

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 Participates in Free Surgery Day At KP West Los Angeles

Three SBFHC patients received free surgical procedures, on Saturday, March 17, courtesy of Kaiser Permanente West Los Angeles Medical Center. The procedures included two gallbladder removals and one hernia repair. SBFHC has been part of a regular free surgery program sponsored last two years by Kaiser

Permanente West Los Angeles that also includes patients from the Venice Family Clinic and Westside Family Health Center.

“The free surgery partnerships we’ve established with the Kaiser Permanente Medical Centers in West Los Angeles and the South Bay are a tremendous benefit for our patients,”

says SBFHC President/CEO Jann Hamilton Lee. “Specialty and surgery services are very difficult for our patients to access, so when we have the opportunity to participate in programs like these, our patients are very grateful. We’re grateful, too, that Kaiser Permanente has been such a terrific partner for us.”

Mental Health Services Now Available to SBFHC Healthy Way LA Patients

One-to-one and group support for common behavioral health issues such as anxiety, depression and stress, as well as help in making healthy lifestyle changes such as weight loss and improving parenting skills, is now available to all SBFHC Healthy Way LA patients. It’s part of an expanded range of services for the county-based program that currently has 2,800 SBFHC enrollees.

“The services represent an integration of mental health and physical health—true ‘behavioral health,’” says SBFHC Chief Compliance Officer Diana Concannon, who is overseeing the implementation of the program. “It works like this. When someone calls

and inquires about the services, we make them an appointment. Then, our providers perform a physical and behavioral health assessment, and talk over a variety of potential solutions with the patient. We try to focus on concrete steps that we can help them reach their personal health care goals. When necessary, the treatment may include appropriate medications to help them, for example, reduce anxiety or depression.”

In order to ensure smooth implementation, the program is starting slow—about 20 patients per week

throughout the three clinics—but those numbers are expected to pick up. “We think many more patients will take advantage of this program as word gets out, and we’re delighted to be able to offer it to them,” says Diana.



Head Start enrollees at Volunteers of America Head Start, Harbor City, receive pre-registration physicals from SBFHC. (Additional photos inside.)

Health Care Reform Update: Supreme Court Deliberates “Individual Mandate”

After holding an unprecedented six hours of oral arguments during the last week of March, the Supreme Court will issue its ruling on the constitutionality of the individual mandate portion of the Affordable Care Act later this summer. While the court’s decision is unknown, most observers, based on the aggressive line of ques-

tioning from the more conservative justices, felt that it was quite likely that the individual mandate would be struck down. There was less consensus on whether the justices would take the next step, requested by many of the states bringing the matter to the court, and invalidate the rest of the law as well.

Some state legislators, including several California Democrats, have declared that they would move to make the provisions of the Affordable Care Act part of state law if the Supreme Court declares it unconstitutional.

The justices’ ruling is expected in June.

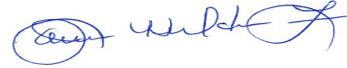
CEO Corner: Regardless of Health Care Reform Outcome, Our Mission Will Not Change

By now, you've no doubt heard that many of the changes promised by the Affordable Care Act may be in jeopardy due to the possibility that the Supreme Court may rule the individual mandate portion of the legislation unconstitutional. As advocates for greater health care access for all, SBFHC favored the passage of the ACA. But even if the Supreme Court strikes down the individual mandate, or even the entire law, it won't change our position on access for all or our

mission to help bring that ideal about. For over four decades South Bay Family Health Care has stood steadfast in its conviction that health care is a right. We believe in our responsibility to provide high-quality medical care to those who are medically underserved and to reach out to communities where access is a problem. We also seek to be a resource to these communities.

We'll continue to hope that the Supreme Court's decision, which is due in June, will preserve the ACA in

its totality for the entire nation. If it is not preserved, we will work for a state-based solution. But even if neither of these solutions works out, our efforts to provide health care, based firmly on our mission, will continue just as they have for the last 43 years.



Jann Hamilton Lee
Chief Executive Officer

Carson Update

Construction on the expansion of SBFHC's school-based clinic at Carson High School is underway, and the expectation now is that the building will be completed in June. "If the work is done before the end of June, as we expect it to be, we will look to begin providing some services on a limited basis during summer, probably in

July" says SBFHC Chief Operations Officer Ann Allard. "It will likely be teen services and pediatrics. We would then look at a full opening of services around the time students go back to school at the end of August or the beginning of September."

SBFHC has operated a school-based clinic in the Healthy Heart cen-

ter on the campus of Carson High School for 20 hours per week since 1999, providing sick care, sports physicals and teen services to students.



Welcome Our New Employees!



Vanessa Silva Mora
Intake
Gardena



Elma Osuna
Medical Assistant
Gardena



Dr. Oralia "Bea" Patlan
Staff Psychologist
Gardena

Congratulations!

Community Roundup

As part of its mission, South Bay Family Health Care reaches out to underserved communities to help them access much-needed health care. Below is a list of recent events, along with the staff members who volunteered at them. Many thanks to them for their efforts!

Fall Health Fair at CSU Dominguez Hills: Nasrin Ghoddosian and Brooke McIntyre-Tuley

Green Dot's West Athens Area Schools Community Health and Resource Fair: Danielle Williams

National Women & Girls HIV/ AIDS Awareness Day: Leslie Pierce, Brooke McIntyre-Tuley and Katherine Wong

Volunteers of America Head Start, Harbor City: Marissa Cabral, MD, Shirley Cazares, Betty Franco and Esmeralda Ramos

Volunteers of America Head Start, Hawthorne: Marissa Cabral, MD, Shirley Cazares, Betty Franco and Esmeralda Ramos



Correction: Four staff members who volunteered at the Adams Middle School Health Fair in Redondo Beach were inadvertently left off the Community Roundup section in our last issue. They are: Marissa Cabral, MD, Michael Calderon, Shirley Cazares and Esmeralda Ramos. We apologize for the oversight.

Volunteer Spotlight – Nasrin Ghoddosian

SBFHC volunteer Nasrin Ghoddosian came to America over 10 years ago, and like many emigrating from other countries, she immediately wanted to learn and speak English better. However, instead of watching television to develop her language skills, she decided to volunteer in her community, which led her to current relationship with SBFHC. Thus, at various health fairs, you'll find Nasrin enthusiastically greeting the public and handing out SBFHC information.

Already a physician in her native country of Iran, where she practiced general medicine and family planning in addition to teaching HIV/AIDS education, Nasrin is also currently studying for her medical degree in the United States. It's been a challenge, but Nasrin is determined to pass it, and

she's using the opportunity to further enhance her English skills. "I think the best way to learn is to practice by speaking English with others," she says. With a natural curiosity, Nasrin goes even deeper into the language, to the point of seeking to understand English phrases that we all use without thinking—for example, "the luck of the draw," or "making a mountain out of a mole hill." In the course of her research, she discovered that the English and Iranian cultures share many of the same expressions, even if the words differ. (For the record, the first phrase usually is thought to derive from the random "luck" in drawing cards, while the second dates back to Old English and refers to greatly exaggerating the difficulty of a situation.)

SBFHC wishes Nasrin all the best on her exams, and we truly appreciate



her taking time away from her studies to help us promote our services and programs in the community. Her commitment to the community exemplifies the best of our mission: seeking to provide access to care to underserved populations without regard for their ability to pay.

Employee Spotlight – Ning Morando, Torrance Administration

After 11 years with SBFHC, Finance Director Ning Morando never looks back at the other job offer that came her way when she emigrated to the United States from the Philippines. "It was with Coca-Cola, but SBFHC offered me the opportunity to do more and work at a higher level," she says. "I liked it more, so I came here."

More than a decade later, she still feels the same way. "I like what I'm doing, and I get along well with the staff," she says. "I clicked with Richard right away, mainly because I saw that I could rely on his work."

Reliability is a very important factor when you're engaged in such serious work as overseeing cash flow, budgets, revenue, expenses and adjustments. However, Ning states that accountants aren't always serious; it's just that the work makes them seem that way. "We have to be serious about our work and concentrate on it because the numbers have to be 100% accurate," she says. "Right now, we're getting the new Paychex payroll sys-

tem up and running, and then we need to look at new software for our accounting system. Those are very important tasks that require serious attention. But we're not serious all the time. The books have to balance, but we still have fun."

As evidence of her "non-accounting" side, she offers that her hobbies are cooking and baking. *Pancit*, a Philippine noodle dish, is a specialty, but she is also famous for her rum cake. "I only make it once a year, but everyone wants to know when I'm bringing it in to work," she says.

She also takes at least an hour-long walk every weekend and enjoys frequent 30-minute treadmill or Zumba (a combination of dance steps and aerobics) sessions to relieve stress and stay fit.

Ning spends a lot of time with her family, which includes two boys, ages 14 and 16, who are her life and inspiration. Both attend magnet schools, and the younger one likes playing basketball and football, while the older one is more serious about academics.

"Ning not only maintains our 'organizational scorecard' to keep our books balanced, she also supports the SBFHC internal staff, while managing our external financial audits and auditors for all our grants," says SBFHC Chief Financial Officer Al Diaz. "We are going through a period of rapid change, and her experience and steady hand have served us well. We're very grateful to have her as part of our financial team."

