

**EASING
SPECIALTY
WAITS**

Fredy Mora came to see West Medford Health Center Family Physician Dan Sengenberger because of pain in his hand. The usual next step for a patient with rheumatoid issues like his would have been to wait—for months—to see a specialist.

Not so today. Through a project known as Centers of Excellence, La Clinica is training primary-care practitioners in high-demand specialty care areas to improve patient screening and avoid long wait times for specialty care. Coordinated care organization Jackson Care Connect funded the project.

Dr. Sengenberger, the first to try the approach, trained with Talent rheumatologist Rudy Greene, learning about the specialty, which involves arthritis and other disorders of joints, muscles, and ligaments. As a result, **in 2015 he was able to treat 27 rheumatology patients who otherwise would have had to wait for a specialist to get care.** A second Centers of Excellence project is under way for patients with Hepatitis C.

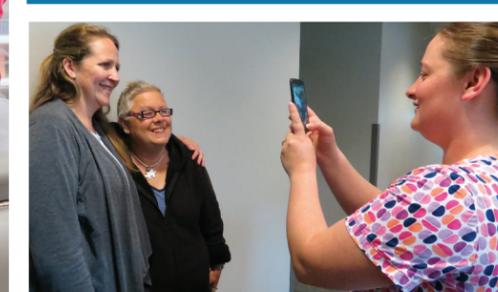


2015: care that made a difference

Fredy Mora listens as Dr. Dan Sengenberger talks with him about the pain he's having in his hand.

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2015 ANNUAL REPORT
Care that made a difference



OUR SERVICE SITES

- Birch Grove Health Center, 140 S. Holly St., Medford
- Central Point Health Center, 4940 Hamrick Road, Central Point
- East Medford Dental Clinic, 1113 Progress Drive, Medford
- Phoenix Health Center, 3617 S. Pacific Highway, Medford
- Wellness Center, 730 Biddle Road, Medford
- West Medford Health Center, 1307 W. Main St., Medford
- Women's Health Center, 910 S. Central Ave., Medford
- La Clinica Mobile Health Center

We also operate school-based health centers at Jackson, Oak Grove, and Washington elementary schools in the Medford district; at Phoenix Elementary in the Phoenix-Talent district; and at Crater High, Scenic Middle, and Central Point, Jewett, and Mae Richardson elementary schools in the Central Point district.

REACH US

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MORE SMILES FOR KIDS

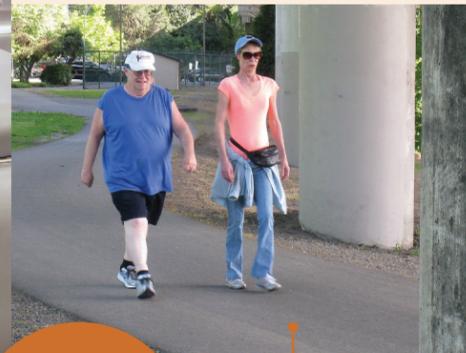
Alondra Contreras is growing up with La Clinica's Happy Smiles program.

Every year since she started kindergarten, the Jackson Elementary third-grader has heard from the Tooth Fairy about the importance of tooth care, then has received a dental exam and fluoride varnish treatment when Happy Smiles visits the school.

"Happy Smiles is where she started learning about how to care for her teeth," says mother Lurdis Contreras.

That's true not just for Alondra but for a growing number of Jackson County youngsters. Thanks to generous funding from the Oregon Community Foundation, **La Clinica screened 989 students for oral health issues from March 2015 to March of this year**, more than twice as many as in the 12 months before that. It applied dental sealants—coatings that protect teeth—on 461 students' teeth during the same period.

The program expanded to middle schools for the first time in 2015, and a new process made it easier for parents to give a thumbs up to kids taking part. Keeping an eye on efficiency, La Clinica now employs expanded-practice hygienists—employees who earn permits that allow them to work independently of a dentist—to accompany the Happy Smiles team to schools.



2015: care that made a difference

Top: Expanded-practice Hygienist Keela Sutton works with Alondra Contreras; upper right: Gerald Powell and his wife, Winnie, walk during a 5K Club session; bottom: Medical Assistant Veronica Lyon fulfills patient Linda Cooper's request for a photo with provider Laurel Brown, left.



WELLNESS AS A WAY OF LIFE

One day last fall, Gerald Powell stepped on the scales and saw a number he couldn't ignore—300. He'd known he was carrying too many pounds on his 5-foot, 7-inch frame: His health issues were growing, and he had trouble making the trip from one side of the grocery store to the other.

His health-care provider, Erin Schorran at Central Point Health Center, had a suggestion. Why not try a class in La Clinica's new wellness program? So he did: first Budget Gourmet, which teaches healthy cooking; then mindfulness, where he's learning to explore choices. He joined the 5K Club, a patient group training for a 5-kilometer walk or run. And in April, the man who'd had trouble walking across the grocery store completed a 5K at Medford's Pear Blossom Festival. He's down more than 60 pounds and has left most of his medication behind.

"I think this place is saving my life, to be honest," he said.

Patients like Gerald Powell arrived at La Clinica in growing numbers in 2015, the year the organization expanded healthy-living programs to all health centers.

La Clinica patients recorded just over 1,600 wellness class visits in 2015, and the number of patients served in the program grew 250 percent during the year. La Clinica's goal: to help patients live their healthiest lives possible.

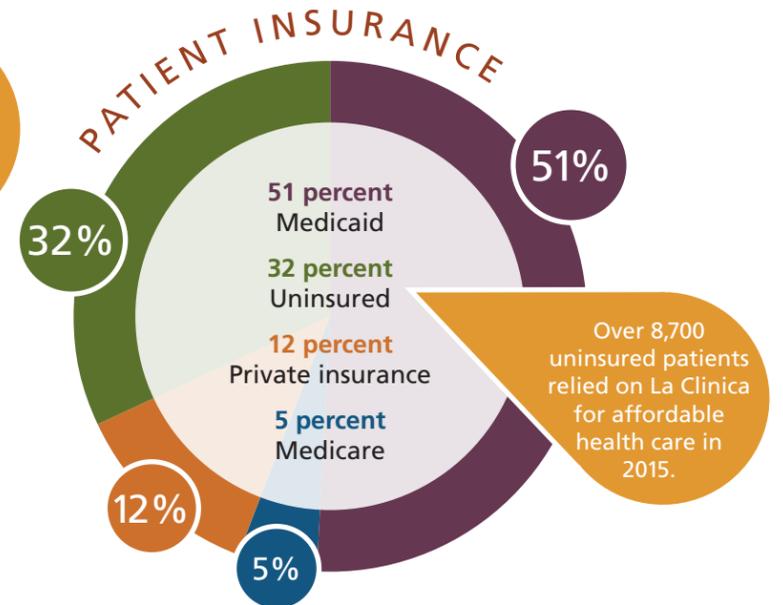
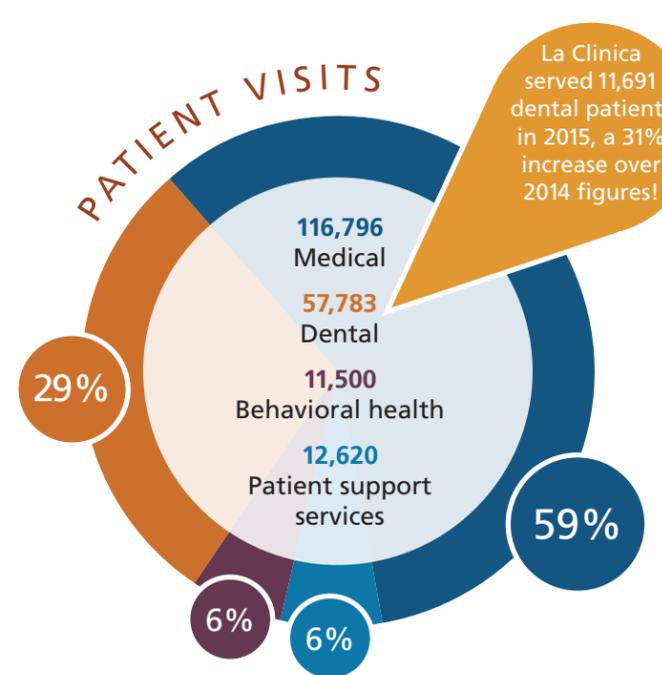
NEW QUALITY MEASURES

Linda Cooper was no fan of doctors' offices. In fact, she used to do all she could to avoid them.

But Cooper is a group foster home resident living with multiple health-care needs, and avoiding the doctor meant she wasn't getting the help she needed.

That's changed since she started at Birch Grove Health Center, which is using a quality-improvement model to ensure employees connect with patients regularly so patients get the care they need and feel embraced by the team. Daily, medical assistants, nurses, and providers pause to review charts and talk about the needs of each patient on the schedule. Team members reach out to patients regularly and ensure meaningful connections with specialists and community partners serving the patient. **The work is part of a larger initiative launched in 2015 to ensure that La Clinica is creating standards focused on quality care.**

That there's an intentional system supporting her may not be obvious to Cooper, who knows only that she likes it. "They make me feel very comfortable to come here," she said. "I feel wanted."



PATIENT DEMOGRAPHICS

- 7,443 Latino patients
- 4,441 Homeless patients
- 3,183 Migrant and seasonal farmworker patients
- 830 Veteran patients

