

LA CLINICA BOARD OF DIRECTORS

KEITH CASEBOLT, President  
PAUL NICHOLSON, Vice President  
MARY SINCLAIR, Secretary  
JERRY TAYLOR, Treasurer  
DR. CHRIS ALFTINE  
COREY FALLS  
LISA GREIF  
DR. MINOR MATTHEWS  
JUNE McREYNOLDS  
TERESA SAYRE  
BRIAN SIMMONS  
BENNY SUAREZ  
CHRISTIE VAN AKEN

SENIOR LEADERSHIP TEAM

BRENDA JOHNSON, CEO  
DANNY DUGAN, Chief Information Officer  
DR. AMY FINE, Chief Dental Officer  
TRACI FOSSEN, Chief Quality Officer  
KIM OVESON, Human Resources Officer  
MARIA RAMOS UNDERWOOD, Development Officer  
DR. KEN RHEE, Chief Medical Officer  
ANGELICA RUPPE, Chief Financial Officer  
IDA SAITO, Chief Operations Officer  
JULIE WURTH, Communications Officer



OUR SERVICE SITES

**La Clinica health centers:**  
Birch Grove Health Center  
Central Point Health Center  
East Medford Dental Clinic  
La Clinica Mobile Health Center  
Phoenix Health Center  
West Medford Health Center  
Women’s Health Center

**School-based centers:**  
Elementary schools: Central Point,  
Jackson, Jewett, Oak Grove, Mae  
Richardson, Phoenix, Washington  
Scenic Middle School  
Crater High School



**LA CLINICA**

A F F O R D A B L E   H E A L T H   C A R E   E X C E L L E N C E   F O R   A L L

AUGUST 2015

Dental expansion will help meet need for care

A major expansion of La Clinica’s dental program over the next three years will help meet Jackson County’s need for dental care for low-income residents.

La Clinica expects to serve 28,476 dental patients, almost three times as many as today, by 2018. This is an estimated 48 percent of the community’s need.

La Clinica will not build new health centers to serve these patients but instead will beef up dentist staffing at East Medford Dental Clinic and Central Point Health Center while sending hygienists with expanded-practice permits outside clinic walls to do some work.

The hygienists will visit La Clinica’s other health centers, schools, and community organizations and offer hygiene services such as education, cleanings, and screenings. Extra training allows expanded-practice hygienists to work at outreach sites in a collaboration with a dentist.

“We’ve known for awhile that we’re just scratching the surface in terms of being able to serve this community’s dental care need,” said CEO Brenda Johnson. “This approach will allow us to reach many more people without the expense of opening new health centers.”



Expanded-practice hygienist Keela Sutton works with a young patient. (Steve Johnson photo)

DENTAL GROWTH PLAN

	2015	2018
Dentists	10.5	18.5
Expanded-practice hygienists	3	10
Patients	9,900	28,476

Employee numbers are FTEs, or full-time equivalencies



Understanding community need

La Clinica estimates 92,000 residents, almost half of Jackson County’s population, have an unmet need for dental care. We estimate 59,901 people, or 65 percent, would use dental services if they had access to them.

Now, even more low-income patients will have access to specialty care

Helping La Clinica’s low-income and uninsured patients access specialty care just got a little easier thanks to the generosity of Volunteers for Patient Access to Consultation and Treatment, or VOLPact. VOLPact links specialty physicians and hospitals with uninsured patients served by La Clinica and another local community health center, Rogue Community Health. Participating physicians and hospitals address conditions that cannot be treated in the primary care setting. Volunteers provide free care for people who simply cannot afford specialty care while preventing the high financial and societal costs associated with delayed care.

This spring, the VOLPact board voted to expand access to this program by increasing the program’s eligibility income level to 200 percent of the federal poverty guideline (about \$23,540 annually for a single person) and opening up the program to low-income individuals with private insurance who have out-of-pocket costs of \$3,000 or greater.

“La Clinica is extremely grateful to Dr. Kendall Michels, president of VOLPact’s board, and the rest of the VOLPact leadership team for their vision and generous support,” said Dr. Ken Rhee, La Clinica chief medical officer. “These changes will make a huge difference in the lives of our most vulnerable patients.”



INSIDE

Wellness center nearly ready to open

What if you were dreaming up care of the future?



OUR ANNUAL FUNDRAISER  
Raise Your Heart for Health

Sunday, Aug. 23, 2015 · 3:30 to 7:30 p.m.  
Grizzly Peak Winery, Ashland  
Tickets: [lacinicahealth.org/raiseyourheart](http://lacinicahealth.org/raiseyourheart)

Left: Board member Jolie Johnson, left, poses with Judith Foltz at the 2014 fundraiser. This year’s event will honor Jolie, who died in an accident in early 2015.

OUR VISION: WE WILL NOT STOP UNTIL AFFORDABLE HEALTH CARE EXCELLENCE IS AVAILABLE FOR ALL.





Birch Grove's Dr. Kerri Hecox, center, with Physician Assistant Laurel Brown, left, and Family Nurse Practitioner Julie Curl are serving addictions and mental health patients. (Photo by Jim Craven)

### Unusual partnership is behind Birch Grove

Birch Grove Health Center is a primary care home like no other in Jackson County.

The center, inside Jackson County's new Health & Human Services building, is a partnership between Jackson County Health & Human Services, addictions recovery providers Addictions Recovery Center and OnTrack Inc., La Clinica, and coordinated care organizations AllCare and Jackson Care Connect.

The approach is proving successful. The center's patient load doubled between January and June of this year.

### New money helps La Clinica welcome more patients

New money coming La Clinica's way thanks to the Affordable Care Act is allowing the organization to help very low income patients afford care more easily.

La Clinica is using the additional money to reduce its sliding scale fees and to hire health-care providers to serve unmet need. It is also supporting operations at its new wellness center and beefing up information technology systems.

"This is allowing us to create a more stable base and at the same time help the patients who need it most," said Angelica Ruppe, chief financial officer. "We are grateful for this change."

La Clinica and others benefited financially when the Affordable Care Act became law at the beginning of 2014 because many Oregonians immediately became eligible for state-funded health insurance. Insured patients are able to access care more consistently than uninsured patients.

More than 50 percent of La Clinica's patients were uninsured in 2013; that number had dropped to 28 percent by the end of 2014.

### Annual fundraiser will help center that gives patients a new start

Sara, a 30-year-old new mom with a decade-plus addiction to heroin and methamphetamine, knew when she first committed to stopping drugs that she'd need help even beyond what her in-patient treatment program was providing.

"I was craving to go use," she says.

The young woman, whose name has been changed for this story, found her lifeline at Birch Grove Health Center, where a team of practitioners is offering medical care and more for a growing number of recovering addictions and mental health patients in Jackson County. The center, a collaboration between La Clinica and several others, will be the recipient of money collected this year at Raise Your Heart for Health, La Clinica's annual fundraiser on Aug. 23.

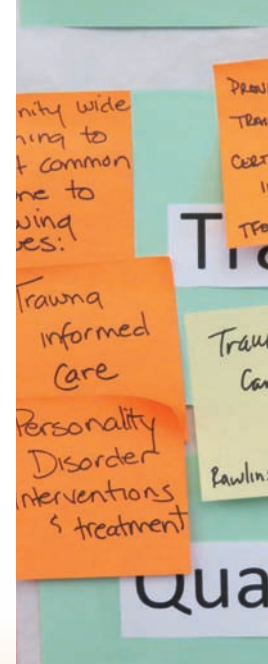
Patients involved in Birch Grove receive regular medical care, a first for some. Employees also work to create the relationships and supportive systems they know will help patients succeed. Drug free for almost a year, Sara credits Birch Grove physician Kerri Hecox for helping her change her life and her surroundings—and for providing her with the kind of hope she's never known.

The goal of the addictions work is simple for Hecox, who was a county child abuse investigator before coming to La Clinica in 2014 to launch Birch Grove. "If we can stabilize families, our work today can have a huge effect on the next generation," she says.



Your gifts help us meet our community's need for affordable health care services every day.

Thank you for your generosity!



### Dreams to reality: Group envisions health-care system that truly serves

Imagine for a minute you are the architect of the world's best system of care. Where would you start, and what would you build?

A group of several dozen Jackson County residents has begun work this year on that very question. The aim is to create a vision of a health-care and social service system for southern Oregon that meets patients' needs and does so without gaps or bumpy transitions between services. To start the process, they met and covered the walls of a large conference room in downtown Medford with sticky notes indicating what works—and doesn't—in Jackson County today.

Clunky, disjointed systems can result not only in poor care but also can drive costs higher and make access difficult. An initial goal of the project is to create a list of improvements organizations can begin working on together, said Jennifer Lind, CEO for coordinated care organization Jackson Care Connect, an organizer along with La Clinica and hospital systems Asante and Providence.

Some participants have more than a few projects in mind. At the end of the first session, after groups had presented their visions for ideal systems, one patient stood up and urged the room full of health care and service representatives: "Just remember how much we all want and need this."



The main lobby of the new center, far left, features a lot of light and a patient library. The building's exterior includes colorful tiles and a spot for bicyclists to store their transport.

### New center will offer primary care services with a wellness twist

A center that will allow low-income residents to care for their health in new ways is on track to open Sept. 1.

La Clinica purchased the former post office distribution center at 730 Biddle Road last year and is remodeling the 16,000-square-foot building into La Clinica Wellness Center, a doctor's office that will also feature complementary services including physical therapy and nutrition counseling and classes designed to promote healthy living.

"We are eager to bring this approach to our patients and encourage well-being in all parts of their lives," said Carolina Casteñada del Rio, who is coordinating a growing wellness focus both at the new center and across the organization. She and others are working on community partnerships that will allow a variety of services to be available at the new center, which will have a commercial kitchen and space for classes to meet.

La Clinica will secure a loan to cover \$2.5 million of the \$5.5 million the center will cost and is fundraising in the community for the remainder of the money, about \$900,000 of which has been raised to date. The new center sits along Interstate 5 in a high-poverty section of east Medford and is expected to serve 5,000 new patients.

### Open house Oct. 21

Would you like to see our newest health center? We're planning a public open house at La Clinica Wellness Center, 730 Biddle Road, in the late afternoon and early evening of Wednesday, Oct. 21. Watch for details via our Facebook page (facebook.com/laclinicahealth) or by electronic newsletter (sign up at laclinica-health.org/subscribe).

La Clinica is adding classes in healthy eating, movement, and support across all its health centers this year; the majority are free and available to all patients. See a list at laclinicahealth.org/wellnesscalendar.

