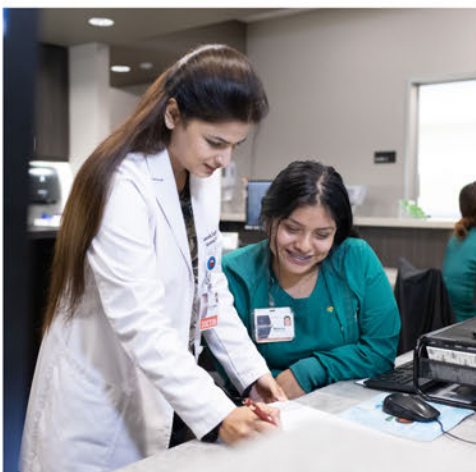




Stories from the HEART

2022

Camarena Health employees wear their HEART on their sleeves.





what is

Stories HEART

Every day at Camarena Health, we hear stories of honesty, excellence, accountability, respect, and teamwork. These stories are an essential part of providing care to our patients, impacting the community, and expanding access to care.

In this publication, we are celebrating you, our wonderful Camarena Health staff for your dedication to our core values. You will read specific stories of how our core values are on display in the workplace, as well as how your hard work impacts the community. This will also serve as a memory of many of the things we have done together this year.

Thank you for wearing your HEART on your sleeve and making our community a better place to live and play!



MESSAGE FROM THE CEO



To our staff,

This year, I had the pleasure of witnessing everyone from our clinicians, providers, volunteer program, and leadership work tirelessly alongside one another to ensure the health and well-being of our patients and communities continued to thrive. Your dedication to our patients and community continued to help keep them healthy and safe amid the ever-changing landscape of the pandemic.

At Camarena Health, we strive to carry out our core values of Honesty, Excellence, Accountability, Respect and Teamwork (HEART) in the work and care we provide our patients every day. Stories from the HEART is dedicated to our Camarena Health team and a way to celebrate you and recognize you for continuing to wear your heart on your sleeve in every aspect of your work. This remarkable work and dedication truly highlights the fact that Camarena Health is in fact the Heart of Healthcare.

A blue ink signature of Paulo A. Soares, written in a cursive style.

Paulo A. Soares
Chief Executive Officer

EMPLOYEE APPRECIATION



EMPLOYEE APPRECIATION



Stories from the HEART



Every HEART has a story

Over the course of two months, surveys were posted to iConnect for employees to nominate one another for showing off one of our core values: honesty, excellence, accountability, respect, and teamwork. Who better to know you than your own peers?



It was apparent that our staff wears their HEART on their sleeve each and every day. Whether it is amongst coworkers, patients, or out in the community, you are the reason Camarena Health is the Heart of Healthcare.



The response to these surveys was overwhelming. We have highlighted just a few of the many people nominated accompanied by kind words submitted by their peers. It is clear that teamwork is infectious at Camarena Health, so much so, we had to spread those stories over two pages!



Thank you for living out our core values at work and in your everyday lives as we carry out our mission in the communities we serve.



HONESTY

Foster a culture of openness and transparency, not only with our patients and community, but also with our employees and stakeholders.

Dr. Monica Garcia

Dr. Garcia consistently goes above and beyond for her patients. She always takes the time to respond to any questions they may have and explain in detail anything that is not being understood. She always puts the patient first!



HONESTY



Erica Garcia

Erica has done a wonderful job in helping out all of us. She is always honest and kind when it comes to giving us important information about patients or what we can do better to work as a team. She cares about us. She shows compassion and honesty to our patients.

All staff recognized by their peers for showing off
HONESTY

Sabrina Campos
Nancy Dominguez
Erica Garcia
Monica Garcia
Alicia Gil Navarette

EMPLOYEE MILESTONES

30 YEARS

Mary Noriega

25 YEARS

Cecilia Massetti

Robert Flores

20 YEARS

Abi Vargas

Carmen Guerra

Aida Mendoza

15 YEARS

Patricia Avila

Lisa Bandy

Paulo Soares

Sonya Vega

10 YEARS

Pamela Bender

Paul Biggs

Michael Gaskin

Paul Kratzer

Cecilia Ramirez

Guillermo Sandoval

Jessie Seumner

5 YEARS

Uriana Y Acosta Ambriz

Rut Allende

Alma Almanza

Silvia Amezcua

Gisele Caballero

Stefanie Cardenas

Claudia Chavez

Diana Covarrubias

Fernando Cruz

Mario Davila

Christopher Fasulo

Sabrina Galego

Nicholas Hauck

Ruth Her

Brenda Leanos

Felipa Lipez

Kelly Lopes

Joel Ramirez

Mark Ramirez

Yazmin Reyes

Christine Rodriguez

Maria Meraz Sanchez

Josephina Santos

Vanessa Velasquez

Jutta Webb

NATIONAL HEALTH CENTER WEEK



EXCELLENCE



Commit to providing the highest-quality healthcare possible, as well as lead the way within our industry and community.



Michael Wootten

Michael excels in all the work he does. He makes sure it is efficient and creates high quality work for all departments that need communication pieces. He creates high quality work in materials like print ads, blog post, campaigns, photos, videos, and so much more!

Maria Farias

Maria always does everything she can to help our patients in every way possible with the upmost respect, attentiveness, care, and compassion. She also helps her coworkers even when she is busy with her own duties. She will stop and help when someone is in need.



All staff recognized by their peers for showing off
EXCELLENCE

Maria Farias
Jeff McConnell
Lucia Rubio
Ragy Saroufim
Michael Wootten
Elina Zamora



ACCOUNTABILITY

Work diligently to honor commitments and take responsibility for your work in support of the mission and vision.

Maria Muro

Maria goes above and beyond to demonstrate accountability because she always treats it as a two way street: if she needs something from someone, she always follows up to make sure it gets done. Likewise, she is excellent about holding herself accountable with anything someone may need from her.



ACCOUNTABILITY



Esmeralda Gonzales

Esmeralda pays careful attention when it comes to selling or dispensing glasses to our patients. You can tell she loves what she does. She sympathizes with patients and carefully listens to them and explains the next step to solving the situation. She always holds herself and her coworkers accountable to providing the best care.

All staff recognized by their peers for showing off
ACCOUNTABILITY

Esmeralda Gonzales

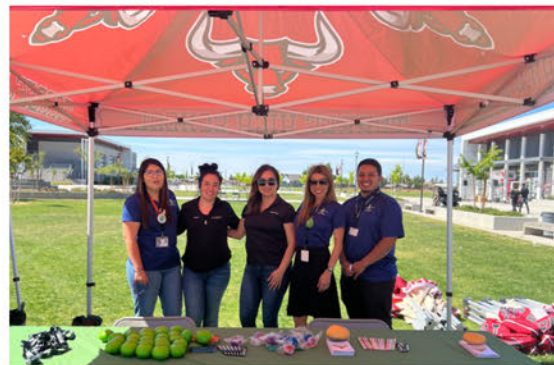
Maria Muro

Diana Quintero

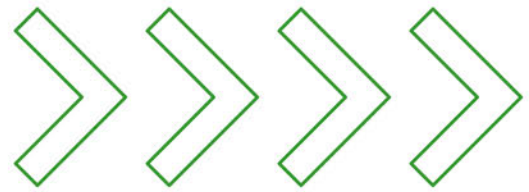
aspire inspire



OUTREACH IN OUR COMMUNITIES



EMPATHY TRAINING

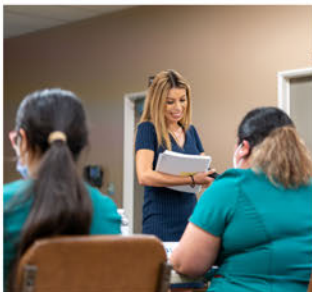


Finding common ground

Camarena Health is always striving to increase quality of care for its patients. We noticed more and more patients are walking through our doors with challenges that may not be apparent upon first glance. So, we implemented an empathy training for the entire workforce: from providers to front office staff, administration to purchasing, and beyond. An empathetic approach to customer service allows us to reexamine how we interact with patients and each other.

It's not what you say, it's how you say it. By taking a moment to get on someone else's level and understand where they are coming from or realize you may not know where they are coming from, it allows for a more respectful interaction. It

is important that patients feel heard when they are in distress or experiencing an issue. Many of you have commented saying "it completely changed my perspective." By creating more self-awareness, we feel like we are better able to interact with patients. Many of you have also expressed how the lessons carried over into your personal lives as well, showing that empathy is an essential quality for a thriving environment.





RESPECT

Consider mindfulness during encounters with individuals and organizations regardless of background by showing empathy in all situations.

Jaselynn Villalpando

Jaselynn goes above and beyond to demonstrate respect when she needs to communicate with patients that are upset or having a bad experience. By showing empathy and treating them with respect, she keeps her cool and helps direct them where they can receive further help.



RESPECT



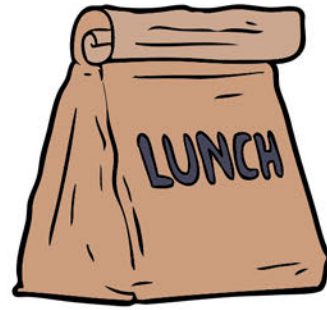
Yanet Flores

Yanet sets an example as lead of her department and is very understanding of situations and circumstances. She approaches her team in a positive manner and creates a positive and respectable work environment to continue to help Camarena Health and our patients.

All staff recognized by their peers for showing off
RESPECT

Yanet Flores
Estela Granado
Lupita Narravette
Daniela Rodriguez
Jaselynn Villalpando

BROWN BAG LUNCH



HALLOWEEN



TEAMWORK



Maria Rodriguez

Maria always goes above and beyond to make sure her team understands their assigned duties and measures they need to accomplish. She never has a bad day because she comes to work with a positive attitude and is always willing to help others with a smile.

Brenda Hartman

Brenda is an excellent bridge between the patients and providers. She has helped patients, especially elderly, navigate challenges. She empowers patients in their own healthcare. Patients consistently remark about things they have learned on how to take better care of themselves because of her. She has a "I'll help if I can" attitude that is much appreciated!



Ramses Sanchez

Ramses always shows empathy and compassion to all his patients and peers. He loves what he does. He works closely with other providers and medical staff to ensure continuity for patients between visits and reduce any confusion they may have.

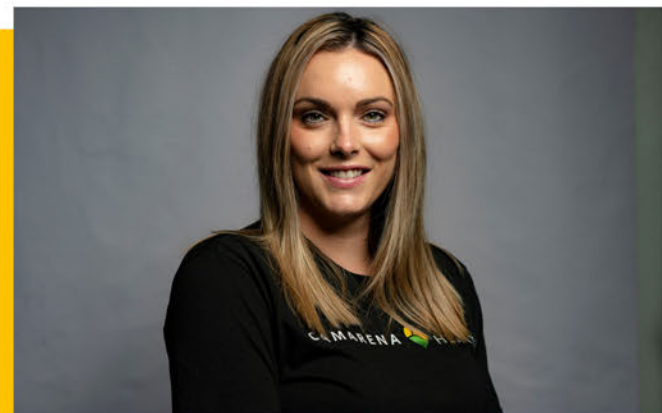


TEAMWORK

Support coworkers and community members by selflessly putting the needs of others before your own.

Mary Noriega

Mary always is a helping hand with the outreach department and others when it comes to events. She executes quick turnarounds and gathers incentives for other departments when dealing with multiple events. She is also an amazing advocate for health education!



Lanae Orbaker

Lanae always makes herself available whenever one of her staff has a question. She maintains a calm and relaxed attitude when working with others and always has a smile on her face. Her approachability allows for much more fluid communication between others.

All staff recognized by their peers for showing off
TEAMWORK

Maria "Minnie" Arroyo

Meina Camacho

Isabel Diaz

Erica Garcia

Brenda Hartman

Sandra Jimenez

Mikayla Kopinski

Mireya Lopez

Mary Noriega

Lanae Orbaker

Maria Rodriguez

Ramses Sanchez

Olivia Trujilo

Joanna Venegas

CAMARENA CLASSIC GOLF TOURNAMENT



FRESNO STATE TAILGATE



EMPLOYEE CELEBRATION



EMPLOYEE CELEBRATION





CAMARENA
HEALTH

Stories from the HEART was crafted with love and passion
by Camarena Health's marketing and communications team.