



FAMILY HEALTH CENTERS  
OF SAN DIEGO

# THE VOYAGE

A NEWSLETTER FOR FHCS D VOLUNTEERS

WINTER 2016

## SPECIAL POINTS OF INTEREST:

- **Upcoming Trainings**
- **Ongoing Activities**
- **Process Changes**
- **Quarterly Meetings**

## INSIDE THIS ISSUE:

- Health Ambassadors** 2
- PCMH** 2
- Business Savvy** 2
- CSEP** 3
- Service with a Smile** 3
- Thank you** 3
- Quarterly Meeting** 4

## All About the Journey

Dear Volunteers,

I am thrilled to share this first issue of "The Voyage," the official *Volunteer Services Program* newsletter for Family Health Centers of San Diego (FHCS D). It is certainly an exciting time to be a Volunteer! With new initiatives and clinics opening in the year ahead, the continued growth and expansion of services will provide several opportunities for Volunteers to lend a helping hand.

You made history by joining the organization as a Volunteer in 2015, since the program was officially launched only a few short months ago. With the

onboarding of over 50 official Volunteers and a long wait list of other individuals to be considered, I am optimistic this program will continue to develop into an amazing network of skilled support.

Communication and teamwork are essential throughout your experience. I encourage you to stay connected with the program, participate in quarterly meetings, and keep me posted on your learnings, insight, and recommendations to improve process.

Make the most of your volunteer adventures by taking the initiative to help. Also remember to



provide volunteer service with a smile, and take pride in the many contributions you have made at FHCS D. May your voyage ahead be filled with exciting discoveries along the way. After all, success is not a destination, but a journey.

Happy New Year!  
Jasmine Mananquil  
Manager-Volunteer Services

## New Year, New Opportunities

FHCS D has embraced the LEAN journey as a way to add value to its business practices, improve patient care, streamline internal systems and more. These efforts in turn lead to quality care and growth, which will benefit the members of the community we serve. Volunteers, Teresa Navarrete and Mary Saldana Cruz had a chance to participate in related trainings. There is an

opportunity in 2016 for at least 10 more Volunteers to be trained in one of the important LEAN principles called 5S. *What is 5S?* It is a method to organize a work spaces for maximum efficiency and effectiveness by following the **S**orting, **S**traightening, **S**hining, **S**tandardizing and **S**ustaining system. 5S-trained Volunteers will be involved in standardization efforts, for areas such as

clinic exam rooms and nursing stations. With some sites undergoing renovation and brand new clinics opening in the future, opportunities to assist will continue to be available in the months to come. If you would like to be involved in this training, send an email with your interest to:

[VolunteerServices@fhcsd.org](mailto:VolunteerServices@fhcsd.org)

## Health Ambassadors

Do you have leadership experience or are interested in developing this skill? Would you like to be involved in health promotion efforts?

We are looking for *Volunteer Health Ambassadors* to support the improvement of clinical outcomes. FHCSO tracks the health status of patients in conditions such as diabetes. We also care about patients who may be due for screenings for breast cancer or colorectal cancer among others. Contin-

ued efforts in the year ahead will bring awareness to the community about important screenings, promote healthy practices, and prevent disease. This is a chance to learn more about the medical issues that affect the community and make a positive difference in their well-being. If you would like to become a *Volunteer Health Ambassador*, please send an email with your interest for more information to:

VolunteerServices@fhcsd.org



*“Volunteers are not paid; not because they are worthless, but because they are priceless.”*



## Patient Engagement: PCMH

Did you know that FHCSO is accredited by the Joint Commission? The Joint Commission is a non-profit group that develops national standards to improve the quality and safety of health care for patients. Not all organizations achieve this status, which ensures a higher standard of service. In addition, we were awarded PCMH-recognition. PCMH stands for

**Patient-Centered Medical Home**, which is a program for improving access to services and continuity of care.

A group of Volunteers support PCMH efforts. Every quarter, approximately 2,800 surveys are collected to assess patient satisfaction. Keep an ear out for related activities in the months to come, where our assistance will be needed!

*“The Patient Engagement department sincerely thanks the volunteers for all of their help this past year! From data entry for Patient Satisfaction Surveys to translation assistance and more, volunteers were an instrumental part in helping us deliver clear and informative messages to patients and the communities. We are excited for a productive and collaborative New Year with this group. Happy Holidays!”*  
- Kristina Shaw, Director of Patient Engagement

## Business Savvy

Volunteers can be found in various areas of the organization, ranging from the Health Information Management (HIM) department, which handles medical records, to different Administration teams at our main offices at Gateway.

The **Accounting Department** is in need of Volunteers

to support data entry and small projects. We also need assistance with organizing files in other administrative areas. If you have extra time to lend a hand, send an email with your schedule availability to: VolunteerServices@fhcsd.org  
Thanks in advance!

# Clean Syringe Exchange Program

FHCS is the largest provider of comprehensive HIV services in San Diego County. The Clean Syringe Exchange Program (CSEP) was developed in response to the spread of Hepatitis C and HIV through the shared use of needles and syringes. A major goal of the CSEP is to provide clean syringes to injection-drug users. The program also provides harm-reduction supplies, hygiene kits and referrals to support individuals ready to reduce or stop injection-drug use. CSEP Volunteers receive specialized

training to help this part of the population, and make significant contributions to the community in terms of disease prevention and social support. With over 95,000 visits completed since the CSEP began in 2002, nearly 3 million syringes have been collected and over 26,000 harm reduction kits have been distributed. We understand that behavior change is a process, and referrals are made to help our clients receive access to drug treatment, healthcare, housing, clothing, food, and other social work assis-

tance. Without the help of CSEP Volunteers, this work would not be possible. Thank you for your generosity with your time and energy, your selfless patience, and unconditional support to the program.

*“Your contributions are so important to the CSEP program! Thank for your help making the community healthier. Happy New Year!”*  
 - Andrew Brandon,  
 Supervisor of Program Services

## Service with a Smile

It takes a special heart to join FHCS as a Volunteer. We are happy to welcome our new Volunteers to the FHCS Family:

- Maha Mashahedi
- Joyee Tseng
- Rami Polus
- Ansam Al-Salihi
- Timothy Bond

Since the start of the Volunteer Services Program last Fall, we continue to learn and improve from your ideas and suggestions. The onboarding process has been streamlined for a more efficient response to Department needs. A Volunteer Orientation has also been designed to allow multiple individuals to officially join our team at the same time. A Volunteer

Recognition segment of the program is now in the works, to acknowledge the number of hours you have dedicated in service. More reasons to smile and details to come in the Spring!



## The T in AIDET

When you came on board as a Volunteer, you learned about our standards of conduct. One of our customer service standards is the “T” in AIDET, which stands for **Thank You**. Not only are we grateful for our staff and patients, but we have tremendous appreciation for our Volunteers. Thank you to all Volunteers for the time and support you provided in 2015!

*Brendan Cotta, Daysha Bermudez, Leonard Yoon, Nina Salazar, Ciara Garland, Juan Villapudua, Sinjin Swartz, Antonio Santiago, Jacqueline Rosales, Jocelyn Rodriguez-Salmon, Ashley Lopez, Thi Le, Deborah Ludden, Jeanette Lowden, Sarah Peterson, Alisha Lopez, Jessica Flores, Jessica Besaw, Robert Roth, Estefane Beltran, Thaw Paw, Nathan Sevilla, Lisette Killmer, Brea Harding, Sydney Nagel,*

*Teresa Navarrete, Lidia Gonzalez, Nataly Arroyo, Cesar Vargas, Viviana Sanchez, Stephanie Rodriguez, McKaila Flewellen, Dagmawit Gurmu, Sayre Rivera, Ramona Sojot, Emilio Hernandez, Viviana Sanchez, Valentina Torres, Daniel Moreno, Gregory Wariner, Leonardo Chavarria, Janine Garcia, Mary Saldana-Cruz, Ruth Avila, Yesenia Rodriguez, Maria Andrunonis*



## Volunteer Services Program

Jasmine Mananquil, MHA  
Manager - Volunteer Services  
Family Health Centers of San Diego  
823 Gateway Center Way  
San Diego, CA 92102  
Phone: 619-269-4087  
E-mail: [jasminem@fhcsd.org](mailto:jasminem@fhcsd.org)

**“Exceptional in Every Way!”**

The mission of Family Health Centers of San Diego (FHCS D) is to provide caring, affordable, high-quality health care and supportive services to everyone, with a special commitment to uninsured, low-income and medically underserved persons.

The **FHCS D Volunteer Services Program** was launched in the Fall of 2015 as an effort to support the services we offer and enhance our connection with the community. Volunteer opportunities range from basic help, such as clerical support, survey data collection, health fair booths, outreach calls, patient greeter duties, to more complex efforts with special projects and event coordination.

You must be at least 16 years of age to apply, commit to a minimum of 100 hours of Volunteer service, and have a passion to support our mission. It is also important to understand that this is not a transitional program into a paid position and it is not a Clinician Shadow program. A background check and TB test are required for all Volunteers.

Although Volunteers are welcome to apply for open positions during their experience, this program does not guarantee employment. A limited number of externships and internships are also available each year through affiliation agreements with educational institutions. Contact the Volunteer Services Program for details.

## Quarterly Meeting

The first Volunteer Services Meeting occurred on December 15, 2015 at North Park Family Health Center. Volunteers participated and represented the following teams:

- *Health Information Management (HIM)*
- *Patient Centered Medical Home (PCMH)*
- *Billing and Coding*
- *Care Coordination (Women's Health)*
- *Gateway Administrative Offices*
- *Clean Syringe Exchange Program (CSEP)*

Volunteers shared their experiences, interesting observations, and possible ways to address unique challenges. Details regarding upcoming trainings and volunteer opportunities were presented. After a group discussion, Volunteers received a full tour of the clinical areas at North Park by the

Associate Clinic Director, Leianna Sanchez-Sedillo. Not only did we learn about the services offered at this site, but we were able to see how LEAN management principles were applied. Mark your calendars for the next Volunteer Services Meeting, which will be held on a quarterly basis moving forward.

**Friday, February 5, 2016 at 3:30 PM**

Since participants enjoyed the tour, we plan to reserve a meeting room at a different clinic to provide you with a new “behind-the-scenes” view of clinical operations and a chance to see other sites. Details regarding the actual meeting site will be announced as this date approaches. Keep an eye out for the invite!



**Meet other FHCS D Volunteers, share insight and ideas, and go on a clinic tour!**