South Bay Family Health Care

Annual Report 2011 - 2012

Partnerships

Letter from Chief Executive Officer and Board Chair

Jann Hamilton Lee

South Bay Family Health Care

Trish Anderson

Dear Friends,

"Partnership" is defined by Merriam-Webster as a legal arrangement "usually involving close cooperation between parties having specified and joint rights and responsibilities." While there is a legal or contractual aspect to many of South Bay Family Health Care's partnerships, there is also one common goal: improving community health.

Here are some of the ways we are partners with individuals and organizations to meet that goal:

- We are partners with our patients to help them stay healthy.
- We are partners with our funders and donors, to whom we are exceedingly grateful, in expanding our shared vision of greater access to health care services for all.
- We are partners with our peer agencies, as we work together to keep the Los Angeles County safety net strong.
- We are partners with our legislators, school districts and community leaders to help provide more preventive and primary health care to underserved areas.
- And we are partners with the communities we serve, as we work at a neighborhood level to build healthier lives and through them, healthier communities.

The "one common goal" of our partnerships is right in line with South Bay Family Health Care's mission, which is to provide access to high-quality health care services for medically underserved individuals and families.

And we provided those health care services in 2011 to over 20,000 men, women and children from 253 different zip codes throughout Los Angeles County.

In this year's annual report, we invite you to read about some of the many partnerships that enable South Bay Family Health Care to provide much-needed health care to these individuals and families.

Thank you for all your support over the years.

Jann Hamilton Lee
President/CEO, South Bay Family Health Care

Trish Anderson
Board Chair, South Bay Family Health Care

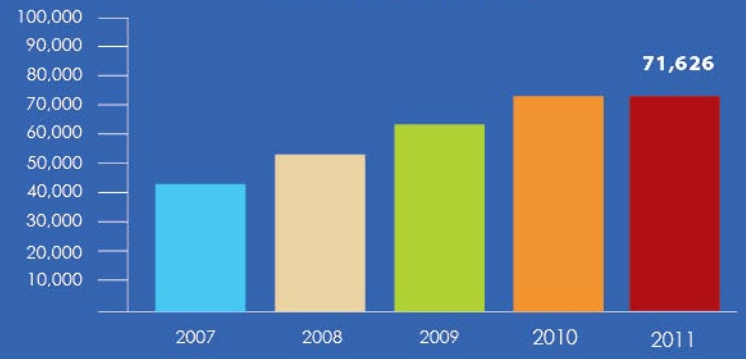
2011 Achievements

South Bay Family Health Care made significant improvements in quality, service and infrastructure in 2011. Below are some of the highlights:

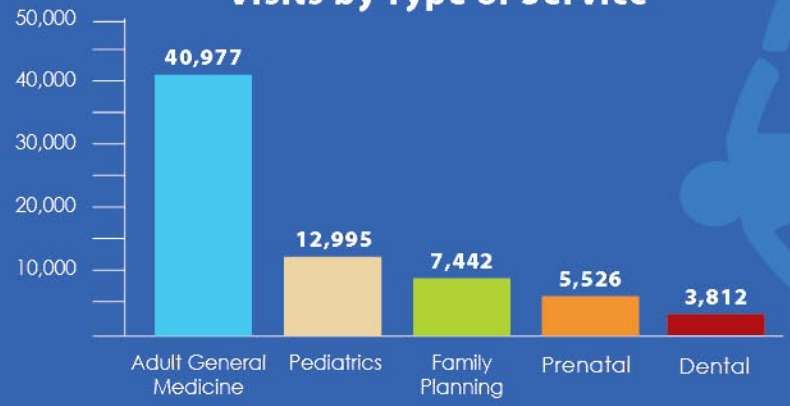
- Initiated several IT capacity enhancements, including a large server upgrade, fiber optic connections throughout all our clinics and new phone hardware and software for our call center, all of which will improve organizational performance and efficiency.
- Began offering behavioral health services to patients eligible for Healthy Way LA, Los Angeles County's program designed to expand coverage to low-income adults, and secure for them a "medical home."
- Continued to work with Los Angeles Unified School District for the Fall opening of our newest health center on the campus of Carson High School, which will offer primary and preventive health care services to students and their families.
- Made significant enhancements to our diabetes management care:
  - installed diabetic retinal photography capability at our Gardena and Inglewood clinics;
  - purchased Hemoglobin A1C testing machines for each clinic; and
  - through a grant from the California Community Foundation, continued a partnership with Good Samaritan Hospital and established a new partnership with ophthalmologist David Boyer, MD, to treat and perform necessary eye surgeries for our most at-risk diabetic patients.
- Completed the implementation of our electronic health record in our three primary health centers, which will make possible much more precise management of patient care.
- Established a partnership with West Los Angeles College that gives their dental hygiene students an opportunity to get practical experience while giving our patients additional access to free oral health services.
- Revamped call center operations to improve phone access and create a more patient-friendly appointment system.
- Set up a reciprocal relationship with Didi Hirsch Mental Health Services that enables patients of both organizations to receive physical and mental health services.
- Established a new development department to help raise additional expansion funds to meet growing unmet health care needs throughout Los Angeles County.
- Partnered with the City of Carson and their local elected officials on the first World AIDS Day awareness and education event held in that city; it was so successful that we will do it there annually.
- Expanded access to dental screenings for children under five on our mobile clinic, the "Healthy Kids Express," through a grant from First 5 and LA Care Health Plan.

Patient Statistics and Financial Data

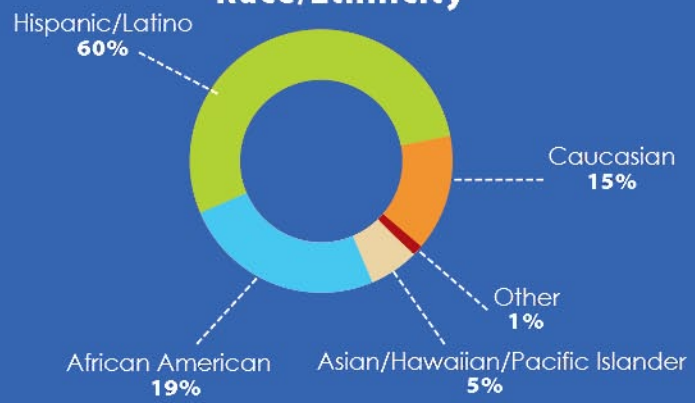
Number of Visits



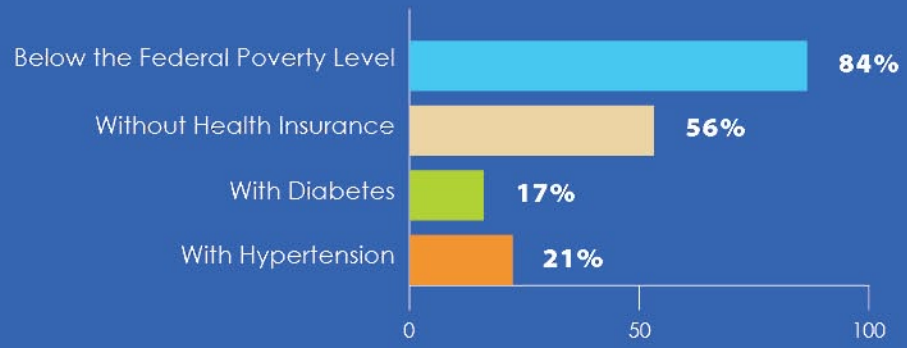
Visits by Type of Service



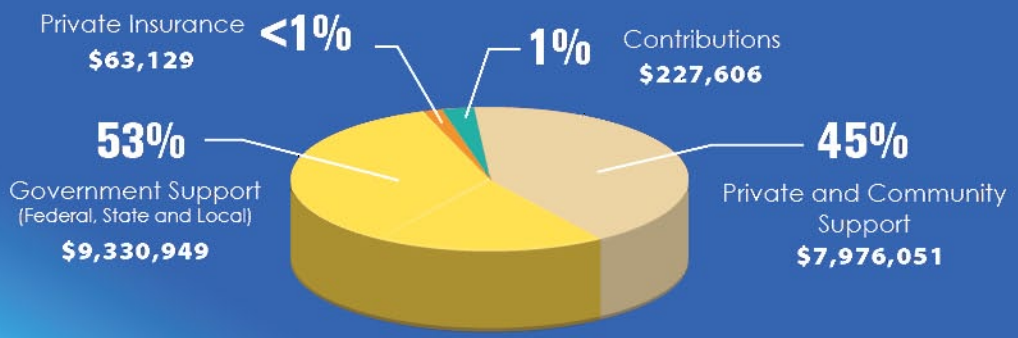
Race/Ethnicity



Percentage of Our Patients

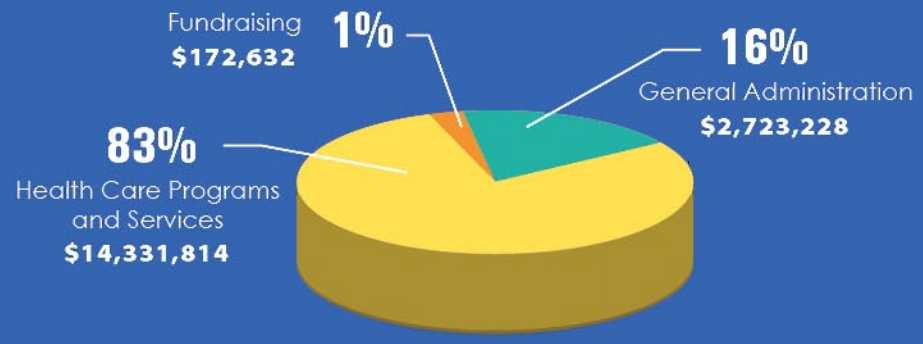


Revenue



Total = $17,597,735

Expenses



Total = $17,227,674

Occupational Therapy Training Program (OTTP)

The Occupational Therapy Training Program (OTTP) was established in 1975 to provide at-risk, economically disadvantaged youth throughout Los Angeles County with the skills they need to function effectively within the context of daily life. These skills include comprehensive mental health services, life skills training, work readiness training, job placement and much more.

For over a decade, South Bay Family Health Care has partnered with OTTP, and especially its Latina Empowerment Group, to provide them with important health information on teen pregnancy. "Part of empowering our young ladies is teaching them how to make healthier choices to protect their bodies and their futures," says Corinthia Resendez, Case Manager/Activities Coordinator, Special Service For Groups/OTTP. South Bay Family Health Care has been a key part of that ongoing education effort, helping the students—many of whom are not in a formal high school setting—make small behavior changes so they are more likely to seek preventive care.

The partnership has been so successful that OTTP recently expanded the relationship, inviting South Bay Family Health Care educators to work with their community-based groups, their students at different high schools, their Young Parents Program and most important, their Youth Center. The Youth Center gives teens who attend alternative high schools an opportunity to have "the information come to them," as Corinthia puts it. "These are kids who go to school usually 8 AM to 12 PM and may have had health class in 7th grade but really have no way of getting clear, accurate information on health topics of vital importance to at-risk teens, such as pregnancy prevention."

South Bay Family Health Care's education outreach efforts, however, make that possible.

Says Corinthia: "I would like to express my appreciation and gratitude to South Bay Family Health Care and am honored to collaborate with them to assist our clients in making better choices for their mental, physical and emotional health."

OTTP

Los Angeles Unified School District

In response to two local studies showing a need for primary and preventive health care for low-income teens, South Bay Family Health Care opened one of the first school-based clinics in the area in 1999 on the campus of Carson High School. For 13 years, in partnership with Los Angeles Unified School District, the clinic has operated on a part-time basis, providing general medical services, sports physicals and teen services to the students. Indeed, the clinic has been such an important resource that the City of Carson has provided Community Development Block Grant funding to help provide care for students the last eight years.

"The City of Carson has supported South Bay Family Health Care because they're demonstrating true leadership by providing much-needed health care to underserved members of our community," says City of Carson councilman Mike A. Gipson. "It's a great partnership for the city and our residents."

This past year, South Bay Family Health Care entered into a more formal partnership with Los Angeles Unified School District to expand the part-time clinic into a full-time health center tending to the medical needs of not only students but also their families and the surrounding community.

The result: One of LAUSD's very first campus Wellness Centers, anchored by South Bay Family Health Care, and including a variety of other related health care providers, is slated to open in Fall 2012. The Center will be a "one-stop shop" for primary and preventive health care services, mental health and behavioral health services, pregnancy prevention and other teen services plus, dental screening, health insurance enrollment assistance and coordination of additional related health care services and resources.

When fully operational, the clinic expects to see about 8,000 patients per year.

"I think our community clinics have really risen to the occasion over the last few years," says Kimberly Uyeda, MD, MPH, Director of Student Medical Services and Community Partnerships for Los Angeles Unified School District. "As medical programs have been cut, clinics like South Bay Family Health Care have agreed to help us serve more students and community members through school-based wellness centers. It is partnerships like the one at Carson High School that make the future look brighter on both the health and educational fronts."

Wellness Networks In LAUSD

LOS ANGELES UNIFIED SCHOOL DISTRICT · BOARD OF EDUCATION ·

Beach Cities Health District

The beach cities—Redondo Beach, Hermosa Beach and Manhattan Beach—are generally more affluent than some of the other communities served by South Bay Family Health Care, but they still have pockets of poverty and many people without health insurance, trends exacerbated by the downturn in the economy over the last several years.

"People may not realize this, but about ten percent of beach cities residents lack medical coverage, which is a lot more than most would expect," says Lisa Santora, MD, Medical Director of Beach Cities Health District, the largest preventive health agency in the nation. "We have a lot of young people working part-time in service industries, such as hair salons and restaurants, which often don't offer health insurance. Additionally, five percent of the area is below 100 percent of the Federal Poverty Level, so we definitely have need—even amid this affluence."

To address this need, South Bay Family Health Care and Beach Cities Health District have joined forces for over two decades, partnering to provide a wide array of services to area residents. For instance, in 2011, Beach Cities Health District, through its Center for Health Connections, referred to South Bay Family Health Care over 400 people for 748 primary and preventive care medical visits, and provided funding for their care. Beach Cities also acts as a clearinghouse of social services for these patients, offering guidance on getting mental health care, food stamps, dental care and employment-search support.

BCHD
A Public Agency
Beach Cities Health District

The partnership has been very instrumental in helping South Bay Family Health Care achieve one of its most important community health goals: expanding the range of services offered beyond primary care.

"South Bay Family Health Care provides a vital service to our community, ensuring access to health care for our neediest residents," says Dr. Santora. "We don't have a lot of established services for low-income or uninsured residents of this area because it's perceived as fairly well-off, so we have depended on South Bay Family Health Care for many years, and they have been a very reliable partner for us and the underserved."

Didi Hirsch Mental Health Services

Didi Hirsch Mental Health Services, one of the first federally approved community mental health centers in greater Los Angeles, initially approached South Bay Family Health Care a year or so ago regarding a potential integrated behavioral health grant opportunity. Although that funding didn't materialize, what did emerge was a partnership between two organizations with a strong commitment to providing integrated physical and mental health services to the county's medically underserved populations. "We realized that, even though we didn't get that grant, we could still move forward together with a joint program," says Curley Bonds, MD, Medical Director of Didi Hirsch. "South Bay Family Health Care had the staff that could provide primary care, and we had new space in Inglewood that would enable them to see patients."

What developed was a reciprocal referral relationship, through which Didi Hirsch patients with severe mental illness get culturally-sensitive physical health services, and South Bay Family Health Care patients who can benefit from psychotropic medications receive expert psychiatric consultation.

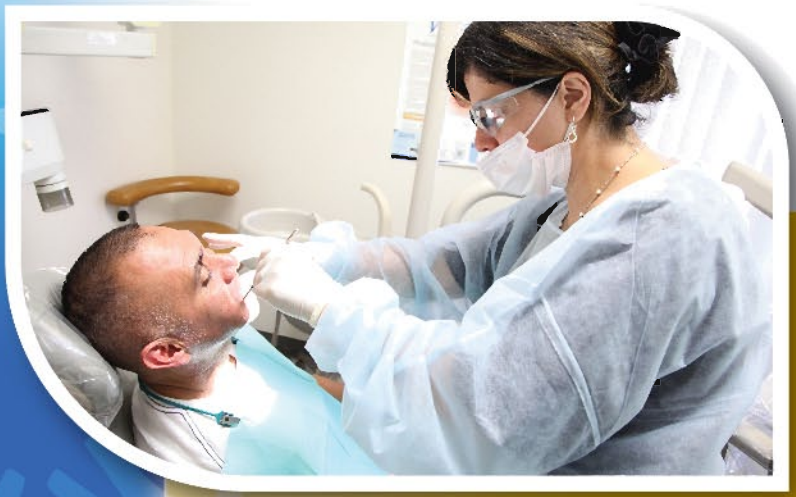
The partnership is made even more convenient because Didi Hirsch's new Inglewood mental health center shares the same building as South Bay Family Health Care's OB practice.

The relationship has unique potential, as both organizations will be able to offer integrated medical care services to those in need. And for South Bay Family Health Care, it's another opportunity to expand the range of specialty services we seek to provide to our uninsured and underinsured populations.

"This is a very important partnership for us," says Dr. Bonds. "A survey we conducted a few years ago showed that 50 percent of our clients could not identify or did not know who their primary care provider was. Working with South Bay Family Health Care, we are now able to say that our clients can have a 'medical home.' Plus, the missions of the two organizations are really aligned, and the diversity of the South Bay Family Health Care staff closely matches that of our clients, so we can offer them culturally competent care.

"We really think this partnership will grow."

West Los Angeles College



West Los Angeles College is an accredited California Community College whose Allied Health Division features a nationally recognized Dental Hygiene program. After finding few community opportunities for their students to get practical "in-chair" experience due to budget cutbacks in appropriate programs throughout the Los Angeles area, college representatives reached out to South Bay Family Health Care, and we were delighted to work with them.

The agreement enables five West Los Angeles College Dental Hygiene students plus a supervising faculty member to spend a full day at South Bay Family Health Care's Gardena clinic each week, providing free teeth cleaning services and dental education information to our adult patients.

"It has been a wonderful experience for us and our students," says Lisa Kamibayashi, RDH, MS, who oversees the Dental Hygiene Program for West LA College's Allied Health Division. "Our students love working with the clinic and its patients."

The partnership has come at a very opportune time for uninsured LA County residents, too, as the demand for dental services has increased dramatically since Denti-Cal was eliminated as a covered benefit for adults in July, 2009. Wait time for a new appointment with South Bay Family Health Care dental practitioners has reached six weeks—a time frame that's not at all uncommon with agencies and clinics providing low- and no-cost dental services. So to have extra hygienists available to provide no-charge dental services is a huge plus for our patients, many of whom put off visits to the dentist because they can't afford it.

"We have many partnerships with very large organizations, including UCLA School of Dentistry and the VA Hospital in West Los Angeles," says Lisa. "But our relationship with South Bay Family Health Care is special because it's more community-based. It enables our students to learn about low-cost dental options for people without access to a regular dental provider. At the same time, they get practical experience working on some very challenging cases, as many of the patients they're seeing have had infrequent dental hygiene visits. It's been very educational for our students, and we look forward to continuing this partnership in the future."

Special Service For Groups/Asian And Pacific Islander Mental Health Alliance

The Special Service For Groups/Asian And Pacific Islander Mental Health Alliance (SSG/APIMHA) is an innovative public/private partnership of six mental health organizations that provide an effective, culturally competent, community-based system of care as an alternative to the hospital-based system for Asian and Pacific Islander clients with severe mental illness.

With an innovation learning grant provided by Proposition 63, the Mental Health Services Act passed by California voters in 2004, SSG/APIMHA sought to make inroads specifically with Samoan communities in Southern California. To help achieve this goal, the agency made contact with South Bay Family Health Care, for two reasons, according to Trang Hoang, LCSW, PhD, Clinical Director of SSG/APIMHA. "First, the clinic is located in the heart of large populations of Asian and Pacific Islanders, and second, we wanted to work with Dr. Kurene Mao, a South Bay Family Health Care physician of Samoan heritage, who is well-known in the Asian and Pacific Islander health and cultural circles," says Trang.

Thus began a partnership to provide integrated care—medical care, mental health services, substance abuse treatment and community connections—to underserved Samoans throughout the South Bay. It involves each organization identifying clients that might benefit from the services of the other. For instance, South Bay Family Health care patients who have anxiety, depression or stress issues would be referred to the SSG/Samoan Integrated Services Model team, while SSG/Samoan Integrated Service Model patients presenting with mental health problems could be sent to South Bay Family Health Care to be checked for such ailments as high blood pressure, diabetes and weight control.

The partnership is marked by a number of innovations. "We have online charting that gives us the ability to transfer data back and forth," says Trang Hoang. "We also have joint case conferencing, which greatly facilities an integrated approach. And we have coverage for non-traditional services, including chiropractic, yoga, and even drumming and faith healing, the latter two of which are very important cultural elements in the Asian and Pacific Islander communities."

The collaboration gives both organizations the opportunity to provide a greater range of services to their clients, but it is also expected to yield another benefit: cost savings. "There has long been discussion of the need for 'integration of care for mentally ill clients' to improve health and mental health outcomes, but integration also helps reduce costs in the process of care across all provider systems," says Trang. "That's a great partnership."

Donors and Funders

Community and Civic Groups
AIDS Project Los Angeles
Community Health Councils, Inc.
Kiwanis Club of Hermosa Beach
Sandpipers Juniors
Soroptimist International, Manhattan Beach
Southside Coalition
Special Service For Coalition
Women's Fellowship of Manhattan Beach
Community Church

Corporate
American Business Bank
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Chevron Products
Enviroscape
Ethicon Endo-Surgery
Good Samaritan Hospital
Johnson and Johnson, Janssen Products, LP
Kaiser Permanente
Kaiser Permanente South Bay Medical Center
Kaiser Permanente West Los Angeles Medical Center
MCL Marina Corporation
Memorial Hospital of Gardena
Plains All American Pipeline
Providence Little Company of Mary Medical Center
Watson Land Company

Foundations
Blue Shield of California Foundation
California Community Foundation
Covidien Partnership for Neighborhood Wellness
Crail-Johnson Foundation
First 5 LA
L.A. Care Health Plan
Long Beach AIDS Foundation, Inc.
Los Angeles AIDS Foundation
Los Angeles Trust for Children's Health
Swanton Foundation
The California Endowment
The California Wellness Foundation

Government
Beach Cities Health District
California Family Health Council
City of Carson
City of Manhattan Beach
City of Rancho Palos Verdes
City of Redondo Beach
County of Los Angeles, 4th District – Supervisor Don Knabe
County of Los Angeles, 2nd District – Supervisor Mark Ridley-Thomas
Los Angeles County Department of Health Services
Los Angeles County Department of Mental Health

Employee Giving
AT&T Employee Giving
ECHO of Northrop Grumman
Honeywell Hometown Solution
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United Way of Greater Triangle
United Way for Southern Michigan
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The Alvin Trafton Family
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Hugh and Barbara Wells
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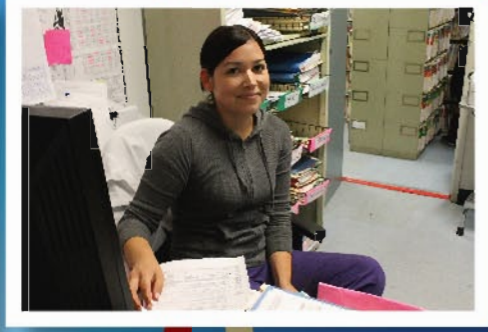

South Bay Family Health Care

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Redondo Beach
2114 Artesia Blvd.
Redondo Beach, CA 90278

Gardena
742 W. Gardena Blvd.
Gardena, CA 90247

Carson Wellness Center
270 East 223rd St.
Carson, CA 90745

Inglewood (OB/GYN Only)
323 N. Prairie Ave., Suite 210
Inglewood, CA 90301

Inglewood
Dr. Claudia Hampton Clinic
1091 S. La Brea Ave.
Inglewood, CA 90301

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