



Year in Review Newsletter

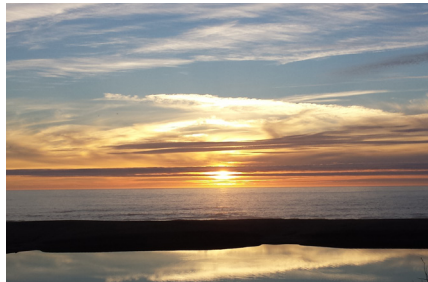


Redwood Coast Medical Services

History • Mission • NCQA

The mission of Redwood Coast Medical Services (RCMS) is to provide high quality, family-oriented, community based primary medical and dental care, including a broad range of preventive health services to the coastal areas of Southern Mendocino and Northern Sonoma Counties.

RCMS is committed to a team-based model of care, providing relationship-based, comprehensive health care, with an orientation toward the whole person. The health home offers skills and problem-solving strategies for managing your health and guidance through the complex health care system.



Mouth of the Gualala River at Sunset

In 2015 RCMS earned a national recognition for patient centered care from the National Committee for Quality Assurance (NCQA).



"NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology and coordinated care focused on patients," said NCQA President

Margaret E. O'Keefe. "Recognition shows that Redwood Coast Medical Services has the tools, systems, and resources to provide patients with the right care, at the right time."

Antonia Franci

Many of you have seen Antonia Franci on a visit to RCMS. Antonia was born in our community as were her parents, grandparents, great-grandparents, and a great-great-grandfather. She spent her childhood here and in Barstow.

Antonia left the area to pursue other interests but returned to our coast in 1996. Wanting to change her life, she went to school in Santa Rosa to become a Medical Assistant (MA) in 2007. In order to complete her studies, she needed to do an externship with a medical facility. Antonia was our first one!

Inspired by the staff and patients of RCMS, Antonia decided to go back to school to get her Licensed Vocational Nurse (LVN) certification. Before she could do that she had to finish high school! She graduated from Point Arena High School alongside her daughter in a dual graduation 15 years ago. The principal was so inspired by her that he wrote a speech to honor her for her strength and efforts.

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MENDONOMA HEALTH ALLIANCE

Redwood Coast Medical Services, Coast Life Support District, and Santa Rosa Memorial Hospital have formally established a new healthcare network aimed at expanding access to, and improving the quality of, healthcare in our coastal community.

The rural healthcare network, named the Mendonoma Health

Alliance (MHA), aims to improve local access to wellness education, prevention services, and quality healthcare in collaboration with the community.

While the three organizations that make up the MHA already have an extensive history of collaboration, the MHA network creates

a stronger, more formal partnership, and structure to support strategic planning and increased healthcare funding in the region. Each organization will continue to operate independently.

The MHA is made up of a planning committee, governing body, and small staff, including a network director and a network coordinator. The group has been hard at work assessing the current needs of the community, identifying core areas of focus, creating a detailed strategic plan and applying for state and federal grants. The MHA is currently working toward securing more funding that would allow for increased staffing and implementation of identified needed projects.



"When our four-month old son, Uriel, had a seizure, we took him to the ER in Ft. Bragg. Then we got follow up with Dr. Kal, here at RCMS. He referred our baby to the UCSF neurology department where he gets regular CT scans. Uriel now takes medicine and since then, he hasn't had any more seizures. We love Crystal (Villagomez, medical assistant.). Having a sick baby is very scary but we know people here are good to him and without RCMS, we never would have known about UCSF."

Maria Dolorez Rodriguez, Gualala

Uriel Camacho Rodriguez, son of Manuel and Maria Dolorez Rodriguez



Antonia Franci



Antonia Franci
Licensed
Vocational Nurse
(LVN)

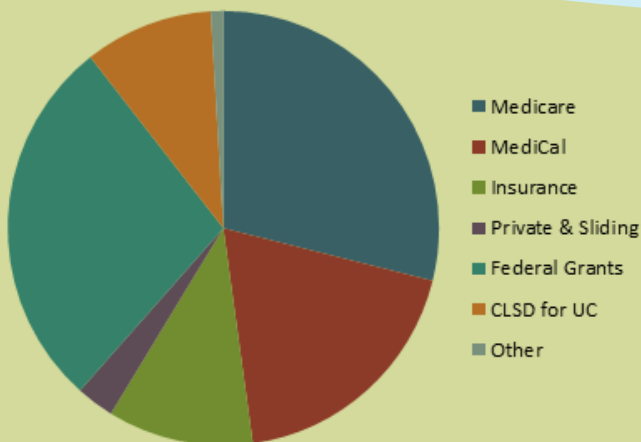


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Antonia left RCMS to attend school in Ukiah to receive her LVN. She split her time between Ukiah and Gualala travelling back and forth every week. Her hard work not only earned her LVN license but she graduated Valedictorian of her class! She quickly returned to RCMS after being away for 18 months as an LVN in urgent care. As job she loves!

Antonia isn't stopping with her LVN. She has been attending Mendocino College again and is one class away from Registered Nurse (RN) school. She hopes to be able to attend Mendocino College in Ukiah to receive her RN.

Antonia could not have been able to pursue her dream of becoming an RN without the support from RCMS but also from our great community. She is a shining example of what support and dedication can do! We wish her success and are excited to be able to welcome her back to RCMS after she goes away for a second time to school.



OUR FUNDING SOURCES

RCMS has an annual budget of about 6.5 million dollars. When RCMS became a FQHC (Federally Qualified Health Center) in 1999, the organization was able to access Federal Grants which have grown over time. These Federal funds now account for more than a quarter of our revenue.

As an FQHC, RCMS is required to offer medical service to all in the community through a sliding fee scale that ensures that no one is turned away because of inability to pay. The write-offs associated with sliding fees only amount to 3%

OUR SERVICES IN POINT ARENA...

POINT ARENA DENTAL CENTER



In 2000 the Point Arena Medical Center Board (PAMCB) received a \$1 million donation from the late Alvina Cerruti to improve healthcare resources in the Point Arena community. This donation allowed the PAMCB to construct a new building, expanding dental care and other health services. The Cerruti Building was designed to fit with the historic architecture of Point Arena's business district, opened in August 2003. The building is owned by the PAMCB and staffed by RCMS.

Our dental team is here to provide both preventative and restorative dental care services to our community.

The Point Arena Dental Center is located at 175 Main Street. Our phone number is 707.882.2189.

Point Arena Dental offers cleaning and dental exams that help build a healthy oral hygiene routine. Our preventive dental care services include dental exams, digital x-rays, deep cleanings, and diet counseling. Our restorative dental care services include composite resin fillings inlays, crowns and bridges, partial and complete dentures, root canals, and tooth extractions. We have some Spanish speaking staff.

We accept most insurance plans and state and federal assistance programs including MediCal and Medicare. A sliding fee payment plan is available to those who qualify. No one will be denied services based on their ability to pay.

OUR TEAM

Roberta Rams, DDS – Family Dentistry
Lowell Thomas, DMD – Family Dentistry
Trina Santillan, RDA – Registered Dental Assistant
Cheryl Soares, RDH – Registered Dental Hygienist
Victoria Urizar – Dental Assistant
John Biglow – Dental Sterilizer Assistant
Yvonne Fuentes – Dental Office Manager



Trina Santillan not present in this photo

POINT ARENA DENTAL CENTER
175 MAIN STREET • POINT ARENA
(707) 882-2189

of our revenues. 48% of our revenue comes from MediCare and MediCal payments, and an additional 16% of our revenue comes from insurance and private payers.

The majority of the remaining 10% of our revenue comes from Coast Life Support District, using tax monies approved by our community to help pay for Urgent Care that is now available ten hours/day, seven day/week. This covers about 34% of the cost of providing Urgent Care Services, the rest coming from other grants and reimbursements for visits.

"Jim & I want to thank every single RCMS staff member for the extraordinary work you do for all of us on the coast, every single day of the year! You make a tremendous difference in all our lives & in our health. You & RCMS make living on the coast possible for all of us, our families & our communities! A thousand Thank You's, one & all !!"

Susan-Marie Hagen

VISITING NURSE • SHAMLI HOSPICE

VISITING NURSE

Our RCMS Visiting Nurse program is available to homebound RCMS patients in need of skilled nursing care.

Please speak with your RCMS primary care provider for a referral. When surgery or

a hospital stay is required, an RCMS Visiting Nurse/ Case Manager is available to coordinate hospital admission/ discharge arrangements.

Visits may be billed through Medicare and, in some cases,

are covered by other insurance. Visits are made Mondays through Fridays, between 9:00am and 5:00pm.



BECOME A VOLUNTEER



Please consider becoming a volunteer and work with those in our community who need assistance and support.

RCMS volunteers play an important role in the Visiting Nurse/Shamli Hospice services and community events.

Community Resources Connection (CRC) which provides transportation to our community members also has volunteer opportunities for drivers and office support.

Please consider becoming a volunteer as a way to help expand resources in our community.



For more information about volunteering please contact Deborah Lane, 707.884.4005 x107, email dlane@rcms-healthcare.org or visit www.rcms-healthcare.org

SHAMLI HOSPICE

Shamli Hospice provides support to individuals who have life-threatening illnesses and wish to receive palliative care in their homes.

Our Shamli Hospice care focuses on caring not curing. Shamli Hospice is based on a team-oriented approach to expert medical care, pain management, and emotional and spiritual support tailored to the patient's needs and wishes.

Our Shamli Hospice nurses are on call for their patients around the clock.

Trained volunteers are available to help patients and their families and caregivers.

This service is offered for free by RCMS. Please speak with your RCMS primary provider or visiting nurse for a referral.



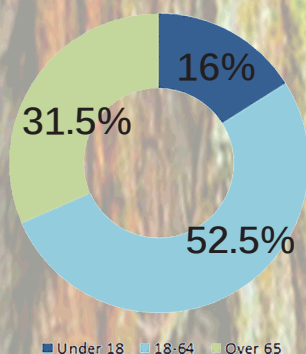
● OTHER SERVICES

DID YOU KNOW?

Over 30% of the RCMS patient population is over the age of 65

Patients By Age

Under 18	725
18-64	2368
Over 65	1428



** RCMS reports this information annually to the Health Resources & Service Administration (HRSA). HRSA is an agency of the U.S. Department of Health and Human Services.*



OTHER SERVICES

Grief Support

Area residents who have suffered the loss of a family member or friend have access to regular Grief Support Group meetings, offered free by RCMS, and facilitated by Ralph Navarro and medical support by Jefferson Nerney, Psy.D. Trained volunteers can provide bereavement support on a one-on-one or group basis.

For more information about participating in the group, call Ralph or Tara Navarro, 707.884.9202.



Caregiver Support Group

A Caregiver Support Group, facilitated by volunteers, meets regularly to help those who are caring for a family member or close friend with a serious or chronic illness cope with the stress of caregiving. This group is offered free by RCMS.

For more information about participating in the group, call Ralph or Tara Navarro, 707.884.9202.



Unexpected Death Program

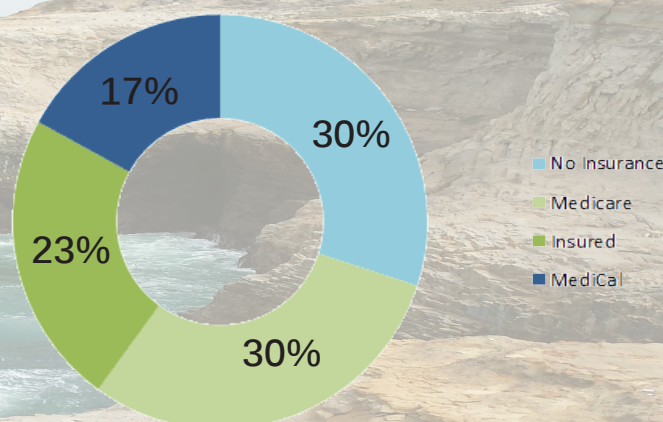
Volunteers are also available to community residents and visitors who undergo the trauma of the unexpected death of a family member or friend. Usually working through referrals from local Emergency Services personnel, volunteers in the Unexpected Death Program offer practical assistance to survivors so that they are better able to cope with the shock of a sudden death.

For more information about volunteering please contact Heather Regelbrugge, 707.882.4057.

DID YOU KNOW?

Our payor mix is comprised of 30% Medicare, 30% uninsured, 23% private insurance and 17% MediCal.

MediCal	850
No Insurance	1500
Medicare	1500
Insured	1150



OUR SERVICES IN POINT ARENA...

POINT ARENA MEDICAL CENTER

The Fred Morgan Building is also owned by the Point Arena Medical Board (PAMCB) and staffed by RCMS. The RCMS Point Arena Medical Center provides a full array of primary and preventative healthcare including but not limited to:

- Physical exams
- Sports physicals
- Appropriate screening for adult men and women
- Management of chronic disease
- Pre- and post-partum care
- Well child exams
- School entry exams
- Immunization
- Pediatric care
- Behavioral health and counseling
- Nutrition and health education classes
- Geriatric care



Our Point Arena Medical Center is located at 30 Mill Street. We are open Monday through Thursdays, excluding holidays 9:00am to 5:00pm. Our phone number is 707.882.1704.

Visiting nurse program and Shamli hospice office is located in this building. The service is done at the patient's home.

POINT ARENA MEDICAL CENTER
30 MILL STREET • POINT ARENA
(707) 882-1704

www.rcms-healthcare.org

A special thanks to our donors...

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In memory of Stephanie Haenn
In memory of Virginia Burr

IN HONOR OF

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Joseph and Evelyn Wiseman.....	In honor of Jamie (Kathy) Hall
Carla Basom.....	In honor of Jerome Joseph O'Brien
Dennis Wagstaffe.....	In honor of Mike Starr
David and Nancy Kyle.....	In honor of our daughter Sarah
Elizabeth Weeks.....	In honor of Ronald and Carola Blubaugh
Leonard and Ruth Hayflick.....	In honor of Ruth Hayflick
Linda Warnock.....	In honor of Thomas V Warnock

IN GRATITUDE OF

Donald Rozenberg and Mary Roth..... In gratitude of Dr Tom Bertoli

Thank you for your support. All donations, no matter how small are greatly appreciated.

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Save the Date 2017

You are cordially invited to...

A Spring Evening at St. Orres

a benefit for the Shamli Hospice program

Tuesday, May 2, 2017

5:30 pm to 8:00 pm

Event Tickets \$90

For more information visit

www.rcms-healthcare.org/spring-evening-at-st-orres

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***Silent Auction
at the event!***



Original art donated by Drew Fagan for the 2016 event.



Jewelry, wine, gift certificates, all donated by local artisans, will be available at the silent auction!