The Right to Quality Healthcare is our Mission

“Quality health care is vital for all of our Valley’s residents. Clinica Sierra Vista serves a large number of Valley residents who are uninsured or underinsured and plays a vital role in our Valley health safety net. I have heard time and time again from constituents throughout my district how important Clinica Sierra Vista is to their families.”

-Congressman Jim Costa
About Us

In December of 1971, this non-profit corporation was created to provide primary health care to the poor migrant farm workers of Lamont. Clinica Sierra Vista has experienced tremendous growth!

Today, CSV has over 1,100 employees and over 76 sites, including:

- **27** Community Health Centers
  - **6** Dental Centers
  - **30** WIC locations
  - **6** Behavioral Health sites
  - **2** Family Resource Centers
- **4** Adolescent & Family Services/Differential Response
In July 2013, CSV started its first Teaching Health Center Program, Sierra Vista Family Medicine Residency Program. This is a 3 year, 4 residents program located in Fresno at our site, Regional Medical Center.

www.sierravistafmrp.org

In July 2014, CSV will begin its next venture with the Teaching Health Center Program. We have created Rio Bravo Family Medicine Residency Program. The 3 year, 6 resident program will become academically affiliated with UCLA and will be located at our soon to be health center, East Niles Community Health Center.

www.riobravofmrp.org
What We Do

We provide a Medical Home to those in our community

- Practice early detection and intervention
- Help decrease frequent ER visits
- Address health disparities affecting our patients
  - Diabetes, obesity, asthma, cardiovascular disease, STDs, teen pregnancy, substance use disorder, mental illness, skin cancer, breast cancer, dental

Among our vulnerable populations
- Farm workers and their families
- Homeless
- Elderly
- Children
- The working poor
Who We Serve

Fresno, Kern and Inyo Counties

- Underserved population/areas (MUA/MUP, HPSA)
- Poverty, uninsured, unemployment among highest rates in the nation:
  - CA 15.3% income below poverty level (US Census Bureau, 2008-2012)
    - In Fresno County, 27.5% income below poverty level
    - In Kern County, 22.5% income below poverty level
  - CA Unemployment rate 8.3% as of December 2013 (BLS)
    - In Fresno County, 12.5% unemployment rate as of February 2014
    - In Kern County, 10.7% unemployment rate as of February 2014
- 89.6% of CSV patients system-wide below 200% Federal Poverty Level (UDS 2013)
- 70% of CSV patients system-wide live below 100% of the Federal Poverty Level (UDS 2013)
Primary Care Services

Medical Services

- Family Practice
- Internal Medicine
- Geriatrics
- Pediatrics
- Obstetrics/Gynecology
- Behavioral Health
- Specialty Care
  - General Surgery
  - Infectious Disease
  - Pain Management
  - Pediatric Dermatology
  - Plastic Surgery
  - Podiatry
Dental Health Services

- Comprehensive Dental Care
  - 4 Kern Sites
  - 2 Fresno Sites
  - 2 Mobile Units

In 2013, we served 22,637 dental patients through 63,431 patient visits
Behavioral Health

- In May 2011, CSV received Joint Commission accreditation for our Behavioral Health Care Program
- CSV’s Behavioral Health Program served a total of 6,554 patients through 39,475 patient visits (UDS 2013)
  - Children’s Services
  - Adult Services
  - Child Abuse Treatment (CHAT)
  - Substance Use Disorder Prevention and Treatment
  - School-site Behavior Modification
  - *Project Care*-- an integrated behavioral health pilot
Ancillary Services

- Pharmacy
  - Pfizer—Share the Care Program
  - Walgreen’s—340B Contract Pharmacy Arrangement
  - Astra Zeneca—AZ & Me Program
  - Other Patient Assistance Programs
  - On-site pharmacies at Elm and Lamont Community Health Centers

- Laboratory

- Radiology
  - Ultrasound
  - Screening Mammography
  - Digital X-Ray
Clinical Support Programs

Patient Navigator Program
- Chronic Disease Management
- Cancer Detection
- Diabetes Collaborative

Kern Lifeline Program
Homeless/Respite Programs

Other Clinical Support Programs:
- Medical Nutrition Therapy
- Comprehensive Perinatal Services Program
- Family Planning Services
Health Care for the Homeless (HCH)

All services for the homeless are provided free of charge

2014 Homeless Census

**Fresno County:**
- 504 Sheltered
- 2,295 Unsheltered

**Kern County:**
- 587 Sheltered
- 415 Unsheltered

CSV HCH Services
- Primary and preventative medical care
- Dental services
- Mobile medical services
- Respite/Transitional Housing Projects – 24 beds in Kern, 10 beds in Fresno
- Behavioral health services
- Outreach and case management
- Linkages to other needed services

All services for the homeless are provided free of charge
Providers

CSV Provider Staff

**Kern**
- **79** Medical Providers
- **13** Dental Providers and **7** Hygienists
- **32** Behavioral Health Providers

**Fresno**
- **33** Medical Providers
- **5** Dental Providers and **3** Hygienists
- **4** Behavioral Health Providers
Completed *EHR sites*
- Fresno 10
- Kern 2
  - estimated completion of all remaining FY 2014/2015

Completed *EPM sites*
- Fresno 10
- Kern 15
- Inyo 1

**Overview**
- Piloting integrated Vitals, Scale and EKG machines at some sites in Fresno
- Pursuing Meaningful use stage one and two
- Implemented an EHR Help Desk
- Developed 18 MA super users to help provider and nursing staff
Primary Care Provider as Central Point of Care

Doctor, I want to choose how I’m treated

Hmm. You’re not just ill – you’re deluded
Don’t Laugh. It’s Paid For.
Communication within a program or between a program and an entity having direct administrative control over that program.

The restrictions on disclosure in these regulations do not apply to communications of information between or among personnel having a need for the information in connection with their duties that arise out of the provision of diagnosis, treatment, or referral for treatment of alcohol or drug abuse if the communications are

(i) Within a program or
(ii) Between a program and an entity that has direct administrative control over the program.
Primary Care Provider referral to the Behavioral Health Center, unexpected by the patient, led to a State Fair Hearing complaint. Result affirmed “Clinica is Clinica is Clinica.”
New Privacy Practices Disclosure
New Community Health Center Floor Plans

Place medical and behavioral health offices at the center of CHC, and have other features to encourage cross disciplinary consultation, “huddles” and interaction.
Single Virtual Health Record (EHR) to Carry It All
Joint Commission

1998 Accreditation
2002 Re-accreditation
2005 Re-accreditation
2008 Re-accreditation
2010 Fresno Extension Survey Accreditation
2010 Behavioral Health Accreditation
2011 Re-accreditation

Next site visit scheduled for 2014!