Community Impact Champions: FHCSD Celebrates El Cajon Family Health Center

Community members, elected officials, civic organizations and local businesses gathered at El Cajon Family Health Center as CEO Fran Butler-Cohen and FHCSD staff celebrated our newest primary care clinic's official grand opening with a ribbon cutting and recognition ceremony.

Located at 525 East Main Street, El Cajon Family Health Center is a complete, multi-service clinic offering an array of primary and preventive care, including adult medicine, women's services, pediatrics, chiropractic, vision, dental and mental health services to the diverse population of East County. Since opening in May 2016, the El Cajon clinic has served nearly 10,000 unique patients and continues to add new services and programs to meet the area's growing health care needs.

“We are incredibly proud of the impact El Cajon Family Health Center has made in the lives of our patients thus far,” said CEO Fran Butler-Cohen. “Through consistent collaboration with our generous donors, FHCSD can continue to reach even more families in East County neighborhoods.”

Our donors add great value to the 45-year mission of FHCSD to ensure quality, affordable health care to all individuals, with a particular focus on those underinsured and uninsured families and individuals living in marginalized communities. In fact, the David C. Copley Foundation is matching every donation, up to $227,000, for the purchase of dental equipment at El Cajon Dental Clinic. Each donation helps provide access to thousands of families for comprehensive dental services, including cleanings, dentures, partials and root canal treatments. This unique opportunity allows us to double your dollars—as well as your impact!

You can also contribute to El Cajon Family Health Center through our Legacy Program, which allows donors to place their personal, company or family name, or the name of a loved one, on a clinic exam room, lobby or building exterior. If you would like to participate in the Legacy Program, or take a tour of our new El Cajon facility, contact Katie Gomez, Development & Events Manager, at (619) 515-2306 or katieg@fhcsd.org.
CEO’S CORNER: an update from Fran

Why Do We Do This, Again and Again?

Every three years Family Health Centers of San Diego is subjected to an intense review of our programs, services, and most of all, our clinical safety. For over two decades, we have invited The Joint Commission, the nation’s pre-eminent accrediting body for healthcare organizations, to spend a week testing our systems, our culture of safety, our process improvement, our patient satisfaction, and our clinical outcomes. 12 of our 23 clinical sites were subject to this intense scrutiny. Daily briefings were held with management to review surveyor observations and large numbers of employees were interviewed on the 1,000+ standards and sub-standards of the Joint Commission. This was a particularly tough survey, by very knowledgeable surveyors.

The Joint Commission accredits and certifies nearly 21,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization’s commitment to meeting certain performance standards.

All hospitals with Medi-care contracts are required by the federal Centers for Medicare & Medicaid Services to undergo the rigorous competency review of the Joint Commission every three years, conversely community health centers and clinics are not required to have Joint Commission certification. But, the Board and management of Family Health Centers of San Diego want that external validation. We believe the testing of our clinical care and infrastructure keeps us at the top of our game, and ensures optimal safety to our patients.

We are proud of our commitment to quality care and patient safety. It is our practice to share with our stakeholders the outcome of our patient satisfaction scores, and clinical metric outcomes. These scores are posted in our patient waiting rooms and broadly shared throughout our organization. We believe the comments of The Joint Commission surveyors provided at the conclusion of the survey are also worthy to share with our supporters. Here they are: “Beautiful facilities,” “Dedicated staff,” “Great access to care,” “appreciative patients,” “dedicated Board of Directors,” “Best site survey we have done in the country in 2017,” “You do wonderful work with the community,” and “Given the complexities of a large multi-site organization, FHCSD surveyed better than most single site organizations!”

Immediately following the survey, we commenced meetings with our clinical teams to discuss how to evaluate, prioritize and use the educative comments of the surveyors. The collective goal of the clinicians, staff, management and Board of Directors of Family Health Centers of San Diego is to be the best we can be and that is the reason we undergo the rigorous Joint Commission survey process, again and again!

Donor Spotlight

Fostering Community Relationships to Develop Solutions

When it comes to giving back, Rancho Mesa Insurance Inc. is helping to ensure deserving organizations can continue to provide vital services to residents in San Diego County. Founded in 1998, Rancho Mesa Insurance has had tremendous success in the commercial risk management industry, receiving the prestigious “National Best Practices Agency” designation for 10 consecutive years by the Independent Insurance Agents & Brokers of America (IIABA). In addition, two of the company’s principals have served as President for the IIABA organization. Moreover, they have proven to be an incredible community partner, donating nearly $1,000,000 to deserving community organizations throughout San Diego.

Rancho Mesa President, David J. Garcia, who served on the FHCSD Foundation Board for more than 10 years, is proud of his company’s commitment to improving our community. “The best part about giving back is supporting the dreams and missions of organizations that are changing lives here in San Diego. With philanthropic priorities that include healthcare, senior home care, assisted living, the developmentally disabled, community outreach, substance abuse, education and youth sports, Rancho Mesa Insurance is affirming its commitment to helping those in need.”

For over 20 years, Rancho Mesa Insurance has continually supported the mission of FHCSD, particularly our pediatric

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Family Health Centers of San Diego hosted its second Spirit of the Barrio luncheon of 2017 on May 19th, which featured a celebration of Maritime Month and the San Diego maritime industry. Our engaging panel discussed the Port of San Diego’s redevelopment plans, as well as the potential economic and environmental impact on the region.

Attendees learned more about the Port’s redevelopment plans for the 10th Avenue Marine Terminal and Seaport Village, as well as the modern renaissance Barrio Logan is currently undergoing. “The maximization of the 10th Avenue Marine Terminal will potentially quadruple the amount of cargo coming through, bringing a lot of business and job growth,” said Port of San Diego Commissioner Gary Bonelli. Panelist Diane Takvorian, a member of the Environmental Health Coalition, expressed concern for the health impacts brought by the increased cargo, stating that 40% of greenhouse emissions are caused by transportation while children in Barrio Logan are three times more likely to suffer from asthma than other children in San Diego County. However, she noted that the Port of San Diego will install solar panels to generate alternative energy to power electrical equipment.

Dante Sitta, a member of the Propeller Club of San Diego, stressed that many Port and maritime employees live in Barrio Logan, noting that the redevelopment will impact them both personally and professionally. Mark Steele, Chair of the Barrio Logan Planning Group, shared that he believed the redevelopment plans are “one of the best things that’s happened in a long time.” Despite the different concerns and thoughts addressed in the discussion, the Port of San Diego is collaborating on many initiatives to ensure this redevelopment best serves the people of San Diego.

Looking ahead, our July 21st Spirit of the Barrio will feature the US Poet Laureate Juan Felipe Herrera. The event is a great way to get involved with your community, be informed on current issues and have your voice heard! It also provides an opportunity to network with community leaders and elected officials, enjoy a delicious tamale lunch, and most importantly, support over 190,000 patients.

For information or to sponsor the event, please contact Katie Gomez, Development & Events Manager at (619) 515-2306 or katieg@fhcsd.org.
Ways to Give

Spirit of the Barrio
Called the “Best use of a lunch hour” by San Diego Magazine, Spirit of the Barrio is Family Health Centers of San Diego’s signature fundraising event. Held five times throughout the year at our Logan Heights Family Health Center, this fun-filled luncheon promises to entertain, inform and educate attendees with relevant panel presentations and a delicious tamale lunch! Table sponsorships and individual tickets available.

Mobile Medical Units
Since 1998, our Mobile Medical Units (MMUs) have provided health care to uninsured and medically underserved children, teens and adults in collaboration with elementary schools, community centers, social service agencies, rehabilitation facilities, battered women’s shelters, public housing complexes and homeless shelters. By breaking down transportation barriers for individuals and families in need of health care, our three units serve 3,443 children, women and men through 4,628 individual health care encounters annually. Each donation helps keep these units on the road and providing care for San Diego’s underserved communities.

- Individual - Commit to support FHCSD with an annual pledge or one-time donation, and in turn your name/family name will be displayed on the back of an MMU for three years.
- Corporate - FHCSD offers three levels of corporate sponsorship, and in turn your logo will be prominently displayed on the side of an MMU for three years.

Residency Program
In 2014, Family Health Centers of San Diego (FHCSD) created the Family Medicine Residency Training Program. The mission of the program is to train physicians from diverse backgrounds who are interested in providing care to the underserved communities of San Diego, while providing high-quality, broad-based clinical education and experience. With limited funding and continual budget cuts, Family Health Centers of San Diego needs your help in ensuring this program continues!

Naming Opportunities
FHCSD offers donors exclusive opportunities to name exam rooms, waiting areas, labs and more!

Baby Boutique
Our Baby Boutique program was founded to encourage new and expecting moms to follow through with important wellness checkups and attend classes to learn the basics of infant care, including breastfeeding and nutrition. For every pre- and postnatal appointment or class they complete, parents can redeem “Baby Buck Points” at Baby Boutique locations for baby clothes, supplies, children’s books and toys. This innovative program was founded in 2010 as an initiative to encourage new moms to complete their postpartum care, while providing them with items to meet their baby’s needs.

Reach Out and Read
Do you have children’s books lying around collecting dust? FHCSD’s Reach Out and Read program can give those books a new home and ensure a deserving child starts school ready to learn! Throughout 2016, we distributed over 9,000 books to children, promoting literacy and language skills.

Vehicle Donation Program
You can support Family Health Centers of San Diego by donating your used car, motorcycle, RV or boat! We will even take care of the details so you do not have to. We provide you with a hassle-free pick up and can get the most value from your donated vehicle, and it’s tax-deductible!

Programs & Services
Family Health Centers of San Diego provides many vital services to our patients. You can designate your donation to ensure we are able to continue providing these critically needed services.

- Healthcare for the Homeless
- Pediatrics
- Women’s Services
- Mental Health Services
- Vision Services
- LGBT Services