

**South Central Family Health Center  
Board of Directors  
CEO Report**

**November 29, 2016**

**SCFHC Health Center Overview for the month:**

Please review our administrative reports for information on SCFHC activities for the month of August. If you would like us to present anything you have read please feel free to request that we hold it as an agenda item.

As a reminder we are once again using part of our Board of Directors meeting time to finalize our strategic plan. Maura Harrington will present our final strategic plan for board review. The meeting will take place at our SCFHC Annex building adjacent to our 4425 SCFHC clinic.

**Overview of key SCFHC Administrative efforts in November:**

November was a short month due to the Thanksgiving holidays. However we are doing well financially and continue to move forward with our efforts to provide added optometry and dental services. We are now 168 staff strong, with openings for 25 additional staff. We have hired a consultant recruiter to assist us in the recruitment efforts and hope to have most of the openings filled soon.

Clinic expansion: Our dental office construction has begun with an opening by March or April of 2017. Constructing of parking spaces underneath the adjacent Annex building has begun with completion scheduled for the end of December 2016 or early January 2017. In addition we finished expanding office space at our Annex building so that our disease management program and billing have the office space that they need. Our construction of our new Vernon Medical Building continues on schedule with an opening date in April of 2017.

HRSA site visit: A reminder that the HRSA site visit will take place December 6 through December 9, 2016. During the visit staff will be meeting with HRSA consultants to review our FQHC financial, operational, clinical, and governance regulatory requirements. This is a mandatory requirement that all FQHC's undergo every few years to ensure that clinics are in compliance with federal regulations. All board members who can attend will be notified of the time available to meet with the HRSA consultants.

Employee satisfaction survey/Core Values award: In response to the need to address the many challenges facing our staff because of the changing health care environment I am implementing a plan to focus employee efforts that will enable SCFHC to be an employer of choice. To jump start this plan, SCFHC will develop a Core Values Award focusing on our Mission and each of our 7 Core Values. Employees will be selected who exemplify through efforts recognized by their peers that exemplify each of SCFHC Core Values. The awards will be presented to those employees chosen by our Board at this years December employee recognition luncheon.

**Mission:** *The mission of South Central Family Health Center is to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment.*

*To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.*

**Core Values**

1. **Excellence** *striving for the highest quality patient experience regardless of our individual role.*
2. **Integrity** *firm adherence to a code of ethics, honesty, dependability, and respect.*
3. **Service** *enthusiastic and professional service to our patients, their families, the referring physicians, our colleagues, and our community.*
4. **Compassion** *for our patients, their families, and each other.*
5. **Respect** *appreciation of patients, partners, and staff.*
6. **Dedication** *commitment to our mission and recognition of the group and individual needs.*
7. **Fiscal Responsibility** *long term financial discipline is the key to the security, strength, and growth of the organization.*