FALL 2022

Ravenswood Family Health Network

MayView COMMUNITY HEALTH CENTERS
A Member of Ravenswood Family Health Network

Providing Healthcare That Cares

Since 2001, Providing access to a variety of healthcare services for 21 years!











Above, left to right:

- *Bryan Perkins, Aide to Congresswoman Jackie Speier, (left) presents a certificate to Gralyn Jacques, CFO/Deputy CEO (right), to celebrate Ravenswood's 20th Anniversary.*
- *Maria (left) visits Dr. Zheng (right) for a retinopathy eye exam.*
- *Alisha (left) gets her COVID vaccine booster during a Women's Health visit.*

Bottom row, left to right:

- *The Social Services Team meets to discuss enhanced case management.*
- *Eliana is happy and healthy. Read her story on page 2!*

Photo credits: Lourdes Sanchez

Letter from the CEO

Dear Friends,

As a federally qualified health center, we are here to support the well-being of our patients. Ravenswood Family Health Network's mission is to provide high-quality care for underserved and at-risk communities, and striving to accomplish our mission has come in many forms this past year.

The Ravenswood Care Team is here to continue striving toward our mission to provide our community with the best care options as we respond to our community's unique needs. Ravenswood patients have access to any of our five clinic locations in San Mateo County and Santa Clara County, where they have multiple services available to them. For instance, at our main health center, a patient can receive primary care, get referred to our integrated behavioral health services, and pick up their prescription in one trip to the clinic. At our MayView Palo Alto clinic, a patient can visit their primary care provider and optometrist back to back. Ravenswood is determined to continue providing optimal care to best serve our community and is proud to be a one-stop shop.

Despite the challenges posed by the pandemic, Ravenswood continues to expand. Since our clinic opened its doors in December 2001, we have expanded into a state-of-the-art facility with over 38,000 square feet and three additional sites in Santa Clara County. Now, in 2022, we can provide care to more patients with the notable addition of a Mobile Dental Clinic, the development of a Social Services Department, and the inclusion of lactation counseling to our list of services.

Your support has been instrumental to Ravenswood's growth in the past 20 years and critical to our goal to provide accessible, wide-ranging medical, dental, and specialty services in communities fraught with health disparities. In this time, we have learned that creating positive change for our patients takes a village. Our dedicated supporters, advocates, donors, staff, and community have all come together to make the impossible, possible. With this in mind, I look ahead with warm elation, as we continue to strive toward a community where healthcare is equitable, affordable, and comprehensive for all.

Together in Health,

Luisa Buada, RN, BSN, MPH,
Chief Executive Officer

RECOGNIZED NCQA PATIENT-CENTERED SPECIALTY PRACTICE



Photo Credits:
Tomomi Mori & Katie Bick

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OUR MISSION

To improve the health of the community by providing culturally sensitive, integrated primary and preventative health care to all, regardless of ability to pay or immigration status, and collaborating with community partners to address the social determinants of health.

Thanks to Tania's knowledge of her child and Doriel's creation of a bridge to specialized pediatric care, Eliana received the care that she needed.



Tania (center) brings her two children to a pediatric visit at Ravenswood. Photo Credit: Lourdes Sanchez



Doriel (left) shows Eliana (right) how to listen to her stuffed animal's heart. Photo Credit: Lourdes Sanchez

Eliana's Story

Tania has been a patient of Ravenswood Family Health Network (Ravenswood) since the clinic's opening in 2001. She was 10 years old when she began seeking care. She continued to receive care through her early adulthood and the pregnancy of her two children. Now, Tania, her husband, and both her children receive care at Ravenswood, utilizing all the services Ravenswood has to offer.

A few months ago, Tania went through a difficult time with her daughter, Eliana's, health. For two weeks, Eliana had a fever as high as 104°F, an enlarged tonsil, and abdominal pain. Tania brought Eliana to Ravenswood and took her to the Stanford Emergency Department where she was evaluated, but tested negative for strep throat and Covid. However, Eliana continued to experience severe throat pain, low appetite, and fatigue. Though she remained well hydrated, Eliana was evaluated with further labs and ultrasound in the Emergency Department but no specific diagnosis was made. Understandably, as a mother, Tania was extremely worried and eager to know what was wrong with her daughter.

Tania sent a message through MyChart, a platform used for patients to communicate with their care team, to request an office visit with Eliana's Primary Care Provider (PCP), Doriel. Doriel reassured Tania that she would call that same day to get a better understanding of the situation. During the call, Doriel immediately heard the concern in Tania's voice as she described Eliana's swollen neck. Doriel made arrangements to see Eliana urgently in clinic. During the visit, Doriel took the time to listen to Tania's worries and validate her concerns, but noticed that Eliana was not her usual self. She evaluated Eliana's tonsils and neck. "Her neck was red, warm, and tender to the touch," states Doriel. As Eliana's regular provider, she reviewed the course of illness, all prior visit notes, and Eliana's previous lab work. It became evident to Doriel that Eliana's condition and illness had worsened and required urgent specialty evaluation by a Pediatric Ear, Nose, and Throat (ENT) specialist.

Doriel coordinated the care Eliana needed during that same visit. She consulted the on-call ENT specialist at Lucile Packard Children's Hospital (LPCH) at Stanford to explain her findings, and was able to have Eliana further evaluated that same day.

When Eliana arrived at the Pediatric Emergency Department, she was met by ENT specialists from LPCH. An ultrasound was conducted on her neck, where a branchial cleft cyst was discovered. Branchial cleft cysts are lumps that develop in the neck prior to birth that typically go unnoticed unless they become infected. This cyst had become infected over the course of her illness, and Eliana required antibiotic treatment and emergent surgery to treat her condition. Eliana was discharged from the hospital in five days. "If it weren't for Doriel, my daughter would not have received the treatment she needed," Tania recalls.

Thanks to Tania's knowledge of her child and Doriel's creation of a bridge to specialized pediatric care, Eliana received the care that she needed. Eliana returned to being her happy self – playing, eating, and drinking regularly again. Doriel says, "as a health care provider, clinician, and advocate for children's health and wellness, there's not a better feeling than knowing you've helped a family get the care they need for their child."

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Ashley (left) brings Miles (center) for a newborn visit with Doriel (right). Photo Credit: Guadalupe Galvan

Provider Spotlight: Doriel Pearson-Nishioka

Doriel was raised in Concord, California. She completed her Masters of Science in Physician Associate (PA) studies at the University of Colorado Health Sciences Center School of Medicine in 1986. She has worked professionally as a Pediatric PA for over 30 years, in a variety of clinical settings including private practice, school-based health centers, community-based health centers, and academic teaching hospitals including the University of California, Los Angeles, and Stanford Medical Centers. As of May 2021, Doriel and all other PAs have received "Physician Associate" as their new title.

She always had a passion for community health and serving underserved diverse patient populations. In 2008, she was assigned to cover at Ravenswood while working in the Department of General Pediatrics at Stanford. Doriel provided short-term coverage for Ravenswood's Pediatric Team while Ravenswood was in transition and operating out of the portable buildings prior to the opening of the new facility. Little did she know she would return to Ravenswood a decade later. In 2018, she became a Primary Care Provider when she joined the Pediatric Team at Ravenswood. She has enjoyed a robust career in pediatric medicine and is avid about child and adolescent wellness. Doriel says, "I am proud of our work at Ravenswood, and the excellence in quality and continuity of care that we are able to provide to children and families." She believes listening to the families and taking the time to advocate for their child's health and wellness is the best way to find proper care for any child.

OUR VISION

Our patients will become educated, engaged and empowered to actively manage their health and become advocates for healthy living within their family and the community, inspiring others to value good health as true wealth.

In 2022 we added a few services to fill our patient's needs:

Lactation Counseling

At Ravenswood, we now have a formal lactation services program. We provide lactation consultations at our main health center in East Palo Alto, MayView at Palo Alto, and MayView at Mountain View. Expecting parents are now able to visit a lactation consultant at any point during their pregnancy to ease anxiety and fears around breastfeeding, receive guidance to make informed choices, and discuss their goals for feeding their baby. After the baby is born, lactation consults can support parents with latch, position, milk supply, engorgement, and more.

To best serve all Ravenswood patients, services are offered in both Spanish and English. Additionally, our staff are already (or are in the process of becoming) International Board-Certified Lactation Consultants (IBCLC's).

The program is growing quickly, and our Lactation Program Manager, Cheryl, looks forward to seeing the program continue to expand as more people become aware of the services. This growth is happening in part due to the strong support received from our Women's Health, Pediatric, and Family Medicine departments that work closely with lactation to provide wrap-around care for our patients. Our overarching goal is to protect, promote, and support breastfeeding so that all infants, families, and communities can receive the benefits it provides.



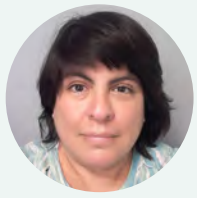
Cheryl Sundheim, MA, IBCLC
Lactation Program Manager

Cheryl is an International Board of Lactation Consultant Examiner (IBCLC) who is very excited to be working with a team that shares the same enthusiasm and commitment to making breastfeeding as easy as possible.



Amanda Gersich, MD, LEC
**LEC: Lactation Education Consultant*

Amanda is a lactation education counselor, who helps mothers learn about the benefits of breastfeeding. She is excited to help parents accomplish successful breastfeeding.



Sandra Wiley, BS, IBCLC

Sandra is an IBCLC who loves supporting families through the lactating experience in a culturally and linguistically appropriate manner.

Introducing Social Services

In 2022, Ravenswood created the social services department. This new service was created in response to the complex social and medical needs of our patients. Our social services team uses enhanced health care management to integrate the care and services our patients need to stay healthy. "Coordinating care makes it easier for our patients to get the right care at the right time," says Karla, Social Services Manager.

Building a bridge between social services and primary care has been a big success. The social services team has re-engaged patients in primary care who have been out of care for years prior. They have also connected patients struggling with addictions to abuse treatment and behavioral health services. Our clinic is already seeing a decline in hospitalizations and emergency department visits. The social services team hopes to continue expanding care to more patients, especially to reach patients who do not meet enhanced care management criteria to receive care.



Brenda Valencia, Clinical Nurse Manager (ECM/MAT) (left), and Karla Fraser, Social Services Manager (right). Photo Credit: Lourdes Sanchez

Expanding Optometry Services

Ravenswood is also excited to share an expansion of optometry services to our MayView Clinic in Palo Alto! Now, our MayView patients located in Santa Clara County have easy access to a new optometry access point at our Palo Alto site. Daniela, Manager of Optometry, says, "our optometry patients are happy they no longer have to go far."

During our Palo Alto renovation, a few amenities were added to provide our MayView patients with timely vision and eye care. Two exam rooms were converted into two exam lanes, along with one optometry testing room. All three rooms are equipped with new optometry chairs and equipment. Patients are now able to visit our Palo Alto clinic for all of their optometry needs, including comprehensive eye exams, diabetic retinopathy eye exams, vision care, and much more.

Increasing access to the best eye and vision care is important to us. Dr. Bui is an optometrist at the Palo Alto site, currently seeing patients two times a week. Graciela, who is a patient of Dr. Bui, says, "the service is excellent at MayView, Dr. Bui was professional, and I left very happy!" Graciela, who has been a patient of MayView for five years, is now happy to have access to eye care at her main health clinic.



Dr. Bui (left) takes a close look at Floribel's (right) eyes during an eye exam. Photo Credit: Lourdes Sanchez

RAVENSWOOD SERVICES

Primary Medical Care
- Prenatal Care
- Pediatric & Adolescent Medicine
- Adult Medicine
- Women's Health
- Optometry
- Screenings & Immunizations
- Lab
- Pharmacy
- General X-ray
- Ultrasound
- Mammography
- Chiropractic Care
- Referrals to Specialty Care

Integrated Behavioral Health Services
- Adult and Pediatric Short-Term Counseling
- Domestic Violence Counseling
- Grief Counseling
- Crisis Intervention
- Psychiatry Consultation
- Enhanced Case Management Field Services
- Health Care for the Homeless
- Medically Assisted Therapy for Alcohol/Substance Use Disorder

Center for Health Promotion
- Chronic Disease Management
- Health Coaching
- Health Coverage Enrollment

Ravenswood Family Dentistry
- Pediatric & Adult Dental Care
- Preventive Care
- Restorative & Periodontal Care
- Crowns, Bridges & Dentures
- Oral Surgery
- Emergency Dental Services
- Oral Health Education
- Preventive Dental Care in 19 San Mateo County Pre-Schools and Other Sites

RAVENSWOOD LOCATIONS

Ravenswood Family Health Center
1885 Bay Road
East Palo Alto, CA 94303

Ravenswood Family Dentistry
1807 Bay Road
East Palo Alto, CA 94303

Center for Health Promotion
Eligibility & Enrollment
1842 Bay Road
East Palo Alto, CA 94303

MAYVIEW SERVICES

- Prenatal Care
- Pediatric & Adolescent Medicine
- Adult Medicine
- Women's Health
- Optometry
- Dental (via mobile clinic)
- Integrated Behavioral Health & Social Services
- Chiropractic Care
- Chronic Disease Management
- Health Education
- Screenings & Immunization
- Lab

MAYVIEW LOCATIONS

MayView Sunnyvale
785 Morse Avenue
Sunnyvale, CA 94085

MayView Mountain View
900 Miramonte Avenue, 2nd Floor
Mountain View, CA 94040

MayView Palo Alto
270 Grant Avenue
Palo Alto, CA 94306

CONTACT US

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650.617.7829
www.RavenswoodFHN.org



Ravenswood distributes the Covid vaccine to community members at an elementary school in East Palo Alto.



Individuals who attend our community vaccine clinics go through screening, registration, vaccination, and observation.



LaRae (left), Director of the Billing Cycle, and Gralyn, CFO/Deputy CEO (right) discuss financial operations. Photo Credit, top row: Lourdes Sanchez

Progressing Through The Pandemic

Ravenswood Family Health Network has been providing COVID-19 vaccines and education to patients and community members since January 2021. Patients and community members have been informed of vaccine and booster eligibility changes, mask mandate updates, and other preventive measures to keep themselves and others safe and healthy. When the pediatric shots became available starting in November 2021 and the booster shots became available starting in December 2021, patients were informed as soon as possible. Barrier-free COVID-19 vaccine clinics were hosted multiple times a week across our four clinic sites, which were appointment-free and included translation services. At these clinics, we administered first doses, second doses, boosters, and pediatric vaccines. Additionally, to expand our reach, we collaborated with local schools, youth centers, and other organizations to bring the COVID vaccine directly to the community.

In our effort to increase access during the pandemic, we faced a number of challenges. These challenges included increased demands for the booster shot at our patient and community member clinics, high demand for COVID testing, and conversely vaccine hesitancy with community members whose ethnic group suffered higher morbidity and mortality with COVID. In December 2021, as the eligibility for the booster vaccines became available, so did the demand at our patient and community clinics, resulting in long lines. We quickly adjusted to the situation by increasing the number of staff members and volunteers at our vaccine clinics and improving check-in workflow. From January 2021 through July of 2022 Ravenswood had administered over 32,000 vaccines to community members and patients combined. As of September 2022, we have distributed over 17,513 rapid test kits to our patients and community. Overall, all of the abovementioned activities were critical in protecting our patients against COVID.

Our staff has worked diligently to catch up patients on all of their routine check-ups and any gaps in care. Notably, we established a new Social Services Department to support our high-risk, complex patients, who are often underrepresented minorities. Through the pandemic we have seen how existing health inequities caused by social determinants of health (SDOH) for these patients have been exacerbated, making it challenging to carry out their care plans. Our Social Services Department provides in-depth case management and care coordination. In addition, they navigate patients through programs and systems and connect them to resources and services to meet their complex needs, such as food, shelter, financial resources, and more. Overall, our new department aims to provide support to patients and their families in addressing social, financial, and psychological needs as they move through the health continuum. Our Social Services Team aims to break down existing barriers the pandemic has created and magnified for these patients.

Thank You to Our Volunteers!

The help of our dedicated volunteers for Ravenswood's COVID-19 vaccine clinics was crucial during the challenges that COVID-19 imposed. Many of our volunteers that began early in the year have continued serving our organization. We credit the enthusiasm of our volunteers to Ravenswood's teamwork ethos and work ethic. A big thank you goes out to these volunteers who enabled us to continue providing care to patients in our community.

Introducing Our Deputy CEO

Luisa, Chief Executive Officer (CEO), announced her intent to retire by the end of 2023. After a rigorous interview process by our Board of Directors, we are incredibly pleased to promote someone from within our organization who is deeply committed to the communities that we serve. With 11 years in a leadership role at Ravenwood Family Health Network, our Chief Financial Officer (CFO), Gralyn Jacques has been appointed as the Deputy CEO.



Gralyn Jacques
MBA, CFO and Deputy CEO

Gralyn came to Ravenswood in 2011, after serving four years as CFO at the former Haight Ashbury Free Clinics, Inc., where Gralyn says he "fell in love with community health." Gralyn is also a graduate of the Clinic Leadership Institute, where his project investigated the financial viability of the health center moving to full capitated payment. To date, he serves on the California Primary Care Association's CFO Peer network advising on the California State Alternative Payment Models. Gralyn obtained his BS in Accounting at San Francisco State University and MBA from the Keller Graduate School of Management.

Gralyn will continue to perform his role as CFO and Deputy CEO during the transition and will work closely with Luisa to identify a new CFO for our organization. As Deputy CEO, Gralyn says he hopes to see Ravenswood "become a center of excellence for addressing health disparities."

#GIVINGTUESDAY

Yes! I Want to Join Ravenswood's Care Team!

Donate online at:
www.ravenswoodfhn.org/donate/

Mail a check with this slip to:
Ravenswood Family Health Network
1885 Bay Road, East Palo Alto, CA 94303

Ravenswood Family Health Network is a tax exempt 501(c)(3) nonprofit agency

***Questions?** Contact the Development Team at Development@RavenswoodFHC.org*

- ☐ **$100** pays for one pediatric patient's routine dental exam with x-rays
- ☐ **$250** pays for one patient's routine eye exam
- ☐ **$500** pays for one medical visit for an uninsured patient
- ☐ **$2,000** pays for one year of care for a diabetic patient
- ☐ **$5,000** pays for one mother's prenatal care
- ☐ Other _____

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