



connecting for Health

New Hips Give New Life Collaboration Makes Dream Come True

Board of Directors

- William Kerr
Chair
- John E. Boland, III, DDS, MSD
Chair Elect
- Martin Sleath
Secretary
- David Klinetobe
Treasurer
- Freshte Kashani
Member at Large
- Nildes Cardoso
- Carlos Garcia-Bedoya
- Martha Hansen
- Michael Harris
- V. Lynn Hinck
- Michael Holloway
- Grace Hughes
- Sue Mace
- Cris MacKenzie, CHC, CHPC
- Teo Martinez
- Jerry Oken
- Stacy Scott
- Frank Tavel, MD

Executive Management Team

- Linda Tavaszi, PhD
Chief Executive Officer
- Peggy Dracker
Chief Operations Officer
- Scott Goodin
Chief Financial Officer
- Mitesh Popat, MD
Chief Medical Officer
- Connie Kadera, DDS
Chief Dental Officer

In his mid-30s, Marin Community Clinics’ patient Jorge Magaña was suffering from unbearable pain. “I would put my hands on my hips to support them, and shuffle at an angle to walk,” explains Jorge, who was working at a gas station. “I was in a lot of pain.”

In 2005, doctors told him that the cartilage in his hip joints was wearing away due to arthritis. Hip replacement surgery was his only hope. But there was one problem—Jorge was uninsured and having surgery performed on both hips would cost thousands of dollars.

Five years later, Marin Community Clinics, Novato Community Hospital, and a surgeon came together to help Jorge. Today, he is living a better, pain-free life.

“I’m a new man!” beams the now 40-year-old. The goal of providing for his family, including twin boys and a daughter, keeps him motivated. “I have dreams like any other father. I want to take my kids to Disneyland.”

Here’s how the story unfolded.

By 2010, the pain and stiffness were so extreme that Jorge could not work. He came to Marin Community Clinics for help.

“Jorge was trying his best to deal with the worst hips I’ve ever seen,” recalls Leslie Cunningham, a volunteer physical therapist at the clinic. “Nothing helped. It was just bone on bone.”

Jorge then met retired orthopedic surgeon Dr. Kevin Harrington, another of our volunteer specialists, who became his strongest advocate. Harrington had a list of patients who needed in-hospital surgery, and he moved Jorge’s name to the top.

But the team hit some obstacles. “We tried to get the local orthopedic physicians to see Jorge and perform the surgery at no cost, but weren’t having any luck,” explains Linda Tavaszi, CEO. “It is just not fair to ask patients to put their lives on hold.”



Jorge Magaña (center) with family and Jennifer Lehr of Sutter Health (far left), Leslie Cunningham (second from right) and MCC Referral Coordinator, Ricardo Montero (right). Photo by Bob Menkin

And then, even worse, Dr. Harrington, Jorge’s greatest champion, passed away unexpectedly. Tavaszi and her staff decided to turn their grief into action – they refused to give up. Tavaszi approached administrators at Sutter Health’s

Leading Voices

Letter from Bill Kerr, Board Chair and Linda Tavaszi, CEO



Marin Community Clinics' mission – to improve the health of our patients and community by providing high quality, cost-effective, culturally sensitive, patient-centered health care – is not just a phrase found on our website and brochures or on a sign on our walls. You can find it in those places, but more than that, it is demonstrated every day in the actions of our clinicians, staff, and volunteers.



Our mission statement was carefully crafted and each word precisely chosen, as with most mission-driven organizations.

We know that improving the health of individuals contributes to the health of the community at large. We also know that high quality, culturally sensitive, patient-centered health care must be cost-effective in order to be sustained over time. Conversely, cost effectiveness alone cannot sustain our health center – the patient experience must be positive in every arena, from scheduling the appointment, to walking into a clean and pleasant environment, to being received at the reception desk and then taken to the back office, to seeing their medical, dental or behavioral health provider, to receiving appropriate discharge information, to talking to the billing department if a need arises.

Maintaining high quality standards – such as having a high percentage of patients receive appropriate cancer screenings – is not achieved in a vacuum. Patient care must be delivered with sensitivity, and access to services must be adequate for desired quality outcomes to be achieved.

The interactions of clinicians, staff, and volunteers with our patients and with one another illustrate our organizational values – integrity, respect, diversity, competency, and teamwork – to create an excellent experience for our patients. Having a collective commitment to ethical behavior, conveying mutual respect, promoting and respecting diversity, committing to the highest level of accountability in demonstrating our abilities in providing quality care, and promoting teamwork and collaboration are all vital elements in carrying out our mission.

The Affordable Care Act means that more of our patients now have health insurance, and that is a welcome change. However, there remain a significant number of patients who are not eligible for insurance.

Our mission remains the same, whether a patient has insurance or not. And your continued support is crucial for Marin Community Clinics to continue to deliver outstanding health care to all who turn to us for high quality, culturally sensitive, cost-effective, patient-centered health care.

Orthopedic solutions— continued from page 1

Novato Community Hospital (NCH), who agreed right away to the surgery. But they still needed a surgeon for what would be a complex surgery.

Brian Alexander, NCH's administrator, finally found a willing partner in Dr. Robert Mayle, who was brand new to the community. He immediately agreed to perform the surgery. "Hip replacements can dramatically change someone's life," said Dr. Mayle. "Jorge couldn't stand up straight. He was in so much pain that he couldn't even play with his kids."

Jorge's dream came true when he underwent bilateral hip replacement surgery in October 2013, and following a short rehabilitation, he's now walking his way into a better, pain-free life.

"I'm a new man!" beams the now 40-year-old. And the goal of providing for his family, including twin boys and a daughter, keeps him motivated. "I have dreams like any other father. I want to take my kids to Disneyland."

"It is a wonderful thing when health care providers come together like this," said Tavaszi. "My hope is that, with the Affordable Care Act, people like Jorge will no longer have to wait to get the care they need." Jorge is now back at work and enjoying life again, and he now has health insurance under the Affordable Care Act.