City of Tulare near Palace Foods. Renovation of the new property will begin in 2015.

## **Cutler-Orosi Pharmacy**

FHCN is determining the best way to develop a pharmacy at the Cutler/Orosi Health Center. Plans are currently being drawn to determine the possible options within our current space. We are excited that we will soon be offering pharmacy services in Cutler-Orosi.

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## **NEWS FROM OPERATIONS**

### **FHCN Launches New On-Hold Message**

This week, FHCN launched its new on-hold phone message. The FHCN Marketing, Navigation, and IS Team did a great job pulling this project together. The new message offers fresh music, a new FHCN voice, and educational information about the network.

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## TRANSPORTATION

### Two New Vans Added to FHCN Fleet

FHCN has purchased two new vans for its transportation pool.

Beginning next month, the two vans will offer door-to-door services from patients' homes in communities surrounding Porterville Health Center, and from Visalia to the Visalia Health Centers.

## COVERED CA

### Open Enrollment Begins November 15th!

FHCN's team of certified enrollment counselors are gearing up for the 2015 Covered CA open enrollment period which begins tomorrow, November 15th! The renewal process for all existing Covered California plans is already underway for individuals who enrolled in the exchange last year and will remain open until December 15th. If you receive questions regarding Covered CA, please refer patients to your Community Health Representative for assistance and be on the lookout for more Covered CA updates during site meetings.



**COVERED**  
**CALIFORNIA**



## ANITA FUND

### Thanks to FHCN Staff

**Why I give: "I contribute to the Anita Fund because it is very satisfying to me to know that I'm part of helping those people in our community that are in need," said Artie Solis, Payroll Clerk.**

A big thank you to everyone who filled out a form to contribute to the Anita Fund and/or Anita de la Vega Scholarship Fund, and congratulations to Artie Solis, the winner of the Disney on Ice tickets. Your contributions are truly significant in the lives touched by these programs! If you are interested in donating to the Anita Fund, you can contribute by payroll deductions. Your contribution can be as little as \$1.00 per pay-period, or any other amount that you would like to contribute and your contribution may be tax deductible.

[Click here for the Anita Fund Payroll Contribution Form to get started!](#)

## BENEFITS SPOTLIGHT

NEWS FROM HR

### Training and Development at FHCN

Did you know?

- Only 69% of employers offer on-site professional development/training



opportunities.

- FHCN offers on-site training as well as training dollars that are budgeted for at the departmental level.
- Only 44% of employers offer cross training to develop skills not directly related to an employee's job.
  - FHCN supports both formal and informal cross training opportunities throughout the Network.
- Only 20% of employers offer mentor programs.
  - FHCN has mentor programs in place.

We are proud to offer extensive formal and informal training and development opportunities to our staff because we believe that the skills and abilities that are learned, directly impact the experience that our patients receive.



CHAPMAN UNIVERSITY SYSTEM

## **Brandman University Scholarship Opportunity**

FHCN is proud to present an exciting scholarship opportunity with Brandman University. Up to 12 FHCN employees are eligible to receive a 10% scholarship for the entirety of their degree! If you are interested in earning your degree, or would like to learn more about this opportunity, [submit your information here](#) and one of Brandman's enrollment coaches will contact you shortly to answer any questions you may have.

## CAMPAIGN FOR AMERICA'S HEALTH CENTERS

### Advocacy Update

We are proud to report that our team has currently collected 6,197 signatures through their advocacy efforts! FHCN staff have also enrolled a total of 416 NACHC Advocates. This means that we have achieved both parts of our operational goal on advocacy! The dashboard has been updated to reflect that this goal has been met. While this is a great accomplishment, it does not mean our work is done! We have over 800 employees, which means that we could have over 800 advocates. Additionally, we should continue to collect as many petition signatures as possible.

Advocacy stickers are coming soon! The organization will provide each site with advocacy stickers that will be handed out to patients who sign the Access is the Answer petition in order to show their support to FHCN and to our advocacy efforts. Be on the lookout these stickers at your sites!

[Click here to become an Advocate and help us reach our goal!](#)



## WELLNESS TIP

### Mental Health & Wellness

Mental health is how individuals think, act and cope with life and the stressors and challenges that are part of the human experience. The state of one's



mental health can influence the ways in which they look at themselves, their life and others around them. It also strongly influences an individual's potential for achieving their goals and is an important tool in obtaining and maintaining a feeling of well being.

Individuals with good mental health wellness are better able to function during stressful situations. Good mental health wellness is reflected in several ways:

- Bouncing back from adversity
- Communicating about your feelings
- Forming good interpersonal relationships
- Setting and achieving realistic goals
- Seeking help in difficult times
- Enjoying life to the fullest
- Self-appreciation

Please take advantage of Lincoln Financial's *EmployeeConnect Program* counseling services (for benefit eligible employees) and call 888-628-4824 to speak with a specialist.

## EMPLOYEE OF THE MONTH

November 2014

Jose Jimenez

Join us in Congratulating

Jose Jimenez  
Staff Accountant  
Corporate



Jose demonstrates his commitment to the organization by having a strong sense of accountability and focus in order to produce a high quality product. His attention to detail says it all. Jose has been able to identify areas of needed improvement with in his daily work flow and with little guidance has been able to stream line his work. In addition, he has concurrently helped his colleagues identify similar work flow obstacles to be resolved. As a result, the finance department has seen improvements during month end closing. Jose works and contributes to others' ideas to find a solution together. He understands that being a team

player is needed to accomplish the mission and does so with great attitude. In the short time that Jose has been with the organization he has received the praise of others within Leadership and Senior Leadership for the hard work he puts day in and day out. Jose's commitment to excellence, astuteness, and quality of work have exceeded expectations.

## NEWS WORTHY

### ORGANIZATIONAL RECOGNITION



### Morning Huddle MVP

In a Patient-Centered Health Home (PCHH), managing patient care is a team effort, involving clinical and non-clinical staff who interact with patients and work as a team to achieve objectives. A critical feature of a

PCHH, is the use of a "**Huddle**" or a structured communication process focused on individual patient care. Through care team meetings, Huddles include reviewing the day's schedule to discuss roles, responsibilities, and follow-up tasks in an effort to improve communication and coordination. A Huddle is a team effort, enhancing the care provided to patients. Many sites and provider teams at FHCN have developed innovative communication practices through their Huddles. The QI Team would like to share an example of a provider team that has found different ways to make their Huddle as beneficial as possible, recognizing Dr. Kea Parker's team as this month's "Morning Huddle MVPs."

Dr. Parker and her two medical assistants, Elena Perez and Soledad Alvarez, were chosen because they utilize multiple tools available to efficiently use their time and to achieve the best outcome for their patients. At the beginning of each shift, Dr. Parker's team prints out the "Morning Huddle" and compares the printout to the eCW schedule and the patient's CDSS alerts to make sure each patient's health concerns and alerts are met. Next, her MAs highlight the printout which alerts Dr. Parker

if any medical concerns need to be discussed, or if any procedures or labs need to be performed or ordered. In addition to highlighting, her MAs also attach a Post-It Note® for each patient to the Morning Huddle printout, stating the reason for the appointment, what equipment may be needed, and informing Dr. Parker if the patient has any comments or concerns prior to her entering the exam room. This system has proven to be extremely helpful in improving patients' care, maximizing time, and also meeting clinical quality measures. Great job Dr. Parker, Elena and Soledad!

## Quality Goals - iPad Raffle Winners

Please help us congratulate Sylvia Garrett, CPHW, Navigator & Health Coach, and Ana Solano, Registered Dental Assistant, 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

(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!



Sylvia Garrett, CPHW  
Visalia Oak & School Ave. Health Centers

Ana Solano  
Cutler-Orosi Health Center

Remember that you can review the Meaningful Use and Clinical Quality Measures performance on the dashboard at:

- [Meaningful Use Dashboard](#)
- [CQMs Dashboard](#)

## WELCOME NEW EMPLOYEES

New Hires at FHCN

<b>NAME</b>	<b>POSITION TITLE</b>	<b>LOCATION</b>	<b>DATE OF HIRE</b>
Patricia Torres	Medical Assistant	Porterville	10/3/14
Richelle Kates	Medical Assistant	Visalia School Ave	10/6/14
Marnie Eilers	Medical Assistant	Porterville	10/8/14
Terri Wallace	Medical Assistant	Visalia School Ave	10/8/14
Anna Alcala Flores	Medical Assistant	Porterville	10/10/14
Ana Laguna	Dental Assistant	Goshen	10/10/14
Terin Reno	Dental Assistant	Visalia Bridge	10/10/14
Yao Chan Saechao	Dental Assistant	Woodlake	10/10/14
Ruth Manriquez	Billing Clerk	Corporate	10/13/14
Jessica Uriarte	Medical Assistant	Porterville	10/13/14
Monica Ouk	Medical Assistant	Visalia School Ave	10/17/14
Monica Avila	Dental Assistant	Cutler - Orosi	10/20/14
Yesenia Picasso	Dental Patient Representative I	Woodlake	10/20/14
Alejandra Gonzalez	Dental Patient Representative I	Goshen	10/22/14
Esmeralda Hernandez	Medical Assistant	Visalia School Ave	10/22/14
Rifat Tahira	Medical Assistant	Porterville	10/24/14
Rafael Alonso, PA-C	Physician Assistant	Cutler - Orosi	10/27/14
Rachel Crisanto	Medical Assistant	Porterville	10/27/14
Diana Rogers	Chronic Care Manager	Corporate	10/27/14

## **COMMUNITY HEALTH SPOTLIGHT**

NEWS IN COMMUNITY HEALTH

## Farmersville Fall Festival

On October 4th, 700 community members gathered for the Farmersville Fall Festival. Held on Farmersville Boulevard, FHCN hosted its 3<sup>rd</sup> Annual Health & Safety Fair, providing free medical and dental screenings

for adults and children - about 120 for medical and 68 for dental. The festival also included community booths, commercial vendors, music, activities for children, a car show and a sidewalk sale at the Farmersville Hock Shop.



## Terra Bella Health Fair

In partnership with Terra Bella school, FHCN hosted a health fair for the Terra Bella community on October 15th. Medical and dental screenings were offered to attendees, along with nutritional information, children's

activities and information on health and safety programs. Thank you to the Terra Bella staff who helped make this event a success!



## Fifth Annual Healthy Visalia Festival

The 5th Annual Healthy Visalia Festival was held on Saturday October 18th at the Riverway Sports Park in Visalia and attracted more than 550 attendees. The festival offered more than 50 health and



wellness booths, entertainment, music, family activities and more. FHCN screened over 300 individuals for height and weight, blood pressure, hemoglobin (iron)/glucose (sugar level), and provided 200 dental screenings. FHCN also provided informational booths on our services, pharmacy, health education, Re-think your Drink, nutrition and Covered CA. The Healthy Visalia Committee is a partnership between FHCN, Tulare County Health & Human Services Agency, City of Visalia, Kaweah Delta, VUSD, COS, TCOE and First5 of Tulare County.

## FHCN VDS Celebrates Binational Health Week with Zumba Under the Stars



On October 18th, the Zumba Under the Stars event marked the closing of Binational Health Week 2014 in Fresno County. For three hours, approximately 450 people, including FHCN



Promotoras, enjoyed the amazing Zumba choreographies of 15 different instructors. FHCN Ventanilla de Salud staff distributed spa water and Rethink your Drink information. The Fresno County binational task force chair, Ricardo Castorena, and Consul of Mexico, Vicente Sanchez Ventura, concluded the event with closing remarks. A big thank you to Rosie Martinez and Maria Vera Calderon, Community Health Reps at VDS, for

their hard work with the coordination of this event!

## Make A Difference Day

In honor of Make A Difference Day on October 25th, FHCN AmeriCorps members, along with Community Health Representative Christina Vela, completed a Senior

Center Beautification project in Farmersville which included repainting the center and replacing the bathroom sink faucet. Our AmeriCorps member Kathy Navarro led the project and reached out to the local Lowe's store for donations. She was able to receive a donation of all needed supplies including paint, brushes and a sink faucet for the senior center. Great work, team!



## Last Cuadrilla of the Season

October 30th marked the end of our Cuadrilla season - this program is a partnership between Radio Campesina, FHCN and Southern California Edison. FHCN offered health screenings to more than 50 farm workers, a presentation on FHCN services and programs along with Covered CA educational materials.



## Promotoras Promote Advocacy

FHCN promotoras have been busy attending site and provider meetings to promote our advocacy efforts. The promotora team is educating the community on the funding cliff and the impact it would have on many of the families we serve. Pictured: Promotora Ana Barajas educates Famersville staff.



## KINDER CARE CORNER

### Tulare County Office of Education Nurses' Workshop



On September 19th, Kinder Care had the privilege of being invited to speak to our local school nursing staff - the ones who work so diligently to obtain parental consents for our dental assessment and fluoride varnish applications. This gave our team a chance to thank them personally for their dedication and continued support of our Kinder Care Program. Since we frequently see more than 100 children at a school site, theirs' is a monumental task and one that deserves acknowledgement. Without them, much of what we do would not be possible.

# Are you in need of some Zen before the busy holiday season?

The Network Fun Committee Presents...

## BYOM

(Bring Your Own Mat)



Yoga Class

Thursday, November 20, 2014

Corporate Classroom 3

6:00 -7:30PM

Open to FHCN employees only

\*This class is for all experience levels

\*Email [nfc@fhcn.org](mailto:nfc@fhcn.org) to sign-up. Don't miss out!

**NUTRITION NOTE**

# Harvest of the Month



Network for a Healthy California

The *Harvest of the Month* featured produce is **pumpkins**



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

Food Day is October 24. It is a national movement to eat more healthy, affordable, and sustainable food – like fruits and vegetables. Make half your children's plates fruits and vegetables and help them get at least 60 minutes of physical activity every day. Doing these things is good for their health and can also help your children do better in school. So celebrate Food Day and use *Harvest of the Month* to help you and your family live a healthy, active lifestyle.

### Produce Tips

- Pick fresh pumpkins that are firm and feel heavy for their size.
- Keep fresh pumpkins in a cool, dark place for up to two months.
- Look for canned pumpkin with no added sugars or sodium. You can use canned pumpkin in any recipe that uses cooked pumpkin.
- For best prices, buy pumpkins at a pick-your-own pumpkin patch or a local farmers' market.

### Healthy Serving Ideas

- Roast, bake, or mash pumpkin for warm, tasty side dishes. You can even purée pumpkin to use in soups.
- Roast pumpkin seeds in a preheated oven at 300°F for 10 to 25 minutes. Be sure to wash and dry the seeds first!
- Use canned pumpkin to make tasty breads, muffins, or even pancakes. Add raisins or chopped nuts for extra fiber.

### PUMPKIN BEAN SOUP

Makes 6 servings. 1 cup per serving.  
Cook Time: 30 minutes

#### Ingredients:

- 1 can white beans, undrained
- 1 small onion, finely chopped
- 1 cup water
- 1 15-ounce can 100% pumpkin
- 1½ cups 100% apple juice
- ½ teaspoon cinnamon
- ¼ teaspoon nutmeg or ginger
- ½ teaspoon black pepper
- ¼ teaspoon salt

1. In a blender, add beans, onion, and water. Blend until smooth.
2. In a large pot, add the pumpkin, juice, and spices. Stir well.
3. Add the blended bean mix to the pumpkin juices.
4. Cover and cook over low heat for 15-20 minutes. Serve warm.

*Nutrition information per serving:*  
Calories 160, Carbohydrate 32 g, Dietary Fiber 7 g, Protein 8 g, Total Fat 0.5 g, Saturated Fat 0 g, Trans Fat 0 g, Cholesterol 0 mg, Sodium 330 mg

Adapted from:  
Pennsylvania Nutrition Education Network

For more recipes, visit:  
<http://recipefinder.nal.usda.gov/>

### Let's Get Physical!

- Make family time an active time. Limit screen time with TV, computers and video games. Add active time with family walks on the weekend, or after dinner.
- Go on a scavenger hunt for trees in your neighborhood. Try to find leaves in every color.
- Plan ahead. Put active time on the family calendar.

For more ideas, visit:  
<http://kids.usa.gov/grown-ups/for-parents/exercise-fitness-nutrition/index.shtml>

### Nutrition Facts

Serving Size: ½ cup pumpkin, cooked (123g)	
Calories 24	Calories from Fat 0
% Daily Value	
Total Fat 0g	0%
Saturated Fat 0g	0%
Trans Fat 0g	
Cholesterol 0mg	0%
Sodium 1mg	0%
Total Carbohydrate 6g	2%
Dietary Fiber 1g	5%
Sugars 1g	
Protein 1g	
Vitamin A 122%	Calcium 2%
Vitamin C 10%	Iron 4%

### How Much Do I Need?

- A ½ cup of pumpkin is an excellent source\* of vitamin A and a good source\* of vitamin C.
- Vitamin A helps keep your vision good, fight infection, and keep your skin healthy.
- Vitamin C helps your body heal cuts and wounds. It also helps lower your risk of infection.

\*Excellent sources provide at least 20% Daily Value (DV). Good sources provide 10-19% DV.

The amount of fruits and vegetables you need depends on your age, gender, and the amount of physical activity you get every day. Make half your plate fruits and vegetables to reach your total daily needs!



### What's in Season?

California grown pumpkins are in peak season in fall. They are usually available from October to December. California grown varieties may be fresher and cost less than varieties shipped from other states or countries.

Try these other California grown produce items in fall: collard greens, kale, sweet potatoes, and winter squash (acorn, butternut, pumpkins).



Network participation in Food Day is for the purpose of educating and informing SNAP-EI eligibles about healthy eating and physical activity and will not include advocacy for or against any specific laws, regulations or ordinances.  
For CalFresh information, call 1-877-847-3863. Funded by USDA SNAP, an equal opportunity provider and employer. Visit [www.CaChampionsForChange.net](http://www.CaChampionsForChange.net) for healthy tips. © California Department of Public Health 2012



BRC-246/Ver. 10/12

Family HealthCare  
Network  
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