



KP Transformation Accelerator Serve the People Community Health Center Site Visit

Site Visit Details

- **Site Visit Date:** December 13, 2017
- **Address:** 1202 E. 17th Street, Suite 200, Santa Ana, CA 92701
- **Site Visit Highlights:** Team-based care model, including team members and roles; how they use alternatives to clinician-run visits such as group visits and nurse co-visits; how they defined which populations to serve (i.e., adults, pediatrics) and which services to provide; and the development and evolution of their community partnerships.
- **CCI Lead Contact:** Tammy Fisher, (415) 505-7304
- **Serve the People Lead Contact:** Paola Lepe, (323) 637-5930

Organization Description

Serve the People's Community Health Center is a Federally Qualified Health Center that emerged as an extension of the organization's original food ministry mission in 2009 after identifying this critical need of the community. Serve the People considers itself a clinic for all, and particularly the uninsured, and provides medical, dental, vision, and behavioral health services under one roof. Through intentional care team transformation efforts and collaboration with community partners, Serve the People achieved Primary Care Medical Home certification level 3 in just three years.

Serve the People attributes much of their success to their strong team-based care model, which involves nurse co-visits, medical assistants performing at the top of their scope, full practice health integration, and telephone visits. The health center cares for a diverse patient population, including uninsured adults, an aging Latino population, and patients facing homelessness. In recognition of the characteristics and challenges specific to their patient population, Serve the People looks to new ways of providing access and high-quality care like using mobile care units to overcome transportation challenges, employing Spanish-speaking staff, and providing home care.

Site Visit Travel Logistics

- **Airport:** Santa Ana/John Wayne International Airport (SNA)
- **Accommodations** (Embassy Suites is closer to STP, but not as nice as the other two):
 - **Embassy Suites**, 1325 E Dyer Rd, Santa Ana CA 92705, 714-241-3800
 - **Doubletree Santa Ana**, 201 E MacArthur Blvd, Santa Ana CA 92707, 714-825-3333
 - **Courtyard Marriott Santa Ana**, 8 MacArthur Pl, Santa Ana, CA 92707, 714-668-9993
- **On-site parking information:** Parking is free and is accessible at our clinic site. There are no special restrictions. You may park on any available spot.
- **Directions to enter office/health center on arrival:** Our administrative building, where we will be for most part of the day, is located on the 2nd floor. There is a Business Office sign on the door. Please ring the doorbell when you get here.
- **Weather:** We cannot complain in California. In December, the weather ranges from low 60's to mid-70's. For us, it is usually a light jacket, scarves, and boots season.
- **Other travel recommendations for guests:** We have great food places and entertainment in or near Santa Ana. All places are about 15 minutes or less away from our community health center. We recommend:

Food

- **Italian:** *Maggiano's Little Italy*, 3333 Bristol St., Costa Mesa, CA 92626
- **Mexican:** *Avilas El Ranchito*, 2201 E. First St. Santa Ana, CA 92705
- *Ostioneria Bahia Mexican & Seafood*, 144 S. Tustin St. Orange, CA 92866
- **British:** *Olde Ship*, 1120 W. 17th St, Santa Ana, CA 92706
- **Mediterranean:** *Panini Kabob Grill*, 2800 N Main St, Santa Ana, CA 92705

Entertainment

- *Bowers Museum*, 2002 N. Main St. Santa Ana, CA 92706
- *Disneyland*, 1313 Disneyland Dr. Anaheim, CA 92802
- *Anaheim Packing House*, 440 S. Anaheim Blvd. Anaheim, CA 92805

Hope this is helpful! Please let us know if you are looking for any other recommendations!

Learn More

For more information about Serve the People's work, please see:

- **Serve the People Website:** <http://www.serve-the-people.com/healthcenter.php>



Serve the People Community Health Center: Site Visit Agenda

All sessions will take place in the Conference Room.

8:30am

Welcome and Breakfast

9:00am – 9:30am

Introductions

Serve the People

1. Our beginnings
2. Evolution and journey

Rocio Nunez-Magdaleno, Executive Director

Family and Medical Counseling Service, Inc. Story

1. Overview
2. Services offered
3. Future goals

Angela Wood, COO

La Clinica Del Pueblo Story

1. Overview
2. Services offered
3. Future goals

Luizilda de Oliveira, Director of Nursing

9:30am – 11:00am

Care Team Model: Building a Patient-Centered Health Home

1. Members of the care team
2. Roles and Responsibilities
3. Care Team Workflow
4. Integrated Care

Isela Soriano, Health Care Operations Manager

Brenda Aguirre, Quality Programs Specialist

Edgar Villa, Integrative Service Director

Marco Angulo, Chief Medical Officer

Q/A and Discussion

Facilitated by Tammy Fisher, CCI Program Director

11:00am-11:15am

Break

11:15am – 12:15pm

Collaborating with Local Programs

1. Community Partners
2. Service Collaboration
3. Mobile Clinics

Rocio Nunez-Magdaleno, Executive Director

Q/A and Discussion

Facilitated by Tammy Fisher, CCI Program Director

12:15 pm-1:30pm	Lunch and Site Tour
1:30 pm-3:00pm	<p>Service Delivery Model: Increasing Access Brief Overview of Our Models</p> <ol style="list-style-type: none"> 1. Co-Visits 2. Group Medical Visits 3. Telephone Visits <p><i>Susy Ayala, Registered Nurse</i> <i>Marco Angulo, Chief Medical Officer</i> <i>Paola Lepe, Strategic Programs Specialist</i> <i>Cynthia Leon, Lead Medical Assistant</i></p> <p>Q/A and Discussion <i>Facilitated by Tammy Fisher, CCI Program Director</i></p>
3:00pm-3:30pm	<p>Future Direction and Vision <i>Rocio Nunez-Magdaleno, Executive Director</i> <i>Marco Angulo, Chief Medical Officer</i></p> <p>Q/A and Discussion <i>Facilitated by Tammy Fisher, CCI Program Director</i></p>
3:30pm- 3:40pm	Break
3:40pm – 4:00pm	Open Q/A, Discussion, and Closing Remarks

Attending Participants

Name	Title	Organization
Tammy Fisher	Program Director	Center for Care Innovations
Luizildade Oliveira	Director of Nursing	La Clinica Del Pueblo
Angela Wood	COO	Family and Medical Counseling Service, Inc.
Latasha Currie	Medical Assistant	Family and Medical Counseling Service, Inc.
Patricia Grimes	NP	Family and Medical Counseling Service, Inc.
Wenona Posey	Clinical Office Manager	Family and Medical Counseling Service, Inc.
Mia Thompson	Intake Coordinator	Family and Medical Counseling Service, Inc.

Thank you for attending today's visit. Please make sure you complete an evaluation form for today's site visit, so that we can improve in the future!

