

JAN-FEB 2020

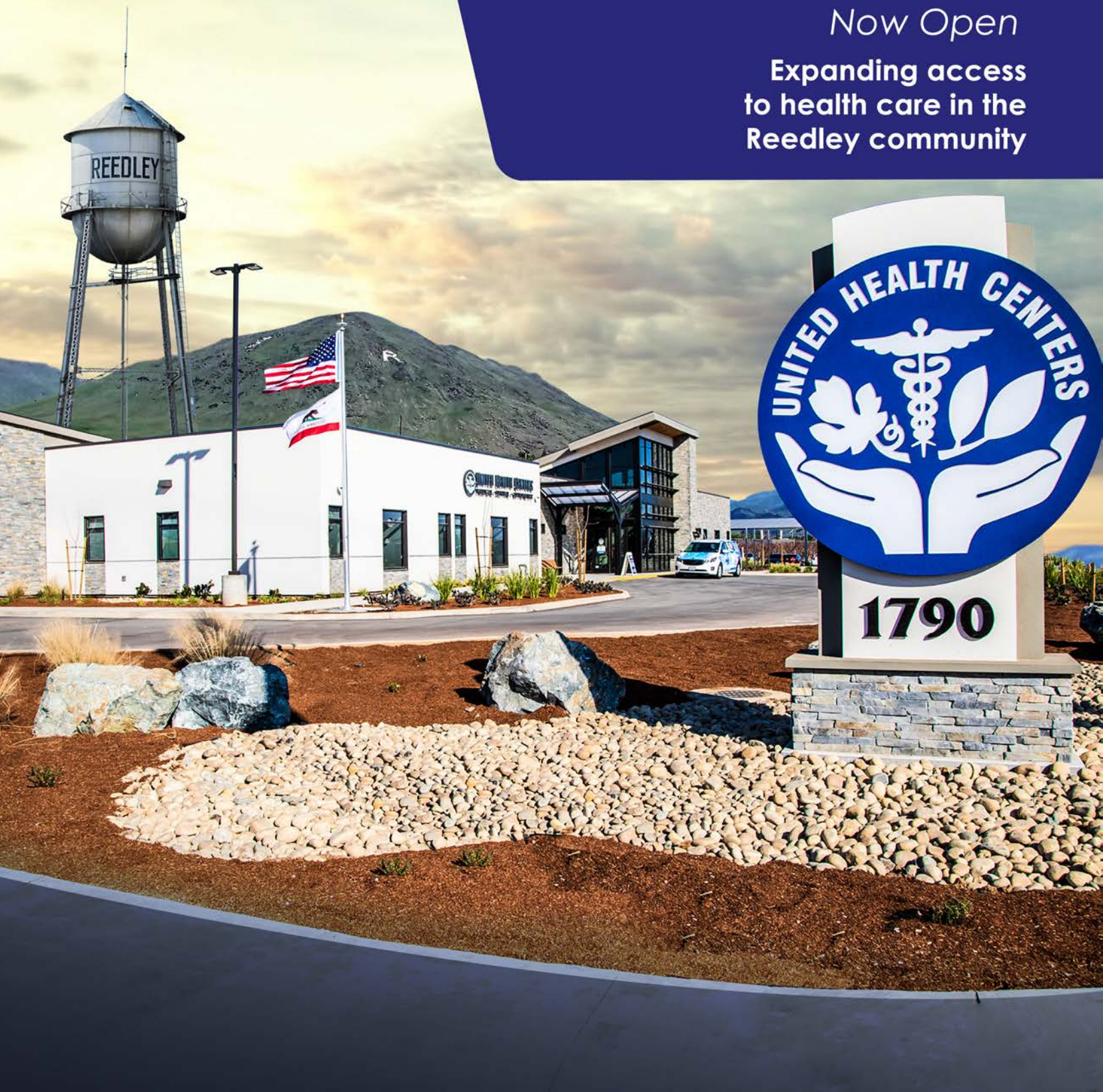
# UHC HEALTHBEAT

MAGAZINE

## NEW REEDLEY HEALTH CENTER

*Now Open*

Expanding access  
to health care in the  
Reedley community



## From the President & CEO

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Colleen Curtis  
President & CEO

It feels amazing to be present at the start of a new decade, especially one that begins with the promise of unprecedented expansion. We will complete the work from years of planning to open new facilities and expand healthcare services into communities where access has been under-developed. We will see job growth and local economies prosper as new modern health centers occupy vacant and unproductive places. Families, individuals and businesses will have greater access to services once impaired by distance or insufficient access to comprehensive primary care services. And we will see the health and general wellness of communities and neighborhoods greatly improve.

Coming in 2020 there will be new health centers in Fresno, in Clovis, Dinuba, Huron and Corcoran just to identify a few currently nearing completion. We anticipate the openings at 6810 N. Milburn Avenue and 1780 E. Bullard Avenue this spring and during the mid-summer months there will be openings in downtown Fresno at 2610 Tuolumne Street and 1110 N. Blackstone Avenue and also in Dinuba at 300 Westgate Way. We are excited that our entry into these communities will help local businesses to prosper as employees frequent local establishments, while neighborhoods and schools become better equipped to achieve their goals and our stakeholder partnerships thrive as the weeks and months progress in 2020 and beyond.

Our organization is financially sound and firmly established with nearly 50 years serving the Central Valley with an outstanding leadership team, a wealth of talented and compassionate healthcare professionals and support staff who are committed to the ideals and values of the organization. And our, all-volunteer Board of Directors, are equally proud of their efforts that guides the organization and oversees its successes. These attributes make UHC a best choice for patient care and a best place to work both right now and in the years to come.

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On the Cover: The new Reedley Health Center at 1790 E. Manning Avenue just opened in January 2020 on the busy corner of Buttonwillow and Manning Avenues. The new health center offers an abundance of space, more than 20,000 square feet, with more exam rooms, new dental services, a pharmacy, and urgent care added to medical, behavioral health, chiropractic care and optometry services all in the beautiful facility designed and built by the Neenan Construction Company.

### Administration

3875 W. Beechwood Ave.  
Fresno, CA 93722

### Corcoran

1209 Whitley Ave.

### Earlimart

476 E. Washington Ave.

### Fowler

106 E. Main St.

### Fresno Bullard

1780 E. Bullard Ave.

### Fresno Milburn

6810 N. Milburn Ave

### Huron

17008 13<sup>th</sup> St.

### Kerman

517 S. Madera Ave.

### Lemoore Hanford-Armona

250 E. Hanford Armona Rd.

### Mendota

121 Barboza St.

### Raisin City School-Based

6425 W. Bowles Ave.

### Orange Cove

445 11<sup>th</sup> St.

### Parlier

650 Zediker Ave.

### Parlier School-Based

601 3<sup>rd</sup> St.

### Reedley

1790 E. Manning Ave.

### Sanger

2502 Jensen Ave.

### Sanger: 7<sup>th</sup>

1570 7<sup>th</sup> St.

### Selma: Highland

2705 S. Highland Ave.

### Selma: Rose

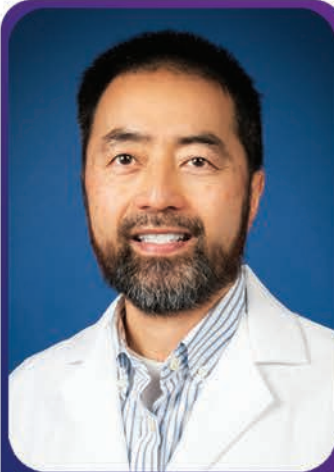
1201 Rose Ave.



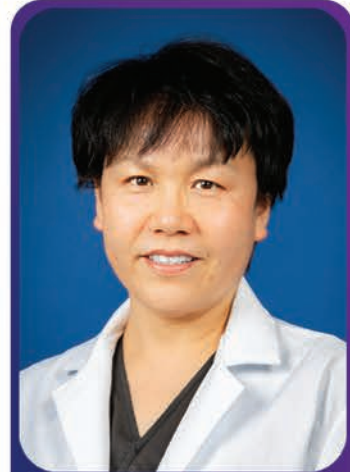
## UHC proudly welcomes new healthcare professionals in January and February



Jocelyn Mizunaka, M.D.  
Sanger: 7<sup>th</sup>



Trung Nguyen, D.D.S.  
Earlimart



Grace Yang, D.D.S.  
Earlimart



Larry Scott, D.P.M.  
Earlimart  
Sanger: 7<sup>th</sup>



Mohamed Elkhazin, B.D.S.  
Parlier



Alex Duong, D.D.S.  
Corcoran



# THE PATIENT'S VOICE



*Shared by Azucena (Patty) Robles, Health Educator*

Patient (S.) was twenty-six years old when he was diagnosed with diabetes in May 2018. He immediately began working with Patty, a UHC Health Educator, to lower and control his A1c levels. In December 2018, his A1c was 13%, which is almost 7% higher than a non-diabetic range. With Patty's guidance, he started eating balanced and portion-controlled meals. He also began increasing his physical activity. In the next few months these efforts helped him to gradually reduce his A1c to 12%.

Patty and S. were both proud of his progress, but he wanted to lose more weight and further lower his A1c levels. He was already engaging in daily physical activity and maintaining a healthier diet, but he wanted to do more so he began to closely monitor his blood sugars after meals, so that he could better understand how specific foods affected his body. He used that information to change how and what he was eating. At their meeting in September 2019, he saw his hard work pay off. From December 2018 when he began to implement changes in his lifestyle and eating habits he was able to drop his A1c down to 6%!

*Shared by Sammy Rincon, Health Educator*

I am excited to share the story of an established patient who has pushed herself to really control her A1cs this past year. Patient (G.) was on diabetes medications, but all too often she often did not take them as prescribed. She would admit to taking one each day instead of two, and she was not adhering to a diabetic diet. However, when I saw G. in March 2019 her A1c was over 11%, and she was starting to feel some of the side effects of having uncontrolled blood sugar levels. Her vision was getting blurry, and she was experiencing dry mouth, frequent urination at night, and numbness in her feet and hands. At this point, 54-year-old G. was ready to make a change.

She started making small changes immediately after the visit. Then, as time went by, she made even more changes. Now, she drinks more water and has dramatically cut back on sugary beverages, she adds more greens and vegetables to her meals, limits her carbohydrates, and focuses on portion control. In addition, G. has begun taking her medications as prescribed, and she completes a minimum of 150 minutes of physical activity each week. With all of these changes, G. began to feel much better and successfully lowered her A1c to under 6%!



# EPP

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## EMPLOYER PAID PROGRAM

No one plans to get injured on the job, but it is important for businesses and organizations to have a plan in place for when injuries to their employees or staff members do happen. United Health Centers has implemented a program designed for the employers in our communities to help their employees who sustain minor injuries to receive medical care they need quickly and easily. It is called the Employer Paid Program (EPP).

The EPP has no cost until it is used, but allows UHC to treat patients right away without the wait time common in emergency care. Our health centers are equipped to provide immediate attention to employees with minor injuries in accordance with the Cal-OSHA standards for First Aid Health Care Services. Our medical staff will stabilize the employee as quickly as possible, and get them ready for the next step, whether it is returning back to work, going home, or seeking further treatment.

UHC's first priority is to provide medical attention for minor injuries as quickly as possible. Once the patient's needs have been addressed, our providers create a Treatment Report, which is sent to the employer within twenty-four hours. It is then up to the employer to decide whether or not to refer their employee to workers' compensation.

United Health Centers also offers free transportation for the injured employee both to and from work and our health centers, thus alleviating the stress and complications involved in arranging emergency transportation during a busy work day. Employers can feel confident knowing that their employee is well taken care of even if they are unable to travel with them for treatment.

United Health Centers' mission is to provide accessible, comprehensive quality health care to everyone, with compassion and respect, regardless of ability to pay. The Employee Paid Program is one way we enact this mission and bring health care to those who need it most.

# EMPLOYEE PERFECT ATTENDANCE



**Sheila Carrillo**  
Central Referral Representative  
Central Referral



**Lourdes Escobedo**  
Central Referral Representative  
Central Referral



**Frances Gomez**  
Risk Management Coordinator  
Human Resources



**Andrea Rodriguez**  
Health Care Associate Supervisor  
Orange Cove



**Jessica Camarillo Hernandez**  
Dental Assistant  
Huron



**Arcelia Hernandez**  
Accounts Payable Representative  
Finance



**Sherry Valdez**  
Medical Assistant  
UCSF Resident Coordinator  
Parlier



**Jonathon Anderson**  
Director of  
Health Information Technology

## Congratulations!

To the 27 employees who qualified for UHC's Employee Perfect Attendance Incentive in 2019. The recipients will receive a check valued at one week of extra pay for meeting the following requirements: 1) used 10 or fewer days of scheduled PTO, 2) took no more than 2 hours of unscheduled PTO on any one day, and 3) were employed in a full-time benefited position with UHC on January 1, 2019. Please join us in congratulating these employees for their dedication.



**Melissa Gomez Martinez**  
Registered Dental Assistant  
Parlier



**Lucia Lopez Torrez**  
Medical Assistant  
Kerman



**Cesar Maldonado**  
IT Support Specialist  
Information Technology



**Choua Xiong-Fajardo**  
Finance Director  
Finance



**Christina Hernandez**  
Central Referral Rep. Assistant  
Central Referral



**Nicole Nino-Shah, O.D.**  
Optometrist  
Lemoore: 250



**John Richardson, D.D.S.**  
Dentist  
Huron



**Rachel Rizo**  
Health Care Associate  
Central Medical Records



**Bobby Burgess**  
Construction Manager  
Corporate Facilities



**Sandra Bravo**  
LVN Supervisor  
Sanger: 7<sup>th</sup>



**Elia Royal**  
Registered Medical Assistant  
Huron



**Martha Trejo**  
Optometry Assistant  
Mendota



**Julian Tristan**  
Maintenance Technician  
Corporate Facilities



**Lorena Valdez**  
Senior Staff Accountant  
Finance



**Sabrina Vallejo**  
Central Referral Representative  
Central Referral



**Alicia Gallegos**  
Medical Assistant  
Parlier School-Based



**Nicolas Alvarez**  
Maintenance Technician  
Corporate Facilities



**John Garcia**  
Maintenance Technician  
Supervisor  
Corporate Facilities

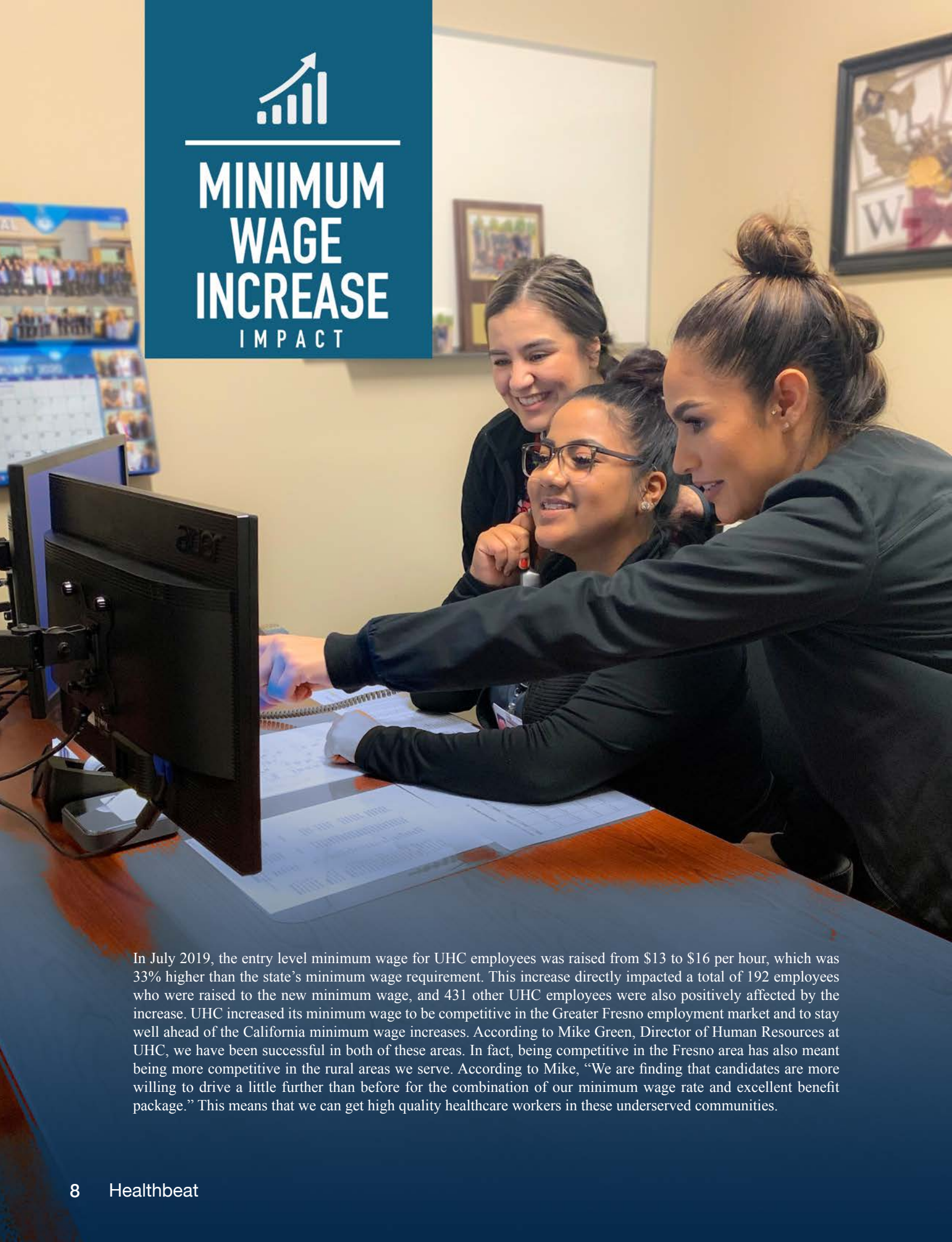


**Marisol Villalobos**  
Central Referral Representative  
Central Referral



# MINIMUM WAGE INCREASE

IMPACT



In July 2019, the entry level minimum wage for UHC employees was raised from \$13 to \$16 per hour, which was 33% higher than the state's minimum wage requirement. This increase directly impacted a total of 192 employees who were raised to the new minimum wage, and 431 other UHC employees were also positively affected by the increase. UHC increased its minimum wage to be competitive in the Greater Fresno employment market and to stay well ahead of the California minimum wage increases. According to Mike Green, Director of Human Resources at UHC, we have been successful in both of these areas. In fact, being competitive in the Fresno area has also meant being more competitive in the rural areas we serve. According to Mike, "We are finding that candidates are more willing to drive a little further than before for the combination of our minimum wage rate and excellent benefit package." This means that we can get high quality healthcare workers in these underserved communities.

The wage increase was a welcomed surprise for many employees including Edith Ambrosio, Payment Processor, who had previously left UHC and then returned in 2016 after working elsewhere for a few years because she loves the organization's mission. She was always grateful for the wonderful benefits that come with working for UHC but Edith said the wage increase was unexpected and that it has helped her financially and she was now able to use the extra take home pay to give some back to her family too. Edith's parents were farmworkers, and they understand how much farm working families have been able to benefit from getting their healthcare from UHC. Now seeing how UHC continues to reward and recognize the value of their employees makes them even more grateful for UHC. She said.

Michelle Zuniga also stepped away from UHC for a few years, but returned in 2019 because she loved the people and the organization's mission. She currently works in Billing, and says she was excited to hear of the wage increase which

was unexpected but even more pleased she had returned when she did. After just a few months, Michelle was able to finance a car for her son and says she really enjoys the additional stability the extra income has provided her and her family.

As a measure of success that has helped our employees find financial security, they feel more comfortable giving both of both their time and resources back to our community. During November and December 2019, UHC employees spearheaded and supported several community giving programs, including a canned food drive, a coat drive, and several toy drives in addition to UHC's annual Toys for Tots program. The UHC Foundation also saw an increase in the Employee Giving Program. Donations from 2018 were almost tripled by the end of 2019. The added financial security has influenced UHC employees to give back to the community and also improved our retention of talented and dedicated staff.



Edith Ambrosio and Michelle Zuniga,  
UHC Billing Department



# HEALTH EDUCATION DEPARTMENT

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## Collaborates to Reduce Childhood Obesity

UHC's Health Education Department (HED) was established to support our commitment to provide excellent care for our diabetic patients. These services are available to all UHC patients, but the department's goal is focusing on the underserved populations of the Central Valley. The Health Educators routinely help all patients understand conditions like diabetes, weight management, hypertension, cholesterol, pre-diabetes prevention, asthma, and smoking cessation in ways that help them to feel in control of their disease and not defined by it.

Understanding a diagnosis is important, but knowing how to prevent one is even better, which is why our Health Educators have been collaborating with community organizations like Fresno Migrant Headstart and Farmworker's Justice to revise a classroom curriculum that Farmworker's Justice created to help prevent childhood obesity. The class entitled *Juntos Nos Movemos*, or *Together We Move*, was created to be taught by community workers in a community setting. UHC staff participated in the pilot to provide feedback in order to adjust the curriculum for use in a clinical setting.

The pilot program and subsequent revision then yielded exciting results. Farmworker's Justice received a grant from HRSA for the revised curriculum and five of UHC's health educators were invited to attend a training to learn the new curriculum, which we began offering in February 2020 within a new monthly group class called "Healthy Children."



*Miguel Esparza  
Presents in Parlier*



## JUNTOS NOS MOVEMOS

Niccole Maldonado, Patient Services Manager, and Sammy Rincon, Degreed Health Educator, co-presented with Farmworker's Justice and Fresno Migrant Headstart on Juntos Nos Movemos at the 2020 Western Forum for Migrant and Community Health in Sacramento, CA on February 19-21, 2020.

The forum was a great opportunity to share what UHC has been doing with our community partners to help our migrant farmworker population. In their session, entitled Promoting Physical Activity among Agricultural Worker Families or Juntos Nos Movemos, the presenters discussed the collaboration between UHC and Farmworker Justice, the National Migrant and Seasonal Head Start. The training developed through this partnership will promote an increase in the frequency and variety of physical activity that agricultural worker parents can engage in with their children after school and work.

Health Educators will begin to offer a group class for child and adolescent obesity twice per year. We are proud of our Health Education Program for contributing their expertise to local and regional initiatives to help underserved communities.



Niccole Maldonado  
presents in Sacramento



## UHC HEALTHBEAT

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