



ON THE PULSE — EMPLOYEE NEWSLETTER

FROM THE DESK OF OUR CEO



Al Ballesteros, CEO

Dear Staff,

As we near the end of this fiscal year, I want to take this opportunity to thank you for your hard work and dedication to

JWCH. When I visit

your sites, I see first-hand how dedicated our teams of professionals are. Your work as a team is improving the lives of thousands of our patients.

Successes

Access: Over the last few months, we made changes which we continue to monitor for effectiveness. We've added additional medical provider time at CCH, Bell Gardens and Norwalk with the hope of creating increased access for our patients. Preliminary reports show that this has made a difference and patients have improved and faster access into our facilities.

Cycle Time: We added additional licensed staff in our Bell Gardens Health Center to address flow issues and create opportunities to reduce patient cycle time. Reports from this past two months suggest that cycle time has been substantially improved at this site. Patients have reported to clinic staff at Bell Gardens, Call Center Staff, Enrollment Staff and Corporate Staff that they are very pleased with the reduced cycle/wait time. If this trend continues positive, we will move this approach to our other clinics. I want to thank Dr. Lopez and Lupe Castillo for this accomplishment.

Enhancements: We've also added on staff Dr. John Jones, MD, an OB/GYN to provide added care to our patients accessing our prenatal and CPSP program. Reports from the past two months show that patients appreci-

ate the opportunity for added services and the choice of choosing to remain with their current primary care provider at JWCH or see our OB/GYN. The OB enrollment numbers have also increased by 20% and continue to rise. Also, patients do not have to be transferred outside of JWCH for care when they reach their third trimester with the addition of an OB/GYN on our staff. This will improve the retention of these patients after they deliver their babies and provide for a means to ensure that their newborns return to JWCH for care once delivered.

Enrollment Activities: With respect to our enrollment of Healthy Way LA Members, in June 2012 we surpassed 4,000 patients enrolled into this important program. This is a great milestone and translates into improved access for these members to comprehensive health care services. Juan Rivera and his team have done a great job to get us here.

Central Call Center: Finally, the Central Call and Appointment Center which was set up at the end of 2011 has greatly improved patient satisfaction in the area of phone access into JWCH and the Wesley Health Centers. At present, the Central Call and Appointment Center is receiving more than 6,000 calls per month and expediting those according to patient need. I want to thank all the staff of the Call Center and Vanessa Landin the manager for her leadership there.

My Door is Always Open for Suggestions: I understand that while we are growing and experiencing successes, not everything is always smooth. Like in any organization, there are always opportunities for improved ways of doing business within our systems, improved communication between departments and increased efficiencies. I also want you to know that I have an "Open Door" policy for all employees of JWCH. If any JWCH staff member at any time has an idea for improved operations or efficiency that will lead to better patient care and a better patient experience at

JWCH; and/or improved employee satisfaction and improved employee experience, please send me an e-mail or schedule an appointment with me. I am happy to come out to the clinic or site to meet with you as well.

Our Patients: I want to thank you for keeping our patient's experience first in your thinking. Many new patients are choosing JWCH and Wesley Health Centers as their medical homes because they see us as a Quality Medical Provider that is able to meet their needs. Their perception of this is not only driven by the medical care they receive, but by the experience they have in our clinics. The Patient Experience starts when they arrive at our doors and is the sum of everything they receive when visiting us, including all staff that they have contact with. I thank you for the Great Care, Compassion and Concern you continue to show to each and every patient that comes into a JWCH and Wesley Health Centers Facility.

Special Thanks
to all the Clinic Administrators and everyone whom collaborated as a JWCH On the Pulse Newsletter Reporter

Al Ballesteros— Chief Executive Officer
Andy Irie— Chief Administrative Officer
Carolina Espinoza— Human Resources Associate
Jeanne Lam— Chief Finance Officer
Tricia Waite— Development Associate
Daniela Espinoza— Chief Newsletter Editor

Al Ballesteros, MBA
President & Chief Executive Officer
Aballesteros@jwchinstitute.org

CELEBRATING NURSES WEEK

JWCH Institute, Inc. / Wesley Health Centers celebrated Nurses Week with the rest of country from May 6 to May 12. We wanted to recognize the hard work and dedication of our nurses. Currently, JWCH has eighteen Nurse Practitioners, six Registered Nurses, and twenty-one Licensed Vocational Nurses. We are proud their contribution toward the mission of serving the underserved population of Los Angeles. We recognize that our nurses serve our patients with passion for the profession and with a strong commitment to their safety.

National Nurses Week highlights the nursing profession as an art and a science, as well as the tireless amount of hours they work to serve communities.

Nurses work in a variety of locations, including our clinics, Recuperative Care Program, and outreach, among other places. Furthermore, they take on different roles, including health educator, nurse practitioner, and nurse researcher. National Nurses Week is celebrated annually from May 6, also known as National Nurses Day, through May 12, the birthday of Florence Nightingale, the founder of modern nursing.

According to the Center for Disease Control and Prevention (CDC), nurses are important for helping improve patient outcomes, lowering health care costs, as well as increasing access and coordinating care in medical situations. Past studies have shown that patients have a higher chance of death, poorer health outcomes, and increased problems coupled with less satisfaction when there is a shortage of nurses on the medical staff.

This year, JWCH Institute, Inc. / Wesley Health Centers celebrated Nurses Week by presenting a beautiful bouquet of fruit to the nursing staff. The gift was an acknowledgement to nursing staff for all their hard work and dedication throughout the year. Juanita Guandique and Tricia Waite from the Administration Office coordinated the distribution of the acknowledgement.

We wanted to take this time to thank all the nursing staff at JWCH Institute, Inc. / Wesley Health Centers including the Recuperative Care Programs and outreach sites. We appreciate all your hard work and dedication to the mission of the agency. We want to acknowledge that without you we would not be able to succeed in fulfilling our mission. On behalf of Al Ballesteros, Chief Executive Officer, officers, directors, managers, providers, support staff and especially the patients, we wanted to thank you for everything you do for us and them. While Nurses Week only happens once a year, we appreciate your efforts throughout the year. Good Job!

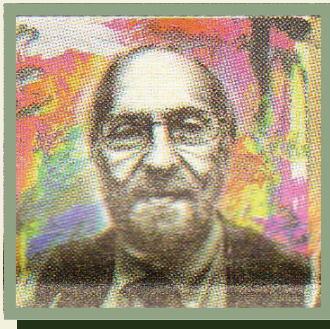


HONOREE: DR. DENNIS BLEAKLEY OF THE LOS ANGELES POVERTY DEPARTMENT

The LA Poverty Department of Skid hosted a 3 day parade to honor 36 Skid Row Visionaries in which included one of very own JWCH providers, Dr. Dennis Bleakley. The event was on Monday, May 28th at the North East corner of 6th and San Pedro Street (the location of our former JWCH Medical Clinic Weingart Center and home to our JWCH Recuperative care program Weingart.)

Skid Row residents were asked to identify whom they believed have helped improve the Skid Row Community by paying tribute at the New Orleans style 2nd annual line parade. The 3 day parade/performance took place on 3 different routes through out the Skid Row Community to help convey each of the 36 visionaries remarkable stories.

For the past 12 years Dr. Dennis Bleakley has provided his quality



medical care to the thousands of skid row patients seen at our JWCH medical clinic and now Center for Community Health clinic located in the heart of skid row. Dr. Dennis Bleakley is now widely known as the, "Skid Row Doc," for his numerous contribution to the diabetes, and asthma treatment along with overseeing the COPE Cardiology Referrals for CCH. Dr. Dennis Bleakley has helped over 2,300 patients for the fiscal year of July 2011 to June 2012.

Over the years Dr. Dennis Bleakley has provided quality medical care for the outreach sites, BEST Program, Recuperative Care Program and throughout our JWCH medical clinics. Dr. Dennis Bleakley is indeed an honorary JWCH provider.

Daniela Espinoza—Chief Newsletter Editor

THE EXTRAORDINARY HWLA TEAM

Congratulations to The Enrollment Department, You Have reached **4,046** enrolled HWLA members.
Congrats to CCH for having the most enrolled patients..

Our HWLA Enrollment Team:

Juan Rivera—
Eligibility Enrollment Program Manager, Bell Gardens
Alberto Moreno— Center for Community Health
Aileen Ramirez— Bellflower
Carlos Gonzalez— PATH
Carolina Nieto— Norwalk Regional Health Center
Fitz Rodrigo— Center for Community Health
Olivia Vera— Lynwood
Wendy Triana— Recuperative Care

Great Job and Thank You for all your hard work.!
For more information please contact:

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druiz@jwchinstitute.org

Juan R. Rivera
Manager, Patient Enrollment & Eligibility
jrivera@jwchinstitute.org

As of June 2012, JWCH has enrolled into HWLA the following:

Covenant House:	11
Bellflower:	75
JWCH La CADA:	9
Downtown W.C:	5
Abbey Apt.:	14
Bell Shelter:	67
Weingart:	39
PATH:	382
Lynwood:	494
Bell Gardens:	940
CCH:	1057
Norwalk:	953
Grand Total:	4,046
Medi-cal HMO Total:	2,823
Grand Total:	6,869

WELCOME TO JWCH NEW HIRES!

BAKER, SHAWN D.	Van Driver	PATH Medical Clinic	2/1/2012
BEJARANO, LAURA H.	PHARMACY TECHICIAN I	Center for Community Health	2/2/2012
PINO, VICTOR MANUEL	SR.COMMUNITY HEALTH	CSV Program	2/16/2012
JIMENEZ, JOHN ALEXANDER	PSYCHIATRIST	Abbey/Rainbow Site	2/24/2012
CHUMLEY, NANOTCHKA M.	PHYSICIAN SPECIALIST	Norwalk Regional Health Center	2/27/2012
MELENDEZ-NARRON, ZOREIDA	LVN	Norwalk Regional Health Center	3/12/2012
ESTELLER, HENEDINA R.	COMMUNITY HEALTH	Store Front Program	3/19/2012
FERRER, MAGALI	SR.COMMUNITY HEALTH	LODI Program	4/10/2012
CRAIG, MILISA C.	FRONT OFFICE CLERK	Center for Community Health	4/11/2012
REYNOSO, CARLOS G.	SR.COMMUNITY HEALTH	CSV Program	4/16/2012
LUCERO, TITO	CLINIC NURSE	Bell Gardens	4/23/2012
MARTIN, JESUS	SR.COMMUNITY HEALTH	CSV Program	4/23/2012
ESTAKHRI, PEJMON P.	ADMINISTRATIVE ASST	Chief Medical Officer	4/24/2012
PANDY JR., PERCIVAL W.	COMMUNITY OUTREACH	Young Men's Project	5/14/2012
CARDONA, JENNY	MEDICAL ASSISTANT	Lynwood	5/15/2012
NEAL, RON	CASE MANAGER	BEST Project	5/15/2012
ARENAS, FRANCISCO J.	SR.COMMUNITY HEALTH	CSV Program	5/16/2012

BEST OF THE BEST LUNCHEON

Each year, JWCH Institute, Inc. employees are nominated by their manager to the Chief Executive Officer for his review and decision on who are the Best of the Best Employees. The Best of Best Employees are those employees who thru their hard work, dedication, and commitment to missions are recognized by their managers. The Chief Executive Officer reviews each nominee and with feedback from a variety of sources and then decides to award the Best of the Best Employees. The Best of Best Employees are first honored at the Annual Employees Awards and Dinner during December 2011.

They are recognized with a medal, certificate, and monetary award. Then in April, they are treated to luncheon hosted by the Chief Executive Office r. This year's winners of the Best of Best Employees were listed in the previous On the Pulse - Employee Newsletter. On April 27, 2012, Al Ballesteros Chief Executive Officer and JWCH hosted a luncheon honoring the 2011 Best of Best Employees. The luncheon took place at the Monterey Hills Steak House in Monterey Park. It was a beautiful day so many employees took outside pictures on the patio

overlooking mountains. After the meal, Al Ballesteros, Chief Executive Officer had each person introduce themselves and which program they worked.

Many of individuals had never met each other before even though they all work for the same agency. Everyone was quite interested in the different program within JWCH. During the introductions, staff provided details about their programs, who they



serve, and how they related to overall mission of JWCH. During the discussion after introduction, the group focused on overall agency improvement. Many of Best of Best Employees had desire to improve communication between the different programs and sites. They were all excited to see the different types of programs and services JWCH

offers. They wanted to take the information back to their programs and sites, so they can coordinate their activities with other if possible.

The Best of Best employees are the best employees because not only are they hard working, but they are committed to overall success of the agency.

Many of the staff expressed excited and appreciation of meeting other employees from different departments. At the end of meeting, they all agreed that a formal directory of programs and services should be created to maintain communication and coordinate programs and services if possible.

They recognized opportunities for the agency to be stronger and coordinated. The program was a great success and staff felt their voices were heard. Congratulations to those individuals who have been recognized for all their hard work, dedication, and commitment to the mission.

Andy Irie,
Chief Administrative Officer
airie@jwchinstitute.org

JWCH GALA HONOREES

This year John Wesley Community Health (JWCH Institute) will *celebrate 52 years of providing medical services to residents of the Los Angeles area.* This exciting event will be held on Tuesday, October 16th, 2012 at 6:00p.m. at the beautiful Dorothy Chandler Pavilion Grand Hall. It gives us great honor to dedicate this evening to the work of some of healthcare's greatest champions. **Supervisor Zev Yaroslavsky**, has been a champion on the Los Angeles County Board of Supervisors for healthcare services for safety-net populations and the homeless. The Supervisor's leadership on homeless issues led to the creation of Project 50 in skid row.

The BEST Program (Benefits Entitlements Services Team) is a unique collaboration of the Social Security Administration, the County of Los Angeles and JWCH. Since 2009, BEST has qualified more than 700 disabled homeless persons for "fast-tracked" SSA benefits and assisted these individuals towards self-sufficiency, stable housing and regular health care.

Elizabeth "Libby" Boyce is the Homeless Coordinator for the Los Angeles County Chief Executive Office. She has served in various roles with Los Angeles County and has been instrumental in the rapid development forward of our county's most effective homeless programs.

Dennis Bleakley, MD has been the main medical provider for JWCH for more than a decade. Affectionately called the "Skid Row Doc", he has cared for thousands of homeless men and women in Los Angeles. Dr. Bleakley has saved thousands of lives in skid row. His dedication to the mission of JWCH has earned him much admiration and respect.

We hope you will join us as we honor these community champions and celebrate 52 years of building a healthier community. It will be a splendid evening with music, a wonderful dinner, recognitions and friends.

For More information please contact:

Tricia Waite

Development Associate

Office: (213) 484-1186 **Email:** twait@jwchinstitute.org to purchase staff tickets or for questions. You can also visit our website for regular ticket purchase at

www.jwchinstitute.org.



NORWALK STATE OF ADDRESS

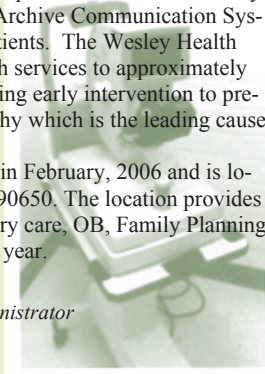
On February 24, 2012, the Norwalk Community Coordinating Council honored Wesley Health Centers (Norwalk) for their service to the community during the annual City of Norwalk – State of the City Address event. A large group of city and business individuals, elected officials (including the Mayor of Norwalk) and their representatives also attended the luncheon at the Norwalk Doubletree Hotel. The main speaker was Norwalk City Manager Michael J. Egan. Vanessa Landin, JWCH Marketing Coordinator and NCCC President served as mistress of ceremony.

During the opening of luncheon, Mr. Al Ballesteros, Chief Executive Officer was recognized for the Wesley Health Centers (Norwalk) service to the community especially uninsured patients from Norwalk and its surrounding communities. Al spoke to the large group of city and business leaders as he thanked the NCCC for their generous donation. He also thanked the County of Los Angeles Board of Supervisor especially Supervisor Don Knabe for their work in awarding the Wesley Health Center (Norwalk) to JWCH Institute, Inc.

The NCCC also hosted a silent auction in which proceeds would be used by JWCH for the purchase of an eyePacs Picture Archive Communication System which would be used to screen diabetic patients. The Wesley Health Center currently provides comprehensive health services to approximately 480 diabetic patients. eyePacs is key in providing early intervention to prevent blindness, as it detects and treats retinopathy which is the leading cause of blindness in diabetic patients.

The Wesley Health Centers (Norwalk) opened in February, 2006 and is located on 12360 Firestone Blvd., Norwalk, CA 90650. The location provides comprehensive health services including primary care, OB, Family Planning, pediatric, and approximately 13, 000 visits last year.

For information, please contact
Annabelle Munoz-Navarro, Norwalk Clinic Administrator
amnavarro@jwchinstitute.org
Tel: (562) 281-0305



HEART OF GOLD THRIFT STORE

Support our **Heart of Gold Thrift Store** and see the wide selection of items we carry.

Stop by and take advantage of these great deals!

If you've done your spring cleaning and still don't know what to do with it, you can donate it to our store as well. We can arrange for a pick up at your home.

For Donations we accept:

- Clothing · Furniture · Shoes · House-wares · Books · CDs · DVDs · Jewelry · Electronics · Sporting Goods · Appliances
- Antiques/Collectibles · Musical Instruments · Pet Clothing

All proceeds benefit JWCH Programs and Medical Services.

Heart of Gold Thrift Store

5709 N. Figueroa Street
Los Angeles, CA 90042

(323) 259-8744

Located on the corner of 57th Ave.
and Figueroa
Gold Line stop 57th Avenue



IT'S BINGO NIGHT!

Join us for our 2nd Annual Bingo Night Extravaganza!

Kick off *National HIV Testing Day*
at the Legendary

Hamburger Mary's in West Hollywood June 27, 2012 at 7:00PM

benefiting our HIV Prevention and Care Programs.

Your admission of \$20.00 gets you

-10 regular bingo cards!

-2 Grand Prize bingo cards!

There will also be live auctions of GREAT prizes! Bring your family, friends, co-workers and loved ones. It truly will be a fun filled evening you won't forget!

For more information
please contact:

*Kenneth Varela, Multiple Morbidity
Testing Unit*

kvarela@jwchinstitute.org

Office: 213-353-1115

Twitter: @JWCH_MTU

NATIONAL HIV TESTING WEEK

2nd Annual Wesley Health Centers

National HIV Testing Week Health Fair

There will be free Rapid HIV and STD testing.

Along with Hep B & C, glucose and blood pressure testing. Joining us this year will be other non-profit organizations providing information and answers for your health and wellness. There will be raffles every hour, fun-n-games for the whole family, free food, refreshments, guest speakers, music and entertainment. Oh, can't forget our "GONG SHOW" talent competition with cash prizes!

Solutions Family Resource Center.

1218 E. Compton Blvd.,
Compton, CA 90221.

June 30, 2012 from 10:00AM-4:00PM.

Bring your family, children, neighbors and friends!

**"Take The Test,
Know Your Status,**



*Sponsorship Proposal for
JWCH 2012 Hand
and Heart Gala*

Tuesday, October 16th, 2012

*The Dorothy
Chandler Pavilion
153 N. Grand Avenue,
Los Angeles, CA 9012*



*"Building a healthier community
for over fifty-two years"*

Platinum Partner \$25,000

- Premium reserved seating for twenty (20)
- Full page color ad on inside front cover of Gala program
- Opportunity to speak at Gala
- Prominent identification as Platinum Partner at Gala
- Logo inclusion on all printed gala materials & social media
- Mention on all press releases

Heart of Gold Sponsor \$15,000

- Premium reserved seating for ten (10)
- Full page color ad on back cover of Gala program
- Prominent identification as Heart of Gold Sponsor at Gala
- Logo inclusion on all printed gala materials & social media
- Mention on all press releases

Silver Heart Sponsor \$10,000

- Premium reserved seating for ten (10)
- Full page color ad in Gala Program
- Prominent identification as Silver Heart Sponsor at Gala
- Logo inclusion on all printed gala materials & event website
- Mention on all press releases

Bronze Heart Sponsor \$5,000

- Reserved seating for ten (10)
- Half page color ad in Gala program
- Premier identification as Bronze Heart Sponsor at Gala
- Logo inclusion on event website

Heart Sponsor \$2,500

- Reserved seating for ten (10)
- Quarter page color ad in Gala program
- Premier identification as Heart Sponsor at Gala

Community Supporter \$500

- Reserved seating for two (2)
- Business card size color ad in Gala program



Questions Please Contact
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