

The mission of South Bay Family Health Care is to provide access to quality health care for individuals and families, regardless of their ability to pay.

Building Healthy Lives

SBFHC Co-Sponsors World AIDS Day Awareness Event With City of Carson

South Bay Family Health Care, along with co-sponsors, the South Bay AIDS Network, the City of Carson, BP-Arco Carson, Janssen Therapeutics and ViiV Healthcare, staged its 17th annual World AIDS Day awareness event on December 1 at the Juanita Millender-McDonald Community Center in Carson. Attended by nearly 200 local residents and Carson High School students, the free-to-the-public event's theme was "I Am The Strategy," and



Councilmember Mike Gipson, Joanne Silva, Joseph Leahy and Barbara Smith

featured inspiring remarks from Carson city councilman Mike Gipson, presentations from HIV/AIDS physician experts, a poster contest and a

mobile unit offering rapid HIV antibody testing.

The event served as a reminder of how far treatment of HIV/AIDS has come—but also how much more remains to be done with regard to awareness and prevention, as well as treatment. According to SBFHC Social Services Director Joanne Silva, who also spoke at the event, more than one million Americans are living with HIV/AIDS, and one out of five do not know they are infected. "Treatment has come a long way," she says. "Everyone points to Magic Johnson and says he's doing well. He is a great example of someone living with HIV/AIDS, and some have come to see it as a very 'livable disease.' But actually, people have become complacent, and there are thousands of others who don't even know they have the disease, or feel that it's no longer a health threat to them. These are the people we still need to reach."

The South Bay AIDS Network has

hosted the event at various locations in the past, including the Hermosa Beach Pier, the Hermosa Beach Community Center and the South Bay Galleria. But this was probably the largest and most ambitious program the group had attempted.

"This was a big step up for us, and we're very grateful to our partners for the event, especially BP-Arco, who paid for the lunch and of course, the city of Carson," says Joanne. "The city council was unanimous in its support, and councilman Gipson was a real leader for the cause."



Gretchen Hahn-Ayotte, Jennifer Albano (1st place poster contest winner) and Joanne Silva

Kaiser Permanente Community Surgery Day Gives Early Christmas Presents To 14 SBFHC Patients

For the third consecutive year, SBFHC patients received an early holiday present through our partnership with Kaiser Permanente South Bay Medical Center: free surgeries.

Fourteen SBFHC patients were "gifted" with five hernia repairs, four cataract removals, two gall bladder removals, one tonsillectomy, one trigger finger procedure and one varicose vein treatment at Kaiser Permanente's Harbor City hospital on November 14.

"Our patients are very grateful for

the procedures they've received through Kaiser Permanente's Community Surgery Day," says Jann Hamilton Lee, President/CEO of South Bay Family Health Care. "As the county safety net continues to shrink, specialty services and surgery are difficult to access for our patients. This is a tremendous help to them."

Kaiser Permanente surgeons performed 24

operations that day. Other participating clinics included Harbor Community Clinic, the Wilmington Community Clinic and the Children's Clinic in Long Beach.

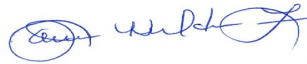


CEO Corner: Happy Holidays!

Just a quick note of thanks and appreciation to everyone as we head into the holiday season.

Have a wonderful and safe holiday season.

Through your efforts, we were able to “build healthy lives” for nearly 23,000 people in 2011.



Jann Hamilton Lee
Chief Executive Officer

Health Care Reform Update: Supreme Court To Hear Challenge To Health Care Reform

A regular feature on how health care reform will affect South Bay Family Health Care

The United States Supreme Court announced on November 14 that it will review the constitutionality of the health care reform law supported by the Obama administration and passed by Congress last year.

The court’s announcement indicated it will hear oral arguments on two issues: the constitutionality of the Patient Protection and Affordable Care Act’s “individual mandate” provision, and which, if any, of the law’s other

sections should be revoked if the individual mandate is determined to be unconstitutional.

The individual mandate section of the law would require all citizens to purchase health insurance by 2014, or face financial penalties.

In announcing its review, the Supreme Court has accepted a joint filing by 26 states challenging the constitutional legitimacy of the health care reform law.

The oral arguments are tentatively scheduled for February, and a ruling is expected by summer.

The overall impact is unknown, since much will hinge on the ruling on the individual mandate. If that is ruled constitutional, implementation will continue. However, if the individual mandate is ruled unconstitutional, other parts of the entire Patient Protection and Affordable Care Act—or the entire law itself—may be in jeopardy.

Electronic Health Record Rolled Out At Inglewood and Gardena

All SBFHC clinics now have paperless patient record system

After training sessions on October 4 and 5 for more than 40 clinicians and medical assistants, the Inglewood and Gardena clinics rolled out the electronic health record (EHR) portion of our “NextGen” software—technically NextGen v. 5.6—on October 18, which means that all SBFHC health centers have fully automated patient record systems.

Redondo Beach went live with the electronic health record in June 2010.

The upgrade to Inglewood and Gardena also included the installation of notebook computers in each of those clinics’ exam rooms.

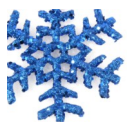
With temporarily reduced schedules to accommodate integration of the new system, the rollout went very well. “As with Redondo Beach, we had only mi-

nor technical issues, which were not difficult to address,” says Chris Wiley, SBFHC IT Director.

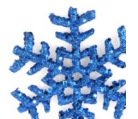
The benefits to SBFHC patients of the new system are numerous, according to SBFHC Chief Compliance Officer Diana Concannon. “This will give us greater standardization of care across our facilities, as well as more ready access to patient records by providers,” says Diana. “We’ll gain tremendous efficiencies by adopting a paperless system. For instance, it will increase the information available to clinical staff at the point of care, thereby enhancing clinical decision-making. The EHR system will also support enhanced coordination of care between all clinical staff, including physicians, mid-levels, behavioral health special-

ists, health educators and patient care specialists. Care will also be better coordinated with outside partners, such as pharmacies, laboratories and specialty care providers. Also, the EHR will eliminate the duplication of paper health records as well as loss and/or damage to paper medical histories. Finally, data collected through the EHR will be the basis of monthly reports that will be utilized to monitor and evaluate patient care, and improve patient outcomes.”

Federal stimulus funds were used to purchase and begin implementing the range of NextGen software that included a new practice management system (PMS) for appointment scheduling and billing, as well as the EHR.



Happy Holidays!



Community Roundup

Lennox Health Fair: Nasrin Ghoddosian and Danielle Williams

City of Redondo Beach Senior Health Fair: Bushra Ashfaq, Nasrin Ghoddosian, Zulma Gomez, Blanca Gonzalez, Brooke McIntyre-Tuley, Claudia Simon, Danielle Turcotte and Katherine Wong

Willowbrook Senior Center Health and Information Fair: Nasrin Ghoddosian and Danielle Williams

29th Annual Senior Citizen Health Fair Gardena: Bushra Ashfaq, Nasrin Ghoddosian, Zulma Gomez, Blanca Gonzalez, Brooke McIntyre-Tuley, Sana Naji, Dr. Camela Ott, Deysi Rodas, Dr. Azita Shahriarpour, Claudia Simon, Danielle Turcotte, Danielle Williams, Katherine Wong and So Cal Roc instructors and students.

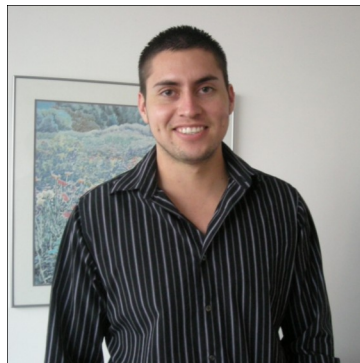
Services provided by: South Bay Family Health Care, A and S Diagnostic, Inc., Bon Acupuncture & Moxa Clinic, Fox Drug of Torrance, Health Care Partners, Kaiser Permanente, La Caze Hearing Center, Providence Little Company of Mary, Torrance Memorial Medical Center and Woelfel Chiropractic, Inc.



Welcome Our New Employees!



Miguel Biviano
Medical Assistant, Inglewood



Alex Hurizar Cardenas
Medical Records Clerk, Gardena



Xenia Esquivel
Appt. Scheduler
Redondo Beach



Blanca Gonzalez
Medical Assistant
Redondo Beach



Monica Gracia
Patient Enrollment Services Coordinator
Admin



Employee Spotlight: Grace Barraza, Gardena

It's entirely appropriate during the month of World AIDS Day to feature HIV Case Manager Grace Barraza of Gardena in the Employee Spotlight, for the compassion she has for those afflicted with HIV/AIDS and the enthusiasm she brings to advocating for them is amazing.

Despite the advances made in treatment of HIV/AIDS over the past 30 years, it remains a chronic and serious illness, particularly among disadvantaged minorities—the exact profile of Grace's patients. It's a challenging population. "There's usually a language barrier for most," she says, "and most of the social services are in English. I often go with them to their doctor's appointments to help out."

"Help out" just begins to describe the extent to which Grace assists her 60 patients. While patients with HIV/AIDS have great medical needs, they also have many social needs, and it is these services that Grace provides. For instance, she educates them about their

medications, helps them get mental health counseling and review alternative treatment options. Additionally, she serves as a resource for housing, legal and discrimination problems. Grace modestly calls it "difficult but rewarding work."

Grace's patients are divided into three categories: high acuity (20-30 percent of her patients), moderate acuity (50 percent) and self-managing (20-30 percent). But her goal for all of them is the same: self-sufficiency. "I want them all to move toward independence. Ultimately, I'd like them all to 'graduate' from our program and be independent," she says.

Grace has been with SBFHC for five years and lives in Hawthorne with her 22-year-old daughter and 83-year-old mother. She also has a 29-year-old son who lives on his own. Between family and work, Grace doesn't have a lot of free time, but when she does, she enjoys listening to self-motivation CDs and is a fan of Marianne Williamson

and Rick Warren. "I'm not religious," she says, "but I'm always trying to be a better human being."

"Graciela goes above and beyond the basic responsibilities of a case manager," says her supervisor Social Services Director Joanne Silva. "She is such an advocate for her clients and tries to make sure they understand the options available to them. Graciela is a very supportive, compassionate and caring person. South Bay Family Health Care is very lucky to have her as one of our employees."

