



United Health Centers
of the San Joaquin Valley



ANNUAL REPORT 2018



www.unitedhealthcenters.org



Message from our President & CEO



Colleen Curtis

PRESIDENT AND EXECUTIVE OFFICER

We are very proud to share our UHC 2018 Annual Report that highlights a remarkable year of unprecedented growth exceeding 15% over 2017, as well as, many truly outstanding accomplishments of both national and local significance. In 2018, the organizational focus centered on offering new services and expanding access in underserved communities with new delivery points around the Central Valley. We had resounding success by serving 81,000 patients and 439,678 visits. The opening of two beautiful new health centers in Sanger and Lemoore highlighted major construction projects while renovations helped introduce Urgent Care in Mendota and Huron, in-house pharmacy services in Sanger, and expanded dental capacity in Mendota.

Also in 2018, we furthered our vital role in provider training by adding a third year in the UCSF Family Medicine Residency PGY-3 Pathway and expanded our training for the UCSF Medical Bridge and Migrant Farmworker Students, as well as, the UC Davis PRIME and UCI Medical Students. Volunteer high school students also gained valuable exposure to the healthcare environment with over 10,000 service hours in 2018 at our community health centers and UHC received the Employer of Excellence Award from the Fresno Regional Workforce Board for these efforts.

UHC received several national quality awards and recognition in 2018 including full recognition by CDC for the Diabetes Prevention Program and the prestigious Quality Improvement Awards from HRSA for surpassing benchmarks in all quality categories and exceeding national clinical benchmarks in chronic disease management and preventive care. In addition, UHC received Level III Recognition in Patient Centered Medical Home from National Committee for Quality Assurance (NCQA). The QI program at UHC has been a trademark in service quality through the years and to receive monetary awards for its achievements in 2018 was very affirming.

The transition to a new electronic health record system with AthenaHealth during the majority of the year culminated with a Go-Live-Day on December 4th and brought improvements in charting efficiencies and appointment processing for greater provider and patient satisfaction. The new EHR (AthenaNet) and EDR (Dentrix) systems will continue to bring efficiencies and advancements in technology well into the future.

More than 130 new team members joined our incredible workforce in 2018 with over 44 new providers, directors and managers among them, as well as, two new members to our Board of Directors. We are extremely pleased with the immediate contributions these highly motivated and skilled professionals have brought to the organization. We look toward to an even greater year in 2019 when the collected efforts of the entire UHC team will bring its values of caring and compassionate service to improve the health and wellness to the communities we serve.



Board of DIRECTORS



Dr. Jack Shantz, Psy.D.
BOARD CHAIR

Message from Board Chair

I am honored to serve as the Chair for the UHC Board of Directors and along with the other Board Members, grateful for the tremendous efforts the staff at United Health Centers have made toward the impressive accomplishments and growth this year. We have worked closely with the very talented executive leadership of the organization to further the growth while making great strides toward improving the health of our communities.

We have made very strategic decisions to expand the number of health centers in key locations that increase the opportunities for more patients to receive critical medical, dental, behavioral health and several others, services, plus we have provided great opportunities for new jobs in our under-employed communities, both in construction and in health center job placements. We also actively promote healthy lifestyles with programs for smoking cessations, breast cancer screenings, and recognize improvements in school attendance.

I have been so pleased to see that we have grown our education and training facilities for physician and clinical education, as well as, be the community hub of activities from leading small groups in nutrition education, to providing health and enrollment information at events, often as the only health educators in attendance, to expanding the medical education for UCSF Family Medicine Residencies at the Parlier health center.



Jose Plascencia
Vice Chair



Daniel Parra
Parliamentarian



Irma Cruz
Secretary



Dr. Sylvia Schultz
Treasurer



Ofelia Garcia
Member



René Moncada
Member



Sarah Guerra
Member



Nathan Williams
Member



Lorane Avalos
Member



Angel Angulo
Member



Esther Nicacio
Member

Our Mission

"We are committed to the lifetime wellness of our communities by providing accessible, comprehensive quality health care to everyone, with compassion and respect"

Our Vision

"To improve the health and quality of life for the communities we serve."

73%

of our patients are farm workers

59,076

farm workers in 2018



Every year, the relentless labor of thousands of farmworkers ensures a successful harvest for our Central Valley. Likewise, hundreds of health care professionals at UHC work tirelessly to provide quality health care to the hands that nurture our soil, with compassion and respect, regardless of ability to pay. We are committed to doing everything we can for our patients, including providing free transportation, as well as, working past sunset and on the weekends.



Patient Profile Statistics

From newborn babies to senior citizens, keeping our patients healthy is our top priority

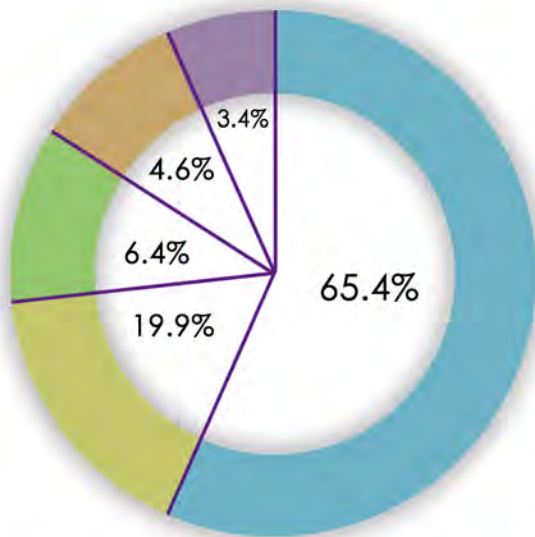
439,678
Total Visits

296,071
Total Medical Visits

100,741
Total Dental Visits

29,078
Total Chiropractic Visits

13,788
Total Optometry Visits



Patients income level by Federal Poverty Guidelines

- 100% and below
- 101-150 %
- 151-200%
- Over 200%
- Unknown



Total utilization of services

- **Medical** 63%
- **Dental** 23%
- **Chiropractic** 7%
- **Behavioral Health** 4%
- **Optometry** 3%

Primary language spoken by patients

- **Spanish** 53.39%
- **English** 42.18%
- **Other** 4.43%

OUR IMPACT

In Numbers



Financial Growth

155%

Increase since 2014



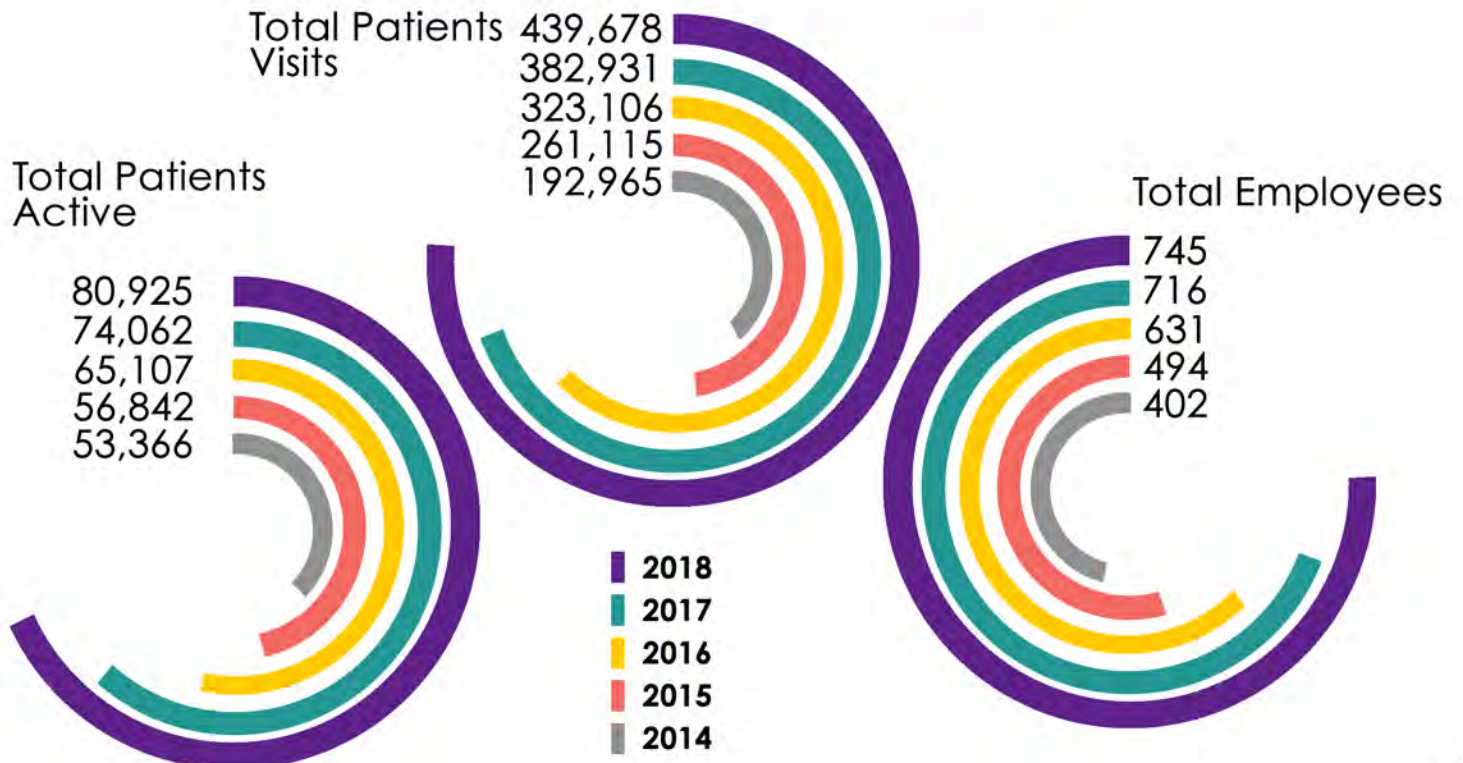
38.3M

2014

97.8M

2018

We have become the premier healthcare provider in more than **50 Central Valley Communities**



United Health Centers

History & Expansion

In 1971, concerned citizens who identified the need for accessible quality healthcare in Fresno’s rural communities formed committees to find solutions. Their advocacy work established the foundation for what would become United Health Centers of the San Joaquin Valley. Nearly every decade since, UHC has opened, renovated or expanded existing health centers throughout three counties in the Central Valley. Moreover, UHC operates 14 additional sites where it provides services through the Women, Infants and Children (WIC) Program. The history of UHC has always been marked by growth and expansion driven by a mission and vision, which sets patient satisfaction at the forefront.

United Health Centers of the San Joaquin Valley, with its corporate offices located in Parlier, CA, is a private non-profit organization whose purpose is to provide comprehensive medical, dental and community health services to the medically underserved in the central San Joaquin Valley. We are licensed by the State of California as a Community Health Center, and designated as a Federally Qualified Health Center (FQHC) by the Federal and State governments.

ICARE

INTEGRITY • COMPASSION • ADVOCACY • RESPECT • EXCELLENCE

Our Core Values

- I**ntegrity • We maintain high standards of confidentiality ethics, fairness and honesty.
- C**ompassion • We listen to our customer’s needs. We are responsive, courteous and kind.
- A**dvocacy • We demonstrate this by committing to the care of the underserved by appropriately advancing the interest and considering the needs of those we serve.
- R**espect • We embrace the contributions of everyone and value diversity within our community.
- E**xcellence • We uphold our standard of excellence with a culture of continuous improvement in the delivery of health care services through the strong work ethic and innovative spirit of our employees.



Customer Service Vision Statement

“UHC is committed to doing everything we can for our patients”





Medical Care

- Family Medicine
- Internal Medicine
- OB-GYN
- Pediatrics
- Pregnancy Care & Education
- Physicals
- Family Planning
- Women's Health
- Immunizations

Dental Care

- General Family Dentistry
- Crowns and Bridges
- Fillings
- Complete & Partial Dentures
- Emergency Dental Services
- Dental Cleanings
- Screening Exams

Urgent Care

Specialty Care

- Behavioral Health
- Tele-Dermatology
- Cardiology
- Optometry
- Chiropractic
- Podiatry
- Nutrition Education
- Health Education
- Healthy Start

In-House Services

Laboratory • X-Ray • Pharmacy • Transportation

Our commitment to the delivery of these vital in-house services for the convenience of our patients further emphasizes our vision to be the patient-centered medical home.

Pharmacy - With the introduction of the new Parata Max Automated Medication Refill Station in Parlier and by expanding electronic prescribing at each health center, Pharmacy Services are rapidly becoming state-of-the-art in efficiency and service. The new pharmacy "Robot" fills about 250-300 prescriptions per day, helps reduce the chance of errors and improves customer service.

Transportation - Helping patients keep their appointments is our goal. We offer our patients free transportation to and from their appointments. When the patient makes an appointment, they can schedule their ride at the same time. Getting a ride is just that easy.



HEALTH CENTER LOCATIONS

Active & Operating in 2018

CORCORAN

1209 Whitley Avenue

HURON

16928 11th Street

MENDOTA

121 Barboza Street

SANGER (Jensen Ave.)

2502 Jensen Avenue

SANGER (7th St.)

1570 7th Street

KERMAN

517 S. Madera Avenue

ORANGE COVE

445 11th Street

FOWLER

106 E. Main Street

REEDLEY

1560 E. Manning Avenue

Earlimart

476 E. Washington Avenue

PARLIER SCHOOL-BASED

601 3rd Street

PARLIER

650 Zdeiker Avenue

RAISIN CITY SCHOOL-BASED

6425 W. Bowlers Avenue

LEMOORE

250 E. Hanford Armona Road

LEMOORE

1270 N. Lemoore Avenue





Patient-Centered Quality Care

UHC is comitted to doing everything
we can for our patients

Amarjot Rai, M.D.
PARLIER HEALTH CENTER

The well-being of our patients is at the heart of everything we do. Building great relationships is more than just a corporate slogan. It is what we do every day at UHC. In the competitive healthcare marketplace, the quality of care patients receive is what will keep them for a lifetime. At UHC, it is not just a goal to provide excellence in quality care, but rather it is deeply rooted in our ICARE Values: **Integrity, Compassion, Advocacy, Respect and Excellence.**

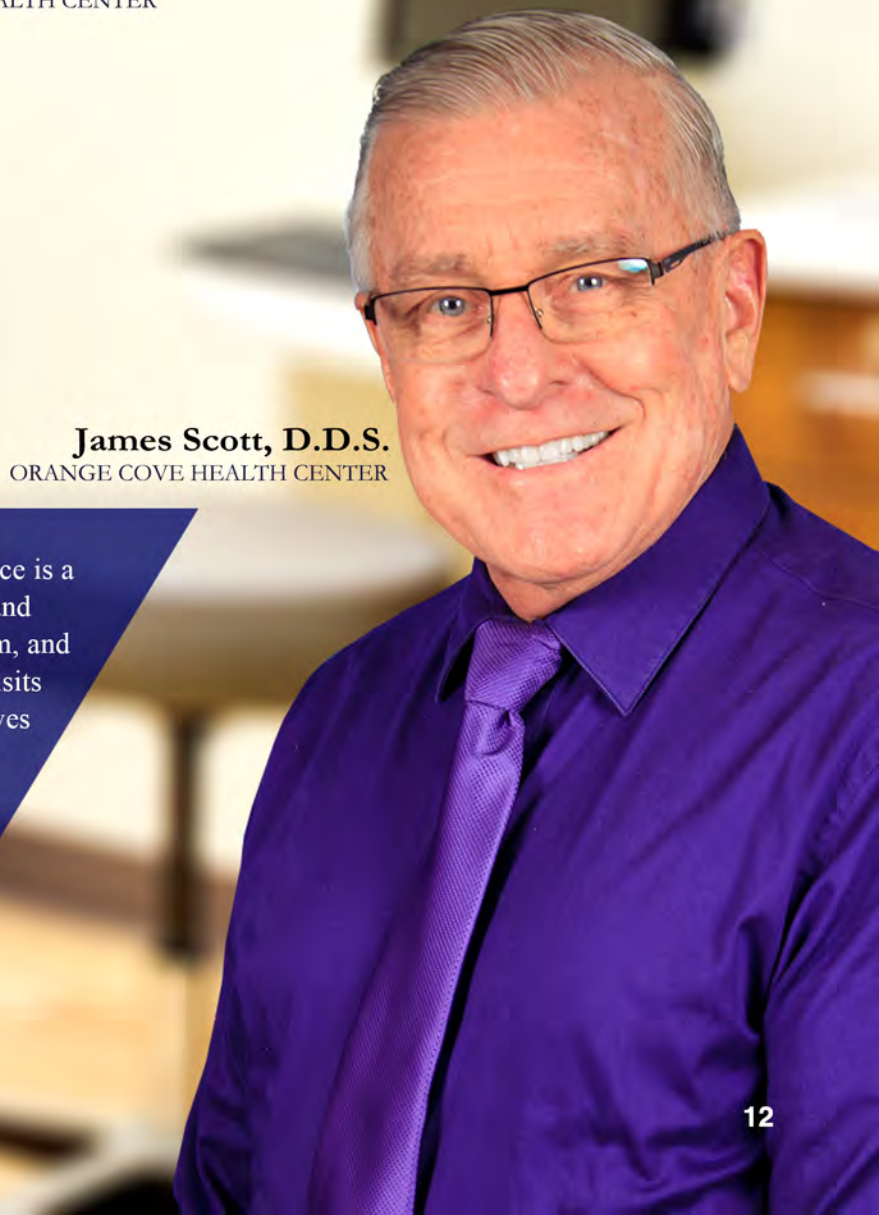
Provider Experience



98%
of our patients had a
positive provider experience



Cindy Tang, M.D.
REEDLEY HEALTH CENTER



James Scott, D.D.S.
ORANGE COVE HEALTH CENTER

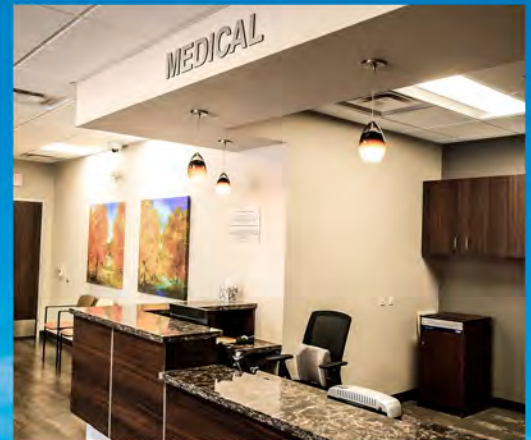
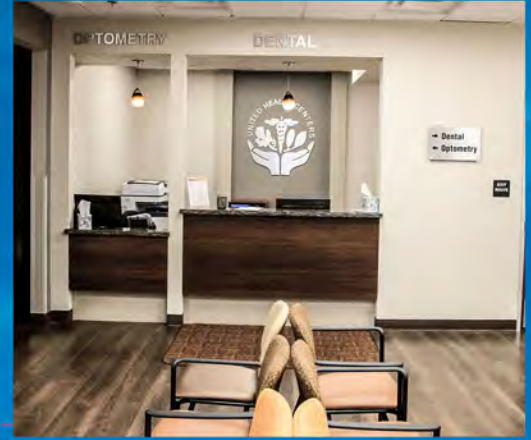
One of the best indicators of the overall patient experience is a patient's likelihood to recommend UHC to their family and friends. UHC has a robust Quality Improvement Program, and our patients report outstanding satisfaction from UHC visits with their provider. Our medical staff dedicates themselves to quality healthcare for their patients. UHC is proud to have two providers win Health Professional of the Year in their respective communities. The Reedley Chamber of Commerce selected Dr. Cindy Tang and Dr. James Scott by the Orange Cove Chamber of Commerce. UHC congratulates both for continuing the mission of providing quality care with excellence to the communities we serve.

A Growing Footprint

The second UHC Health Center in Lemoore

After opening its doors in June, the new Lemoore Health Center celebrated its grand opening on August 8th, 2018. The event introduced the community to the team behind the health center and gave local officials the opportunity to speak about the new site. UHC President and CEO Colleen Curtis introduced the new health center to the community along with Deputy CEO Justin Preas. Also in attendance was Lemoore Chamber CEO Amy Ward, Kings County Supervisor Joe Neves, and Lemoore Mayor Ray Madrigal who all spoke at the event. With around 200 attending, the crowd was invited to tour the new facility. The new Lemoore Health Center contains ten medical offices, seven dental chairs, three eye exam rooms, and one behavioral health office. There is also space at the new site to perform mammograms and other cancer screenings and lab work.

The new Lemoore site had been in development for the last five years with challenges in finding a location suitable for what the team had envisioned. UHC opened its first Lemoore Health Center four years ago as a temporary location. With a high number of patients visiting the Lemoore site, UHC decided to keep both locations open to adequately serve the growing community. There is also plans to add a pharmacy to the new Lemoore Health Center in the near future. Dr. Sylvia Schultz, UHC's Board Treasurer, said the opening of the Lemoore health center was easy to support because it aligned with the UHC mission to provide quality health care to rural communities like Lemoore.



Expanding Health Care Access in 2019

Selma Health Center

New access point for the community of Selma. Ground up build of 11,200 square foot building with medical, dental, optometry, chiropractic, behavioral health, urgent care, and pharmacy services. Estimated opening date is January 2019.

Huron Health Center

New replacement facility for the community of Huron. Ground up build of 11,200 square foot building with medical, dental, optometry, chiropractic, behavioral health, urgent care, and pharmacy services. Estimated opening date is February 2019.

Fresno Bullard Health Center

New access point for the community of northeast Fresno. Remodel of existing 12,000 square foot building with medical, dental, chiropractic, urgent care, and behavioral health services. Estimated opening date is June 2019.

Fresno Blackstone Health Center

New access point for the community of central Fresno. Remodel of existing 12,291 square foot building with medical, dental, optometry, chiropractic, urgent care, and behavioral health services. Estimated opening date is June 2019.

Fresno Tuolumne Health Center

New access point for the community of downtown Fresno. Remodel of two existing 7,000 square foot buildings with medical, dental, optometry, chiropractic, pharmacy, urgent care, and behavioral health services. Estimated opening date is September 2019.

Fresno Milburn Health Center

New access point for the community of northwest Fresno. Remodel of existing 13,969 square foot building with medical, dental, chiropractic, urgent care, optometry and behavioral health services. Estimated opening date is June 2020.



1ST Annual UHC Foundation 5K Run

United Health Centers (UHC) hosted its annual Summer 5K Hot Run/2 Mile Walk on Saturday, August 11th at Woodward Park, a total of 152 participants registered for the UHC Foundation event, enjoying a morning of walking/running followed by an all you can eat breakfast hosted by Applebee's. All proceeds benefit the numerous programs and services offered to youth and families living in underserved communities. The UHC Foundation sponsors several programs enabling greater accessibility and wellness activities for families living in rural Central Valley communities.



3RD Annual UHC Foundation Golf Tournament

The UHC Foundation hosted its 3rd Annual Golf Tournament on Monday, October 15th at Ridge Creek Golf Club in Dinuba. With registration at 10am and a shotgun start at 11am, over 120 golfers enjoyed complimentary food, drinks and various contests throughout the course such as; putting, hole-in-one, longest drive, and closest to the pin. UHC Employees volunteered and helped with registration, selling raffle tickets, and staffed contest holes. Breakfast, lunch, and dinner was

provided to everyone. UHC President and CEO, Colleen Curtis, acknowledged all the generous sponsors and participants for supporting the event. Honors were awarded to 1st, 2nd and 3rd place teams. Many of the golfers have committed to play again on October 14, 2019. The event proceeds will be used to conduct the UHC programs that support youth and families living in underserved Central Valley communities.



1st Place



2nd Place



3rd Place



Creating Partnerships

UHC advances to a State-of-the-Art EHR system

United Health Centers completes the transition to a new comprehensive electronic health record system with AthenaHealth with a final Go-Live date on December 4, 2018 after years in planning and months of training.

The journey of this partnership began many years ago when President and CEO, Colleen Curtis, was introduced to the up-and-coming digital EHR platform by AthenaHealth. After visiting their headquarters in Watertown, Massachusetts; Colleen says, “What I saw was a company that had a vision of excellence and this is the sort of company I want UHC to partner with.” Initially the AthenaHealth platform was

focused primarily on medical, while UHC required software for other services including medical records for dental, optometry, chiropractic, pharmacy and behavioral health. A few years after her initial visit to AthenaHealth when advances had been made in their final products, she invited UHC Chief Information Officer, Raul Venegas, to visit the company as well. Following more discussions and design changes there was a unanimous agreement from the rest of the UHC executive team to move forward in early 2018.

AthenaHealth Senior Executive for Large Group Sales, Troy Guilford said, “United Health

Centers put Athena through one of the most robust evaluation processes that I have experienced in my 15 year career.” UHC’s goal through this evaluation process was to guarantee to our clinical providers and staff that this partnership would be seamless and would greatly improve health center processes that will ultimately benefit UHC patients. Following its go live activation, the AthenaHealth team will remain in service to perfect appointment processes, billing systems and various areas of integration and advances in technology in the weeks, month and years to come.



Outreach & Enrollment

Making strides to “insure” your health

21,482

Outreach Contacts

374

Covered California New
& Renewals Assisted

4,184

Medi-Cal New & Renewals

12,927

Individuals Assisted in
Obtaining Coverage

With the Affordable Care Act in full swing, UHC has been ahead of the curve, ready and poised to provide insurance enrollment assistance to our community. As a certified enrollment entity, we made impressive strides enrolling the uninsured into an affordable health insurance option in 2018. For many, this single step of obtaining health insurance for the first time has resulted in the opportunity for better health for our entire community, and UHC was proud to play a huge part.

Navigating a complex health system can be daunting, which is precisely why the enrollment team at UHC was prepared and ready to carefully guide each person. We walked individuals through the process. From explaining their options to answering questions to assisting in filling out and submitting paperwork and, finally, to making their first appointments as newly-insured patients or families.





Community Programs

YMCA Summer Camp

UHC has been a proud sponsor of the YMCA Summer Camp at Sequoia Lake since 2011. In 2018, UHC sponsored 76 children from the communities we serve. The kids experience fellowship and adventure through climbing, boating, hiking, swimming, fishing, and nights around campfires. We believe this childhood opportunity will build respect for the outdoors and the environment, while also building confidence in each child to engage in other community programs.



Transportation Service

Since 2000, the UHC Transportation Program has provided free rides for UHC patients to and from their appointments. We recognize that transportation is the #1 barrier for patients in rural communities to make it to their appointments consistently. In 2018, UHC transported 15,503 patients to their appointments. As part of our goal to do everything we can for our patients, we are committed to removing barriers that prevent our patients from receiving quality health care.



Prom Treasures

The UHC Foundation supports the collection and distribution of pristine prom dresses and other prom attire to more than 200 high school students who would normally be unable to obtain formal prom attire. The program helps to eliminate the financial burden, stress, and anxiety of attending these socially important school activities. In 2018, UHC saved families over \$13,000 in prom expenses by assisting high school students with their formal wear. Through our Prom Treasures Program, we hope to encourage teenagers to stay in school and participate in school events.



Community Residency Pathway and Training Program

The Community Residency Pathway Program, a partnership between UCSF and UHC which began in July, has received tremendous praise from both community members and staff at the Parlier Health Center. In the five months since its launch, the Resident Family Medicine Specialists or Primary Care Physicians have provided an immense number of services in OB, Pediatrics and Family Medicine.

“Everyone has been very welcoming and courteous since the beginning of the program,” said Dr. Juan Carlos Ruvalcaba, the Program Director. “Our Resident Physicians are experiencing a full scope practice and have adjusted very well to their home clinic in Parlier. The Community Residency Pathway Program has given our Resident Physicians a first

hand opportunity to build personal relationships with our patients while developing tremendous experience in the field”. Most recently, the Resident Physicians began developing programs to educate and treat student athletes from Sanger, Fowler, and Parlier experiencing concussions and other injuries through contact sports.

As the program continues, the Resident Physicians plan to regularly participate in Community Outreach events and initiatives in an effort to build relationships with members of local communities in which they practice. In 2018, the Community Residency Pathway Program began accepting applications for first, second and third year postgraduate residents.



United Health Centers FOUNDATION SPRING GALA

On April 13th, 2018, the UHC Foundation held its Annual Spring Gala in Fresno. Co-host for KMPH Fox 26 Great Day, Kopi Sotiropulos, served as Master of Ceremony. Over 315 guests throughout the Central Valley attended the evening affair at Tornino's Banquets.

UHC President and CEO, Colleen Curtis, as well as, UHC Foundation Board Chair, Jose Plascencia, gave welcoming words. Guests enjoyed dinner and music played by Sanger Violinist Patrick Contreras. Fresno City Council President, Esmeralda Soria, served as guest speaker. She

acknowledged the importance of Federally Qualified Health Centers and the positive impact made by UHC in our rural communities.

Proceeds raised in the Spring Gala support the UHC Foundation's Community Programs. Patrons saw the influence these community programs make in our patients' lives and graciously contributed more than \$89,000 to help United Health Centers continue the mission of improving the health and quality of life for members of the communities we serve.



UHC Holiday Gala 2018

On Saturday, December 1st UHC hosted its Annual Holiday Gala to celebrate another exceptionally successful year for the organization. Over 700 employees and their guests attended the event held at the DoubleTree Hotel in Fresno. The Gala highlights included the Annual Employees of the Year Awards to 14 exceptional staff members, fabulous raffle prizes drawn throughout the evening, a wonderful dinner, entertainment, two fun photo booths, professional studio photos and dancing till midnight. Employees, family and friends, as well as, our generous sponsors and UHC Board of Directors were also treated with fun and unique holiday videos created each year by the marketing team. Every employee had the chance to win over 50 great prizes; such as 55" and 65" HD tv's, computer tablets, drones, and several great trips including Disneyland.



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