

NOV-DEC 2019

UHC HEALTHBEAT

MAGAZINE



Getting to know our neighbors as UHC prepares to open at Bullard and Cedar

From the President & CEO



Colleen Curtis
President & CEO

It is the end of the year, and there is much to celebrate at United Health Centers. We experienced tremendous growth in 2019, which included moving into our beautiful new Administration Building in Fresno, expanding our original Parlier Health Center, adding a second health center in Selma, breaking ground on a new site in Reedley, and opening a state-of-the-art replacement health center in Huron. I want to thank our Board of Directors who are integral in shaping our vision, and the staff who make that vision possible. We are all grateful for the support we received this past year from our donors, patients, and the communities we serve.

The upcoming year promises even more excitement. United Health Centers will begin serving two new communities: Fresno and

Dinuba. UHC is dedicated to serving the underserved communities in the Valley, and although Fresno is more urban than many of the other communities we serve, there still exists a significant need for accessible healthcare. We are excited to further our community involvement in both Fresno and Dinuba.

As we continue to grow, we are dedicated to keeping UHC grounded in our ICARE values. Our leadership takes great care in identifying needs and tailoring solutions to best address those needs, whether the result is building a new health center, renovating a current health center, hiring new staff, training current employees, or redesigning our website. I am excited about new community partnerships that will allow us to care for residents in new and exciting ways, which we will share more of throughout 2020.

In this edition of UHC HealthBeat, we want to share stories that reveal the I in our ICARE values: Integrity. As an organization, we believe in helping one another whenever possible through acts of kindness, charity, and compassion. The year's end offers many chances to enact this value, and we took many opportunities to do so throughout the Valley. However, we are dedicated to operating with integrity not just during the holidays, but throughout the year. I am proud to share with you several stories of patients who have felt the kindness and care from our Health Educators throughout 2019 as they met their diabetes-related health goals. And we will introduce you to our newest leaders and healthcare professionals who have been selected with our values of integrity, compassion, and respectfulness in mind.

I am thrilled to begin 2020 surrounded by talented and compassionate staff. We have many exciting things in store for the communities we serve, and we are grateful to have you alongside us during this process. Happy New Year from everyone at UHC.

On the cover: UHC Administration got a surprise visit from the Fresno State Bulldog Foundation and mascot TimeOut as a thank you for our sponsorship. In Spring 2020, United Health Centers will open a new health center at the corner of Bullard and Cedar. We look forward to further developing our relationship with California State University, Fresno and their surrounding community members.

Administration

3875 W. Beechwood Ave.
Fresno, CA 93722

Corcoran

1209 Whitley Ave.

Earlimart

476 E. Washington Ave.

Fowler

106 E. Main St.

Huron

16928 11th St.

Huron

17008 13th St.

Kerman

517 S. Madera Ave.

Lemoore: Lemoore

1270 N. Lemoore Ave.

Lemoore: Hanford-Armona

250 E. Hanford Armona Rd.

Mendota

121 Barboza St.

Raisin City School-Based

6425 W. Bowles Ave.

Orange Cove

445 11th St.

Parlier

650 Zediker Ave.

Parlier School-Based

601 3rd St.

Reedley

1560 E. Manning Ave.

Sanger

2502 Jensen Ave.

Sanger: 7th

1570 7th St.

Selma: Highland

2705 S. Highland Ave.

Selma: Rose

1201 Rose Ave.



TAKING A CLOSER LOOK AT OUR ICARE VALUES

By Sheri McClure

United Health Centers' core values begin with Integrity. We want our patients and the community we serve to associate United Health Centers with trust, and trust is built by embodying integrity.

Integrity is commonly understood as the embodiment of certain morals. However, anyone who is interested in ethics knows that morals vary, which is why UHC clearly establishes our criteria in our value statements. We believe our integrity is evidenced through our value in and upholding of confidentiality, ethics, fairness, and honesty in everything we do.

Confidentiality is a basic requirement of healthcare institutions, but we believe in going above and beyond our legal obligations. HIPAA, the Health Insurance Portability and Accountability Act, was enacted in 1996 to protect patient's vital information, and ensure their comfort when sharing sensitive personal, financial, and health information. UHC meets regulation through continued HIPAA training, and we build integrity through who we hire and how they enact these requirements.

Integrity:
We maintain high standards of confidentiality, ethics, fairness, and honesty.

Research shows that good health and mortality are not directly related to the number of doctor visits a patient attends. More reliable indicators are early health education and personalized interactions (Mulley et al., 2015), which is why UHC provides patient centered care and offers patients one-on-one meetings with our Health Educators. We understand that health care is not the same for everyone, and we strive to meet our patients where they are and with what they need to succeed.

In this edition of HealthBeat, you will find many stories of UHC employees acting with integrity. Our staff and organization as a whole strive to help others, whether by donating food, a coat, or a toy to someone in need, or giving back to fellow employees or to the UHC Foundation. And our medical staff love to celebrate with patients who are achieving their health-related goals. We are proud to share these stories, which we believe illustrate what makes United Health Centers an exceptional place to receive care in our community.

References & Resources

HIPAA privacy guidelines. (n.d.). HIPAA Journal. Retrieved from <https://www.hipaajournal.com/hipaa-privacy-guidelines/>

McFall, Lynne. (1987). Integrity. *Ethics* 98(1), p. 5-20.

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INTEGRITY - COMPASSION - ADVOCACY - RESPECT - EXCELLENCE

meet our **NEW HIRES**

November

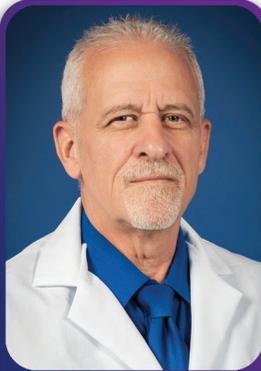


December





**UHC proudly welcomes new healthcare professionals
and managers in November and December**



George Boghozian, D.C.
Reedley
Orange Cove



Nicole Jernick, M.D.
UCSF: Parlier



Nhuhan Nguyen, D.D.S.
Parlier



Linisha Smith, L.V.N.
Fresno: Bullard
Nursing Supervisor



Sonia Arreguin, L.C.S.W.
Selma: Highland



Brian Petree
Sanger: 7th
Health Center Manager



Itzamar Llamas
Fresno: Milburn
Health Center Manager

COMMUNITY

Huron profile



Huron is a small rural community in the southwest San Joaquin Valley, approximately 23 miles from Lemoore and 53 miles from downtown Fresno. It is home to almost 7,000 people, many of whom contribute to the Valley's agricultural production. Unfortunately, Huron's geography historically made it difficult for many residents to seek scheduled and urgent medical care, which is why United Health Centers founded a health center there in 1977. Now, Huron is growing and UHC has opened a new state-of-the-art building at the entrance of town to better serve this important community.

THE GRAND OPENING

UHC opened the new health center’s doors to the community at the Grand Opening on November 20, 2019. Approximately 200 people were in attendance, including UHC staff and Board Members, local and state representatives, business leaders, and community members. Monty Torres, longtime Evening News Anchor for TV KMPH Fox 26, served as the Master of Ceremonies. Violinist Patrick Contreras played the National Anthem while the Pleasant Valley State Prison Honor Guard presented the colors. Then, UHC President and CEO, Colleen Curtis, spoke fondly of Huron and its residents. She warmly declared, “Huron is near and dear to our hearts. It is a farmworking community that deserves the best in health care, and UHC is dedicated to providing that care.”

Presentation of certificates and comments were received from: US Senator Dianne Feinstein, Representative Kristina Solberg; US Senator Kamala Harris, Representative District Director Matt Rogers; US Congressman TJ Cox, Representative Lindsey Madrigal; State Senator Anna Caballero, Representative Elisa Rivera; and Fresno County Supervisor Buddy Mendes.

This new health center is UHC’s next step in providing the people of Huron exceptional health care. Scott Rathburn, who has managed the Huron Health Center for the past three years, is excited about how the new location will impact the community. Not only is the new facility larger and more



The Coalinga-Huron Chamber of Commerce facilitated the ribbon cutting ceremony. Colleen Curtis and UHC Deputy Chief Executive Officer Justin Preas cut the ribbon on the new building. Guests were then invited to tour the facility, enjoy a catered lunch, and listen to live music from the Huron Middle School Mariachi.

advanced, it is prominently located on a main street right at the edge of town. The previous location was nearby, but on a side street, which was much less visible and offered fewer services. The new location will have no such issues, and it will offer patients even more services, including Medical, Dental, Chiropractic, Urgent Care, and Optometry.





6 Months of SUCCESS

Shared by Sammy Rincon, Degreed Health Educator

Twenty-nine-year-old E.M. was diagnosed with diabetes in March 2019. His A1c was under control, but he was determined to manage his diabetes through diet and exercise. E.M.'s doctor agreed to a three-month trial to see if he could control his diabetes without medication, and the patient began to work with our Health Education Department.

The patient started to alter his routines immediately. He knew that he needed to change his eating and activity habits, but he felt anxious and did not know how to start. Sammy, a UHC Health Educator, worked with the patient to develop small, realistic goals so that E.M. could make progress without feeling overwhelmed. At that point, the patient weighed 401 pounds and his A1c was 7.2%.

Within his three-month trial, E.M. tracked his weight, carbs, and physical activity. He followed the diabetes management diet, and drank more water than sugary beverages. The patient began to grill, bake, and steam his food using saltless and sugar alternative seasonings. E.M. enjoys learning more about how to maintain a healthy and balanced life, so he completed UHC Health Education's six-week long DEEP (Diabetes Empowerment Educational Program) curriculum.

Part of E.M.'s routine was to walk every day. After a few months, a man in his neighborhood stopped him and said, "Man! You motivated me to get up and do stuff around my house and yard. I've seen your determination about going on your daily walks. You've gotten a lot thinner. Keep it up!" It meant the world to E.M. that someone outside his family was noticing his progress and dedication.

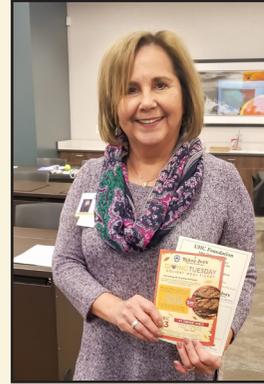
All of this hard work kept E.M. off of medication, and at six months post diagnosis, he has made amazing progress. The patient's A1c has gone down to 5.3%, and he has lost a total of 105 pounds. When Sammy asked the patient how he felt about his accomplishment, he responded: "I feel amazing and more energetic! I will definitely continue this new lifestyle and hopefully stay off of diabetes medications for a very long time." E.M. is continuing to work with UHC Health Educators to stay on top of his diabetes, and to live a healthier life.



GIVING TUESDAY HOLIDAY CAMPAIGN

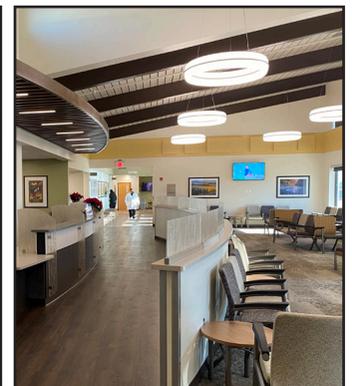
This year for Giving Tuesday, the UHC Foundation collaborated with Tahoe Joe's, a locally owned steakhouse, to create a delicious deal that benefitted both the Foundation and UHC employees. For only \$20, employees could purchase a dinner ticket that they could redeem on December 3, 2019 – Giving Tuesday. Each dinner ticket included a meat, two sides, and a soup or salad. The UHC Foundation received 40% of all proceeds, and UHC employees got a great deal on their meal.

The Foundation sold 125 meal tickets and there was a constant flow of United Health Centers staff at Tahoe Joe's to dine in or carry out their meals. Manager Pedro Santana was on site to welcome UHC employees, take pictures, and thank everyone for their support.



PARLIER: ZEDIKER RENOVATION

Exciting things are happening in Parlier. We recently completed renovation of the Parlier Administration building into a new health center where we began seeing patients on Monday December 16, 2019. The new building houses twenty-one patient rooms, a dental suite, a lab, chiropractic services, and Comprehensive Prenatal Services Program. We are excited to see the ways in which this addition will help UHC continue to serve the people of Parlier. The existing center has a pharmacy, the UCSF Residency Program, and Behavioral Health. They will add a new optometry suite this spring.



EMPLOYEE HOLIDAY GALA

On Saturday, December 7, 2019 nearly 1,000 United Health Centers staff, family, and friends gathered together at Tachi Palace Hotel and Casino for the UHC Holiday Gala. We host this event annually to celebrate a successful year and to kick off the holiday season.

The evening began with socializing. We believe in the value of connecting with one another, especially as UHC continues to grow across the Valley, and the Gala provided the perfect opportunity. Many people took advantage of several photo opportunities by Frank Leal of Professional Portraits, since everyone was dressed in their finest for the occasion.

David Phillips, Community Development Officer, served as emcee for a few surprises during the dinner. Deputy Chief Executive Officer Justin Preas provided welcoming remarks, and then the group was treated to three original videos orchestrated by UHC's Creative

Department. The first was a parody of an episode of the television show "The Office," which featured familiar UHC faces. The clip humorously depicted Justin Preas as Michael Scott, who was unofficially leading a CPR training for the staff. The parody was a hit, and everyone loved seeing UHC leadership in such humorous and iconic roles.

The second video showed UHC staff attempting to answer a variety of questions. The third video featured pictures of our health centers and staff.

After good food and some lighthearted laughter, the raffle winners were announced and the dancing began. Community donations made it possible to raffle off amazing prizes like 55" flat screen televisions, gaming consoles, and even a trip to Disneyland. UHC is grateful to all of our donors for making this kind of holiday gifting possible. It is a fun way to honor our hardworking employees at the year's end.



2019 New Employees



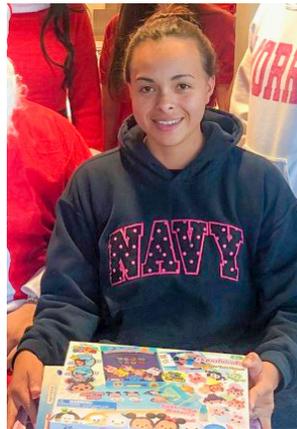
TOYS FOR TOTS DRIVE

The holidays can be an exciting time filled with joy and wonder, but they can also be a time of stress and struggle. Changes like unemployment, injury, divorce, and relocation can mean that people have less time and fewer resources to share with their families and friends. Children are often hit hard by the effects of these adult struggles, which is why charitable programs like Toys for Tots exist. What started as a small gesture by a Marine Corps Major's wife in 1947 became a charity that distributes toys to approximately seven million less fortunate children annually.

United Health Centers is proud to help local families in need benefit from this wonderful organization. Volunteer Program Manager Naomi Popoff coordinated with Toys for Tots in Fresno County to identify UHC patient families who could use a little help making the holidays special for their families.

This year, our health center staff gathered requests from parents who needed help this Christmas. Toys for Tots fulfilled 100% of our requests, and the UHC Facilities Department distributed a total of 1,638 toys to participating sites the week before Christmas. Children to age twelve received toys in Kerman, Mendota, Orange Cove, Sanger, Parlier, Huron, Fowler, Raisin City, Reedley, and Selma.

The children were thrilled to receive their presents. In fact, one little boy could not stop jumping with excitement. The joy that both children and parents experienced through this program is immeasurable, which is why UHC is grateful to Toys for Tots for helping us make the holidays a little happier for our communities. We also thank Naomi for coordinating distribution, and our Facilities team for picking up and delivering these toys to our health centers across Fresno County.



Provider profiles

Nathan Boyd, D.D.S.

Nathan Boyd was born and raised skiing and snowboarding in Salt Lake City, Utah. He earned his Bachelor of Science in Biology at Occidental College in 2008, and his Doctorate of Dental Surgery (DDS) in 2012 from Howard University. Upon graduation with his DDS, Dr. Boyd received the Dr. E. Preston Award, which is given to the graduating dentist who demonstrates the greatest proficiency in operative dentistry. In addition, he was bestowed the Academy of Osseointegration Award as the outstanding graduate in Implant Dentistry from Howard University.

Upon completion of his dental degree, Dr. Boyd completed a hospital-based residency at the University of Utah where he earned IV moderate sedation certification, and received dental implant training and advanced training in general dentistry.

Prior to joining United Health Centers, Dr. Boyd worked in private practice for over six years where he provided full mouth rehabilitation and implant services to patients under IV moderate sedation. Having always found passion in providing exceptional healthcare to those with less access and often greater need, Dr. Boyd joined UHC part-time in 2017. In 2019, Dr. Boyd transitioned from his part-time position in Kerman to a full-time role as one of the Associate Dental Directors at United Health Centers.



Sonia Relingo, D.D.S.

Sonia Relingo grew up in the Central Valley. Her exposure to the dental field happened early on in her life when she started volunteering in a small private practice in her hometown of Oroshi, California. She slowly took on more roles in the practice and realized her passion for oral health awareness, and the importance of access for marginalized communities to combat the health disparities that are an everyday reality for these populations.

After graduating as valedictorian from Oroshi High School, she obtained her Bachelor of Arts in Integrative Biology from the University of California, Berkeley, and her Doctor of Dental Surgery from Howard University College of Dentistry in Washington, D.C. She returned to the Central Valley to attend the joint program at Community Regional Medical Center and Fresno VA's General Practice Residency.

Her passion for public health dentistry has been the driving focus of her professional career, which has been demonstrated by being awarded the California Dental Association Loan Repayment Grant, and her participation in the National Health Service Corps.

Dr. Sonia Relingo joined United Health Centers in August 2015 as a staff dentist at our Mendota site and has transitioned as the company's first Associate Dental Director as of February 2019. Her vision is to stay in the Central Valley and continue to combat the disparities that she faced growing up in a rural community. Dr. Relingo hopes to continue to make a difference in the lives of the communities we serve.



OUTREACH EVENTS



Sanger Veteran's Day Parade
November 2, 2019

UHC Sanger staff and family participated in the parade for the 8th year in a row. The staff were honored to participate, and sent a heartfelt thank you to all veterans. Pictured: Luz Villalon, Toni Rosas, and Iesha Gomez.



Chamber of Commerce Mixer
November 7, 2019

In November, UHC hosted the monthly Lemoore Chamber of Commerce Mixer. Local professionals enjoyed an evening of networking in our Lemoore Health Center. UHC staff were present to give tours and share about the services.



Coat Drive - QI Department
November 22, 2019

UHC collected 155 warm jackets and 50 toys for the Fresno Impact Program, which exceeded the amount requested. As a result, they have created a coat closet for current and future residents who are in need of warm clothing.



Thanksgiving Food Drive - Patient Access Center
November 22, 2019

The UHC Patient Access Center spearheaded a food drive in conjunction with the Poverello House, a local nonprofit that serves the homeless population. Over 100 pounds of food was collected to help local families in need celebrate Thanksgiving.



Annual Harvest Festival
November 22, 2019

UHC Manager Ashley Chanthaphuang, Optometry Assistant Lupita Moreno, and Enrollment Specialist Natalia Muñoz were excited to participate in Mendota's first Annual Harvest Festival. UHC has been serving Mendota and the neighboring communities for 27 years.



Migrant Education Program
November 22, 2019

UHC employees from Raisin City and Selma participated with other local health and wellness businesses in this health-focused community event. Cristal Ramirez, MA, provided retinal screenings and Normal Vazquez, MA, offered blood pressure exams.

PATIENT SUCCESS *Stories*

Diabetes

Shared by Consuelo Cardenas, Degreed Health Educator

H.C.'s Story

H.C. became a UHC patient on April 11, 2019. He is a diabetic, and his goals were to lose weight and lower his A1c levels. At that appointment, his A1c was at 8.6%, and he weighed 402 pounds. H.C. worked with his provider, PA Hardeep Badyal, and his health educator, Consuelo Cardenas, to create a plan and take action. Five months later, the patient had lowered his A1c to 6.9% and had lost 35 pounds. H.C. says that he feels better about himself, and that it is easier for him to work because he feels lighter and healthier. The patient says that he is determined to continue eating smaller meals and to continue losing weight.



Before



After

N's Story

We were able to celebrate with an established patient today. Sixty-one-year-old N. has been working with Health Educator Rubi Mendoza-Agabo and Dr. Rafael Martinez on controlling her diet and managing her diabetes. At her most recent appointment with Dr. Martinez, she requested someone from Health Education come in to see her. The patient was excitedly jumping up and down when Consuelo Cardenas entered the room because she had lowered her A1c levels from 10.7 on April 22, 2019 to 7.8 on October 29, 2019. She started eating more vegetables, salads, and smaller portions. She also cut down on her tortillas and rice, and her changes had paid off. N. still enjoys some sweets, but always combines them with proteins and milk, and she maintains regular physical activity at home. Her goal is to get her A1c down to 6% or less at her appointment in three months. Consuelo praised her for her hard work, and her entire team is excited to support N. with her new health goal.

J's Story

Patient J. is a great example of how quickly diabetic patients can see change. He came in to see us on March 17, 2019 with an A1c of 13.3%. In only four months, J. brought his levels down to 6.5% and has kept them there as of October 2019. J. has accomplished this goal by following his doctor's and health educator's advice regarding medication and behavioral modifications. He now eats smaller portions and limits his carbs. Even when J. is tired from working in the fields all day, he makes time to exercise. Although he is proud of his progress, J. has set a goal to lose more weight and increase his physical activity levels. We are incredibly proud of J.'s progress, and he says he loves the care and support he receives at UHC. We truly appreciate J.'s praise, and enjoy helping him continue to meet his health care goals.



UHC HEALTHBEAT

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