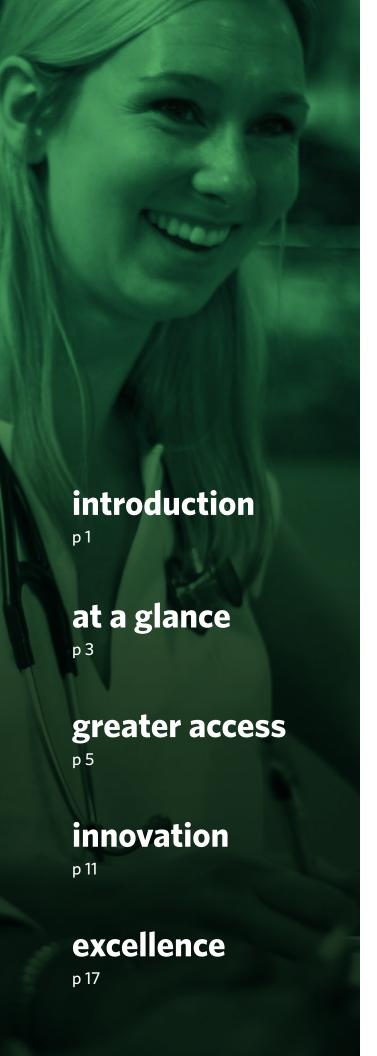


2017 annual report



feels like

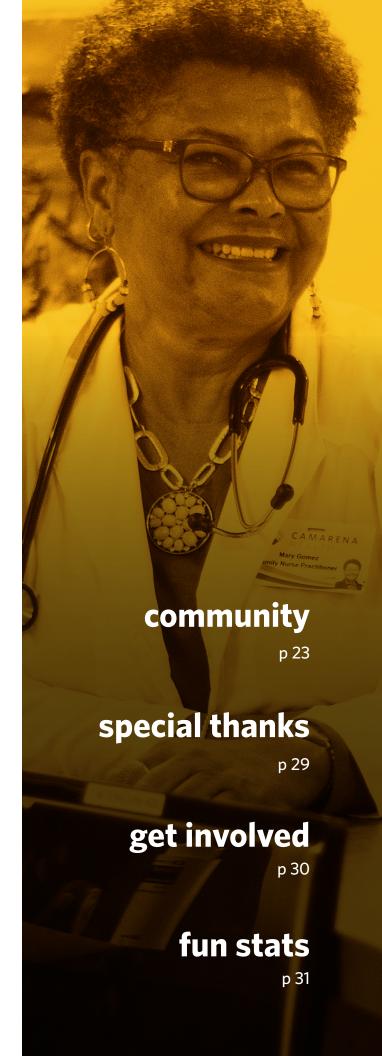






Another Year Dedicated to Excellence

2017 marks 37 years of unwavering dedication to providing the best possible healthcare to the communities we serve. Our success is measured by a number of factors, including: greater access, operating with excellence, innovation in services, community involvement, and living by our Core Values. This report provides a brief glance of some of the highlights from 2017.





Letter From the CEO

We are endlessly humbled by the opportunity to provide healthcare services to the residents of Madera County. With nearly 40,000 individual patients served in 2017, Camarena Health had the privilege of caring for approximately 1 out of every 4 residents in Madera County. Being trusted with the healthcare needs of so many individuals, Camarena Health is continuously striving to deliver quality, accessible care through a positive patient experience. We also look to integrate numerous services into all locations so that we can meet the varying needs of all patients.

In 2017, Camarena Health continued to work in that direction by adding new services and by laying the groundwork for the delivery of innovative models of care. We started the year by adding Dental services in the community of Oakhurst to complement the existing medical and behavioral health services already being offered to the community by Camarena Health. A few months later, we celebrated with our community as we broke ground on the first-ever School Based Health Center in Madera County on the grounds of Madera South High School. This was a very exciting project as it was not only increasing access to primary care services to the community, but it was being done in a very collaborative and innovative manner. Lastly, we continued to expand the breadth of services offered to our patients by adding chiropractic care to our list of services available.

We truly appreciate all of the continued support and collaboration received by our valued partners in the community. We look forward to another great year ahead and are excited to continue our growth in the communities we serve and to continue our work to be the provider of choice for quality primary care services in Madera County. •

Caulof. Some



Message from the President

I have been a proud board member at Camarena Health for almost 10 years. Serving as the Board Chair in 2017, has given me the privilege to know firsthand the great work and care Camarena Health provides to our local community. Throughout the years as a Camarena Health Board Member, I have appreciated the commitment to excellence by our leadership, providers and staff. Over the past year, the vision of Camarena Health's care teams have been focused on developing innovative delivery of care models that can provide a full range of high-quality health services to meet the needs of individuals and families in our growing and diverse community.

I am in awe to have experienced the growth of Camarena Health this past year, as I have experienced the transition of this once small health clinic with only a couple of sites and minimal services to now a growing healthcare organization with 10 health center sites offering a diverse range of services; Internal Medicine, Family Practice, Pediatrics, Dental, Optometry, Chiropractic, Pharmacy and Behavioral Health services to the residents of the Madera County.

I would like to take this opportunity to express my heartfelt thanks to Camarena Health for the continued commitment to providing quality services all these years to our community in the cities of Madera, Chowchilla, and Oakhurst and in 2017 expanding to the open the first school based health center in Madera County at Madera South High School and creating access to care in Coarsegold.

Thank you,

Monic Asenjo Wilhite

Presdient

Board Members



Seann Garcia Vice President



Muriel Fore Treasurer



Edgar Jimenez Secretary



Patty Thompson Past President



Calvin Crane



Abimael Vargas



Jutta Webb



Patty Pistoresi
Member



Ross Thorton
Member



Cecilia Massetti



Raquel Rodarte



Anita Damiano

AT A GLANCE

EXPENSES \$31,134,122



REVENUE \$35,545,205

\$26,151,750

2016

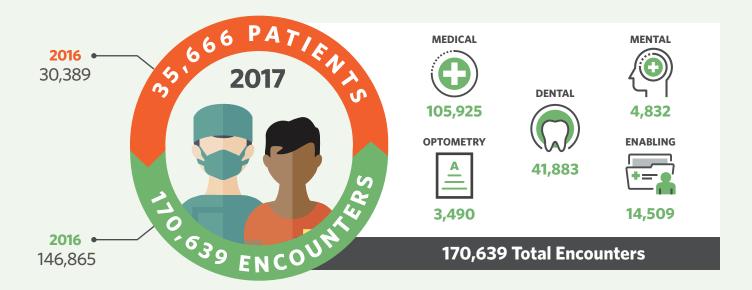
\$30,675,475

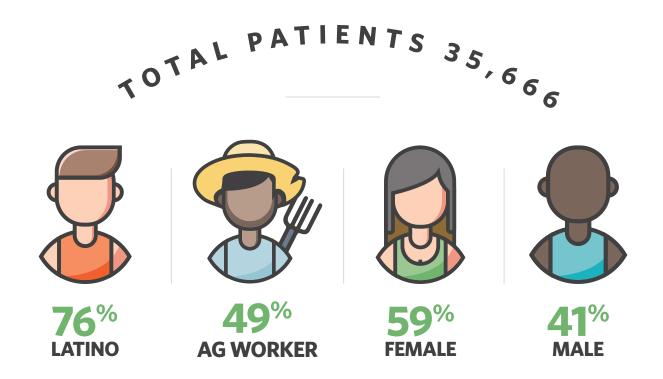
337 EMPLOYEES

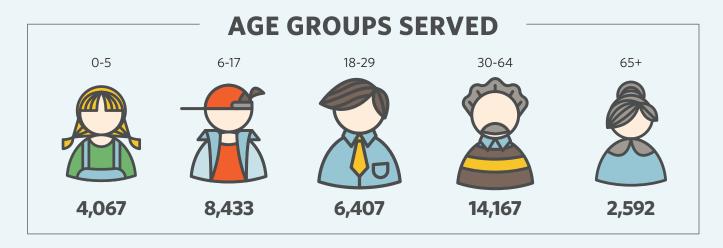


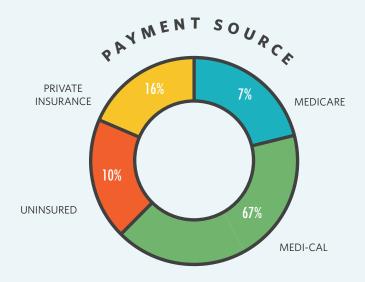
20% GROWTH IN EMPLOYEES

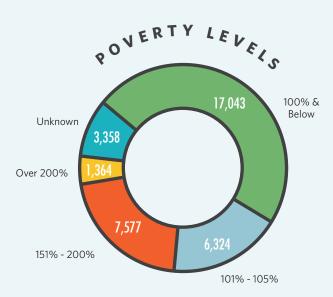
We welcomed 65 new medical and support staff to the Camarena family in 2017.

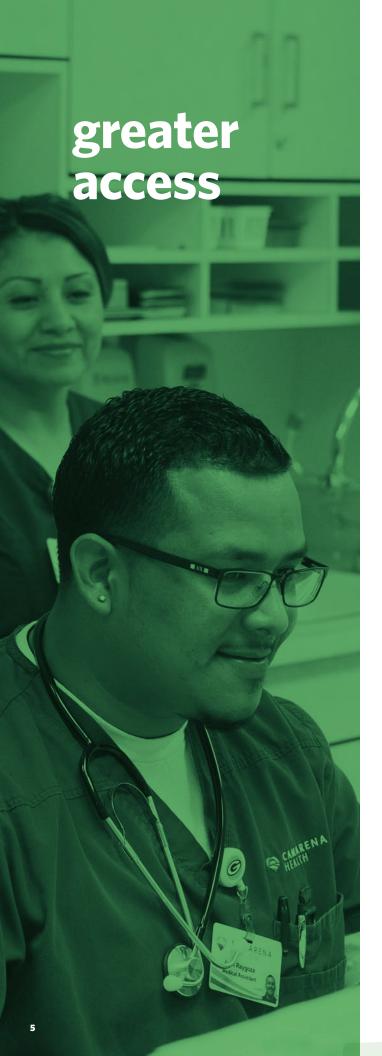












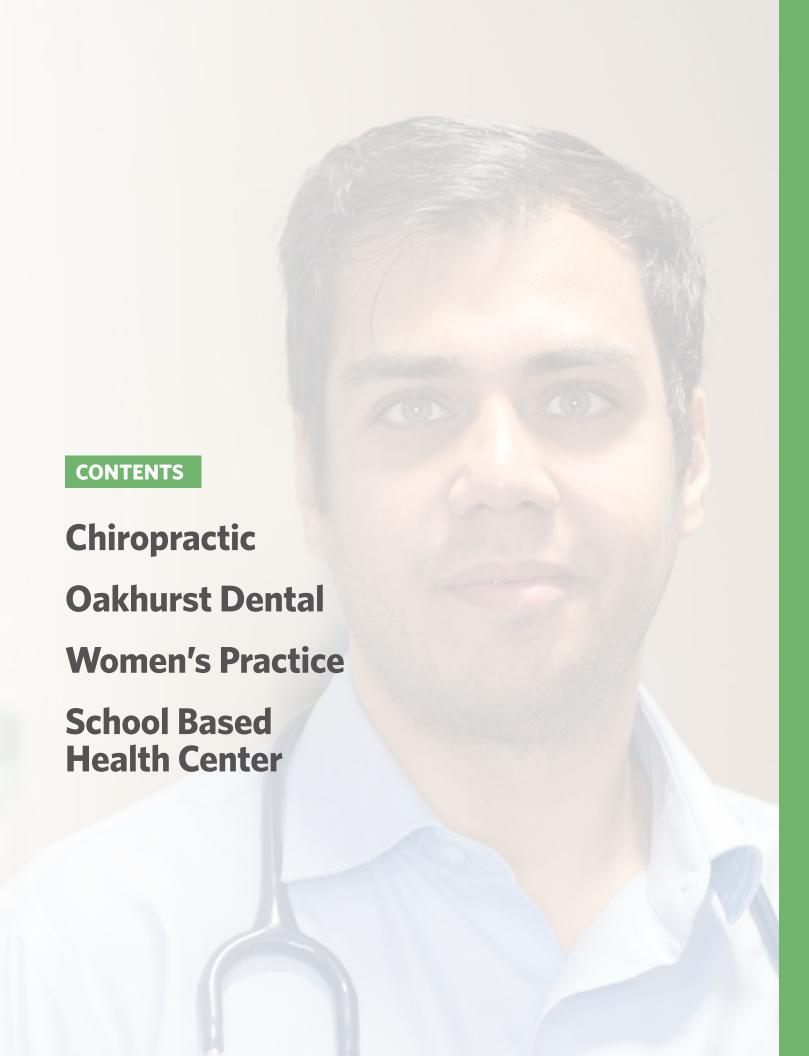
Camarena Health continues its dedication to ensuring that the numerous communities of Madera County have access to high quality, accessible, and affordable healthcare. To Camarena Health, the definition of growth goes beyond opening new health centers.

It means the ability to identify new services, partnering with other healthcare providers, and collaborating with businesses and academic institutions to continuously train a new primary care workforce while simultaneously expanding access to care in our community. •

Camarena Health is proving to be a true member of our mountain and foothill communities. They continuously look for opportunities to expand medical services to our rural residents while maintaining top-of-the-line care.

Their latest additions include a new dental facility with full-time providers and a full-time pediatrician in their Oakhurst medical center. Camarena Health is committed to serving the Oakhurst area. We look forward to their continued growth to best serve the people of Eastern Madera County.

Supervisor Tom Wheeler *District 5, Madera County*

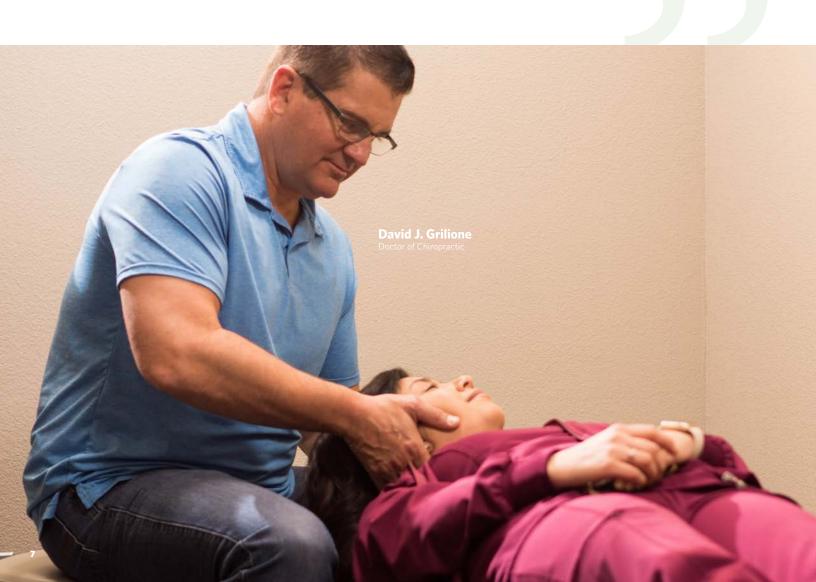


Chiropractic

Integrating new services to complement and enhance the care that our medical teams already provide is a central strategy behind Camarena Health's growth. In 2017, Camarena Health began offering Chiropractic services to its patients. Our Chiropractor works closely with our medical providers to identify treatment options best suited for the needs of our patients.

By providing Chiropractic care, it allows patients the opportunity to seek a natural and healthy alternative for pain management. ©

"Our Chiropractor works closely with our medical providers to identify treatment options best suited for the needs of our patients."





Since first opening our doors in Oakhurst, we have received consistent requests from the community to offer dental services. It became clear that residents of Oakhurst and Eastern Madera County were looking for accessible and affordable dental care that was able to accept all insurance types, including Medi-Cal. In 2017 we answered those requests and opened our first dental practice in Oakhurst near our existing medical facility on Road 426.

This facility has a full-time dentist and dental team that has been able to provide 2,546 visits to 700 patients in our first year of operation. By opening this facility, Camarena Health has ensured that all residents of Eastern Madera County have access to affordable

2017 CAMARENA HEALTH ANNUAL REPORT 8

Eastern Madera County have access to affordable preventive dental care.

Mohammed Al Roshaidan

Avomen Practice **Camarena Strong** In July 2017, Camarena Health expanded our OB/GYN program to include an additional facility as well as specialty services. By expanding our OB/GYN program, we have been able to provide over 3,800 visits to 1,380 women in our first six months at this new location, making Camarena Health the largest provider of Women's Health services in Madera County. In 2017, Camarena Health served 4,709 women and provided 17,618 visits through our Women's Care practices overall. 9 2017 CAMARENA HEALTH ANNUAL REPORT



School Based Health Center

At Madera South

In April of 2017, we broke ground on the first-ever school based health center in Madera County. The health center is situated on the campus of Madera South High School, which has over 3,000 students in attendance each year. The new School Based Health Center provides medical, dental, behavioral health, and health education services to faculty, students and their families. Additionally, the school nurse's office has been integrated into the health center to offer a seamless experience to the students of Madera South High School. Services offered at the School Based Health Center are also offered to members of the community. Camarena Health has experienced a long and successful relationship with Madera Unified School District. This new School Based Health Center is a great example of how we are collaborating to ensure students are healthy and ready to learn. 🖘

MUSD and Camarena Health Care share a healthy partnership proven by a new clinic serving nearly 3,300 students and staff as well as the community at Madera South. Camarena's choice is a value statement about kids and community! We appreciate Camarena and hope for a decades-long partnership that uplifts Madera!

Todd Lile, Superintendent *Madera Unified School District*



Camarena Health continues to dedicate itself to new and innovative strategies in delivering quality care to the patients we serve.

Innovation is not only defined by the technology we hold, but also in our ability to think outside of the box, to forge strategic relationships with our community partners, and to anticipate the impact on our patients in an ever-changing health care environment.

"The diabetes self-management support group allows patients to actively engage in their treatment, fosters patient comradery, and provides an open forum for patients to discuss obstacles, challenges, and successes. The patients are engaged, pro-active and highly motivated to make positive life changes with the support of their care team and their peers by their side. We are no longer in a world of "cookie cutter" approaches. We must be innovative and forward-thinking while always challenging ourselves on the way we deliver care."

Nathaniel Lara

PA -C



OB Enhancement Program

Clinical Pharmacist

Diabetes
Support Group

Western University of Health Sciences College of Dental Medicine

MOBILE MAMMOGR

HEALTHCARE FACILITIES • CORPORAL
COMMUNITY EVENTS • ORGANIZATIONS



OB Enhancement Program

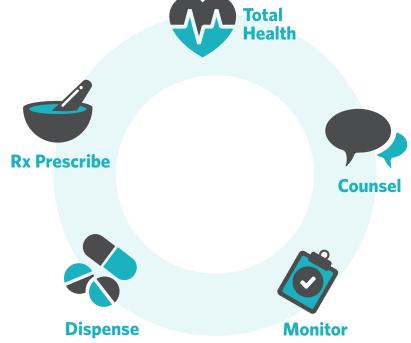
Camarena Health's Obstetrics (OB) program was enhanced this year to provide a greater emphasis on the importance of obtaining early prenatal care. The program focuses on providing a comprehensive package of services which include ongoing prenatal visits with their provider of choice, health education, nutrition, and behavioral health services. In addition, mothers are eligible to receive a car seat and participate in a Baby Shower. All classes are educational and give each mother the opportunity to interact with their OB provider and care team.

The new mothers are also provided with an opportunity to build a relationship with Camarena Health pediatricians prior to giving birth to ensure a seamless continuum of care for their newborn. For 2017, a total of 1,605 OB patients were served, and 822 babies were born.

Results

- Higher patient engagement
- **✓** Early entry into care
- Relationship with Pediatricians before delivery
- **Reduced low birth** weight





Camarena Health and the California Health Sciences University began a partnership to bring clinical pharmacy services to health center patients. The clinical pharmacists provide patient care that optimizes the use of medication and promotes health, wellness, and disease prevention. The clinical pharmacy staff function as an extension of the care team and work in collaboration with our providers, retail pharmacies, specialists, and patients and their families. \Leftrightarrow









Diabetes Support Group

In partnership with University of California, San Francisco (UCSF), Camarena Health implemented monthly diabetes clinical support groups, which are led by a Camarena Health provider and health educator. The team engages the group by allowing them to select the topic of the day and providing each patient with an evaluation prior to commencing the class. Some of the discussions

have included cholesterol, managing diabetes while sick, community resources, diet, and the importance of exercise. Patients are able to learn from each other and share life-changing stories. Camarena Health has been able to increase compliance with the patients who have participated with the implementation of this new support group. 💝







Western University of Health Sciences College of Dental Medicine

In August 2017, Western University of Health Sciences-College of Dental Medicine began to place fourth-year dental resident students at Camarena Health. This placement was part of the residents community-based dental education rotation. The rotation provides each student the unique opportunity to work in a health center, gain experience, and provide direct patient care.

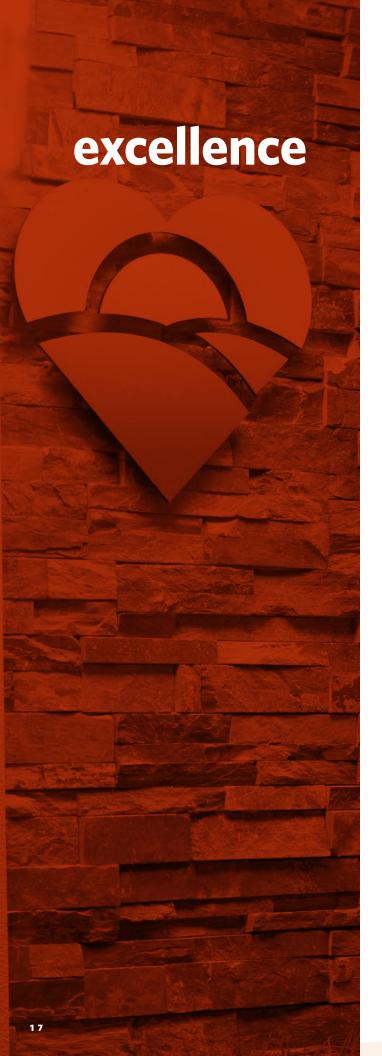
It is our hope by partnering with universities and placing students at our health centers, we will provide the platform and opportunity for students to discover a passion in working with the underserved, and they will later seek careers within our community. •





The discipline of learning. The art of caring.





Camarena Health's ability to consistently exceed expectations while providing specialized programs to meet the needs of our patients is evidenced through our specialized programs and recognized accreditations. Excellence is ingrained in our mission, celebrated in our employees, and found in every touch point with our patients. •

At first I was scared and mad at myself. I felt like I didn't take care of myself or my family. Attending Project Dulce had a huge impact on me, helping me understand that I can live a better life with diabetes. I can talk openly in the class knowing that no one is going to judge.

For someone to deal with diabetes alone is hard, but when we gather together it makes it easier.

Gladys Doradea

Patient



PCMH Accreditation

Patient-Centered Approach

Camarena Health has completed its Patient-Centered Medical Home (PCMH) transformation and recognition process by the National Committee of Quality Assurance. Camarena Health now has four sites that have received the highest level in recognition. By achieving the highest level of PCMH, Camarena Health has demonstrated its abilities in mastering team-based care, access and continuity, and care coordination and processes. \Leftrightarrow











ALMOND 6TH STREET OAKHURST CHOWCHILLA



Project Dulce

Camarena Health has partnered with Madera County Public Health Department, Madera Community Hospital, and Dr. Satwant Samaro to implement Project Dulce. Project Dulce educates diabetic patients on various topics, including diabetes risk, signs and symptoms, and nutrition. The program provides patients with valuable information and tools to manage and prevent diabetic complications.

Participants are able to develop relationships with members of the group who can provide them with support as well as build friendships with other diabetic patients. Classes are held at Camarena Health and at Madera Community Hospital.

For someone to deal with diabetes alone is hard, but when we gather together it makes it easier.

Project PHASE

Camarena Health has met and exceeded its target in managing patients with hypertension through the PHASE (Preventing Heart Attacks and Strokes Every day) project. By extensive planning with multi-disciplinary teams and the development of individual care plans, Camarena Health was able to exceed the 90th percentile in compliance for managing patients with diabetes and hypertension.

Individual care plans address medication management and social economics barriers to health for each patient.

...Camarena Health was able to exceed the 90th percentile in compliance for managing patients with diabetes and hypertension.







Camarena Health is committed to improving the overall health of the communities we serve and is dedicated to investing in our communities through outreach, education programs, and collaboration with community partners.

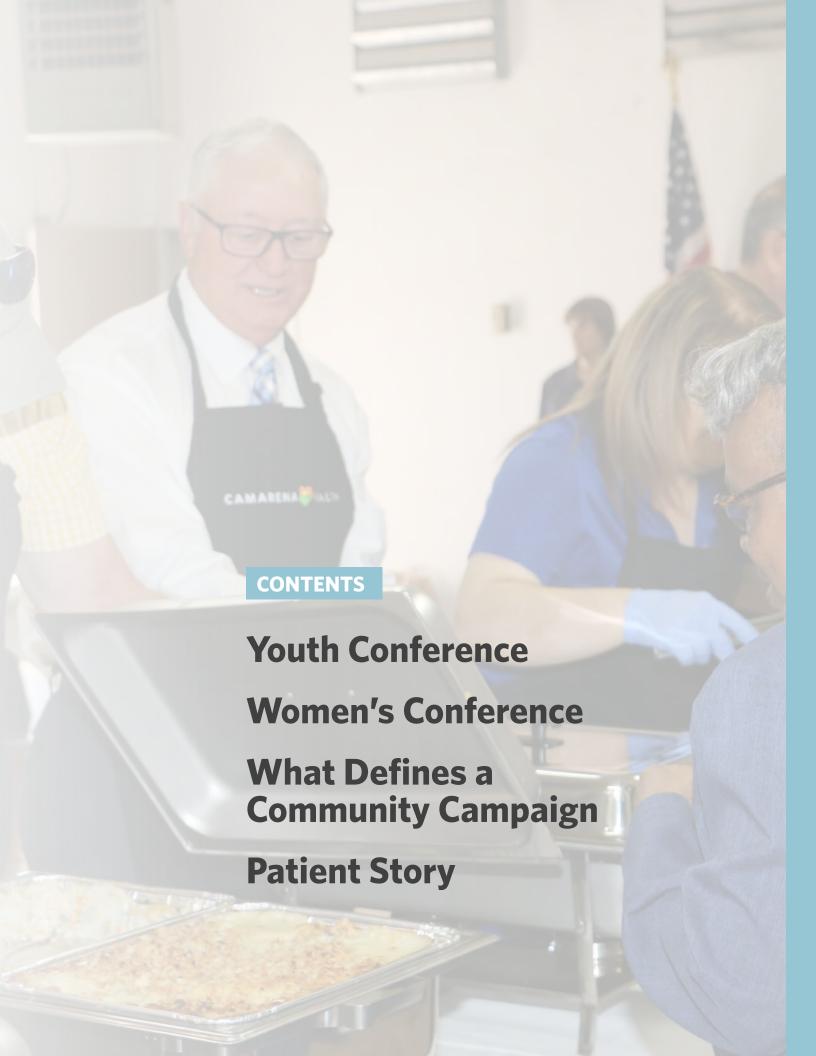
We know that providing high quality care to our patients goes far beyond our health center walls, and this is evident by the work we are doing throughout Madera County.

I have been working with Camarena Health for the past 3 years to implement community diabetes projects. One of our biggest collaborations was the implementation of the Project Dulce program – a series of diabetes workshops for people with diabetes. Being a part of this agency's commitment to bring health to the community has been a rewarding professional experience.

I am proud to work with this clinic whose interests are truly to promote the health and well-being of every person in Madera County.

Eliana Oropeza

Health Education Specialist Madera County Public Health Department



Youth Conference













Women's

Conference

VOLUNTEERS

160 ATTENDEES







What Defines a Community Campaign

In 2017 we launched our "What Defines a Community" campaign, featuring 3 short videos (in both English and Spanish) distributed only on social media. Our goal was to celebrate the communities we proudly serve as well as display the scale and access to quality healthcare available through Camarena Health. We are privileged to share these videos over 18,000 times with members of the community.

We are privileged to have shared these videos over 18,000 times with members of the community.







This is Why We are Dedicated to Excellence!

We are extremely grateful and appreciative of our dedicated team. From our front desk receptionists, to our medical providers, leadership team and volunteers – everyone contributes tirelessly to provide the best possible health and medical services to the communities of Madera County. It's receiving letters like the one below from a mother of 6 (including 2 in foster care) that keep us moving forward.

"Our family can't say enough about how grateful we are to have a pediatrician and dentist for our children up in the mountains... Especially a place that accepts Medi-Cal/Calviva and Thank you!"

"This mama of 6...
is so thankful to God for
Camarena Health, up
here in the mountains..."

"It is life changing on a very practical level for our family. Having wonderful, very good health available within 15-20 minutes of our home"

"There are a lot of requirements to meet for Foster Care Kiddos and Camarena Health has helped equip us to meet those requirements, giving optimum care, readily available."

Special Thanks

Camarena Health hosts multiple fundraisers throughout the year to support special patient and community programs, including Car Seats for Kids, Youth Scholarships, Reach Out & Read, and our community workshops and conferences.

A BIG thank you to our sponsors for their continued support. Their contribution is what makes these programs possible for our patients and community members. 💝



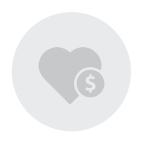


THANK YOU FOR YOU SUPPORT!

- The Specialty Crop Company
- CalViva Health
- Ahart Insurance Services
- Solar Negotiators
- Livingston Community Health
- Nassar Women's Health
- Visualutions
- Der Manouel Insurance
- CDW

- Sun RX
- Norcal Mutual Insurance Co.
- Clinic Pharmacies III, Inc. IMGRX
- Fresno Lexus
- Claude & Rose McCombs
- Kaiser Permanente
- Health Workforce Initiative
- Madera County COMPACT

Get Involved



MAKE A
DONATION



BECOME A VOLUNTEER



LEAVE A
POSITIVE REVIEW



FOLLOW / ENGAGE ON SOCIAL MEDIA



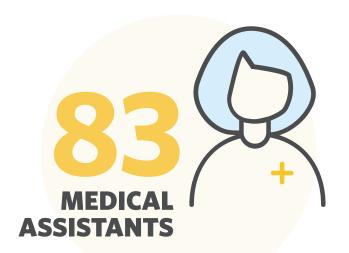








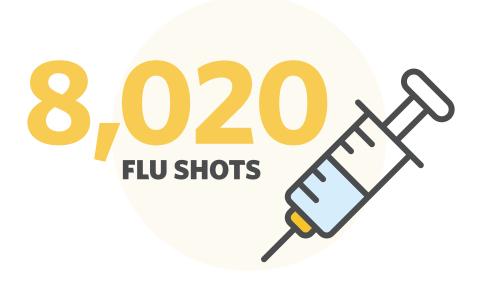
Fun Facts

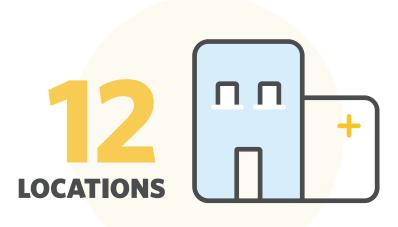




COMMUNITY EVENTS

78,000 CUPS OF COFFEE









camarenahealth.org



