



FACES OF LA CLÍNICA — PROFILES OF OUR STAFF

Suzy Menjivar, Family Medicine Manager at La Clínica Fruitvale Village

La Clínica has been a haven for my family for over 25 years. I came to the United States in 1981 to escape the war in El Salvador. My greatest concern was safety and better quality of life. I didn't speak English, I didn't have health care coverage, I was financially unstable and I was away from family, friends and loved ones. The only place where my family and I felt welcomed was at La Clínica. I remember my first experience at La Clínica, my parents were so relieved that the doctor spoke Spanish and were sensitive to our culture—they understood our fears, struggles, and barriers that prevented us from accessing care. For the first time we felt at home and part of a community. Soon enough, La Clínica had become a second family to us.

In 1997, I was recruited to join San Antonio clinic for a Medical Records Clerk position. Within a month, I moved on to the Billing and Registration department for two of La Clínica's sites as an on-call clerk. Later on, I got a permanent clerk position in Family Medicine with a hybrid role of front desk, as well as billing and registration responsibilities. I loved my job at La Clínica. It allowed me to talk to our patients on a day-to-day basis. I welcomed them when they came in for their medical appointments and helped them register for medical coverage. I knew their medical needs and financial circumstances. Over the years, I developed close relationships with many of them. The best part of my job was assuring them that regardless of their ability to pay, they would receive the necessary care.

In 2000, I left La Clínica to go back to school for a bachelor's degree in Psychology at UC Berkeley. Immediately after, I pursued a Masters degree in Public Administration.

Although I was away from La Clínica for seven years, I always knew that I'd come back. During the time I was away, I continued to volunteer at La Clínica annual health fairs and events. I grew close to the patients, staff and the community. After completion of my graduate degree, I returned to La Clínica as the Clinic Manager for Family Medicine, the largest department at La Clínica.

My goal, as a manager, is to continue providing high quality of care to all of our patients. Currently, we are working on expanding the services we are providing to patients with chronic diseases (diabetes, hypertension, cardiovascular disease, etc). Everyday is a struggle to create a balance between reaching as many uninsured patients as possible while meeting our needs as a community health clinic. The high demands for health care in the communities we serve and the lack of resources, make it difficult to serve all the patients that need care. However, I love my job and the people we serve are my inspiration. Knowing that we are making a difference in our patient's lives and their gratefulness is beyond words. There is so much more to learn and I know that I am at the perfect place. I'm honored and excited to be part of La Clínica's family and its growth.

"I love my job and the people we serve are my inspiration."

— *Suzy Menjivar*



Message from the Chief Executive Officer



Jane García, CEO

In 2008, we devoted many of our resources to children and their health. Half of the 50,000 patients we serve are children. Our priority has been and continues to be our children. To that end, the proceeds raised at last year's fundraiser went to benefit our children with asthma program. With the help of our generous sponsors and donors we raised

\$134,000 which has allowed us to provide 1,300 children with comprehensive asthma care including full testing, regular visits, rigorous monitoring and evaluation, self management education and training, group and one-on-one education for the child and parents, home assessments and advocacy.

This year, after diligent consideration of our programs and services, we have decided to focus on childhood obesity. Undoubtedly, the United States is facing an obesity epidemic. In the past 30 years, prevalence of childhood obesity more than doubled for youth ages 12-19 and more than tripled for children ages 6-11. In California, one in eight adolescents ages 12-19 are classified as overweight.

Obesity is one of the most significant and prevalent health problems facing many of our young children. A third of La Clínica pediatric patients over the age of two are classified as obese. As the increasing rate of obesity threatens the health of our children, placing them at much greater risk for development of a variety of chronic diseases and health conditions, it is vital to expand services. Thus, this year's fundraiser proceeds will benefit our childhood obesity program. Our goal is to reduce the incidence and effects of childhood obesity among La Clínica's patients, to improve their health status and reduce their chances of becoming chronically ill with diseases such as diabetes, cardiovascular disease, hypertension, stroke and depression.

By working with parents, children, doctors, clinic staff, health promoters, and Women Infant & Children (WIC) staff, we can help support patients in sustaining healthy lifestyle changes around weight management and physical activity for themselves and their families. We want to ensure these children grow into healthy productive adults. With dedicated staff on board, who provide culturally and linguistically appropriate care, we are certain we can reduce the prevalence of obesity among our patients. It is our vision to create a place where they can flourish and we can do this by working together to secure a healthy and bright future for us all.

“This year, after diligent consideration of our programs and services, we have decided to focus on childhood obesity.”



Diabetes: Ten Years and Counting

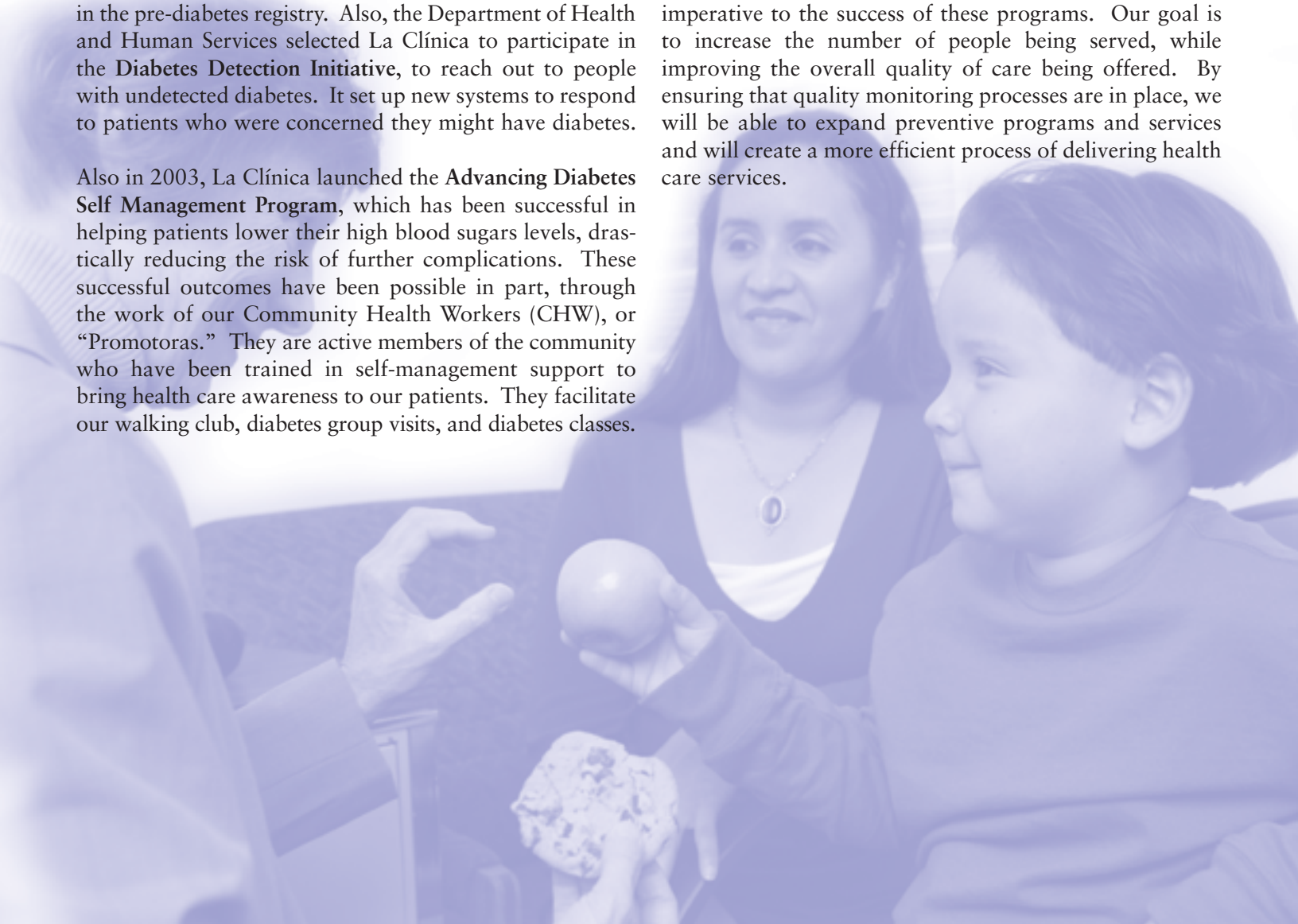
In the last ten years La Clínica has made tremendous progress in re-designing the way health care is provided. In 1999, La Clínica embarked on a process for transforming the way it delivers care to its patients with diabetes. La Clínica joined the **Diabetes Collaborative**, which has resulted in adopting a model of quality improvement that has spread across many clinic projects. One of the many changes was the development of an electronic diabetes registry. This allowed us to track patient exams and clinical outcomes, setting the stage for a continuous quality improvement process. Clinic wide, there are now about 2,200 patients with diabetes in the registry, receiving care by their primary care providers and ancillary staff.

In 2003 La Clínica started the **Diabetes Prevention Pilot Collaborative**, an early intervention program designed for patients with pre-diabetes and focuses on preventing or delaying the development of diabetes in a more cost effective manner. As a result, providers are now screening for pre-diabetes and patients are invited to enroll in a series of lifestyle classes. We currently have 1,400 patients clinic-wide in the pre-diabetes registry. Also, the Department of Health and Human Services selected La Clínica to participate in the **Diabetes Detection Initiative**, to reach out to people with undetected diabetes. It set up new systems to respond to patients who were concerned they might have diabetes.

Also in 2003, La Clínica launched the **Advancing Diabetes Self Management Program**, which has been successful in helping patients lower their high blood sugars levels, drastically reducing the risk of further complications. These successful outcomes have been possible in part, through the work of our Community Health Workers (CHW), or “Promotoras.” They are active members of the community who have been trained in self-management support to bring health care awareness to our patients. They facilitate our walking club, diabetes group visits, and diabetes classes.

In 2007, we launched the **PHASE Program (Preventing Heart Attacks and Strokes Every Day)** which uses medical assistants to call patients who have diabetes, heart disease, chronic renal disease, or stroke to check on how they are doing with their medications and develop a close relationship with the patients. Also, the **ACE Program (Alameda County Excellence)**, which began in 2007, provides funding and technical assistance to La Clínica and other safety net providers to improve care for patients with diabetes and chronic heart failure. Through ACE funding, La Clínica has been able to hire a medical assistant to do panel management. This individual reviews each provider’s panel of patients with the diseases listed, schedules lab or medical appointments, and coaches patients in achieving better self management of their disease.

The Collaboratives of the Bureau of Primary Health Care have provided the initial impetus, vision, conceptual framework and initial funding for this effort. However, the staff who make up the Chronic Care Teams at all sites, meet weekly to discuss how to improve care and are imperative to the success of these programs. Our goal is to increase the number of people being served, while improving the overall quality of care being offered. By ensuring that quality monitoring processes are in place, we will be able to expand preventive programs and services and will create a more efficient process of delivering health care services.



The Health Care Without Borders 2008 Campaign

We thank the following individuals, foundations, and corporations for their generous support of La Clínica's fifth annual fund campaign. Through your generosity we are able to provide accessible, quality health care services for the uninsured. We also thank those whose donations arrived after the print deadline.

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La Clínica receives Community Award from “Get Screened Oakland” an initiative from Mayor Dellum’s Office

Last month, on World AIDS Day, La Clínica received a Community Award from *Get Screened Oakland*, an initiative from the Office of the Mayor. This “Vanguard Award” was given to community partners who have gone above and beyond the efforts of the initiative and have screened Oakland residents for HIV and connected those that tested positive to medical services. This past Cinco de Mayo Festival in the Fruitvale District, La Clínica, in collaboration with Get Screened Oakland and CalPep screened 50+ festival participants, handed out over 10,000 condoms and over 3,000 education pamphlets.

La Clínica, is a major provider of HIV education services to underserved populations throughout Oakland. Through Casa CHE’s TRUCHA (Together Reaching Users Combating HIV and AIDS) program, La Clínica

provides one of the only sources of education on HIV/AIDS for Latinos in the Fruitvale district of East Oakland.

La Clínica’s Street Outreach Workers (Benito Hernandez, Betto Barrera and Alfredo Lopez), Peer Educators and Volunteers deliver culturally and linguistically appropriate AIDS/HIV education presentations, harm reduction interventions and risk reduction counseling along with free, confidential HIV testing. Our team provides HIV prevention education to gay, bisexual Latino men, drug users, women, youth, transgender and all others at risk of HIV/AIDS. We collaborate with the county and community partners to prevent the further spread of HIV and ensure a high quality of life for those living with this disease.

LA CLINICA DE LA RAZA MISSION STATEMENT

To improve the
quality of life of the
diverse communities
we serve by
providing culturally
appropriate,
high quality,
and accessible
health care for all.

LA CLINICA UPDATE

Editor:

Yanet Luna

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