



La Clínica

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## La Clínica North Vallejo serves almost **10 times** the number of patients compared to last year

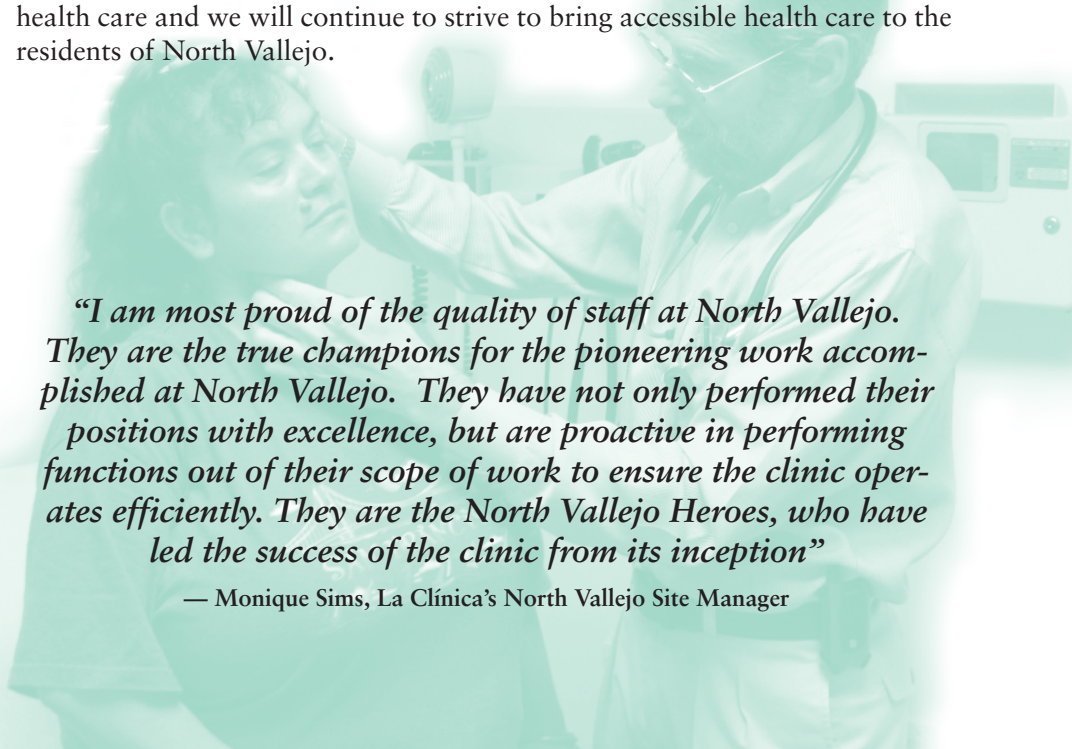
When La Clínica North Vallejo opened its doors in November 2008, 87 patients received care at the clinic in the first month. That number grew to 164 in December and in January we delivered care to 234 patients. One year after its opening and with 6 months of operation as a stand alone clinic, the North Vallejo clinic is seeing approximately 750 clients per month and growing!

Since the inception of La Clínica North Vallejo, we have seen a great increase in patients seeking primary care. With the limited options for primary care for medically underserved patients in the Vallejo area, the increase in patients is not surprising. A significant number of these patients were receiving their primary care through the hospital emergency rooms for non-serious, episodic illnesses. For example, the Sutter Solano Medical Center has made an average of 60 patient referrals per month to La Clínica North Vallejo, accounting for nearly 30 percent of all referrals. In response to the great demand, La Clínica has increased the clinic hours from 20 hours per week to 62 hours per week. We have developed a successful model working closely with the hospitals emergency rooms to alleviate the overburdening seen in the ER and providing more appropriate care to patients in a clinic setting.

The North Vallejo clinic offers primary care services, which include family medicine, children and adult exams, immunizations, family planning services, behavioral health services and health education. In addition to these services, we have a drop-in urgent care clinic every evening and drop-in immunization and vaccination clinics. North Vallejo also has a specialized OB-GYN clinic three days monthly to handle higher level gynecological procedures such as leaps and colposcopies performed by gynecologists and a trained nurse practitioner. At La Clínica we are happy to have created another access point of health care and we will continue to strive to bring accessible health care to the residents of North Vallejo.

*“I am most proud of the quality of staff at North Vallejo. They are the true champions for the pioneering work accomplished at North Vallejo. They have not only performed their positions with excellence, but are proactive in performing functions out of their scope of work to ensure the clinic operates efficiently. They are the North Vallejo Heroes, who have led the success of the clinic from its inception”*

— Monique Sims, La Clínica's North Vallejo Site Manager



# Message from the Chief Executive Officer



Jane García, CEO

Last year, La Clínica underwent many changes and adjustments due to budget cuts and a surge in demand for health care services. In California, \$35 million dollars were slashed from the pool of money designed to support health centers serving rural areas, migrant agricultural workers and Native Americans.

At La Clínica, we faced a total of \$2.7 million in budget cuts to programs such as the Healthy Families Program, HIV, Immunizations and Medi-Cal.

While 2009 brought many financial challenges and implications, our doors remained opened and we were ready to serve those that experienced the greatest impact from the economic downturn. La Clínica's 2009 fundraising event gathered over 250 guests and raised over \$80,000 to benefit our Childhood Obesity Program. Through our end of the year giving, our Development Department raised a record breaking number of over \$47,000. During these times of great need, we have seen immense support from our sponsors and friends. Thanks to your generous support and continued partnership, we are able to continue to serve the community.

Community health centers serve as the nation's first level of defense as it relates to providing comprehensive care for those with no health insurance or those who are under insured. We are part of the solution to today's health care crisis. With a new year ahead of us, La Clínica is optimistic that 2010 will be a better year with opportunities and resources to create a healthy and vibrant workforce for our communities.

LA CLÍNICA INTRODUCES

## “¡INFÓRMATE! GET INFORMED!”

A campaign to help increase Latinos' awareness about HPV

This year, La Clínica initiated the “¡Infórmate! Get Informed!” campaign to raise awareness about the human papillomavirus (HPV), a virus that can cause cervical



cancer and other diseases. Latinas/Hispanic women are the group with the highest rate of new cervical cancer cases. Each day, about

five Latinas/Hispanic women in the U.S. are diagnosed with cervical cancer.

La Clínica is one of three community organizations nationwide chosen by the National Alliance for Hispanic Health to participate in this pilot program to help increase awareness of HPV and its link to cervical cancer.

Through the campaign, La Clínica is offering a number of free “¡Infórmate! Get Informed!” resources about HPV and cervical cancer to everyone in the community. Resources include: brochures, postcards, posters, HPV discussion guides and factsheets for health care providers. La Clínica also encourages their patients to call the Alliance's “Su Familia National Hispanic Family Health Helpline” with questions and concerns.

Many women are not aware of HPV, even though approximately 80 percent of women will get infected with the virus in their lifetime. For most, the infection will clear on its own. But for others, abnormal changes can develop in their cervix that can potentially develop into cervical cancer. There is no way to predict who will or who won't clear the virus, so it's important that all women become informed about HPV.

La Clínica is excited to be a part of the effort to address the high rates of Latinas/Hispanic women who are diagnosed with cervical cancer. Our hope is that through knowledge, people will take the proper actions to help protect themselves and their families.

### 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.

## Ana Rosas, Site Manager at La Clínica Family Optical

*“La Clínica is proud to recognize Ana Rosas for her 25 years of outstanding service and commitment”*

### When did you start working at La Clínica?

I started my journey at La Clínica in 1984, when a friend of a friend mentioned that there was an opening where she worked, La Clínica. I began as a part-time clerk at the dental site and was thankful to have a job and to be surrounded by great people that took me in as more than just an employee. I was treated as a friend. Having moved from southern California, I knew only a few people. La Clínica was more than just a job. I have made life-long friendships with many co-workers and patients.

In 1986, I started working at the optometry clinic where I began as a clerk before becoming an optometrist assistant. La Clínica provided the training, background and supervision for the optometrist position. I was excited to take on new responsibilities and work with the patients in a different capacity.

### On the way to discovering her passion...

When I started the optometrist assistant position, I loved it! The best part of my job was working with the patients. Helping the patients pick frames for their glasses and getting to know them on an individual basis, was by far the most rewarding part of my job. In fact, there are many patients that remember me from when I was an assistant. Now, their children and grandchildren also come to La Clínica. It's nice to see the patients continue to come back; it tells me we are doing a good job delivering thoughtful care to our patients.

### Later, as manager of Family Optical...

About six years ago, I became manager of La Clínica Family Optical. It's been a great experience. I am glad I was given this opportunity; although it has come with a learning curve, it has contributed to my personal and professional growth.

### What do you like most about working at La Clínica?

I enjoy helping people. Working at La Clínica gives me the opportunity to work with underserved communities, with patients that have no where else to receive eye care. I am blessed to have exceptional staff at Family Optical. I am always impressed by their hard work and dedication to see the eye clinic succeed and grow. Over the course of 25

years, I have built great relationships and friendships with many people at La Clínica. I consider many of them family.

### What are you most proud of?

I am happy to have been able to witness the optical clinic growth over the years. A person's eye sight is a very important part of their health. As such, La Clínica has made it a priority to ensure our community has access to adequate eye care. We are currently in the process of expanding optical services to our clinics in Contra Costa County, and the optometry clinic has more than tripled in patients since I started working here. It's great to see that we are reaching more people and families in need of optometry services.

### A final note...

I want to ensure that we keep serving the community and those patients that need it most. By continuing to work diligently and providing high quality and culturally sensitive care, we hope to provide services to more patients across our three counties.

I take satisfaction in helping those in need. It's rewarding to give to others and it's the patients that keep me motivated to improve our programs and services. The patients are the reason I am still at La Clínica!

I am finally thankful to La Clínica for the many opportunities that I have been given to grow and succeed in my career.



# The Health Care Without Borders 2009 Campaign

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

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## La Clínica Screened Double the Patients at this Year's Pittsburg Bi-National Health Fair!

In commemoration of Bi-National Health Week, La Clínica Pittsburg held their 5th Bi-National Health Fair, "Inform Yourself and Take Care of Your Health." This year we reached astounding numbers, doubling the patient participation from last year. In previous years, La Clínica screened between 600-800 individuals. This year, we reached a record high of over 1,400 community members from Central and East Contra Costa County. Participants met with health care professionals to receive medical screenings including diabetes, cholesterol, blood pressure, BMI, bone density, osteoporosis, glucose, hearing and other screenings. All screenings were free of cost to community members, making the event available to all and a great success!

As the number of uninsured patients seeking health care services increases, and as people continue to lose their jobs, more people need health care for themselves and their families than ever before. In Contra Costa County, there are few options for individuals seeking affordable health care. The health fair is a great opportunity to receive free screenings and obtain educational information

from various community organizations including the Food and Drug Administration, U.S. Census Bureau, Latino Cancer Collaborative of Contra Costa, the Alzheimer's Association and others.

At La Clínica, we see first hand the need for these services in the community, which is why we work with community partners and local agencies, to bring these vital services to the residents of East Contra Costa.

