



connecting for Health

A PUBLICATION OF MARIN COMMUNITY CLINICS

SPRING 2012

Volunteers Are Key to Our Success

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In recognition of National Volunteer Week and the efforts of our cadre of volunteers, Marin Community Clinics held a celebratory luncheon at Homeward Bound’s New Beginnings Center on April 19. This special event was in honor of the good neighbors who contribute their time to assure that everyone in our community receives excellent health care. We wish to share with you some highlights of our volunteer program.

In the first half of its 40-year history, Marin Community Clinics relied heavily on volunteers to treat patients and perform administrative functions. As we grew, we found that a blend of paid clinicians and staff along with volunteer medical specialists allowed us to more effectively standardize and expand our services.

Today our core staff is supported by more than 40 active volunteers. Thanks to our Volunteer Coordinator Khadija Ismail, also a volunteer, generous community members who want to help are directed toward opportunities that match their interests and skills. The Marin City Development Corporation and School to Career are two organizations who frequently direct volunteers our way.

Medical and Dental Providers

Volunteer medical and dental specialists have played an important role in providing consultations and treatment for patients requiring specialty care in our clinics. Staff referral coordinators ensure that our patients see the appropriate specialist and have the completed paperwork to facilitate their visits.

Clinic Support

Khadija has increased our range of volunteer talent from Marin Community Clinics’ many friends, from high school students to retirees. They have tackled a variety of projects, such as

assisting our Quality Assurance & Improvement Department, supporting medical records, maintaining children’s bookshelves, reading to children in the waiting room, assisting the nursing staff, and much more.

Business Office

Even our business office has benefited from the wonderful volunteer spirit that prevails in Marin County. Over the last couple of years, several people have volunteered in our billing department to gain experience – and one of them later became a full-time employee.

Volunteers — *continued from page 1*

We Need You, Too!

As a nonprofit community clinic, we would not be able to provide the same level of services without the many volunteers who so skillfully contribute to our mission. We are very grateful to Khadija and our volunteers who work hard to help us succeed. If you are interested in joining these wonderful people, check out our volunteer page on our website – www.marinclinics.org. Fill out and send the downloadable application form, or you can contact Khadija at volunteer@marinclinics.org.

In-House Pharmacy Opens in San Rafael

Marin Community Clinics is proud to announce the February 2012 opening of a full-service pharmacy in our San Rafael clinic. Patients now have the convenience of picking up their prescriptions before



Pharmacist Richie Duenas

they leave the building and no longer need to use an outside commercial pharmacy. Because a significant percentage of our patients do not fill or take their medications, this in-house pharmacy offers more than convenience. It's a primary way to ensure healthier patients. In addition, deliveries are available for select patients who are home-bound.

The pharmacy is being operated by Pat Iantorno, who with his colleague Paul Lofholm from Ross Valley Pharmacy shepherded the process through construction, licensing, and opening. Their many years of experience and collaboration with Marin Community Clinics make them a perfect fit for this project. This joint venture served as a model for the establishment of a dispensary in our Novato clinic, which opened in April.

**What else is new?
Visit our website for:**

Our newest Spotlight on Community Champions:
Barbara Cancilla and Sandie McCreary

Purchase tickets for
Summer Solstice Celebration

www.marinclinics.org

MARIN COMMUNITY CLINICS EXTENDS ITS GRATITUDE TO EACH OF THESE VOLUNTEERS

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Leading Voices – 40 Years of Service

Letter from Jerry Oken, Board President and Linda Tavaszi, Chief Executive Officer



Last year we provided over 114,000 medical and dental visits – more than double the 49,500 visits in 2007. Our new locations have increased access and improved convenience for patients significantly. These sites have made it possible to hire more health care professionals to provide care.



There has never been a greater need for achieving our mission to improve the health of our patients and community by providing high quality, cost-effective, culturally sensitive, patient-centered health care. While most of our adult patients work, they do not receive health benefits from employers and cannot afford private insurance. Many of them

have chronic medical problems that require clinical follow up. Almost half of our patients are children who need routine medical and dental checkups to ensure a healthy future.

We have weathered the storm of economic uncertainty, serving as a medical home for our neighbors in need. As we enter this milestone year and commemorate our legacy of removing barriers to medical and dental care for people who cannot afford private insurance, we continue to cope with an increasing demand for services and state budget cuts that weaken the safety net.

We are grateful for the heartfelt and loyal support of so many of you, as volunteers, donors, and community supporters. We hope that you will continue to give generously of your time, treasure, and talent as we meet the challenges of the next 40 years.

Health Care Champions to be Honored at Summer Solstice Celebration



Kevin Harrington, MD, has had a long and colorful career as an orthopedic surgeon, and Marin Community Clinics is fortunate to benefit from his experience. A San Francisco native, educated at Lowell High School, Yale University, and UCSF, he served as a battalion surgeon in the U.S.

Army, treating wounded soldiers during the Vietnam War. Back in the Bay Area, his medical career spans 40 years and has included numerous visiting professorships in the U.S. and many foreign countries.

A passion for giving back is evident when Dr. Harrington uses his extensive knowledge and expertise to improve the lives of people who have few resources. He and his wife Peggy, an anesthesiologist, raised five children and still found time to volunteer at Paul Newman's Hole in the Wall Camps for kids with cancer, St. Luke's Free Clinic, and Hospital Albert Schweitzer in Haiti.

Dr. Harrington, who helps us recruit other volunteer specialists, says, "The toughest challenge is persuading other surgeons to donate their time for these cases. Medi-Cal rarely covers surgeries, so they must be willing to work for free." But he is undaunted and still believes that by giving, he and others can truly make a difference.



Bobbie Wunsch, MBA, of Pacific Health Consulting Group, is a health care and management consultant who specializes in safety net providers. She has worked tirelessly for 40 years advising the public sector and community health organizations in the delivery of women's

health, primary care, and specialty health services. Her expertise has guided Marin Community Clinics and others through the intricacies of financing and operating health services for low-income and uninsured individuals in a constantly changing environment.

Bobbie has contributed to the expansion of coverage for uninsured children through Children's Health Initiatives and for uninsured low-income adults. She consults with health foundations and the State of California on the implementation of health care reform. Well known for her dynamic meeting facilitation skills, over the years she has facilitated lively board and staff retreats for us and provided valuable information that fosters short-term improvement efforts and long-term planning.

In addition to her work for Marin Community Clinics, Bobbie also volunteers with Planned Parenthood and Coastal Health Alliance. Having raised her children in San Anselmo, she is firmly rooted in Marin County and dedicated to making quality health care available and affordable for all who need it.

Highlights of Marin Community Clinics' 40-Year History

1972 Founded on the principal that health care is a right and not a privilege, local doctors and nurses began *Medical Contact Service of Marin* to provide free medical care at Episcopal Church of Our Savior in Mill Valley and Fairfax Community Church.



1970's Free medical services were provided to a largely transient population at churches throughout Marin.

1980's The organization joined the growing national system of community clinics – not free, but low-cost care dedicated to serving low-income and uninsured residents who were seeking routine as well as episodic care.



1987 By its 15th anniversary, the newly-dubbed *Marin Community Clinic* had evolved into a provider of comprehensive medical care with paid staff. At the anniversary celebration, Chair of the County Board of Supervisors Hal Brown presented a commemorative resolution, noting he was “proud of the County’s contributions to the Clinic over the years” and Assemblyman Bill Filante applauded the staff and volunteers for their good work.



1991 The need for a larger location was evidenced by a growing number of adults and children seeking low-cost health services. In collaboration with government and private agencies, Marin Community Clinic was able to establish a clinic in Greenbrae in “temporary” trailers on the campus of Marin General Hospital (MGH). This site is still in use today.



1993 Marin Community Clinic became a Federally Qualified Health Center. With that designation, in exchange for federal government funding to cover some of the costs of uninsured patients, strict quality and management guidelines are followed and primary health care is made available to anyone who needs it.

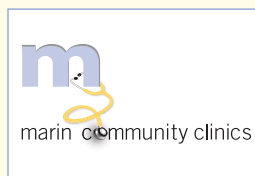


2001 In response to the needs of Northern Marin residents, a second clinic was opened in Novato.

2005 Our pediatricians began participating in the Reach Out and Read program, giving parents an important prescription – “read aloud to your children.” Representative Lynn Woolsey visited the Greenbrae clinic to support the message by reading to a group of young patients.



2007 Marin Community Clinic became *Marin Community Clinics*, adding the plural to reflect multiple sites. Services reached approximately 16,000 patients with nearly 50,000 patient visits — a nine-fold increase since its founding. A capital campaign was undertaken



to fulfill our strategic plan to add a clinic in San Rafael and relocate the Novato clinic.

2008 As a result of generous community support that raised \$9.8 million, a third clinic was opened in San Rafael’s Canal neighborhood. This greatly increased access to primary care to children and adults living in central Marin and allowed us to open our first dental clinic.



2009 The Novato clinic was relocated to a larger, modern facility which increased capacity and patient convenience, and provided close proximity to Novato Community Hospital. Women’s health and behavioral health programs were integrated into each medical clinic.

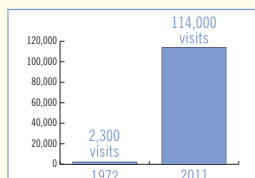


2010 A second dental clinic was opened, adjacent to the Novato medical clinic, enabling Marin Community Clinics to double the number of oral health visits. Services for medical and dental care at all sites reached 29,000 patients through almost 100,000 visits.

2011 Obstetrics and gynecology (OB/GYN) services were transferred from the County Health and Human Services Department to Marin Community Clinics, and an innovative collaboration with Prima Medical Foundation and MGH was crafted to provide continuity of care between the prenatal and labor and delivery settings. To provide OB/GYN services, we opened a fourth medical clinic at the County’s Health and Wellness Campus.



2012 Having served over 30,000 low-income Marin residents with 114,000 visits in 2011, Marin Community Clinics continues to see increased numbers of patients. Steps are being taken to implement a Patient-Centered Medical Home model based on National Committee for Quality Assurance standards.



This model will build strong partnerships between patients, physicians, and other clinic staff.



Thank you to these generous supporters who donated from July 1, 2011 – December 31, 2011

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As always, our wonderful donors have found creative ways to contribute to Marin Community Clinics. We are grateful for their unwavering and meaningful support.



Teddy bears get dressed at Congregation Rodef Sholom Mitzvah Day

Congregation Rodef Sholom in San Rafael has dedicated a Mitzvah Day activity to decorate teddy bears for our pediatric patients for many years. In 2011, a dozen families spent several hours sewing, gluing, tying, and otherwise creating more than 200 works of art so that less fortunate children could have a teddy bear to hug while they visit their doctor. The result was more than 200 big smiles and a few tears of joy during the December holidays.

Bella Notte Linens, a manufacturer of natural luxury linens, dedicated 10% of its January, 2012, sales at its outlet store in Novato to Marin Community Clinics. Their customers were impressed by the concern for community displayed so imaginatively by this local business.

St. Anselm School in San Anselmo has a long-standing tradition of collecting individually selected and wrapped Christmas gifts for distribution to children who visit our clinics during Christmas week. By giving, the students demonstrate the spirit of Christmas, and our patients experience the joy of receiving a caring connection with another child.

Marin Community Clinics appreciates your support. To join these generous donors in helping to improve the health and well-being of vulnerable low-income children and adults in Marin County,

Or

If you would like to learn more about including Marin Community Clinics in your Estate Plans,

**Please contact us at 415-798-3109
 or give online at www.marinclinics.org**





marin community clinics

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Summer Solstice Celebration 2012

Celebrating 40 Years of Compassionate Health Care



Greet the summer in a verdant garden setting with friends and colleagues at the 10th Annual Summer Solstice Celebration, benefiting Marin Community Clinics. This year's event, at the historic Marin Art and Garden Center in Ross on Friday, June 22nd,

5:30 – 8:00 p.m., will celebrate Marin Community Clinics' 40th anniversary and honor the 2012 Community Health Champions: Dr. Kevin Harrington, orthopedic surgeon, and Bobbie Wunsch, health care consultant. (See page 3 to learn more about Dr. Harrington and Ms. Wunsch.)

Summer Solstice is a magical time marked in legends and myths as a celebration of the sun's revitalizing energy, a perfect time to share hopes for health and well-being with the Marin Community Clinics community. Celebrate the solstice with a festive summer menu by Stacy Scott Catering, specially-selected California wines, and music by acclaimed harpist

Michelle Sell. Grace Hughes, former CEO of Marin Airporter and long-time supporter of Marin Community Clinics, will serve as mistress of ceremonies.

Ten years ago Supervisor Susan Adams began the annual Summer Solstice event to support local health care. In 2009 she generously turned over this event to us to carry on the tradition of benefiting Marin's residents who do not have private health insurance. Begin the summer with goodwill, support Marin Community Clinics, and honor Dr. Harrington and Ms. Wunsch who work passionately to support health care for all. **To purchase tickets, see the list of our generous sponsors, or learn more about the honorees, visit our website at www.marinclinics.org.**



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