



Community Connections

Providing access to care for the most vulnerable people in the Lake County community.

Lakeside is operated by MCHC, Inc., a local nonprofit healthcare organization.

Karen Kennedy joins Lakeside staff



Bringing over 28 years of medical experience with her, Karen Kennedy is welcomed to the medical staff of Lakeside Health Center. A family practice specialist, Ms. Kennedy will expand access to family health services in the Lake County community.

Ms. Kennedy received her Bachelor of Science in the Physician's Assistant Program from the State University of New York at Stony Brook in 1977. She is a member of the American Association of Physician Assistants and is certified by the National Commission on Certification of Physician Assistants. She also received a B.S. in Occupational Therapy from the University of Kansas, Lawrence, Kansas, in 1967. A resident of Lake County, her hobbies include drawing, painting and anthropology.

Dr. Sheila Safarian

Dr. Sheila Safarian has recently joined Lakeside's dental practice. She achieved her degree in Dentistry from Texas A&M University's Baylor College of Dentistry in 2004. She received her Bachelor of Science degree from the University of Utah, 1988. A Kelseyville resident, she is married to Dr. Vivek Reddy, Medical Director of Imaging Services at Sutter-Lakeside Hospital.



Americorps Nancy Williams: Extending Lakeside's message of care



Since early September, long-time Lake County resident Nancy Williams, has been incredibly busy out in the neighborhoods of Lake County. At local senior centers, apartment complexes, mobile home parks, schools, churches and community service agencies she is getting the word out about Lakeside's services. Her goal is to spread the great news about Lakeside Health Center's mission to serve the complete mental, physical and oral health needs of those who lack access to care.

If you know of an organization or special population that needs to learn more about where and how they can obtain healthcare services, please contact Nancy at 263-2170.

PCC: Small steps can lead to big life changes

PCC is an acronym for Lakeside Health Center's new, results-oriented behavioral health program; it stands for Primary Care Consultation. Now fully implemented, this new program is aligned with a model being replicated at community health clinics across the nation.

Using the PCC framework, licensed mental health professional (the primary care consultant) work side-by-side with medical providers to ensure optimum patient health outcomes. Under the guidance of Michael Mabanglo, Vice President for Behavioral Health Services, PCC is leading to fresh insights as

medical providers find new ways to address the behavioral or emotional barriers to their patient's physical health.

Research about this new therapeutic approach indicates that when a primary care provider works with a co-located mental health professional in an integrated behavioral health approach, patients and providers report better patient health outcomes, improved customer satisfaction with health services, reduction of health care costs and new incentives for patients to address their mental health needs and thus improve their lives.

In the know!

Connecting to Counseling Services

Olivia Hernandez, site administrator for our new counseling services building, is the go-to person for people who wish to access or understand how to obtain behavioral health services at Lakeside. Call her directly at 263-2171.



Stub it out: Smoking Cessation



Lakeside Health Center is offering crucial support for those who wish to become nicotine-free. Sessions are facilitated by Michael Quackenbush, LCSW.

Call Olivia for information: 263-2171.

LAKESIDE HEALTHCARE SERVICES

- | | |
|---------------------|----------------------------|
| Medical Services | Dental Care |
| Counseling Services | Women's Health |
| Family Health | Chronic Disease Mgmt. |
| Specialty Care | Patient Financial Services |

**5335 Lakeshore Blvd. Hours 9-5, Mon. - Fri.
Dental clinic open 9-1 Sat.**



Lakeside Health Center: Giving Kids a Smile

On Saturday, February 4, Lakeside dental staff observed Give Kids a Smile Day. They welcomed approximately a dozen children to Lakeside for comprehensive dental care, including examinations, fill-

ings, extractions and sealant treatment. The all-volunteer effort was lead by Dr. John Jenkins, whose efforts were supported by the volunteerism of Angelica Moreno and Sabrina Gudmundson, both Registered Dental Assistants (RDA), and other Lakeside staff members. In collaboration with CCDDP and Health Start, staff also volunteered at a sealant clinic held at Lakeport Elementary school. Many thanks to Lynn Andre and Bertie Guerrero for organizing this terrific event.

FAMILY WAIT AREA AND NEW EXAM ROOMS EXPANDING ACCESS

Our always-packed dental waiting area has been completely redesigned. We restructured and created a larger general wait area, but the big news is this: Across the hall, we are almost done with constructing a Family Waiting Area. It will be fixed up with kid-sized tables and chairs and stimulating activities in an effort to significantly improve customer service by reducing wait time, we have recently completed construction of four new medical exam rooms. We believe the expansion should facilitate a better work flow for providers will improve patients access to care.

Cultural Literacy: Working with Latinos

In Latino culture, the extended family is very important. In fact, a Latino “family” extends far beyond the nuclear family, and may even include close friends or godparents.

Generally speaking, Latino family relationships are hierarchical with decision-making authority determined by age and experience. The following guidelines are helpful in delivering culturally appropriate care.

- Allow family members and/or friends to accompany a patient; extended family members may be very important in your patient’s decision-making process.
- Understand that your patient may seek to delay treatment decisions to seek advice and opinions from family members. Ask your client directly if there are other people with whom they wish to consult.
- Due to his status in the family, the cooperation or approval of a woman’s male partner may be crucial before she initiates treatment or other interventions. Assist her by asking if she wishes to talk with her partner to arrive at a decision.

BEST TO YOU IN 2006!

Having been at Lakeside for a little over a year, I feel completely settled in. I have reconnected with my Lake County roots, and have begun to reap the benefits of living closer my family: I am finally getting to know my nephew. It’s been great to be home.



I have learned so much from so many. I am touched by the caring of the professionals both in and outside my organization. I appreciate your contribution to improving the quality of life for our neighbors. I hope 2006 brings you many wonderful gifts—and plenty of time to enjoy them.

Warm regards, Bev Cole



Joan Reynolds, Marta Fuller Recognized for Providing “Helping Hand” to Children

Inter-agency collaboration can make a crucial difference in the health of any community. Two Lake County women—Joan Reynolds, the Director of Lake County Healthy Start, and Marta Fuller, RN, of Lake County’s Children’s Dental Disease Prevention Program—are exemplary models of how collaboration, program excellence and caring can lead directly to improved community health. Their work in the area of children’s oral health has had a positive impact on Lake County’s dental disease rate for children.

The Helping Hand Award was originated by Mendocino Community Health Clinic, Inc. (MCHC), the local nonprofit that operates Lakeside Health Center, to recognized community partners that make a meaningful contribution to community health. For the past six years, Ms. Reynolds and Ms. Fuller have worked closely with Lakeside Health Center, identifying children who are “falling through the cracks,” helping us extend our mission of care throughout the Lake County community

Mendocino Community Health Clinic, Inc. (MCHC) is a nonprofit 501(c)(3) healthcare corporation governed by local residents committed to the mission of ensuring access to quality health services for the most vulnerable people in our communities. As evidence of MCHC’s excellence, all three of its community health centers are accredited by the Joint Commission of Health Care Organizations (JCAHO).