



connecting for Health

Obstetrical and Gynecological Care for Marin's Low Income Women

Courtney Benedict, CNM and Malini Nijagal, MD

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Marin Community Clinics is in the process of expanding its Women's Health Department to provide full scope Gynecological and Obstetrical services. Working in close collaboration with the County of Marin, Marin Community Clinics created a program to continue all gynecological services that were being provided by the County's Women's Health Services prior to its closure in 2010. As a result, women with public insurance or who are uninsured continue to have access to a wide range of women's health services for basic and complex needs. Services include well-women health care, Sexually Transmitted Infection screening and treatment, birth control, breast and cervical cancer screening, and evaluation and care for complicated gynecological conditions.

Along with women's health focused Advanced Practice clinicians and Family Practice physicians who provide care at Marin Community Clinics, OB/GYN physicians are present at our new San Rafael clinic to see patients with more challenging issues. For women requiring hospital surgical services, the OB/GYN physicians provide outpatient and inpatient surgeries at Marin General Hospital. The OB/GYNs provide local access for patients to receive surgery and treatment for complex conditions.

With the rapid expansion of this program, several new Advanced Practice clinicians and Family Practice physicians have joined Marin Community Clinics. The OB/GYN physicians providing

gynecological visits and surgical services to our patients are **Charles Bookoff, MD**, and **Malini Nijagal, MD**, employees of the County of Marin. Marin Community Clinics' Director of Women's Health, **Courtney Benedict**, Certified Nurse Midwife, has been instrumental in the development and coordination of this program.



Rising to Meet the Challenges of Community Health Care



LETTER FROM THE BOARD PRESIDENT,
Jerry Oken

If you keep up with current events, you probably know that:

- Our nation's health care system is in flux.
- State and federal governments are debating and enacting drastic cuts in health and human services to reduce deficits.
- A Medi-Cal benefit reduction of 15% is on the horizon in California.
- The U.S. House of Representatives is debating overturning health care reform and drastically cutting community health center funding.
- Some community health centers across the nation are at great risk of having to close their doors – while more people live in poverty or below the self-sufficiency index and desperately need the services that these health centers offer.

I want to assure you that, despite the unstable environment that Marin Community Clinics has had to navigate in recent years and will continue to face for the foreseeable future, our Board of Directors and staff have closely monitored these moving parts and are making necessary adjustments to remain financially sustainable. While we are concerned about the coming limits on Medi-Cal patient visits, we are confident that, with your help, we will continue to provide our patients with the health care services that they need.

Marin Community Clinics will continue to make the necessary adjustments to meet the needs of our community. Our mission is to improve the health of our patients and our community by providing high quality, cost-effective, culturally sensitive, patient-centered health care. **We need your support to carry out this mission.**

We are a community health center that plays a vital role in Marin. **In 2010 over 28,000 babies, children, teens and adults living in Marin received 100,000 medical and dental visits at Marin Community Clinics.** With generous community support, in 2011 there will be an even larger number of visits to our health care professionals for preventive, acute, and chronic care services.

Please contribute to Marin Community Clinics and help us continue to meet the health care needs of your community.

OB/GYN for Marin's Low Income Women

— continued from page 1

The next big step in women's health is already happening. In early April Marin Community Clinics opened its outpatient Obstetrical program. We offer comprehensive services such as physician consultations, diabetes and pregnancy care, psychosocial case management services, and nutritional counseling, in leased clinic space at the County of Marin Health and Wellness Campus in San Rafael. In addition, through an innovative and collaborative partnership that includes Marin Community Clinics, Prima Medical Foundation, and Marin General Hospital, we have crafted an inpatient Maternity Care Delivery System that ensures all Marin County families have access to high quality and satisfactory birth experiences. This collaboration will provide excellent continuity of care between the prenatal and labor and delivery settings.

The formation of this new program and community partnership also ensures the preservation of Marin General Hospital's OB/GYN Hospitalist program whereby the inpatient physicians and midwives provide emergency evaluation and services at all times of day and night. The OB/GYN community as a whole shares our enthusiasm about this collaborative program to provide high quality, sustainable and patient-centered care to all women in Marin, regardless of socioeconomic or insurance status. Such a system may serve as a model that other communities can follow as our nation tackles the issue of healthcare access to larger patient populations.

The expansion of Marin Community Clinics' women's health services coincides with the closure of the County of Marin Health and Human Services OB/GYN program this year. As such, Marin Community Clinics will become the main provider of OB and GYN care to low-income and uninsured women within Marin County, and serve as a true "medical home" through which families can access all primary care services. With a strong shared vision and commitment to the continuation of full scope, high quality OB and GYN services, the County and Marin Community Clinics continue to work closely together to ensure that the expansion of Marin Community Clinics' program is smooth and successful.

New Programs Promote Excellence in Patient Care



Letter from Georgianna Farren, MD,
Chief Medical Officer

Change is the only constant for Marin Community Clinics as we adapt to community needs and a health care system in flux. With an enthusiastic staff and tremendous community support, our organization is continually expanding services to meet the growing need for affordable care, even as we prepare for the changes contained in the Patient Protection and Affordable Care Act of 2010.

Marin Community Clinics has medical clinics in Greenbrae, Novato and San Rafael and dental clinics in Novato and San Rafael. Most of our patients are low income, and many receive public insurance such as Medi-Cal. Some are self-employed or employees of businesses that do not provide private health insurance, or they have pre-existing medical conditions that have left them uninsurable. (The portion of health care reform that prevents denials of coverage for pre-existing conditions goes into effect in 2014.)

As you might guess, the number of uninsured Marin residents has increased significantly in the past few years as people have lost their jobs or benefits. **Every week we receive more new patients, many of whom have never visited a community health center before.** Fortunately, we have been developing our facilities and human resources to meet the community's needs over the past few years. **In 2010 we served over 28,000 Marin children, teens and adults.**

One emphasis of our medical and dental practices is preventive care, including immunizations. We recently received a grant for adult immunizations through the Marin County Department of Health & Human Services and Marin Community Foundation. Since last July, over 2,400 vaccines have been administered to adults to prevent whooping cough and pneumonia. As a Federally Qualified Health Center, we are beneficiaries of the Vaccines for Children program which enables us to provide free vaccines to all pediatric patients.

Launched in late 2009, our behavioral health program has expanded significantly. **Last year we had more than 350 monthly patient visits to our psychiatrists, psychiatric nurse practitioner and licensed clinical social workers.** These clinicians provide problem-solving therapy, medication management, consultation, early intervention for depression, and short-term intervention to adult and pediatric patients.

New Programs — continued on page 4

Celebrating Our Children's Health



Mary Jane Burke and Judith Flannery to be Feted at our 9th Annual Summer Solstice Celebration

Kick off summer in a lush garden setting with friends and colleagues at the 9th Annual

Summer Solstice Celebration to benefit Marin Community Clinics' Pediatric Program. Join us at the historic Marin Art and Garden Center in Ross on Wednesday, June 15, 5:30 — 7:30 p.m. Honorary Co-chairs Supervisor Susan L. Adams, Supervisor Steve Kinsey, and Senator Mark Leno will be on hand to celebrate the 2011 Children's Champions: Mary Jane Burke, Marin County Superintendent of Schools, and Judith Flannery, Pediatric Nurse Practitioner at Marin Community Clinics. (Please read "*Our Community Champions*" to learn more about Ms. Burke and Ms. Flannery.)

This year's celebration will feature a delightful summer menu by Stacy Scott Catering and a selection of wines. Dr. Marisol Muñoz-Kiehne, a 2010 honoree, will serve as mistress of ceremonies. Music will be provided by acclaimed harpist Michelle Sell. John Diliberto of American Public Radio notes that "...her playing on the harp is impeccable. Drawing together classical and world traditions, she is making the music of our time, and beyond."

Don't miss this opportunity to support Marin Community Clinics and to honor these talented and dedicated women whose life work is to promote the well-being of children and teens in our community. **To purchase tickets, see the list of our generous sponsors, or learn more about the honorees, visit our website at www.marinclinics.org.**



2010 Summer Solstice Event

Partnership HealthPlan of California Coming to Marin

Statewide there is an effort to implement managed care for California's Medi-Cal beneficiaries. Partnership HealthPlan of California (PHC) is one of five County Organized Health Systems in California under contract with the State.

The Marin County Board of Supervisors has chosen PHC to become Marin's managed care administrator effective July 1, 2011. The goals of Medi-Cal managed care include improving patient access to health care, focusing on primary and preventive care, and decreasing avoidable emergency and hospital utilization. PHC is in the process of recruiting specialists to create a network of specialty care providers. Specialty care is a crucial element of successfully managing patient care, and we are hopeful that our Medi-Cal patients will have greatly improved access to specialists.

PHC is currently operating in Napa, Solano, Sonoma, and Yolo Counties. Marin and Mendocino Counties are the newest counties to participate. Each of Marin's Medi-Cal patients will be required to select their primary care physicians and enroll in the PHC plan. Marin Community Clinics, PHC and the County of Marin are collaborating closely to facilitate a smooth transition so that our Medi-Cal patients are ensured continued access and continuity of care.

What else is new? Visit our website for:

- ❖ SPOTLIGHT on Dr. Eliana Delgado, Pediatric Orthopedist, and Dr. Kevin Harrington, Orthopedic Surgeon. Both are orthopedic specialists who have given their expertise to our patients for many years.
- ❖ SUMMER SOLSTICE CELEBRATION tickets may now be purchased online.
- ❖ IRAQ & AFGHANISTAN WAR VETS receiving free dental care...learn more.

www.marinclinics.org

New Programs — continued from page 3

Our behavioral health and primary care clinicians work together closely to coordinate patient care.

A few years ago we added reproductive health services, including routine cervical cancer screenings, contraception, and reproductive counseling and treatment. This April we began providing outpatient obstetrics care at our new Campus Clinic at 3260 Kerner Boulevard, which is located at the County's Health and Wellness Campus. (See the accompanying article by Courtney Benedict and Dr. Malini Nijagal.) Pictured here, this new clinic is very close to our San Rafael Clinic at 3110 Kerner Boulevard.



Marin Community Clinics' newest clinic (at right) located on the County's Health and Wellness Campus in San Rafael

Another harbinger of change is the implementation of electronic health records throughout our medical clinics. (The dental clinics are already completely electronic.) Last December our clinicians began prescribing medications electronically. The Novato clinic is piloting the electronic health records system, and by the end of this year we plan to record patient visits electronically at all of our clinics. Tremendous staff collaboration has been crucial to this project, and we are confident that our patients' health will be enhanced by the transition to electronic records.

While continual growth and adaptation can be challenging to navigate at times, the end results make it worthwhile. After all, the driving force of these changes is the desire to provide patients with the best care and health environment possible.

Thank you to these generous supporters who donated from July 1, 2010 – December 31, 2010

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**Please contact us at
415-798-3109**

or give online at www.marinclinics.org

Our Community Champions



Mary Jane Burke

Even if you have never met Mary Jane Burke, you might feel like you know her from reading her frequent opinion columns in the *Marin Independent Journal*. Ms. Burke was selected as a “2011 Champion for Children” to be honored at our Summer Solstice Celebration for her unwavering advocacy on behalf of all of Marin’s children.

Ms. Burke was elected as the Marin County Superintendent of Schools in 1994 and continues to serve in that position. During her college years at Dominican University of California, where she earned her Bachelors and Masters Degrees, she worked in special education classrooms. After receiving four teaching credentials, Ms. Burke taught severely handicapped students. She then moved into school administration where she served in varied positions including Assistant Superintendent and Deputy Superintendent.

Ms. Burke is a champion of early childhood education programs to give every child the tools they need to succeed in school and in life. She is a leader in keeping high standards

and closing the achievement gap, and is a voice for adequate school funding. Involved in the education of young people in every segment of our community, Ms. Burke not only leads the Marin County Office of Education, but also collaborates with several organizations to ensure the education and well-being of those children. **“I see my role as being an advocate for all children in public and private schools. My values are instilling pride and a good work ethic in kids.”**

A proven leader, Ms. Burke is a member of the Statewide Education Coalition and the Executive Committee of the California County Superintendents Educational Services Association (CCSESA). She served as President of CCSESA and President of the Fiscal Crisis and Management Assistance Team Board of Directors. She is currently on the Board of Trustees of Dominican University of California.

Ms. Burke is the mother of two adult children – a son who is an attorney in the U.S. Department of the Interior and a daughter who is a special education administrator in a charter school in San Diego.



Judith Flannery, PNP

All of us at Marin Community Clinics, and countless Marin families, have been fortunate to know Judith Flannery, one of the finest Pediatric Nurse Practitioners in the Bay Area. After 20 years at MCC, Judith is retiring in June with many fond memories of the joy that newborn babies bring to families and caregivers alike. Her devotion to these babies continues as they grow into children and teens.

Judy grew up in Sacramento, proud to be a fifth generation Californian. She studied nursing at University of Santa Clara in San Jose, where she met her husband Patrick. She worked at Stanford Hospital and Palo Alto Medical Center while he finished his studies. Their two sons were born, and in the 1970’s the young family embarked on a European adventure, living in Austria and Yugoslavia.

When they returned to Stanford, Judy resumed her nursing career and returned to her first love, maternal child health, at El Camino Hospital. That is also when they adopted a four-year old daughter, completing their family. At that time, Nurse Midwife and Nurse Practitioner programs were beginning to grow nationwide. Judy was accepted into the UCSF Pediatric Nurse Practitioner (PNP) program and worked with her mentor, Dr. Joseph Aita, and other pediatricians at Sunnyvale Clinic for 10 years while studying and after graduation.

In the 1980’s Judy’s family moved to Davis. After testing the waters in nursing, she re-established herself as a PNP at Davis Community Clinic, caring for farm workers’ children and discovering the world of public health. After moving to San Francisco, she was recruited to help start up a Maternity Clinic in Marin. There was a need for someone to see the newborns because private pediatricians were not accepting Medi-Cal patients -- and the Pediatric Clinic at Marin Community Clinic was born. Judy’s first exam room was in the janitor’s closet at a neighborhood church, but it wasn’t long until Marin Community Clinic established a home on the grounds of Marin General Hospital. It was a “short-term” transitional trailer... which still serves thousands of patients. The patient population grew and so did the Pediatric Clinic. One pediatrician rapidly became many, and the one clinic became four clinics; Marin Community Clinic became Marin Community Clinics.

Judy has had the pleasure of seeing her family grow to include seven grandchildren, and she enjoys watching our patient families grow, too. **“I never cease to be amazed at the number of returnees, now grown-ups, who were our newborn babies of yesteryear now bringing their own babies to us because they know we care. We do a good job and are appreciated. That counts for lots!”**

Books, Books, Books...Generous Donors Promote Literacy

As many well-connected Marinites know, Marin Community Clinics participates in the nationwide Reach Out and Read program. Reach Out and Read was developed by pediatricians and early childhood educators to make literacy promotion a part of regular pediatric checkups so that children enter school prepared to excel. Exposure to reading in the first years of life increases the probability of both healthy child development and school success. Students who start out with reading difficulties are more likely to remain poor readers and ultimately fail in school.

Parents who receive the Reach Out and Read intervention through their pediatricians are significantly more likely to read to their children and their children score significantly higher on vocabulary tests than families who have not been exposed to the program. At Marin Community Clinics we distribute books to our pediatric patients, and their siblings and friends who accompany them, during their visits as our way of encouraging literacy and education. During checkups, our pediatricians reinforce parents' role as the first and most important teacher in their children's lives, encouraging them to read aloud to their children during the critical early years of cognitive and language development. Knowing a new book is waiting at the end of a visit to the doctor can bring smiles, and foster cooperation, to the many children who receive care at our clinics.

We welcome donations of books for children of all ages. Our greatest need is for books for toddlers and young children. Bilingual English/Spanish books are especially appreciated. If you have new or gently used (like new) children's books to donate, please call 415-798-3109 or drop them off Monday – Friday from 10am – 5pm at our clinics in San Rafael or Novato.

Many of our book donors have found interesting and creative ways to collect books for our patients.

Virginia Pabst, a long-time donor to MCC, convinced fellow members of her Philanthropic Educational Organization chapter to collect books for our patients. Although the primary focus of the P.E.O. is to fund scholarships for girls, Mrs. Pabst believed that providing books to children who visit Marin Community Clinics was also important to their mission.

Ross Valley Mothers Club collected books from members after publishing a short notice about Marin Community Clinics in their monthly newsletter.

The Daisy (Girl Scouts) Troop of Tiburon/Belvedere donated books and toothpaste as part of a service project to learn about healthcare.

Borders book store asked customers to purchase and donate children's books for Marin Community Clinics during a 3-month long book drive. The resulting gift was almost 1,000 brand new books from generous customers.

Lauren Toker's Community Action class at **Marin Academy** donated several boxes of books after touring our San Rafael clinic as part of their study unit on public health.

Judie Shaw, Doris Hunker and Nancy Schlegel, all long time supporters of Marin Community Clinics, regularly volunteer in our clinics reading to children and maintaining the bookshelves. Judie, who was recognized in the Marin IJ last summer as a Volunteer of the Week, has for many years made sure that all children who visit the Novato clinic leave with a book. Doris and Nancy met Judie at the 2010 Summer Solstice Celebration and learned first hand about the Reach Out and Read program. Now, they often team up to provide the same devotion to children's literacy in our San Rafael clinic, volunteering many hours reading and resupplying the bookshelves.



The Marian Stitchers of Novato donated hand knitted caps for children, warming the winter for many kids, from newborn babies to pre-teens.

Special thanks to the **Rotary Club of San Rafael** and **Dr. Louis Geissberger** for their contributions to the San Rafael dental clinic which serves children and teens primarily. The Rotary Club's *Healthy Start* project raised \$20,000 for the purchase of state-of-the-art dental operatories. Dr. Geissberger contributed \$50,000 to upgrade the clinic's appearance and reduce noise levels, creating a more pleasant experience for our patients.

In Memoriam Suzanna Coxhead and Adrienne Duff

The Board of Directors and staff of Marin Community Clinics were saddened by the recent deaths of two generous long-time supporters – Suzy Coxhead and Adrienne Duff. Marin Community Clinics is grateful to Adrienne and Suzy for their enthusiastic support of our patients and our organization. We are honored to have worked with each of these remarkable women.

Suzanna “Suzy” Coxhead’s outstanding service as an advocate and donor of Marin Community Clinics led to her being named “Our Community Champion” in the Fall 2010 *Connecting for Health* newsletter. Suzy was deeply committed to promoting civic engagement and creating healthy communities, as evidenced by her leadership in several organizations and as an elected Marin Healthcare District Board Director from 1994 – 2006.

In recent years Suzy was active in our capital campaign which resulted in modern new clinics being built in Novato and San Rafael. In 2010 over 28,000 patients were served in our clinics, and Suzy was instrumental in the fundraising successes that made this possible. She believed in the health care model that is practiced at Marin Community Clinics. Even as her health was failing last year, Suzy and her husband Stone attended our Summer Solstice event to celebrate the accomplishments of the honorees and support our pediatric program.



Suzy and Stone Coxhead enjoyed the 2010 Summer Solstice Celebration



Adrienne Duff in the Greenbrae Clinic reading to children while they wait for their appointments

Adrienne Duff was a long-time patient, Board member, and volunteer. For years Adrienne, who was confined to a wheelchair throughout her life due to congenital abnormalities, would regularly visit the Greenbrae waiting room to read to children. Her love for children and children’s literature was strong; she even authored and self-published a children’s book “*The Rare Bear*” about a bear’s adventures in his wheelchair.

Adrienne was an active participant in Marin Community Clinics’ capital campaign. She was featured in our 2007 Annual Community Report where she shared these words, “**My goal is to be out there with people. And everyone is so positive at Marin Community Clinics. They make patients feel that each one is important. The clinic has treated me like a family.**”



marin community clinics

Administrative Office

P.O. Box 1868
Novato, CA 94948-1868

Medical Clinics located in

Greenbrae
Novato
San Rafael

Dental Clinics located in

Novato
San Rafael

To make an appointment:
415-448-1500

To make a donation
or arrange a tour:
415-798-3109

www.marinclinics.org

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WELCOME Edward Murphy, Chief Operations Officer



Marin Community Clinics is pleased to welcome Edward Murphy who has recently joined us as Chief Operations Officer. As a member of the Management Team, he oversees the day-to-day operations of the clinics, as well as facilities and the call center. Before landing in Marin, he was

the Bay Area Regional Manager for the California Department of Public Health, Immunization Branch. His extensive prior experience also includes working as a clinical practice manager of UCSF and San Francisco General medical practices and outpatient clinics, including Adult General Medicine, Specialty and Dermatology, Langley Porter Psychiatric Hospital and Clinics, and the Dept. of Ophthalmology. Prior to UCSF, Edward was a manager with the Riverside County Community Health Agency.

Mr. Murphy has a B.A. in Organizational Psychology from the University of Rochester, an M.B.A. in Business and Public Policy from University of Pennsylvania, Wharton School of Business, and an M.P.H. in Health Administration from Loma Linda University School of Public Health.

Edward comes at an opportune time when MCC is embarked on new programs and facilities, including obstetrics and a new clinic at the County's Health and Wellness Campus. It is also a time when MCC will be preparing for many sweeping changes like electronic medical records, Partnership Medi-Cal Health Plan's entry into Marin, a new concept of Patient-Centered Medical Home to organize our service delivery, and our on-again-off-again movement towards healthcare reform.

We welcome his expertise and knowledge as we continue to move forward and meet the goals of our important mission.

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