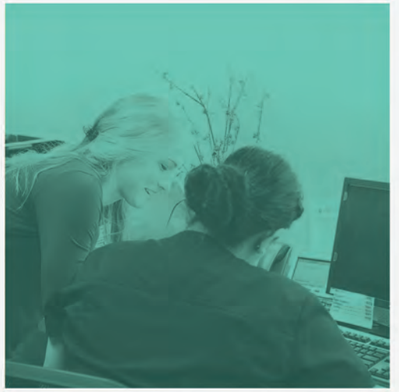
CAMARENA HEALTH

www.camarenahealth.org

2016 annual report



LIVE YOUR VALUES

2016 AT A GLANCE

We are humbled and astonished, yet again, at the remarkable growth and success another year has brought to Camarena Health. The year of 2016 was a defining year in many ways. In the literal sense, Camarena Health's Leadership Team and Board of Directors collaboratively defined six Core Operating Values that not only serve as a compass which guides all our organizational efforts, but also the standard by which all our efforts are measured.

QUALITY | Camarena Health consistently provides the highest quality, innovative, patient-centered care to our community.

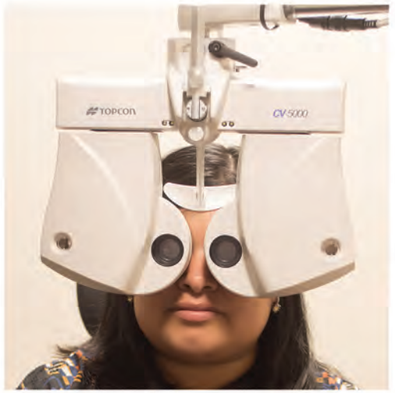
CARING | Camarena Health demonstrates compassion and empathy in every facet of healthcare delivery. We understand our patients' unique needs and life circumstances, and we offer resources and support to our patients and their families.

COLLABORATION | Camarena Health has established itself as a valuable member of our community. We collaborate with a wide variety of community partners, advocate for the highest quality of life, and understand the critical importance of thinking beyond our walls.

INTEGRITY | Camarena Health holds itself to the highest level of integrity in its administrative activities, service delivery, and community activities and partnerships. Accountability, honesty, and reliability are ingrained within the foundation of our organization.

RESPECT | Camarena Health respects patient choice, and encourages individuals to actively participate and embrace their role in determining their health and wellness.

LEADERSHIP | Camarena Health is a leader in the community as well as the healthcare industry by setting the standard for quality clinical outcomes, excelling in patient satisfaction, and being proactive and responsive in meeting the diverse needs of the community.



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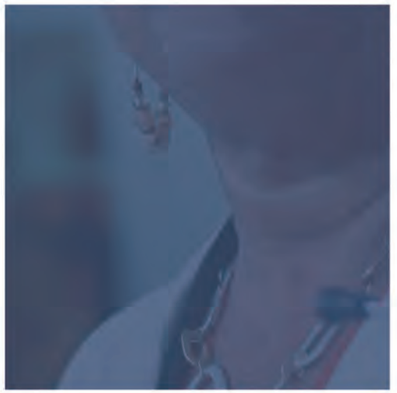

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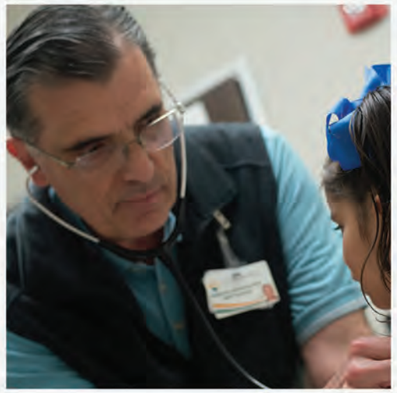
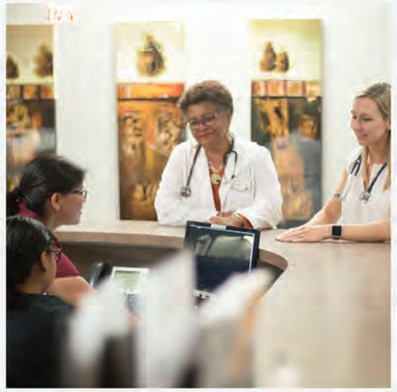
2016

another year of tremendous growth.

EXPENSES		REVENUE
$19,464,893	2014	$22,836,796
$21,116,406	2015	$25,226,940
$26,151,750	2016	$30,675,475

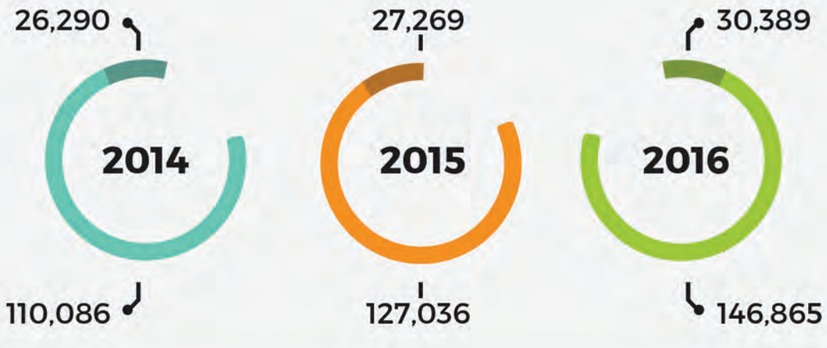
Camarena Health has proudly served patients in the communities of Madera County for over 35 years, with locations in Madera, Chowchilla, and Oakhurst.



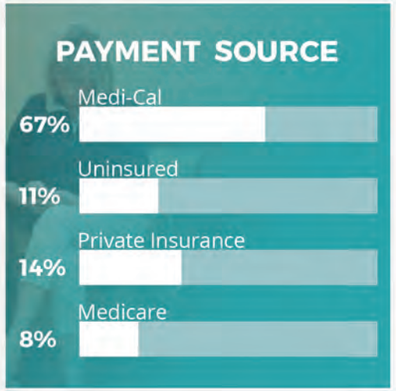


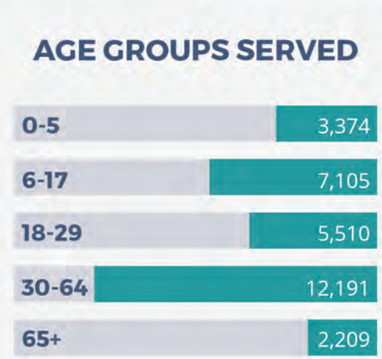
17%
Growth in Employees

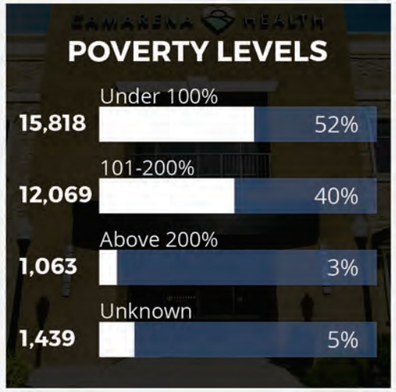
The year of 2016 was a year of tremendous growth for Camarena Health. Revenue increased over 21% from 2015, and additional services have allowed us to add 29 new employees!



90,477 Medical + **39,242** Dental + **3,649** Mental + **3,204** Optometry + **10,293** Enabling = **146,865** Total Encounters







THANK YOU!

To our amazing Board of Directors

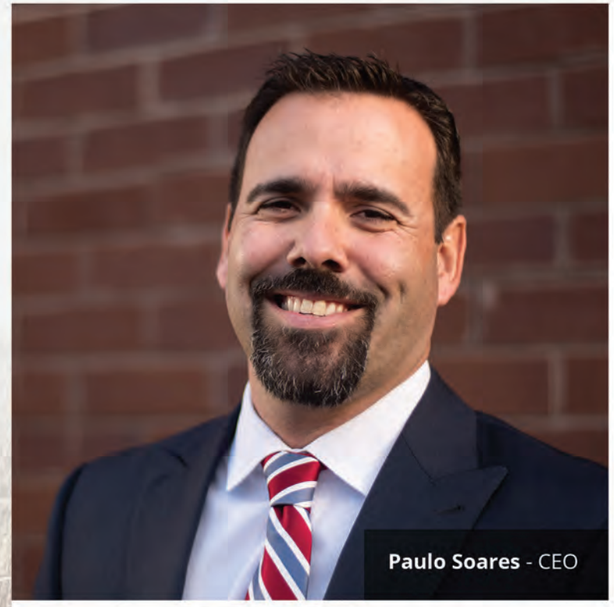
Patty Thompson
Photo Unavailable

Raquel Rodarte
Photo Unavailable

CAMARENA HEALTH

NAMES IN ORDER

Monic Asenjo-Wilhite - President
Muriel Fore - Treasurer
Seann Garcia - Vice President
Edgar Jimenez - Secretary
Patty Thompson - Past President
Calvin Crane -Member
Cecilia Massetti - Member
Patty Pistoresi - Member
Raquel Rodarte- Member
Ross Thornton - Member
Abimael Vargas- Member
Jutta Webb - Member



Paulo Soares - CEO

Camarena Health is proud of another successful year of growth marked by expanded access to preventive healthcare services in our communities and the continued development of its medical training programs. The year of 2016 started with the launch of our new Optometry Program in Madera, allowing us to provide quality, convenient, and affordable vision services to our patients and the community. We successfully expanded Behavioral Health services to all eight of our locations, opened our Urgent Care Center doors, and ended the year by launching dental services in our Oakhurst Dental Center. The addition of new and expanded services allows us to continue the development of an integrated, patient-centered medical home for the communities we are privileged to serve.

Further, in our effort to address the primary care workforce shortage in the Central Valley, we had the pleasure of welcoming our first class of five Physician Assistant students to begin training with Camarena Health through our affiliation with AT Still University. We have also formed strategic partnerships and affiliations with our local universities, including UC San Francisco (UCSF) and Fresno State (CSU Fresno), to provide clinical rotations, experience, and training to their Nurse Practitioner students.

This past year Camarena Health has moved closer to having each of its medical facilities recognized as a Patient-Centered Medical Home (PCMH) by the National Committee for Quality Assurance (NCQA). This recognition demonstrates that Camarena Health delivers primary care that is patient-centered, comprehensive, team-based, coordinated, accessible and focused on quality.

We are privileged to serve our communities, and we take great pride in the continued expansion and delivery of quality services to our patients. Our training programs are made possible through valuable partnerships, collaborations and the continued support we have in our local community and throughout the Central Valley. We understand that without them, Camarena Health would not be able to do all that we do. We greatly appreciate all the support, and we look forward to many more accomplishments and successes to share in the years to come.

QUALITY

Camarena Health consistently provides the highest quality, innovative, patient-centered care to our community.

Patient Experience Surveys

As a Patient-Centered Medical Home (PCMH), soliciting patient feedback is critical, not only to our growth, but also to demonstrate our commitment to achieve the highest level of quality indicators possible. Not only does Camarena Health actively survey nearly half its patients (thousands per quarter), but these patient experience surveys serve as the standard by which internal employee and provider evaluations are conducted. Our specialized data-analyzing software allows us to identify in real time any opportunities for growth and improvement in regards to our services, facilities and staff/patient interaction. Camarena Health believes the patient should have a positive experience at each and every visit, as we hold ourselves to the highest of standards in delivering exceptional service.

Camarena Health is dedicated to our patients and communities. It is our promise to provide the highest quality, innovative, patient-centered care in an effort to exceed the needs of the individuals and families we serve. Every year we explore additional ways we can add value to those in our communities while improving their health and experience when visiting our health centers.

Focus Groups

Camarena Health has substantially grown in our ability to serve the various needs of the community by adding new services, expanding and improving existing services, and/or expanding locations. One of the ways we've been able to accomplish this is by soliciting discussions via annual focus groups in all the communities that we are proud to serve. These focus groups are conducted both in Spanish and English to ensure every patient has a voice and an opportunity for their suggestions to be heard by Camarena leadership. The purpose of these focus groups is to create an environment where community members can share their ideas, concerns, and unique needs in a constructive and positive forum. Data collected from focus groups have led to the emergence of services such as Behavioral Health, Urgent Care, and Optometry, as well as expansion of service sites.

In 2016, Camarena Health moved closer to the goal of having each of our sites recognized through the National Committee for Quality Assurance (NCQA) as a Patient-Centered Medical Home (PCMH).

PCMH Joint Principles are centered on:

- ☑ Patient-Centered Access Personal Physician
- ☑ Team-Based Care
- ☑ Population Health Management
- ☑ Care Management and Support
- ☑ Care Coordination and Care Transitions
- ☑ Performance Measurement and Quality Improvement

Our goal is to make the healthcare process easy and comfortable in a way that works best for the patient. As the patient's primary healthcare provider, Camarena Health establishes a personal partnership with the patient while delivering comprehensive, quality care. We engage and empower each patient to actively participate in their own health and wellness. Camarena Health utilizes Care Teams, which consist of healthcare professionals with specific roles. The Care Team members coordinate and provide individualized care based on the specific needs of the patient.

Organizational initiatives in 2016 that have helped our organization's progression towards a PCMH model include: a partnership with UC Davis in the Medical Assistant Health Coach program, patient pre-visit planning, motivational interviewing, integration of Behavioral Health into our primary medical care, and focusing efforts on whole person delivery of care.

CARING

Camarena Health demonstrates compassion and empathy in every facet of healthcare delivery. We understand our patients' unique needs and life circumstances, and we offer resources and support to our patients and their families.

Medical Assistant (MA) Health Coaches

At Camarena Health, we are committed to providing the highest level of quality care. This dedication can be found in our collaboration with UC Davis in the Medical Assistant (MA) Health Coach program. The UC Davis MA Health Coach program equips our MAs with health education skills to assist patients with chronic conditions such as diabetes, hypertension, asthma, etc. In addition to expanding their knowledge of chronic conditions, MAs are trained to further develop their soft skills, such as effective communication with patients, patient engagement, motivational interviewing, and more. The goal of the MA Health Coach model enables MAs to broaden their professional skills by assisting patients in developing a care plan and self-management goals.

Insurance Enrollment

Many of our patients, including the general community, do not understand or realize the insurance options they have available to them. Navigating through this complex system can be confusing and frustrating due to requirements and requests for documentation. Camarena Health has deployed Insurance Enrollment Specialists at several locations to ensure our patients receive the help they need to enroll in insurance, and subsequently receive coverage. Insurance Enrollment Specialists facilitate the application process from beginning to end for many insurance programs, including commercial, State, and special insurance programs, including our Sliding Fee Scale Program.

"When the company I work for dropped all of our insurance, I didn't know what to do. When I made the call to Camarena Health and told them my situation, they informed me about all my options and bent over backwards to help me."

- Bonnie Alt, Madera CA

"Getting the best coverage possible and best attention I need due to my health is very important to me. Camarena Health helped me through the process of finding the right insurance for my situation. I am extremely happy with the result."

- Maria Cuevas, Madera CA

COLLABORATION

Camarena Health has established itself as a valuable member of our community. We collaborate with a wide variety of community partners, advocate for the highest quality of life, and understand the critical importance of thinking beyond our walls.

ANNUAL YOUTH CONFERENCE | 2016

As a healthcare provider in the Central Valley, we are faced with the reality of having an extreme healthcare professional shortage in primary care. One way we began to address this issue was by collaborating with Madera County High Schools focusing on Career Technical Education (CTE) and Health Care Pathway Programs. By working closely with high schools and CTE programs, we have been able to expose more students and teachers to the various health professions in primary care.

In 2016, Camarena Health facilitated the HEALTH CAREERS START HERE-MADERA YOUTH CONFERENCE. The conference hosted 150 high school students from Madera County, and allowed students to interact with local healthcare professionals. The workshops provided students with an understanding of the education, cost, and growth opportunities associated with each of the professions.

"I'm interested in the medical field. I'm in an ROP Athletic Training Class, and I love to jump into opportunities that I'm given to explore the medical field more. It's just something I love."

- Madison – High School Senior

"I wish I had the opportunity like these students have had to participate in an exposure session like this. I had to learn this on my own. The fact that they're able to participate with different agencies that have kindly come over to instruct and give some insight... it's something they can take full advantage of."

- Alex Diaz – Paramedic / Pistoresi Paramedics & Ambulances

"This conference allowed me to know more about the career field I have chosen. My love for the medical field and passion to follow it is guided by Camarena Health."

- Noah C – Conference Participant

Over 20 healthcare professionals joined our conference in 2016 in an effort to educate and inspire students to pursue a career in health care. Topics included:

- **Direct Patient Care Professions**
- **Mental & Behavioral Health Professions**
- **Community & Public Health Professions**
- **Patient Populations Served**
- **Soft Skills**
- **Cultural Competency & Health Literacy**

A special THANK YOU to community partners who made this conference possible.

- **Madera County Office of Education**
- **Madera COMPACT**
- **Madera Unified School District**
- **Health Workforce Initiative**
- **Madera Community College Center**
- **Valley Children's Hospital**
- **Madera Community Hospital**
- **Madera County Public Health**
- **Madera County Workforce Investment Coalition**
- **Central Valley Health Network**

Hospital Partnerships

The landscape and environment of health care is constantly changing, and in order to maintain a high quality of care for our patients, we must be forward thinkers and adapt accordingly. It is this "think outside the box" mentality that lead Camarena Health to work in partnership with local hospitals to transition patients from the time of hospital discharge to their very first appointment with their primary care provider. Camarena Health has realized a substantial decrease in our patients' hospital readmissions by partnering with our local hospitals and providing patients with consistency and continuity of care post-hospital discharge. These post-discharge clinics will continue to address and meet the gaps in care identified in our healthcare industry, and continue to make a difference in the care of our patients.

Women's Health & Wellness Conference

National Women's Health Week is an observance led by the U.S. Department of Health and Human Services Office on Women's Health. The week is a nationwide initiative that calls attention to the importance of women's health. In celebration of National Women's Health Week, Camarena Health, along with key partners, hosted the first Women's Health & Wellness Conference in Madera County.

The goal of this annual conference is to empower women to make their health a priority and to encourage women of all ages to take the necessary steps to improve their overall wellness. This conference was provided for the community at no cost and delivered information on Mental, Physical, and General Wellness.

Keynote: Balance in Life
(Importance of balancing work, home, kids, and health)

Themes included:

Mental Health
(Depression, Domestic Violence, Stress Management)

Physical Health
(Nutrition, Dental Hygiene, Breast & Cervical Cancer)

General Wellness
(Alzheimer's Disease, Sexual Health, Financial Health)

We look forward to continue growing this conference each year!

INTEGRITY

Camarena Health holds itself to the highest level of integrity in its administrative activities, service delivery, and community activities and partnerships. Accountability, honesty, and reliability are ingrained within the foundation of our organization.

Camarena Health continues to focus on the sound principles of organizational integrity and accountability. Camarena Health's leadership and staff focuses their efforts on organizational, State, and Federal compliance. We believe our dedication to integrity is multi-faceted, which includes not only the integrity we hold for our patients and the community, but also our community partners and key stakeholders.

1 HRSA Audit With 100% (19/19 Program Requirements)

1 Americans With Disabilities Act (ADA) Audit - 100%

3 Managed Care Medi-Cal Audits average 90%

5 Vaccines for Children (VFC) Audits average 99%

3 Children Health & Disability Prevention Program average 99%

24 Pharmacy Audits (100%)

Their Stories

Our patients trust us with their health and are our biggest advocates and voices for change.

Do you have a story to share? Please leave a review online on Google, Yelp, or Facebook!

RESPECT

Camarena Health respects patient choice, and encourages individuals to actively participate and embrace their role in determining their health and wellness.

"The doctors are excellent. They care about their patients and take the time to diagnose you!"

Liz - Chowchilla (Google Review)

"Camarena Health is an amazing doctor's office... they treat every patient with the best care possible."

Kevin – Chowchilla (Yelp Review)

"They are a wonderful organization with amazing staff"

Jason- Madera (Facebook Review)

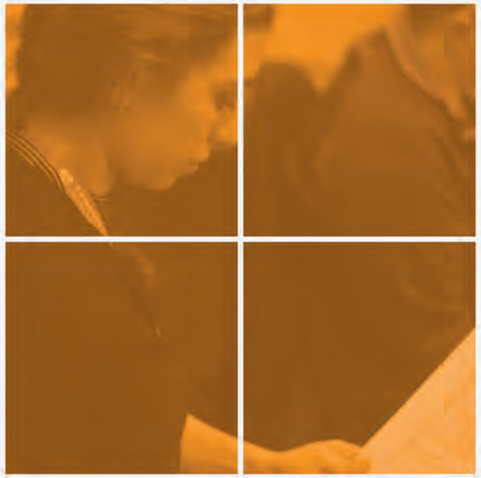
LEADERSHIP

Camarena Health is a leader in the community as well as the healthcare industry by setting the standard for quality clinical outcomes, excelling in patient satisfaction, and being proactive and responsive in meeting the diverse needs of the community.

Physician Assistant

clinical residency program

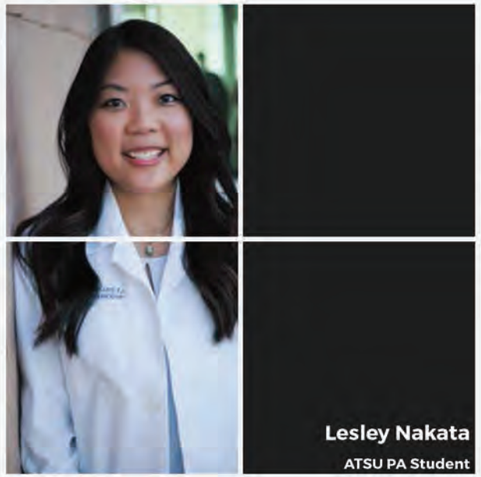
Camarena Health is affiliated with the A.T. Still University's Physician Assistant (PA) Program as a community health center campus for clinical education. In August of 2016, five 2nd-year PA students were placed in our health centers for their clinical learning year.



The PA Clinical Residency Program provides one year of hands-on, intense clinical learning modules rotating every six weeks. The students in this program must complete and excel in the following clinical rotation areas:

- Internal Medicine
- Pediatrics
- Behavioral Health
- Family Medicine
- General Surgery
- Emergency Room
- Women's Health
- Elective in Specialty Area

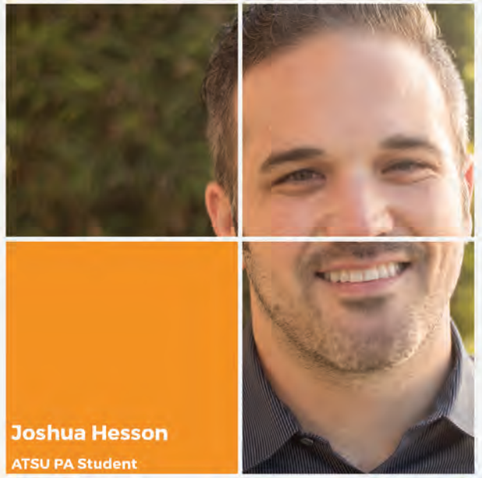
The clinical residency program provides the PA students with a diverse experience, enabling each student to become better prepared for their future work as a provider in a community healthcare setting.



Lesley Nakata
ATSU PA Student

"Camarena Health provided me the opportunity to gain the skills and knowledge needed to become prepared and confident in delivering care. I am learning more than expected in my clinical rotation, which will make me a better clinician in the future."

"Camarena has been the best experience that I could have asked for when thinking about clinical rotations. They've exceeded my expectations, followed through with all their promises, and delivered great experiences. Thank you Camarena Health for giving me the opportunity to learn and grow through the excellent rotations you provided."



Joshua Hesson
ATSU PA Student

"One thing I tell my students is to not lose sight of the satisfaction you get from doing something you love and really making a difference in people's lives."

Dr. Nomicos
Camarena Health Physician

CAMARENA HEALTH

URGENT CARE

Hours of Operation

Mon and Fri: 3:00pm – 10:00pm | Sat and Sun: 10:00am – 6:00pm

urgent *isn't always an* emergency

In 2016, we proudly opened the first comprehensive Urgent Care facility located in Madera. Consistent with our mission, we solicited feedback from our patients and the community on their unmet healthcare needs. The resounding responses were clear. They asked for an affordable and accessible Urgent Care facility to meet their healthcare needs at times when a typical medical practice would be closed. Left with no options, community members were utilizing the hospital Emergency Room for visits that were more appropriate to address in an Urgent Care setting. Camarena Health responded by providing a comprehensive Urgent Care facility that is open nights and weekends and offers X-Ray services. Our commitment to our community is evident by not only offering this service to our patients, but the entire community as well.

720 E. Almond Ave.
Madera, CA 93637

Front Desk: (559) 664-4000

CAMARENA HEALTH

Optometry

The lack of affordable and convenient vision services in Madera was an additional concern of our patients. Our community members and patients voiced their desire to have access to a full-service Optometry department that meets the ongoing needs of their families and accepts their insurance. The community looked to Camarena Health to meet their current need, and, once again, Camarena Health responded. Built in 2016, Camarena Health's Optometry department now offers a full array of Optometry services, including eye exams, diabetic retinopathy screenings, and dispensing of eye wear. Camarena Health's Optometry department offers a variety of eyewear for children, women, and men, including protective and sports eyewear.

Open Mon - Fri: 8:00am – 5:00pm at our Sixth Street location

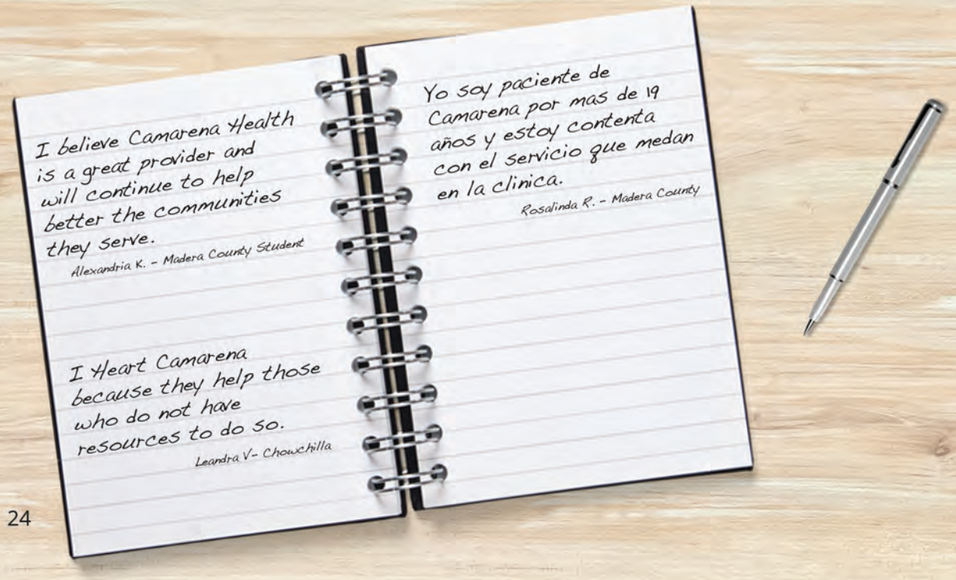
344 East Sixth St. Madera, CA 93638 | 559-664-4000

ADVOCACY

Camarena Health advocates to local, state, and national leaders as well as key stakeholders to achieve objectives that increase our health center's strength in the community and supports the effective delivery of high-quality, accessible health care to our patients. In 2016, Camarena Health participated in an advocacy project with the National Association of Community Health Centers (NACH). Camarena Health developed the "I Heart Camarena Advocacy Campaign" to engage and educate our patients, staff, and community members on ways they can be advocates for Camarena Health and community health centers across the nation.

The "I Heart Camarena Advocacy Campaign" reached over 200 individuals who were interested in being Camarena Health advocates by sharing their personal stories of why they "HEART CAMARENA." They also received alerts on state and national opportunities to engage in advocacy through letter writing, calling elected officials, and joining Camarena Health to educate on the importance of community health centers.

I ♥ CAMARENA HEALTH



WHERE WE'RE GOING...

Our mission is ***to provide the highest quality health care to the communities we are privileged to serve, in a caring and compassionate manner***. In pursuit of fulfilling our mission, we hope to see continued improvement in the level of care provided to our patients, which includes having all Camarena sites recognized as a Patient-Centered Medical Home (PCMH) by the National Committee Quality Assurance (NCQA). We also expect to see the addition of new services, including chiropractic care, and the continued expansion of services such as pediatric, women's health and the opening of our School Based Health Center at Madera South High School.

We are extremely honored and grateful for your support, and we thank you for taking this journey with us.

CAMARENA HEALTH

We are Community. We are Family. We are Health.

www.camarenahealth.org