

Flourish



2019
Annual Report

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Helping Our Community Flourish

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Flourish


A close-up photograph of a hand sowing seeds into dark, rich brown soil. The hand is positioned on the right side of the frame, with fingers gently dropping seeds into the earth. The soil has a crumbly, organic texture. The overall image conveys a sense of growth, care, and nurturing.

2019 was a year of outstanding growth for Camarena Health. We opened several new locations, expanded our available services, and grew our community outreach programs. Our goal in 2019 was to see our patients, community, and staff thrive and flourish. In each of these target areas, we developed programs, hosted events, and changed our processes to encourage positive growth.

This year we saw our patients flourish, we saw our community flourish, and we saw our staff flourish. We're honored to be a part of the continued growth of the Madera County community, and can't wait to see what the future holds.



A Letter From Our CEO



Since our doors first opened, the health of our patients and our communities has been at the forefront of everything we do at Camarena Health. This past year, we focused on ensuring the nearly 47,000 patients who came through our doors as well as the numerous communities that we serve had the care and services they needed to be healthy and flourish.

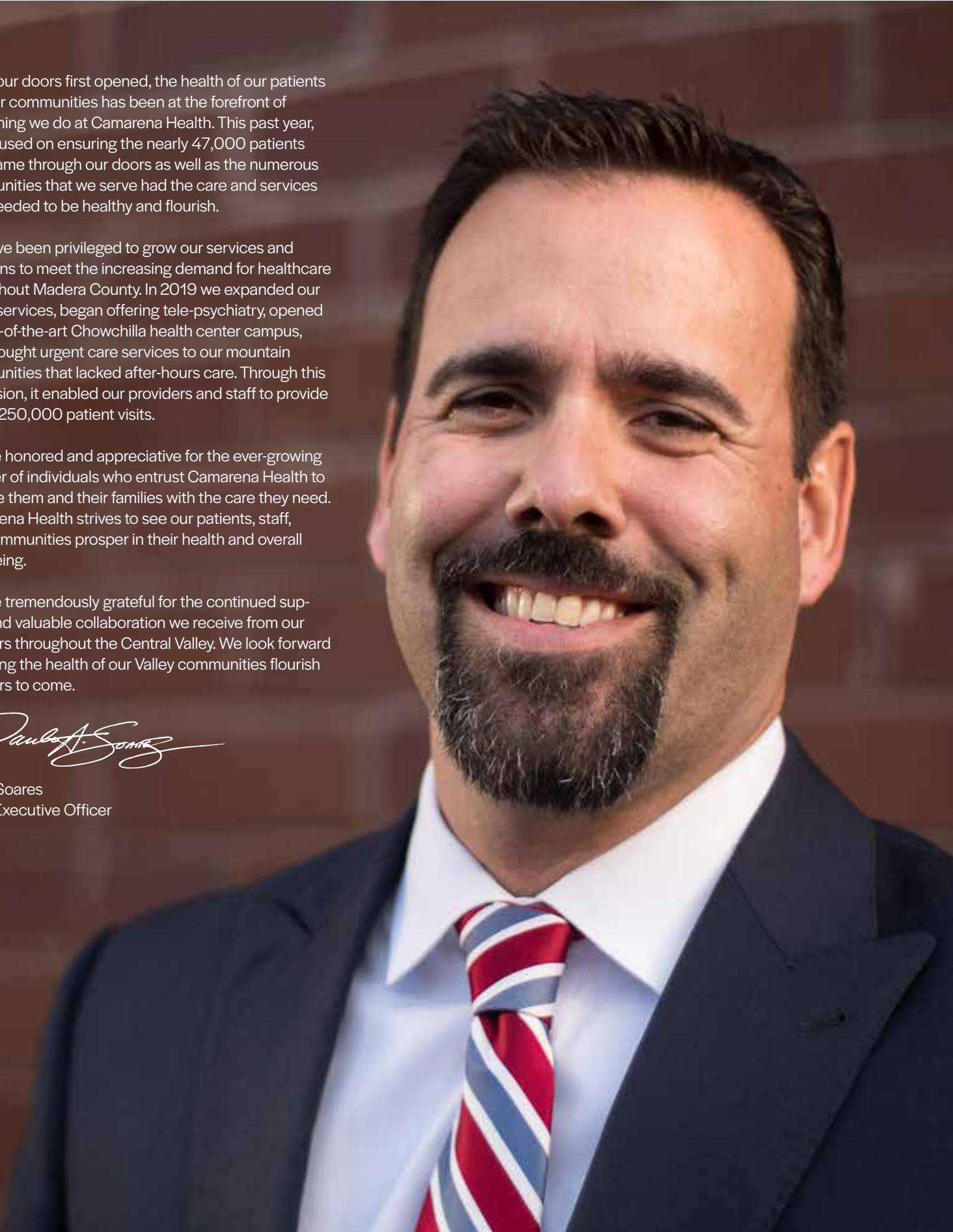
We have been privileged to grow our services and locations to meet the increasing demand for healthcare throughout Madera County. In 2019 we expanded our vision services, began offering tele-psychiatry, opened a state-of-the-art Chowchilla health center campus, and brought urgent care services to our mountain communities that lacked after-hours care. Through this expansion, it enabled our providers and staff to provide nearly 250,000 patient visits.

We are honored and appreciative for the ever-growing number of individuals who entrust Camarena Health to provide them and their families with the care they need. Camarena Health strives to see our patients, staff, and communities prosper in their health and overall well-being.

We are tremendously grateful for the continued support and valuable collaboration we receive from our partners throughout the Central Valley. We look forward to seeing the health of our Valley communities flourish for years to come.



Paulo Soares
Chief Executive Officer



A Message from the Board President

As the 2019 Board President, it has been a privilege to watch Camarena Health flourish over this past year. We have seen tremendous growth of services being offered at Camarena Health including the addition of specialty service like Tele-Psychiatry and Ophthalmology. Our board has been proud to stand by the leadership as they developed beautiful new health center locations such as the Chowchilla Campus and additional Urgent Care facilities.

Camarena Health continues to lead the way in community collaboration and it is evident in the ongoing recognition received by local, regional, and state partners. On behalf of Camarena Health's Board, we are honored to represent the work and commitment of Camarena Health providers, staff, and leadership.



Seann Garcia
President



Board of Directors



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Vice President

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Dr. Cecilia Massetti
Board Member



Helping Our Patients Flourish

This year, Camarena Health worked hard to help our patients flourish. We provided preventative care, assessed patients for Social Determinants of Health, provided new services, and hosted events. Our mission at Camarena Health is to provide the highest quality of health care, and we were privileged to see our patients flourish under this goal.





Social Determinants of Health

Camarena Health initiated a new workflow in efforts to improve our community health outcomes. To address unmet patient needs that could negatively affect their overall health, we began assessing patients for Social Determinants of Health (SDOH). Our initial efforts were focused on patients with uncontrolled diabetes.

We understand patients struggling with behavior changes, such as getting enough sleep and selecting healthy foods could involve an underlying issue. If we don't know someone is struggling to afford their medication, put food on the table, or are having financial issues and may lose their housing, we are unable to provide the resources and support they may need to allow them to reach their health goals.

Screening for SDOH is an important first step in addressing the major needs affecting the patients' overall health. Camarena Health implemented an assessment tool in order to identify patient's employment status, education, physical environment, material hardships, mental health needs, trauma, violence, and veteran status. A resource library was created to enable Camarena Health staff to provide patients with resources as needed. Some of the recourse included: food, housing, medical insurance, medication discount programs, mental health services, transportation, unemployment, and victim services. Identifying patient's individual needs, addressing barriers, and providing support and resources allows Camarena to help patients on a larger scale, which will in turn help improve their overall health.





Helping Patients Control Their Hypertension

Camarena Health demonstrated 5.79% improvement in controlling patients with hypertension. This was attributed to our well-integrated patient care teams. The teams are comprised of a Medical Provider, Medical Assistant, Health Educator, Registered Dietitian and Clinical Pharmacist.

The team implements home blood pressure monitoring and immediate communication between the team when blood pressure was out of range. Measures such as re-taking blood pressures and allowing patients to properly rest before initiating vitals also paved the way for this improvement.



Patient Impact

Total Patients

46,906



Latino = 33,437
71%



Female = 27,383
59%



Male = 19,523
41%



Ag Worker = 19,476
41%

POPULATION BY AGE GROUP



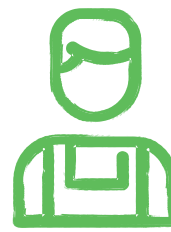
0-5
4,863



6-17
10,783



18-29
8,433



30-64
18,644

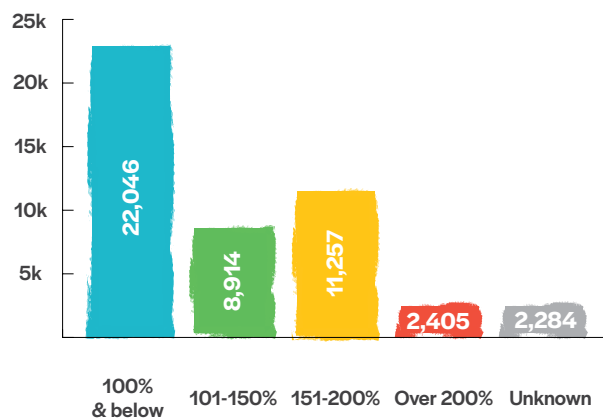


65+
4,183

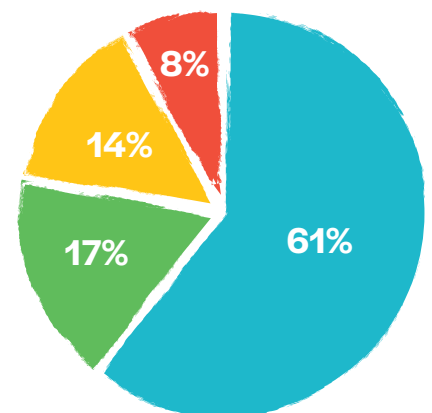
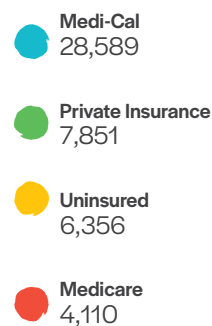
Total Patient Visits

248,874

Federal Income Levels



Payment Source



Stories From Our Patients

Dear Camarena Health,
Let me begin by saying Thank You! At age 75 I have had my ups & downs with healthcare facilities. Six months ago, my daughter and granddaughter suggested Camarena Health. I am grateful beyond measure.

Visually, my first impression was how pleasant and clean it was. My wait time has always been at a minimum. NO matter the volume of patients the staff is always kind and efficient. And when I have had to call Camarena or they have had to contact me, the staff always goes above and beyond to complete the task at hand. If there is any type of problem, I'm not left until it is addressed and taken care of to my satisfaction, all while showing mindful care and attention to detail. Their interaction to me know and understand what is going on with me and my health is unprecedented.

Today was no exception. Silvia was one of your exceptional staff that made me finally pick up a pen and say THANK YOU! When you work with the public, especially when it involves a person's health and mental wellbeing, you are under pressure like none other. Silvia, however, not only had me smiling on the phone, but had me knowing she genuinely cared, and it wasn't just her job. I knew with all confidence the conversation was not going to end without a solution and a happy ending. It was in her voice and in her attitude. To me, this shows that Camarena not only goes to the extreme to do all they can to serve their patients, but invest in their employees. The staff shows the same satisfaction in their chosen profession as Camarena must feel in having their quality of service given. What a remarkable thing when in these times "Healthcare" is desperate to redefine itself.

So, Thank You Camarena Health & To All Your Staff!

With all sincerity and smiles,

Teresa N.

P.S. I cannot go without saying a little something about Dr. Jadaun. I am very fortunate to have him as my physician. He is easy to talk to and actually listens! He is very kind in his approach and I feel safe & confident in his care.

Total Patient Encounters:

248,874



Vision Visits
4,936



Dental Visits
46,955



Mental Health Visits
11,446



Medical Visits
164,755

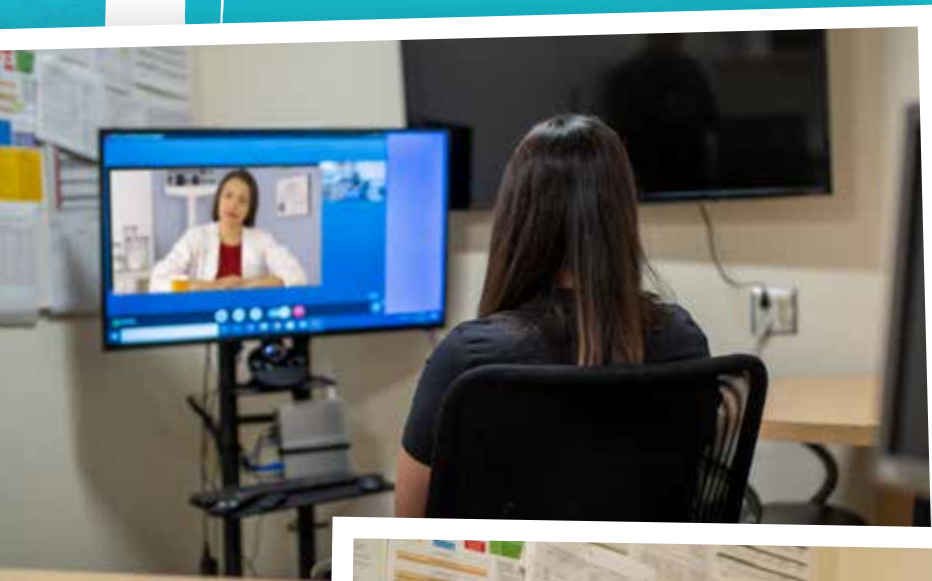


Enabling Visits
20,782

New Services and Expansion

Tele-Psychiatry

In Madera, there is limited access to psychiatry services. Many patients have to commute an extended distance and wait months before they can access this care. In August 2019, we launched our Tele-Psychiatry Program in conjunction with our existing mental and behavioral health services. We removed a barrier to access this care by providing remote visits with a psychiatrist at various Camarena Health locations via a video conference setup inside our exam rooms.





Camarena Kids

In 2019, we celebrated the opening of our first standalone pediatric center. Camarena Kids is located in the heart of downtown Madera and is open five days a week (Monday through Friday). The new pediatrics-only health center is staffed by three full-time pediatricians and a nurse practitioner, and includes both behavioral health counseling and health education services to help kids remain healthy both mentally and physically.



Camarena KIDS

BY CAMARENA HEALTH

Chowchilla Health Center

On October 2, we celebrated the grand opening of our new, multi-facility health center in Chowchilla. Community leaders, Camarena Health staff, and other supporters gathered together for a ribbon cutting ceremony and tour of the new health center.

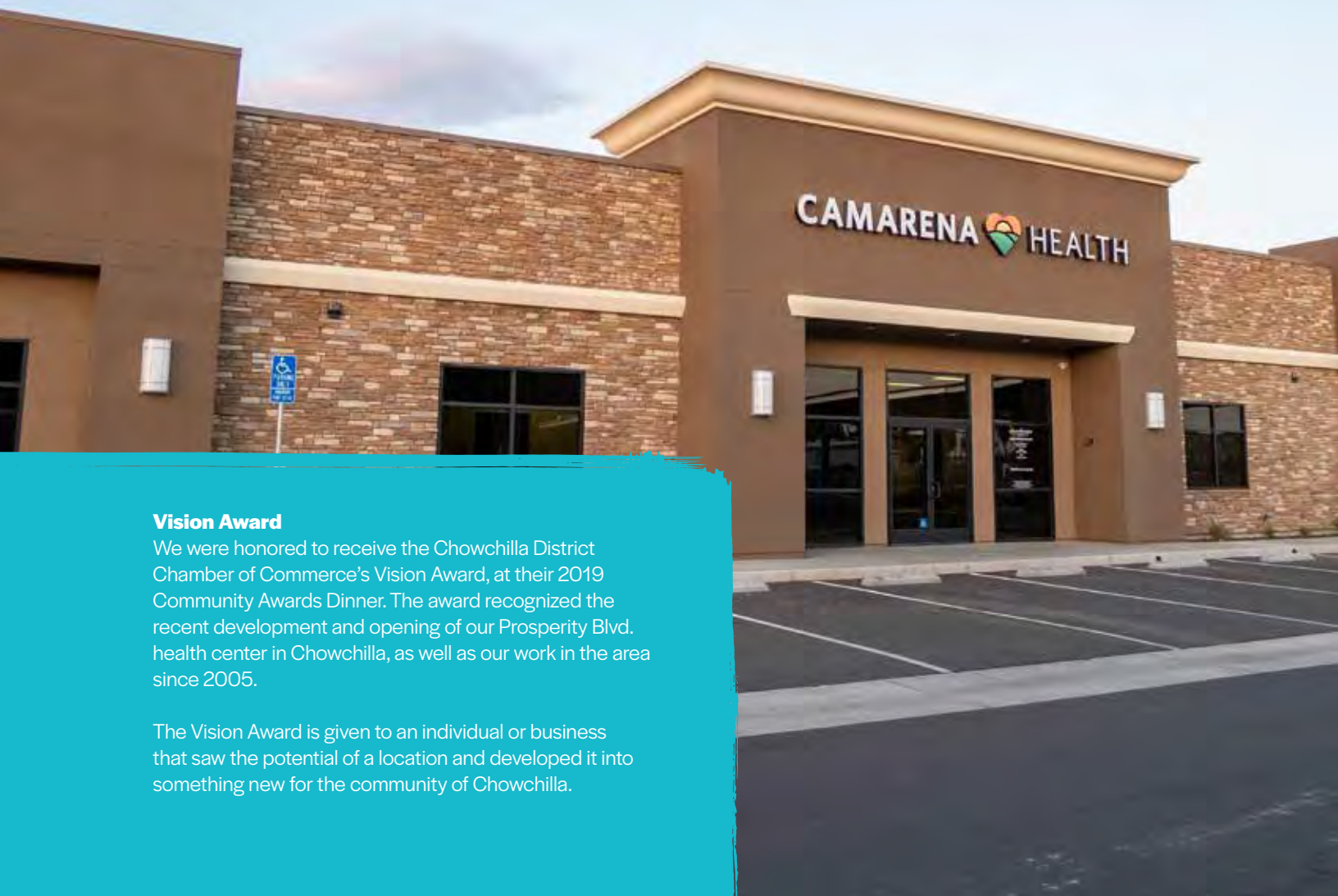
Camarena Health opened its first Chowchilla location in 2005, temporarily seeing patients out of the DeWitt Drug Store building. Later that year, the health center moved to the old post office building on Trinity Avenue to accommodate an expanding list of services.

In October 2019, a brand new campus was constructed from the ground up on Prosperity

Boulevard. The new, modern health center totals nearly 15,000 square feet – housing medical, dental, behavioral health, health education, comprehensive perinatal, and optometry services.

“Camarena Health has been proudly serving Chowchilla for more than 13 years. We are very excited about our new state of the art healthcare facilities, as it will allow us to grow alongside the community and meet the diverse healthcare needs of individuals and families from Chowchilla and surrounding areas.”

– Paulo Soares, Camarena Health CEO



Vision Award

We were honored to receive the Chowchilla District Chamber of Commerce's Vision Award, at their 2019 Community Awards Dinner. The award recognized the recent development and opening of our Prosperity Blvd. health center in Chowchilla, as well as our work in the area since 2005.

The Vision Award is given to an individual or business that saw the potential of a location and developed it into something new for the community of Chowchilla.

Expanding Vision Services

Camarena Health's partnership with InSight Vision allowed Camarena Health to take over the operations of their Madera location in 2019. This opportunity enabled us to expand our existing vision services to include ophthalmology. Camarena Health worked closely with InSight Vision to maintain staff and an ophthalmologist at this location to ensure continuity of care with existing patients. We have been providing optometry services at our 6th Street location in Madera and expanded optometry services in 2019 at the new Chowchilla Health Center campus.



Urgent Care

In 2019, Camarena Health expanded Urgent Care services in the city of Madera with the opening of our Country Club Lane location. We also brought our first urgent care location to Oakhurst, filling a major gap in healthcare resources in that community.

The urgent care centers are open later than a typical health center, so patients don't have to worry about missing work or school. These locations make after-hours and weekend visits possible that otherwise would not be available.





Helping Our Community Flourish

We are privileged to work within our communities to help them flourish. We not only provide healthcare services to our communities, but also help them thrive in other ways. In 2019 we helped our communities by fundraising, helping change smoking and vaping policies, providing scholarships, and more. All of our community outreach efforts are intended to help keep our communities healthy and flourishing.

Central Valley Heart and S

American Heart Association
Heart and Stroke Walk

1924
Date Oct 19, 2019

Pay to the
Order of American Heart Association \$ 332,000⁰⁰

three hundred thirty two thousand Dollars

For Heart and Stroke Walk

1924: 7425THANKYOU123: 101HEARTHERO:

Fresno State Athletics Partnership

In 2019, Camarena Health kicked off the beginning of a 2-year partnership with Fresno State Athletics. It was time for the Heart of Healthcare in the Central Valley to team up with the Pride of the Valley!

Through our partnership, we had the privilege of becoming the title sponsor of the Junior Bulldogs Kids Club. The Junior Bulldogs Kids Club is a free club open to Bulldogs fans 12 and under. When a child signs up to join the Junior Bulldogs Kids Club, they receive a number of free perks and exclusive opportunities. One of those perks is the chance to make the Camarena Health Kids Call of the Game, an in-game segment displayed on the video board where kids make the call on historic Fresno State Football plays.



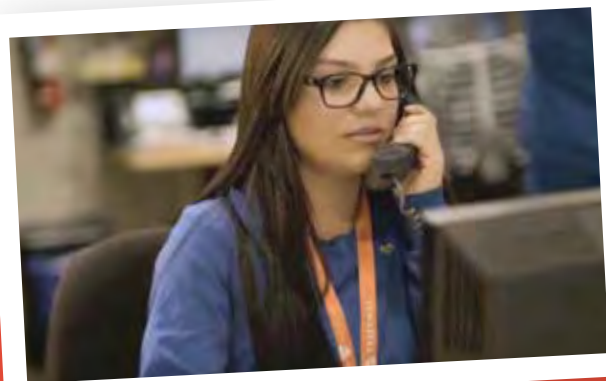


Workforce Development Program

At Camarena Health, we do not think of ourselves as just a healthcare provider. Instead, we act as a partner in the Central California communities that we serve. Programs like our partnership with the Madera County Workforce Assistance Center are our way of strengthening our community – and ensuring that we're ready for the future of healthcare.

Camarena has lots of positions available to place some of the Workforce Assistance Center's students and clients. Many of those Workforce Assistance placements have turned into full-time jobs for Madera County residents, as Camarena Health continues growing to meet both the employment and healthcare needs of our community.

"I didn't know where to go, where to turn to – I really felt helpless trying to find a job right after I finished high school," said Angelica Maciel-Gil, a former Workforce Assistance Center student who now works as a Front Staff Support Member at Camarena Health. "Once the Workforce Assistance Center gave me my job here at Camarena Health, they still kept in touch every single week. They paid me, they helped me, I mean they even bought me scrubs. So, I just thought it was really cool."



Once the Workforce Assistance Center gave me my job here at Camarena Health, they still kept in touch every single week. They paid me, they helped me, I mean they even bought me scrubs.

— **Angelica Maciel-Gil**



Crystal Tower Award

We are honored to be recognized by Madera County Compact as a Crystal Tower recipient for excellence in business and education partnerships.

We are fortunate to have such a collaborative partnership with Madera Unified School District and Madera South High School with our School Based Health Center. Together we are able to improve the health of our students and families while bringing Career Technical learning opportunities for student interested pursuing a career in healthcare. Thank you for this honor!

We were nominated by a student, Elizabeth, at Madera South High School. We've been a partner at Madera South for five years now, providing students with an opportunity to learn more about health care. We have also built a health center on campus with private and public centers to ensure students can get the care they need.

Having healthcare services available on campus for students has been a great benefit. They are provided with immediate social-emotional support from therapists, doctors, or nurses. When a student is struggling, having a family therapist on campus who can provide immediate and recurring support is crucial. Students cannot learn if they are not happy, healthy, or safe, and Camarena Health has been able to put students in a position to receive immediate assistance.



#BreakTheStigma

In 2019, we started a campaign to aid those struggling with mental health issues, especially teen depression and postpartum depression. We were able to develop the program through a grant from the Kaiser Permanente Community Benefits Program. The goal of the #BreaktheStigma campaign is to create a community in which it is normal to talk about mental health.

If you think you might be experiencing depression or another mental health problem, you CAN and SHOULD talk to someone.

Teen Depression

Depression and other mental health issues affect 1 in 5 teens. Our goal at Camarena Health is to break the stigma, and encourage teens to seek help.

As a community, we should be aware of what our teens are going through, how to spot the signs of depression and other mental health issues, and how to help teens seek the support they need.

Postpartum Depression

Mothers with postpartum depression experience intense, long-lasting feelings of sadness, anxiety, or despair that prevent them from completing their daily tasks and routines. In mothers, PPD is often caused by a combination of factors.

It's okay to ask questions about mental health after you've had your baby.



“Together we can
#BreaktheStigma
about mental health”



What Should I
Do If I See Signs
of Postpartum
Depression?

#BREAKtheSTIGMA



It's time to
talk about
Mental Health

#BREAKtheSTIGMA



1 in 5 Teens Will
Experience a
Mental Health Issue.

#BREAKtheSTIGMA



25th Anniversary of Camarena Health Scholarships

Since 1995, Camarena Health has awarded scholarships to Madera County students with a career focus in the medical field. The funds are raised with the assistance of Camarena Health's Board of Directors, past board members, employees, local partners, and community members. Scholarships are awarded to students who exhibit leadership, community involvement, academic excellence, and dedication to their careers.

In 2019, we were able to provide more students than ever before with scholarships totaling over \$25,000. Giving scholarships allows us to provide members of our community with the opportunity to pursue a career in healthcare.



Camarena Health
Scholarship Program



Madera South Health Pathway

Trauma, Resilience, and the Power of Relationships

In October, Madera South's Mr. Coppola and two Madera South ROP Medical Career alumni were able to present at the Trauma, Resilience, and the Power of Relationships Regional Convening hosted by the California School-Based Health Alliance. These brave students spoke about their efforts on campus to break stigmas around mental and behavioral health with their peers. Many of our SBHC staff and MUSD school district staff were in attendance to cheer them on!

Mr. Coppola shared how one of the health pathway students flourished throughout the program, saying, "I watched [them] transform, their attitude improved, their grades improved, and even their self-confidence improved."

The students in the program learned about how to help peers with behavioral health issues. Through their learning, they realized they were going through some of the same things, and were able to experience healing.



Anti-Smoking and Vaping Campaign

The Madera County Department of Public Health, Tobacco Control Program was funded for FFY 2017-2021. The goal of the Madera County Tobacco Control Program is to promote health and advocate for social norm changes regarding tobacco use through interventions that focus on policy, system, and environmental changes. Priorities include the reduction of second-hand smoke exposure, tobacco smoke residue, tobacco waste, and other tobacco products.

The Tobacco Control Program staff in collaboration with Dr. Barker and Provider Chris Fasulo helped to educate the community on the benefits of smoke-free parks and discuss the health consequences associated with secondhand smoke exposure and how Smoke-Free parks can help denormalize tobacco use in our community. Dr. Barker presented at a community forum on November 15, 2018 in the City of Madera to help educate community members and elected

officials on the proposed policy. The presentation helped to capture momentum in the community. On May 15, 2019, Madera City Council unanimously voted (7-0) to adopt and implement a Smoke-Free parks policy in the City of Madera. As of June 2019, all public parks in the City of Madera are now Smoke- and Vape-Free parks.

The Tobacco Control Program used the momentum from the City of Madera to initiate efforts in the City of Chowchilla. On September 26, 2019, Tobacco Control Program staff in collaboration with provider Chris Fasulo hosted a community forum to educate community members in the benefits of smoke-free parks and give community residents an opportunity to ask questions regarding the proposed policy. The Tobacco Control Program staff and coalition partners are still actively working to capture support for smoke-free parks in the City of Madera.





“We are thankful to have such amazing partners that can help advocate for stronger Tobacco Control policies in Madera County. We hope to continue our partnerships in future events and to continue to collaborate to help protect the health of our Madera County residents.”

Maria Barragan, Health Education Coordinator
— Madera County Department of Public Health

Making Connections & Making Changes

Agriland Wellness Plan

We supported our ag community by partnering with Agriland Farms to provide biometric screenings for their employees. These screenings were held at the Agriland Wellness Center throughout the month of June. The purpose of the screenings was to provide the farmers with a snapshot of their current health.

The screening helped determine areas in their health that may need attention. Knowing important numbers for blood pressure, glucose, cholesterol, and body mass index (BMI) is one of the first steps in taking an active role in their health.

We provided 160 screenings and followed up with patients 3 months later to check on their progress. We hope to continue this program each year.



Screenings included:

- Diabetes screenings
- Health education
- Hypertension screenings
- Vision screenings
- Anemia screenings
- Body mass index (BMI) screenings
- Height & weight
- Medication screenings

Promotores Frente a la Obesidad Infantil

We partnered with Valley Children's Hospital and MGY Building Health Capacity to develop a program to help prevent and reverse childhood obesity in Madera. According to the Madera Community Health Needs Assessment childhood obesity is in the top three identified medical threats to the community. Over the last decade, the United States has recorded significant upward trends in the prevalence of obese children correlating linearly to the age group of the child. Promotoras frente a la Obesidad (PFLO) is a community based program developed by frontline volunteer community health workers (CHWs), known as Promotores de Salud, to help educate rural, primarily Spanish speaking families of various cultures on childhood nutrition.

Dr. Daniel Ebbs, a pioneer of the program, worked with Camarena Health's Promotores de Salud to design a program to educate children and families on the topics

of breast and bottle feeding, importance of routines, building family teams, introduction of solid foods, active play, and screen time. The program is designed as an early educational intervention to provide tools and nutrition information to give children the best change at preventing obesity. The program consists of 13 promotoras who recently completed a one year education program on childhood nutrition paralleling the American Academic of Pediatrics guidelines and recommendations. PFLO includes one-on-one interventions which will enroll families who are pregnant or have children between the ages of 0-3 years in a child health seminar consisting of six classes.



Volunteers hosted weekly sessions included the following topics:

- Breast feeding & bottle feeding
- Role model, routines, & building a family team
- Introducing solid foods
- Active play & screen time

Internship Programs

Camarena Health is proud to provide Central Valley students with the opportunity to learn and work at our facilities. This work has nourished our local community, and has given us the ability to have a hand in the development of the next generation of health heroes.

We participated in the Central Valley Health Network's internship program this year and hosted two Fresno State students. The goal of this internship is to prepare young professionals for careers in health care or to gain vital experience in preparation for professional or medical school. The interns were responsible for assisting and supporting the outreach team with a variety of public health initiatives. Interns were in charge of the development and implementation of education on health center programs and services. Our Interns planned and hosted a community health fair and other community events.

Throughout the internship program, the interns are provided with different job shadowing opportunities. The students work with Camarena Health 20 hours a week in addition to their studies, assisting and supporting the outreach team.





INTRODUCING: Cam!

This year we welcomed everybody's favorite new friend to the Camarena Health team, Cam the Heart! Cam made several appearances at our community events this year, got to hang out with Fresno State's TimeOut, and brought lots of smiles to everyone he met. You might have seen Cam stuck around town, his popular sticker took over our communities!



Economic Impact

Camarena Health has been recognized in the community as making a significant economic impact in Madera. Not only providing increased access to care to communities that need it, but stimulating our economy.

Camarena Health Provides a number of jobs to our community by hiring employees. Camarena also indirectly funds jobs by hiring other service providers. We are also responsible for a number of tax dollars that go back to supporting our community.

Total Jobs
642



421
Employees

221
Other jobs in
the community

12%
Growth in
Employees



Total Economic Impact

\$80.8M

\$40.2M

Direct Health Center Spending

\$40.6M

Community Spending



Annual Tax Revenue

\$11.3M

\$3.7M State & Local

\$7.6M Federal



Total Revenue

\$45,422,201

Events

A big part of our community outreach program includes fundraising and educational events. This year we were able to host several events to help our community flourish.



Camarena Classic

On Nov. 1, 147 golfers made our 8th Annual Camarena Classic golf tournament our most successful outing yet! Held at Dragonfly Golf Club, the tournament, and golfers, raised more than \$40,000 to support several community benefit programs that Camarena Health provides patients and community members. Those programs include Car Seats for Kids, Reach Out and Read, and the Camarena Health Scholarship Program. This year the Camarena Classic reached the max capacity of golfers, and raised a record amount of money for our programs.

Again, it's with much appreciation that we offer our sincere thanks to the supportive businesses, sponsors, donors, and volunteers whose efforts made this the most successful Camarena Classic yet, topping last year's attendance (130 golfers) and fundraising (\$37,000). Using the funds raised at this year's Classic, we'll continue providing great Community Benefit programs to Camarena Health's patients and community members.



National Health Center Week

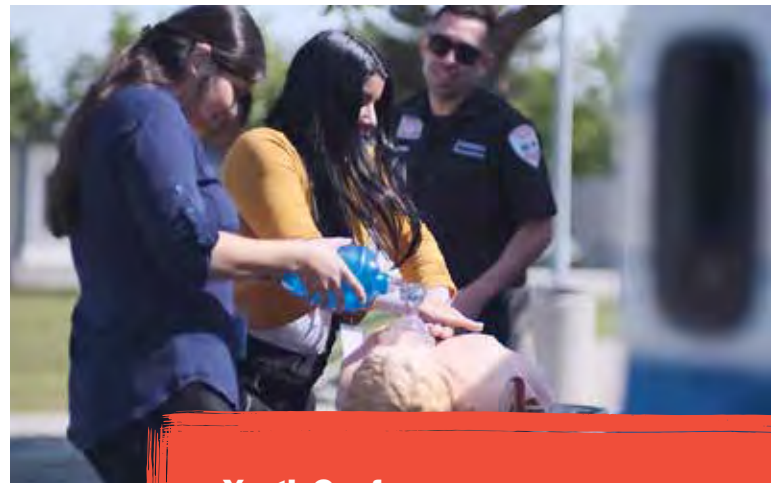
On August 1, we celebrated National Health Center Week by hosting a Community Wellness & Resource Fair! The fair consisted of a half day of fun, games, health, learning, and togetherness. Over 20 agencies from the Madera and Fresno areas attended to share info on programs and services that are available to our community. It was a fun event for all!



Women's Health and Wellness Conference

On May 17, we celebrated National Women's Health Week 2019 by hosting our fourth annual Women's Health & Wellness Conference at the Madera County Office of Education. This free, educational event gave over 160 women from throughout Madera County a chance to come together and take control of their health.

"The purpose of this conference is to remind these women to make their health a priority, and to make them aware of resources that are available to them from throughout Madera County," said Camarena Health's Director of Community Development, Lizette Contreras. "We have various agencies here sharing information about their health resources and other programs, in the hope that we can encourage women to take care of themselves."



Heart Walk

Camarena Health was a big part of the American Heart Association's Heart and Stroke Walk in October. We were honored to host the Kid's Zone, where young attendees could meet Cam, participate in a dance party, and learn more about the Heart Walk's cause. We were also proud of CEO Paulo Soares for serving as the chair of the 2019 Heart and Stroke Walk. The event turnout by the Camarena Health team was outstanding!

Youth Conference

On May 3, we hosted our 5th annual Health Careers Start Here High School Youth Conference at Madera Community College Center, in partnership with the Madera County Compact. The conference gave high school students throughout the area a chance to speak with local health-care professionals, participate in hands-on learning activities, and learn what it takes to pursue a career in healthcare.

This year's conference was facilitated in part by our own A.T. Still University P.A. students and featured keynote speaker Dr. Jesus Rodriguez. Dr. Rodriguez is a former Madera High graduate who went on to attend Stanford Medicine or Stanford University School of Medicine and become a family physician at Kaiser Permanente. In his keynote address, Dr. Rodriguez inspired our area high school students to pursue their dreams, without losing sight of who they are.



Helping Our Staff Flourish

When we make our staff's jobs easier, it makes it easier for our patients to get the care they deserve. We are dedicated to providing our staff with learning opportunities, the technology they need to get the job done, and opportunities to grow at every turn.





Camarena Kids Pediatric Center

A Continuity Clinic for the Valley Children's Pediatric Residency Program

As part of our Aspire to Inspire teaching health center program initiative, we partnered with Valley Children's Pediatric Residency Program to launch our first continuity clinic at our Camarena Kids Pediatric Center in Madera. Our goal in launching a continuity clinic site is to strengthen our healthcare workforce by training residents in a primary care setting that would provide a longitude of our community's healthcare needs.

Our Camarena Kids Pediatric Center is home to four residents who provide primary care to our pediatric patients, for ideally the term of their residency. The residents come into the clinic every week during their three-year training and work alongside our attending physician's, Dr. Janae Barker and Dr. Mireya Samaniego.

For the residents, coming into the continuity clinic is like an extended learning period. They get to start practicing and seeing patients in a supervised environment. Here, the goal is

to provide continuity of care, they schedule visits, examine patients, check patient history, and check in with parents.

The residents are supervised by their attending who works with them, helping to evaluate their physical exam skills and planning skills. The attending's role is to teach, guide, and help the residents.

Continuity clinics provide residents with the opportunity to see a diverse array of patients, depending on the community you might see different patient populations. No matter the population, however, the goal is providing preventative care. The continuity clinic is a positive environment for them to learn, they aren't afraid or embarrassed when asking questions.

So far, everyone with a hand in Camarena Health's continuity clinic has been overjoyed with the impact of the program. The medical assistants and staff have been enjoying the program, and have been a large part of the residents' education

as well. Dr. Samaniego, one of the attendings for the program said, "The medical assistants and staff are an integral part of the resident's training, they have additional knowledge they can share with the physicians, the training is a team effort." Dr. Samaniego tries to encourage her residents to learn from other physicians at the clinic too, while they aren't supervisors, they have a wealth of knowledge to provide as well, "They've really flourished, changed and become more confident." Dr. Samaniego said of the residents.

Dr. Samaniego's own experience with the program has been overwhelmingly positive. It is important to her to be involved in medical education and physician training, especially in underserved clinics and communities. "When you allow them to work at clinics like ours, you introduce them to these populations and it opens their eyes and helps them to see that they could be important players in providing care."





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— **Mireya Samaniego M.D.**

Engagement

A message from Chief Medical Officer Joel Ramirez, M.D., MBA



In late 2017, I had the wonderful opportunity to become a working member of this organization, to meet and work with the staff in our clinic facilities, and to create and participate in projects aimed at improving our delivery of healthcare services to our patients. As I have shared with each of our providers, I believe my role is to be an advocate in all things clinical.

In 2019, my intention was to improve and increase the engagement of our staff members with Camarena Health as a whole. When our providers and staff members are engaged and excited about Camarena Health, they truly flourish in the workplace. I have been ecstatic to see our new initiatives taking effect, from new opportunities for research, to the development of new positions in our organization, we've truly become a more engaged and invested team.

Provider Surveys

First up on the road to engagement was to get feedback from our staff. We put together a comprehensive survey to get feedback from our providers on what was working at Camarena Health, and what wasn't.

Response

After an astonishing rate of response of 90%, we knew it was time to get to work on making positive changes in our workplace. We put together several committees of volunteers all dedicated to making changes to improve the quality of our work environment, and the quality of the healthcare we provide.

Action Committees

Once our committees were at work, we began to develop positions within our organization to further increase engagement. This meant incorporating and specializing certain positions to ensure we are operating as best as we can.



Satisfaction Surveys

A hallmark of any respectable organization, is the consideration and willingness to listen to its staff. For that reason, Dr. Ramirez felt it was important to “check the pulse” of our medical providers and approached our CEO with the possibility of a provider satisfaction survey. We were able to move forward with this assessment and take a big first step at understanding how our staff felt about working at Camarena Health.

We were pleased to receive over a 90% response rate from our providers, and get thoughtful, constructive, responses from all. Based on the feedback we received, we knew there were a few key initiatives we needed to develop. So, we put developed committees of volunteers to help us make changes.

The Committees

We developed one volunteer committee to address the issues of the harsh transition from being student and learner, to being a fully-fledged medical provider. We completely revamped the new hire process for new graduates, developed a mentorship program, and integrated our onboarding procedures to our iConnect intranet system.

Another committee was put in place to revamp how we preform huddle reports. Despite being a well-known best practice, they were described as cumbersome and time consuming. With this in mind, the committee redid the huddle report to make it easier to process. This increased the likelihood of medical care teams performing these huddles, and hence improved our processes for preventative care at Camarena Health.

A final committee was put together to address patient scheduling. We took a closer look at how we schedule patients of varying needs in different departments. We were able to determine how to best put these patients onto the schedule to increase efficiency of patient flow during the day.

Pursuing Passions

Research

One piece of feedback we received from our providers was a desire to have a platform to conduct research. Dr. Pushkal Jadaun was essential in pushing for this, and was a large part in the development of Camarena Health's very own Institutional Review Board. The Institutional Review Boards (IRBs) at any institution is a board, not a committee. It is assigned to safeguard human participants for practical and ethical reasons. As such, it means that members of an IRB are tasked with rendering decisions about research they review.



Having a properly composed IRB makes research eligible for federal grants. All research (i.e., medical, behavioral, social, educational, or otherwise) that uses human participants requires a review by a properly composed IRB to be eligible for federal grant monies. By starting your own IRB, you have the potential to open up more possibilities for research projects, giving faculty more opportunities for professional development and collaboration with faculty at other institutions.

We wanted to be sure that if we developed a platform for research it would be ethical and well structured. We researched and were approved to put together our IRB at the end of 2019 consisting of a chair, Dr. Jadaun, co-chair, Dr. Ramirez, clinicians, informational technologists, and a community member.



Team Impact

Stories from our Staff:

Emily Valdez

Emily Valdez is originally from San Jacinto, a small town in Southern California. She moved to Fresno in 2011 to attend Fresno State as a nutrition major with a goal to eventually become a registered dietitian (RD).

She planned on leaving the Central Valley after college to move back closer to home. During school Emily was unaware of what she wanted to do as an RD, but was very interested in becoming a sports dietitian. After completing her bachelor's degree in 2015 she started the Fresno State Dietetic Internship where she got to experience many different jobs dietitians could do. After the internship she started working at Camarena Health in 2016 and has been here ever since!

While at Camarena Health Emily has developed a passion for working with patients with diabetes and the underserved community. Throughout school she never pictured herself working in the area of diabetes education, but now has truly found a passion for helping patients with diabetes. She has even taken a step further and achieved a certificate in diabetes education. This certificate shows Emily displays top quality education and care when working with patients to help them successfully manage their diabetes.

Emily hopes to continue to grow the diabetes classes at Camarena Health to reach more people in Madera County. While she never envisioned herself working in diabetes education in the Central Valley, she loves helping people here understand how to achieve their health goals in hopes to live longer and healthier lives.



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Community
And, Our Staff
Flourish. **





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