



MCHC IN MENDOCINO COUNTY

FALL 2006

Community Connections

MENDOCINO COMMUNITY HEALTH CLINIC, INC.

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

Hillside and Little Lake Health Centers are operated by MCHC, Inc., a local nonprofit healthcare organization.

Collaboration gives patients wings

Each month, MCHC has approximately 70 patients who need access to out-of-area specialty medical services. Patient transportation has become a major barrier to care, and MCHC Case Management is challenged to secure transit resources.



New solutions are emerging. On Thursday, August 10, a dental patient—3-year-old Ricardo, *shown above*—was flown to Oakland for a much-needed oral surgery. A volunteer from AngelFlight West, Robert Tucknott, *in red jacket*, piloted the mission of mercy. Angel Flight West links volunteer private pilots with needy people whose non-emergency health care problems are resolved through the selfless volunteerism of private pilots.

The Pediatric Dental Initiative of the North Coast (PDI) assisted by donating the services of translator Kate Horton, *at far left*. PDI is a regional organization dedicated to the prevention and treatment of Early Childhood Caries (ECC) through education and specialized, safe surgical dental treatment.

With the significant transportation needs of our patients, it is clear that AngelFlight will not become MCHC's sole solution for transportation assistance, but it is a significant new resource for accessing specialty care.



Care for Her

NEW TO WILLITS: CPSP SERVICES

MCHC has implemented the Comprehensive Perinatal Services Program (CPSP) at Little Lake Health Center. On Tuesdays, English-language services are led by certified prenatal educator Kim McEntee; on Thursdays, Veronica Hernandez leads Spanish-language sections. To access these services, call *Care for Her* in Ukiah: 468-1010 or Little Lake at 456-3900.

Care for Her C-Section rate less than half national average

The national C-section rate hovers at 29%, needlessly putting mothers and babies unnecessarily at risk. Headed by Obstetrician Tanya Kalmar, MD, *Care for Her's* midwife-based practice has a C-section rate of just 13%. **Congratulations to *Care for Her* for their excellent support of a medical "best practice."**

Special care dentist serves the disabled: Virginia Meek, DDS, recognized for excellence

MCHC Dentist Dr. Virginia Meek, *at right with a patient*, was awarded a Fellowship of the Academy of Dentistry for Persons with Disabilities. The award recognizes her demonstrated mastery in treating persons with disabilities and her other outstanding contributions in the field of Special Care Dentistry. She is a tireless advocate for her patients, breaking down barriers so patients receive the special services they require.



In the know!

Specialty Referrals

Alicia Gordon, Referral Manager, is MCHC's lead resource for patients who may need specialty care. Call her directly, if you believe one of your clients may need something more than routine healthcare services.

Phone: 472-4679 E-mail: agordon@mchcinc.org

CHFFA funding aids improvements at Hillside Health Center

Almost 50 years old, Hillside Health Center in Ukiah has long been in need of modernizing improvements. A recent \$346K grant from the California Health Facilities Financing Authority (CHFFA) is making possible a remodel of the obstetrics and pediatrics units and improvements to all reception areas. The plan supports MCHC's changing focus on family care. This major remodel also promises a new level of comfort and service to our patients. Construction is set to be completed by the end of 2007.

Upcoming Childbirth Preparation Classes at *Care for Her*

Spanish-language breastfeeding class

Tuesday, October 17, 6-8 pm

Prepares families to face the challenges of breastfeeding; taught by Sandra Sawyer, Breastfeeding Specialist. The class addresses nutrition during lactation, use of breast pumps, tips on traveling, etc.

Childbirth Preparation, six-week series, English

Begins Thursday, November 2, 6-8 pm

Prepares families to face the challenges of breastfeeding; taught by Kim McEntee and Sandra Sawyer, Breastfeeding Specialists. The class addresses nutrition during lactation, use of breast pumps, tips on traveling, etc.

Reservations are required for all classes, call 468-1010 to register.

HIV Treatment: Dr. Lawrence Goldyn joins our team



For many of our Mendocino County HIV patients, saying goodbye to Dr. Johanna Brown was difficult. However, since Dr. Lawrence Goldyn stepped in to MCHC's HIV treatment program he's won enthusiastic new friends—his new patients and colleagues.

Dr. Goldyn received his medical degree from Tufts University School of Medicine in 1988, and served as Resident at Children's Hospital of San Francisco. He is Board Certified in Family Medicine and has a subspecialty certificate from the American Academy of HIV Medicine. As a longtime practitioner at Mendocino Coast Clinics, he brings with him an established reputation for quality of care and compassion. MCHC warmly welcomes him to our practice.

SPEAKING FOR CLIENTS: Tips on interpretation

If you regularly interpret for Spanish-speaking clients, you'll recognize that it feels quite natural to try to "help the process along" by adding explanations, softening anger or explaining something in a different way. It's not the professional way!

1. Identify yourself and describe your role; tell the client that you are going to repeat exactly what they say.
2. Let your client know you will keep the conversation confidential.
3. Because both parties will naturally tend to look at the interpreter, tell both parties that they may look at and speak to each other.
4. Stand a little behind the client, becoming as "invisible" as possible.
5. Speak as if you were the patient; repeat what the client says *exactly*; no additions, editing or polishing—or cutting out swear words!
6. Speak in "first-person language." If the client says, "I need help," then repeat it exactly. Do not say, "He needs help." Remember, you are the patient's voice—*word for word!*
7. If a word does not have an exact translation, you must "clarify," using word pictures to convey meaning. Don't forget to check that both parties understand clearly.

Supporting Access to Health Care

**UKIAH: Hillside
Health Center**
333 Laws Ave., Ukiah
468-1010

**WILLITS: Little Lake
Health Center**
45 Hazel Street., Willits
456-9600

Medical Services
Counseling Services
Prenatal Health
Childbirth
Family Health & Pediatrics

Dental Care
Women's Health
Chronic Disease & HIV/AIDS
Specialty Care
Patient Financial Services

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).

E-mail comments to: mmclure@mchcinc.org



LITTLE LAKE HEALTH CENTER:

Collaborating on community health solutions

Little Lake Health Center is a hive of healthy activity. In addition to delivering health services, staff is engaged in meaningful local partnerships aimed at improving the overall health status of Willits' residents.

- **The First 5 Weave & Wish Program:**

Willits was one of 10 communities in California to receive grant funding for this school-readiness program. Little Lake participates by providing care to children identified as lacking access to healthcare services.

- **The ADAPT Program:**

As a partner in the Adolescent Drug Abuse Prevention and Treatment (ADAPT) Program, Little Lake educates patients about the program and provides care to children with unmet health services needs.

Bryan Rasmussen, DDS, polishes up a few smiles

In late September, in Head Start classrooms at Brookside Elementary School, Dr. Rasmussen will be screening an estimated 60 children for oral health needs.

Coronary Health Improvement Project (CHIP)

Beginning in January, Nelli Webster, FNP, will be teaching an intensive class on heart health. Participants learn how to decrease their risk of heart attack, lower cholesterol and reduce blood pressure. They also come away with a textbook, a workbook and a cookbook. Those interested may sign up by calling 456-3915

Spanish-language diabetes classes

Nelli Webster, FNP, is also teaching a rotating series of comprehensive and supportive diabetes classes to Spanish-speaking families. Call Maribel at 456-3918 to find out when the next series begins.

La Buena Vida Health Fair

Sunday, October 8, 11 a.m. to 3 p.m.

THIRD-ANNUAL FAIR BOASTS FUN AND PRIZES

Services and health information in Spanish, and over 20 booths—and plenty of fun for all who attend. Amunka Davila and Friends will be here to play for the crowd.

A \$250 grocery shopping spree is the Grand Prize drawing.
Send your clients and come enjoy the *feria* for yourself.

To reserve a booth for your organization, call 472-4538.