



THE LINK

APRIL
2014



THE JOINT COMMISSION SURVEY



In early April 2014, CSV received an on-site, unannounced survey from The Joint Commission, and was granted full reaccreditation for our Medical, Dental, and Behavioral Health programs and facilities for another 3 year period, until the Spring of 2017. This is our sixth full reaccreditation over the last sixteen years, and is a testament to the high quality and hard work of all our staff. Additionally, because of various milestones reached this year, our programs earned the designation as a Primary Care Health Home (PCMH), joining many other accredited entities around the country of the special recognition and designation.

The comprehensive, patient-centered approach emphasizes joint patient-physician decisions regarding care; proactive services to manage the health of populations of patients, such as those with diabetes or hypertension; and self-care. These elements, supported by technology and care teams, combine to reduce the frequency of emergency room visits, hospitalizations and other costly healthcare services.

CSV embraces the operational characteristics of a medical home, including accessible, continuous, comprehensive, family centered, coordinated, compassionate, and culturally effective care. Many of our health centers have reached Level 2 or 3 accreditation by implementing same day appointments, paneling of providers, electronic health records, and providing for chronic disease case management.

CSV is currently participating in the CMS Demonstration Project for PCMH recognition through the National Committee for Quality Assurance (NCQA) and will seek certification in the coming months. We are working continuously to ensure we provide quality care to the patients we serve.

OUTREACH AND ENROLLMENT UPDATE

CSV's Outreach & Enrollment program staff have made a real impact in facilitating the enrollment of eligible health center patients and service area residents into affordable health insurance coverage through the Health Insurance Marketplaces-Covered California and Medicaid (Medi-Cal).

Between 10/1/13 and 3/31/14, CSV Certified Enrollment Counselors completed over 17,000 applications, covering about 35,000 individuals: 13,596 Medi-Cal (80%) and 3,503 Covered California (20%)!

A big thank you to Ana Velasquez and Lizeth Lopez and all the CECs in leading this effort with the support of Bill Phelps and Kevin Hamilton.

Health Center Locations *Kern and Inyo Counties*

- Arvin CHC
- Arvin Dental Center
- Bakersfield College
- Central Bakersfield CHC
- Death Valley CHC
- Delano CHC
- East Bakersfield CHC
- East Bakersfield Dental Center
- Family Health Center
- Frazier Mountain CHC
- Greenfield CHC
- Old Town Kern CHC
- Kern River Health Center
- Kern Valley Medical Center
- Lamont CHC
- Lamont Dental Center
- McFarland CHC
- North of the River CHC
- South Bakersfield CHC
- 34th Street CHC
- West Delano Dental Center

Fresno County

- Divisadero CHC
- Easton CHC
- Elm CHC
- Elm Women's & Pediatric CHC
- Elm Dental Center
- Garland CHC
- North Fine CHC
- Orange & Butler CHC
- Regional Medical CHC
- West Fresno CHC
- West Fresno Dental Center
- West Shaw CHC

Programs

- Adolescent & Family Services
- Behavioral Health Service
- Black Infant Health
- Cancer Detection
- Diabetes
- Differential Response
- Family Resource Centers
- Health Education Outreach
- Health Insurance Application
- Homeless/Respite Health Care
- Kern Lifeline Project
- Maternal Child Outreach
- Medically Vulnerable Infant
- Mobile Health Services
- Neighborhood Partnerships
- Promotores De Salud
- WIC

TEACHING HEALTH CENTERS IN KERN AND FRESNO!

In the last year, we have started our second Family Medical Residency Program, the Kern - Rio Bravo Family Medicine Residency Program (RBFMRP), which will begin its first class in July 2014. The RBFMRP will be located at the East Niles Community Health Center once construction is complete. In the meantime, the residents will be housed at the Greenfield Community Health Center. The program is a three-year postgraduate training program consisting of six (6) residency positions per year (18 total). The RBFMRP is sponsored and housed within CSV and has a pending academic affiliation with University of California, Los Angeles (UCLA).

Our first endeavor into graduate medical education was with the Fresno based program, the Sierra Vista Family Medicine Residency Program (SVFMRP), which began its first post-graduate year 1 (PG-Y1) class in July 2013. The SVFMRP is also a three-year postgraduate training program with 39 four-week rotations involving multiple educational agreements, 24/7 inpatient hospital coverage and its continuity clinic at Clinica Sierra Vista-Regional Medical Community Health Center. The residency program consists of four residency positions per year (12 total).

This past March 2013, we matched our first class for the Bakersfield program and matched a second class for the Fresno Program. All our existing and new residents have culturally and racially diverse backgrounds, which enhances the experience of the patient and outcomes because the provider is representative of its population. All of the residents also have either demonstrated or expressed interest in continuing to serve and practice areas of unmet need. Our goal of starting the two programs is to support the recruitment, training, and retention of Family Medicine physicians that are dedicated to serving the underserved in California's central San Joaquin Valley, while adding to the fund of knowledge on models of community based medical education through teaching health centers.

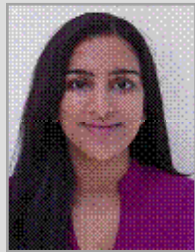
Meet our new Residents Class of 2017:



<http://sierravistafmrp.org>



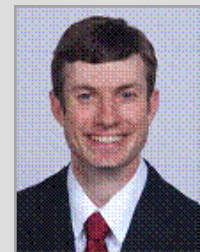
John Djabrayan



Amandeep Kahal



Mandeep Kaur



Michael Klug



<http://riobravofmrp.org>



Adan Romero



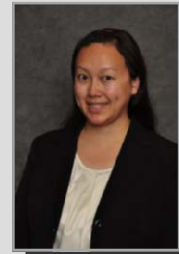
Rafael Chiquillo



Josue Balart Fong



Hector Arreaza



Cindy Her



Fernando Palacios



EAST NILES COMMUNITY HEALTH CENTER UPDATE



The East Niles Community Health Center is well underway with an expected construction completion date by **October 2013!**



MARCH OF DIMES FUNDRAISING AND WALK 2014

This year's March of Dime was a huge hit! Way to Go Kern and Fresno teams!

Kern's team led by Jane Jonsson, RN, PHN Program Director MCOP/MVIP/BIH raised \$3,425 and

Fresno's team led by Sergie Dhesi, Sergie Financial Analyst and Raul Salazar, Facilities Project Manager, raised \$4,687, **GRAND TOTAL \$8,112.33!**



WELCOME TO CSV!

New Hires

On behalf of Clinica Sierra Vista, we want to welcome all new hires to our organization. We hope you will have an amazing time working with us. If you are in need of any assistance, please reach out to your supervisor or our HR department. Welcome aboard!



Retirements

Sharon Lantsberger, Medical Assistant, was with CSV for 27 years. Sharon retired on April 25, 2014!

Paul Runyan, PA-Certified, joined our team in 2012 when CSV absorbed Family Health Center in Bakersfield. Paul retired on March 14, 2014!

Connie Ray, MCOP health worker, has been with CSV for 26 years. Connie will retire on May 23, 2014!

2014 CPR TRAINING SCHEDULE

The 2014 CPR Training Schedule has confirmed with our current CPR company.

Saturday, May 03	Lamont	9am to 1pm
Thursday, July 10,	EBCHC	1pm to 5pm
Saturday, September 06	Lamont	9am to 1pm
Thursday, November 06	EBCHC	1pm to 5pm

Kern Program staff wishing to take a CPR class will need to contact Gustavo Diaz de Leon at the Admin office at extension 2162.

Fresno Program staff please contact Rebecca Henderson, Fresno HR Director at extension 5858.

*There are no Fresno CPR dates at this time.

HUMAN RESOURCES REFERENCE CENTER

EAP Program/Anthem	800.999.7222
Health Insurance/Pinnacle	800.649.9121
The Principal Group (effective 07/01/12)	800.547.7754
Job Openings at CSV	661.328.GATE
Leaves of Absence/HR	661.635.3050
Body Exchange/Pedro	661.410.6000
AFLAC Rep. (Kern) Cheryl	661.633.6029
AFLAC Rep. (Fresno) Jodie	559.224.5004
Colonial Life Rep./Barry Maas	559.256.1320

HR Staff

Stacy Ferreira	661.635.3050	Ext 2167
Michelle Murphy	661.635.3050	Ext 2176
Carina Gutierrez	661.635.3050	Ext 2151
Ana Hernandez	661.635.3050	Ext 2137
Rebecca Henderson	559.457.5858	Ext 5858
Charlene Garcia	559.457.5857	Ext 5857
HR Hotline		Ext 2178

www.clinicasieravista.org

Phone Numbers for Information regarding CSV's Wellness Program:

Our Body Exchange Corporate Wellness

Director: Pedro Estrada 661-410-6000 or pedro@bxfitness.com

Questions about American Health Care:

HR Dept. Michelle Murphy 661-635-3050 ext. 2176

Questions about insurance:

HR Dept. Michelle Murphy
661-635-3050 ext. 2176

*Contact any BX location to be included in the 4th quarter reimbursements (Oct. Nov. Dec.) by going 6 times a month or 18 times in the quarter.



Submissions for THE LINK are due the last Friday of every other month

Pritika Ram, Director of Resource Development

ramp@clinicasieravista.org

661-635-3050, ext. 2192