

South Central Family Health Center

Operations Report

January 31, 2017

The Wellness Center at the Elizabeth Learning Center (ELC): The Center has been in operations for a few months, on a part-time basis until we acquire the full time license. We are working very closely with the principal and the parent's coordinators. Currently we are open 1 ½ days per week and seeing about 5 to 7 patients per session. We continue outreaching to parents and the community, as well as providing a Yoga Class every Thursday from 8:30-9:30 am. On January 26, 2017 we organized Students Tours. Three groups came into the clinic of 30 students each. We are also working with Padres en Accion. They have monthly workshop classes in which we provide health education classes. We recently met with the principal of the school, Mr. Damian to discuss the addition of dental services.

The Jefferson High School Health Center continues to grow, especially in dental services. Dr. Huang is doing a great job; he has been assisting me with the staff, the dental lab and the repair of some of the equipment as we currently do not have a dedicated Dental Director. I am the acting Dental Director until we hire a new Director. We are currently negotiating with a candidate to fill this position. In 2015 we did 2,889 dental visits, in 2016 we did 3,342 dental visits, an increase of almost 500 additional dental visits with the same two dental chairs. At this time we are trying to increase the number of chairs. The LAUSD Trust is trying to obtain funds to purchase two additional chairs as the need is growing in this community for dental services. The current waiting time for an appointment is 3-4 weeks. We anticipate having two additional dental chairs by the end of the second quarter of 2017.

The Huntington Park Family Health Center had an increase in visits in 2016 thanks to the hard work of Dr. Jose Luis Perez, and the management team. The number of medical visits seen in 2016 was a total of 16,668, an increase of over 3,000 visits from 12,566 seen in 2015. The dental team also did a great job in 2016, ending the year with 6,552 visits. In 2015 we had 3,778 visits, an increase of over 2,000 additional visits. One of the reasons was that we added a part time Dentist on Saturdays. The combined total visits for the center for 2016 is 22,504 visits. In 2015 we had 16,534.

South Central Family Health Center Employee Appreciation Luncheon was held on Friday, December 16th from 2pm to 7pm, at the Monterey Hill Restaurant in Monterey Park, CA.

Below is a schedule of events, which included an awards ceremony and speeches by the Board of Directors and Senior Management.

This year, a departmental Holiday singalong, and talent show open to all employees. These were opportunities for each of the SCFHC departments to share their unique talents, team work, and holiday spirit with other clinic departments. All departmental singing submissions were shared on a slideshow presentation at the luncheon. The talent show was open to all employees, were contestants performed their talent at the dinner, with prizes for 1st, 2nd and 3rd place winners.

There was a survey (shown below) that was taken shortly after the event, asking the employees for their recommendations on what they liked and disliked about the event, as well as suggestions on how to improve upon it for next year's event. The Survey was sent to 150 SCFHC staff the following week of the luncheon. Only 20 answered, including 3 providers and 1 Senior management staff. Overall Staff expressed that they liked the venue and enjoyed the environment. One wished a closer venue. Some of them expressed that they wanted more of a party and less awards ceremonies. They also expressed to have enjoyed, the food and the singalong very much but wanted more dancing and more Mariachi time.

SCHEDULE OF EVENTS

2:00 pm – 2:45 pm ***Mariachi/Opening Remarks/Introduction by Richard Veloz, CEO and Board of Directors***

2:45 pm – 3:30 pm ***The Core Value Awards presented by Richard Veloz and the Board of Directors***

3:30 pm – 4:00 pm ***Years of Service Awards presented by Richard, Dr. Raya, Paul and Genevieve***

4:10 pm – 5:00 pm ***Dinner is served/Staff Singalong holiday photo Slideshow Presentation***

5:00 pm – 5:15 pm ***Entertainment by member of "The Platters"***

5:15 pm – 5:30 pm ***Raffles/ Genevieve Filmardirossian***

5:30 pm – 6:00 pm ***Staff Talent Show***

6:00 pm – 7:00 pm ***DJ Music***

(Note: From 4:00 pm – 6:00 pm a photo booth will be available to all SCFHC employees in the lobby)

Survey:

1. Was the venue comfortable and inviting?
2. What was your favorite part of the event?
3. What was your least favorite part of the event?
4. What could we add or subtract from the program schedule?
5. Were there too many speeches?
6. Was the staff led talent show and singalong enjoyable?
7. Was the menu appealing?
8. Was dinner served on time, given many staff arrive directly from the clinic, and may expect to dine on time?
9. Would you like to see an Employee of the Month contest held next year?
10. Would you appreciate gift bags at all the table settings?