

# VITAL SIGNS

*Affordable, accessible, quality health care for Northern New Mexico*

EL CENTRO  
FAMILY HEALTH  
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## FROM THE CEO

In life periodically you're thrown a curve ball. That curve ball is an opportunity to change lifestyle, improve health, re-evaluate where you are in life.



I want to share with you about my health. As many of you know, I have been in and out of the office and the hospital for the past month or so. It has been a long process of undiagnosed symptoms, some unwise medical advice, and finally a diagnosis that helped me and the doctors begin to treat my disease: Ulcerative Colitis. This has become my opportunity for life changes.

This is a lifetime disease and I am grateful that it is not something much worse. I can and will learn to manage this disease - I am up for the challenge.

For now here are some of the changes in my life. My work hours are a little different - I do better in the morning, then I need rest. Often I finish my work in the evening after a suitable rest, and sometimes late into the night. Or it's reversed.

I have to eat throughout the day, something I have never done, and I am still getting used to. And flare-ups are common. At this time I am not "in control." Some days are going to be more difficult than others and I ask for

your understanding if I need to leave the room every 10 or 15 minutes.

I used to say things like, "I don't do sugar," or "I only do vitamins," but when your body needs help, thank goodness we have excellent medical providers to help us along. And if that means taking medicine regularly (something I am still working on) or if it means putting sugar into a shake so I can get it down, then that's what it means.

The Board is in strong support. My evaluation is good and my contract was extended until 2012 so here we go.

After searching an HR Director we found that we had the right candidate within our own organization. Darlene Romero has accepted the position as interim HR Director, in that capacity she will be working very closely with Mary Cooley our HR consultant over the next months. As her challenge, she will be "back to school" studying classes in management, for the Professional Human Resources Certification.

The fiscal year ended May 31, 2009 on a positive bottom line (great work, people!). Thank you all for the great work! New contracts are in place as we move forward into 2009-2010. We had a slight increase on our federal 330 CHC grant of approx. \$55,000. This increase will go towards payroll. Details will be given at the completion of the audit with the 3rd quarter Vital Signs, available at the October GSM.

## What's Inside

**Page 1 - From the CEO**

**Page 2 - Good to Great**

**Page 3 - News Around the Org**

**Page 4 - News Around the Org**

**Page 5 - News Around the Org**

**Page 6 - Health Education**

**Page 7 - WHALE DONE!**

**Page 8 - WHALE DONE!**

**Page 9 - Back Page**

**You ... are ... great!**

"Remember that you are needed. There is at least one important work to be done that will not be done unless you do it."

- Charles L Allen



# Principles & Values V

## COMMUNICATIONS

Openness...frankness...clarity... frequency....accuracy... these are the definitions of excellent communication as determined by the Staff of El Centro Family Health.

Communication is a precious tool for connection and connection is vital in an organization. We must know what is going on with the next person, because we are an intricate network of operations to make the whole work.

Openness: Hiding facts and suppressing information creates a web of darkness. Being open brings light into every situation and makes it possible for everyone to work on it.

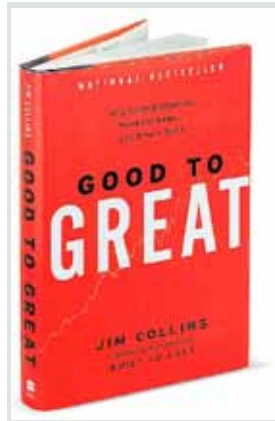
Frankness: Honesty with kindness, staying real, and trusting that we are all on the same boat - this is what frankness assumes.

Clarity: We all speak different languages when it comes to our work. Marketing lingo differs greatly to nursing lingo, which differs greatly from accounting lingo, which differs greatly from provider lingo.

Frequency: Don't wait. communicate now.

Accuracy: In every business accuracy is king, but in health care it is the crown of the king.

**“What separates people is not the presence or absence of difficulty, but how they deal with the inevitable difficulties of life.”**



### **“Facts are Better than Dreams”**

“The good-to-great companies displayed two distinctive forms of disciplined thought. The first is that they infused the entire process with the brutal facts of reality. The second, is that they developed a simple, yet deeply insightful, frame of reference for all decisions. When you start with an honest and diligent effort to determine the truth of the situation, the right decisions often become self-evident. ...”

*‘When you turn over rocks and look at all the squiggly things underneath, you can either put the rock down, or you can say, ‘My job is to turn the rocks over and look at the squiggly things,’ even if what you see can scare the heck out of you.’”(Fred Purdue)*

And our job at El Centro Family Health is to look at all the squiggly little things and change them. What are those squiggly little things? They are the brutal facts about our organization, what works, what doesn't. By finding them (under rocks, in nooks and crannies, kept secret) we give ourselves the opportunity to address them and that's when we - as an entire organization - are working together to make the organization better. We can dream about a great organization, but the way we become great is to find out these facts, lay them bare and deal with them.

# Principles & Values VI

## ACCOUNTABILITY

*“Some favorite expressions of small children: “It’s not my fault. . . They made me do it. . . I forgot.”*

*Some favorite expressions of adults: “It’s not my job. . . No one told me. . . It couldn’t be helped.”*  
**True freedom begins and ends with personal accountability.”**  
*- Dan Zadra*

Ever heard that saying “*pass the buck?*” Well at El Centro Family Health, ***the buck stops here.***

If there's a problem, it's your responsibility to reach for solutions; if your department is struggling, it's up to you to help; and if the organization needs work - it's not up to someone else.

We're are not going to make lasting change by expecting everyone else to be accountable to fix things. History shows us again and again that together we stand, divided we fall. Imagine, if you will, that we are all holding a giant crystal platter. If one of us lets go - it falls.

Our organization is not so different. If one person slacks off, it reflects on our entire organization. If you think that other people have to “fix things” and make them right, you are just passing the buck.

We are each of us accountable for the success of our organization. Each of us is as vital to our patients as the other. Each of us committed to superior customer service - and everyone benefits. Each of us accountable to ourselves and each other equals a GREAT organization.

# NEWS AROUND THE ORG

## **Kristine McCoy, Associate Medical Director, Westside**

We have reached a high point in staffing, with Dr. Barbara Troy slated to join the Embudo team at the end of August. This will bring the West-Side up to the point of only needing one more provider—a physician based in Espanola and consulting to Chama and Coyote.

The School-Based Clinics ended the year with incredible growth in utilization and appreciation by the students. Liz Riedel and the team deserve special kudos at EVHS for bringing in crowds and really maturing that clinic. The presentations developed by Erika Ross and Paco Vallejos for CVMS really knocked the socks off the students and others lucky enough to experience them.

With the help of some radio advertising, Cal Curt and the Chama team (including Doug North pinch hitting for the Veteran's Program) are breaking records bringing in new and old patients for more convenient care in their community.

The on-call team delivered about 100 babies in 2008. There have been only 26 deliveries so far in 2009, but we have 58 pregnant patients right now, so we hope to catch up and exceed that number this year. Send those pregnant ladies our way!

## **Terra Liddil, Pharmacist, Eastside**

The pharmacy staff has been maintaining a positive, upbeat and open attitude. We are proud to report that we succeed daily in our goal of turning unhappy customers with problems into happy, loyal customers whose problems have been addressed!! Kudos to Gloria, April, and Amanda.

## **Mary Parsaca, Chief Quality Officer, Safety Snippets**

With the combining of the safety and infection control committees, the El Centro Safety and Infection Control Committee (SICC) was born. This means that the members are twice as busy and have twice as much to do but have more fun, too!

The appearance of H1N1 influenza made us all aware of the continuous need for good infection control practices in our clinics. Although we heightened precautions at that time, we need to remember that these practices must be applied daily to reduce the transmission of various infections that can be spread from person to person in our workplaces. The updated El Centro Emergency and Safety Guide will be out in September. You will find updated phone numbers and improved instructions that should help you respond more effectively to the unexpected events that occur in your clinics.

The 10-Minute Safety Training sessions have ranged far and wide during the last year, covering topics from office hygiene to disaster response to reading chemical labels. The SICC hopes that these brief trainings provide you with tools and heighten your awareness of how you can take personal responsibility for your safety and the safety of your co-workers at El Centro.

Remember, the SICC represents you and wants to address your needs and concerns around safety and infection control. The committee members

welcome your input and suggestions; so let them know your concerns and ideas for improvement.

## **Matthew Probst - Chief Programs Officer**

I am happy to share with you that Semillas de Salud is growing and blossoming. The program is progressing nicely in its development stage. We already have some great connections with NMHU, UNM, Luna Community College, ATSU Dental Program, East Las Vegas Schools, West Las Vegas Schools, and NM MESA. Student rotations are in progress across the organization, and health career awareness projects are taking place this summer in the Las Vegas area.

Art Sisneros will soon join me as West Side Program Director. We are also currently seeking grant funding for an administrative position for Semillas de Salud. We are working with partners such as AHEC to build a comprehensive health professional pipeline that starts with recognizing interested youth in our communities and clinics and cultivates them into our future licensed health professionals. Thanks to those of you serving as mentors, and thanks to our Board for starting a Semillas De Salud Scholarship Fund! If you know of any young people interested in Health Careers, please send me their contact information by e-mail.

A relentless, competitive  
business strategy  
*Being Nice*

# NEWS AROUND THE ORG

Another great piece of news is that through Dr. Sisneros hard work, the three open dental provider positions we had open are now filled. Starting August 1, we will have a second fulltime dentist in Peñasco, and a fulltime dentist each in Española and Las Vegas. Great work! Thanks to our recruitment team (Dr. McCoy, Dr. Strain, Lucille, and I) we currently have just one more Westside medical provider position to fill and then we will be 100% staffed with providers, both on the Eastside and Westside.

Thanks to my Health Program Directors (Randy, Tana, and Marisa) for demonstrating team work and innovation. Together this group continues to drive ECFH Programs towards excellence. They will give details about their individual programs, but it is their function as a whole that serves as an example of what we can accomplish when we work together. Juntos!

## ***Darshan Jessop, Director of Planning and Development***

We have just completed the grant submission for the second round of Recovery Act stimulus funding for \$870,900! This grant package will provide the means to purchase a new phone system for the entire organization, as well as a significant number of IT-related equipment purchases, which will set us up to be able to move into EHR. The second part of this funding will provide money to renovate the second wing at Las Vegas medical. (Update - WE GOT IT!!)

The needs assessment is complete and the review is progressing nicely. We found that many of the needs listed had already been taken care of, and requisitions have been written and submitted to take care of many, many more. I'd like to take this opportunity

to thank you all for participating in the needs assessment. Your help has been invaluable - please take pride in your teamwork as you see changes the needs assessment brings about. And - it is a process we will be repeating regularly.

## ***Dr. Thomas Strain - Associate Medical Director, Eastside***

The East Side clinics provider care is now delivered by permanent staff which improves continuity of care. We do not anticipate any need for a new provider until our encounter numbers increase.

We are happy now to have four female providers to render Women Health Services to those patients who want a female provider for that service and any other health related issues for which they would prefer a female provider. These providers and locations are: Ms. Patty Whitman, Springer Clinic; Ms. Linda Wylie, San Miguel clinci; Ms. Angela Baumeister, La Loma and Las Vegas clinics; and Ms. Meredith Moss, Las Vegas and NMHU clinics. We have placed fliers in the community and clinics introducing these providers and the services they offer.

Through the organization's Semillas de Salud program, our providers have been mentoring prospective future health care providers from our regional community colleges and universities. This has been a rewarding experience for both the providers and their students.

## ***Marisa Montanez, Director of Nursing***

Nursing at ECFH: Accountability; Personal responsibility; Professionalism; Perseverance. Creativity; These are just a few

of the ideals embraced by the ECFH nursing staff. Notice that I didn't include perfection...although we are constantly striving to hit that mark! I love watching the staff grow and stretch themselves. I love the mistakes - they are opportunities for learning, growth and improvement.

I couldn't be more proud of this department; no matter how high I raise the bar, they strive to EXCEED it! The most negative comment I get from this staff is not 'We're too busy' or 'It can't be done', but 'We will find a way to make it work'. Is that awesome or what?!

It is an honor and privilege - and frequently a humbling experience - to be allowed to be in service to this wonderful group of people. Thank you!

## ***Christy Vigil, Pharmacist, Westside***

FY 08-09 our clinic drug rooms dispensed over 3600 prescriptions.

Even though, ECFH did not qualify to receive financial incentives for e-prescribing, we encourage all providers to utilize Dr. First. This will help prepare us for transitioning to an Electronic Health Records.

Our clinical pharmacists had 3,537 encounters this past fiscal year. Please continue to refer patients to Espanola & Las Vegas Clinics for medication therapy management in asthma, diabetes, hypertension, hyperlipidemia, and anticoagulation.

Oseltamivir (Tamiflu) was given to ECFH by NM DOH for treatment of high-risk patients with confirmed, probable, or suspected novel influenza A (H1N1). Patients with the ability to cover the cost of the medication should obtain the medication at a local pharmacy.

# NEWS AROUND THE ORG

## **Rose Vasquez, Summer is Here**

The summer solstice brings with it rising temperatures and increased humidity. So it's important for all employees to know how to cope with the heat. Heat safety emphasizes both hazards and prevention.

### **Heat Hazards**

There are a variety of possible heat hazards. In order of seriousness, these are:

**Heat rash** – is not dangerous, but definitely uncomfortable (showers after work and a sprinkle of talcum are helpful.)

**Heat stress**- as indicated by such symptoms as extreme thirst, fatigue, dizziness, and even trouble seeing; (Take a break in the shade and drink cool water, never alcoholic beverages.)

**Heat cramps**- painful muscle spasms in arms, legs, or intestines, caused by losing salt as the result of sweating (Again, cool down and drink water.)

**Heat exhaustion**-may cause weakness, dizziness, headache, nausea, chills with clammy skin and profuse sweating. Have the person rest in a cool spot, with feet slightly elevated, and drink cool water unless vomiting. If there's no improvement in short time, get medical help.

**Heatstroke** - the most serious, in fact life-threatening, form of heat sickness. The cooling action of perspiration stops and the skin may be hot to the touch; the victim may appear confused and show poor coordination. Call a doctor and/or ambulance and move the person to a cool place at once, then continuously sponge with cold water; apply ice packs or cold soft drink cans until medical help arrives.

### **Preventing Heat Illness**

- Schedule the heaviest periods of work during the coolest parts of the day.
- Allow frequent breaks in a cool place out of the sun if possible.
- Make cool water available and encourage workers to drink

frequently and plentifully.

- Wear lightweight, light-colored, and loose-fitting clothes, plus a lightweight cotton hat.
- Avoid dehydration by drinking plenty of cool (not cold) nonalcoholic, caffeine-free fluids.
- Limit exposure to the sun as much as possible by scheduling outdoor activities for evenings, and try to stay in the shade if outside in the midday.
- Use sunscreen, preferably with an SPF of 30 or higher, to protect the skin against burning-and cancer.
- Wear sunglasses to protect eyes from hazardous UV rays.
- Avoid hot and heavy meals; instead, eat light foods at room temperature and choose small portions of fruits and vegetables (which contain a lot of fluids).

### **Whos's at Risk?**

- People who overexert during working or exercising may be at greater risk of dehydration and may need to drink more fluids.
- People who have to wear heavy protective clothing or equipment on the job can easily overheat and need to take off their protection periodically, take cooling off breaks, and drink plenty of fluids.
- People who are overweight are often more susceptible to heat sickness because they retain more body heat. They need to pace themselves and avoid overexertion when it's very hot.
- People who are ill with heart disease or high blood pressure, or those who take various medications, are at greater risk when it's hot and should follow doctor's orders.
- People who are tired may be more susceptible to heat stress and need to try to get more rest.

Take care and have a happy summer!

## **HUMAN RESOURCES - Darlene Romero**

### **IF YOU ARE INJURED ON THE JOB**

Effectively immediately, all employees must obtain treatment of work-related injuries and illness from a designated outside preferred provider. In the event of life-threatening or limb-threatening emergency, the injured employee will be sent to the nearest emergency medical facility or trauma center. Follow-up care must be provided by the designated preferred provider.

### **REPORT – ASSIST – SEEK - TELL**

- **Report** your injury immediately to your supervisor
- **Assist** your employer in completing the First Report of Accident form before you go to the designated preferred provider.
- **Seek** medical attention from the designated preferred provider. Authorization for treatment will be given for the designated preferred provider only. If emergency treatment is required, contact your employer and designated preferred provider the next business day so they may follow up.
- **Tell** the designated preferred provider you were injured on the job including when, how, your employer's name, and that New Mexico Mutual is the workers' compensation carrier.

**NEW MEXICO MUTUAL INSURANCE  
must have the First Report of Accident to  
establish your claim.**

See your supervisor or a Human Resources Representative for the name of your company's designated preferred provider.

If you have any questions, please contact the Human Resources Department.

*Make the most of yourself, for that is all there is of you. --Ralph Waldo Emerson*



# WHALE DONE!!!

Catching People  
Doing Things Right!

## WHALE DONE!

as an organization we met our 70% of targeted encounters goal for the 2008-2009 fiscal year

**WHALE DONE!** to *Dr. Stengel* for staying first thing in the morning at the Las Vegas clinic (making himself late to Wagon Mound) to see a patient who needed a doctor's attention because other providers were unsure of what to do.

**WHALE DONE!** to the *Front Office Staff* in Las Vegas (*Dorothy, Anita, Debbie, and Rose*) for working double time when a co-worker was out for an extended time.

**WHALE DONE!** to the *Las Vegas Nursing Staff* for helping out when a co-worker was out for surgery for an extended time, and for keeping the faith in unknown waters as staffing positions were reconfigured.

**WHALE DONE!** to the *East Side Medical Providers* who work so hard for their patients and provide healthcare of such high quality that I would rather send my brother to them than anywhere else in town!!!

**WHALE DONE!** to *Christella Vallejos* for staying positive and taking on her new role of VA Nurse.

**WHALE DONE!** to *Edward Dunaway* who goes way above and beyond for each and every patient he sees. He is patient and kind, an educator, an advocator, an ear to listen to a patient in crisis late on a Friday. .

**WHALE DONE!** to the *LV Dental Staff* for assisting where ever needed; LV Medical site, Espanola Dental Clinic, San Miguel site, Springer site and for the positive attitudes *Jolene, Linda, Theresa, and Charles* demonstrate when they are asked to go to other sites other than there job site!

**WHALE DONE!** to *Jolene and Theresa* for educating 'First' time Mom's at the WIC office in LV which helps Mothers prevent cavities and maintain healthy smiles for themselves and their precious babies..

**WHALE DONE!** to *Maryann Garcia*, clinic manager for LV Dental Clinic, for traveling to Espanola Dental Clinic for the last 8 months while the Las Vegas dental clinic searches for a new provider.

**WHALE DONE!** to *Dr.Sisneros* from Penasco Dental for traveling to Las Vegas dental clinic to keep it afloat while looking for a new provider.

**WHALE DONE!** to *Medical Records Joyce Sanchez* and *Mary Louise* for helping us out.

**WHALE DONE!** to *Rose Duran* and *Anita Sandoval* for keeping up with their duties even though they have been shorthanded.

**WHALE DONE!** to *Dennis Gonzales* for donating a picnic table from his house to Admin. We will really enjoy it this summer.

**WHALE DONE!** to *Gloria* for taking the initiative to fill out prior auths, call pharmacies to check on Dr. First rx's, and train nurses on Dr. First. Her thoroughness and willingness has not gone unnoticed.

**WHALE DONE!** to *Amanda Skeen* for stepping in to help out on clinical days and for being someone we can always count on.

**WHALE DONE!** to *Lore Pease* for being so open and frank about her illness.

**WHALE DONE!** to *Joni Bost* for major improvements in the organization of the Roy and Wagon Mound Clinics.

**WHALE DONE!** to *Sandra, Jessica, Claudia, Julie, Roxanne* for helping plan and staff the Espanola Clinic's Lions' eye van event.

**WHALE DONE!** to *Frances Diaz* for all her help to move projects forward by getting the typing done.

**WHALE DONE!** to *Brenda Jozwiak* for excelling at teaching Excel.

**WHALE DONE!** to *Mary Roybal-Martinez* for gladly traveling to far-off clinics to training the nursing staff on sending lab specimens to the VAMC.

**WHALE DONE!** to *Darshan* for her creativity and willingness to use it.

**WHALE DONE!** to *Roger, Dennis, Anthony, Williams,* and *Ira* for being so efficient during our carpet installation with furniture, computer equipment.

**WHALE DONE!** to *Marisa* for keeping a list of all her WHALE DONE's so she wouldn't forget any by the time the next newsletter came along.

## YOU ARE AWESOME!



# WHALE DONE!!!

**Catching People  
Doing Things Right!**

## WHALE DONE!

to the clinics who met the 70% of targeted encounters goal for the 2008-2009 fiscal year: Truchas, Bond, Springer, Coyote, SBHC, Roy, Española, Peñasco

**WHALE DONE!** to **Doris Jaramillo**, for the whale of a job she has done during her tenure at El Centro Family Health. She has been a dedicated hard worker. We want to wish to the best in whatever the future holds for her. She will be missed.

**WHALE DONE!** to **Eduardo Martinez** for all the services and problem solving he provides. He always follows up with the patients quickly and he has been of great support on many occasions. Whale Done for his calm and good judgment, and for going out of his way to assist.

**WHALE DONE!** to **Mary Ann Garcia** and **Priscilla Lopez** for helping organize and get the Espanola dental clinic in order. They traveled to and from Espanola, sometimes 4 days a week and this is on top of their normal everyday duties at their own dental clinics.

**WHALE DONE!** to **Mary Martinez** at the Espanola Clinic Lab, for all her help with training employees on VA Lab entry!!

**WHALE DONE!** to **Dennis Gonzales** – he is very thoughtful of his co-workers and a great person to work with. He is not only thoughtful but has a great attitude and works extremely hard for this organization – Dennis knows and does it all!!

**WHALE DONE!** to the **pharmacy** and **nursing staff** for completing pharmacy inventories in a timely manner!

**WHALE DONE!** to **the Espanola Clinic Staff** for 11,500 primary care encounters in FY 08-09.

**WHALE DONE!** to **the Espanola Clinic "Biggest Losers"** – 37.6 pounds lost.

**WHALE DONE!** to **Phyllis** for her ownership at School Base and for doing well on their inspection.

**WHALE DONE!** to **Amanda Skeen** for her research into and implementation of the VIS.

**WHALE DONE!** to **Rose Duran** and **Anita Sandoval** for keeping up with their duties even though they have been shorthanded.

**WHALE DONE!** to the **Las Vegas Clinic** for continuing with their morning huddle even when they don't want to....

**WHALE DONE!** to the **Bond Clinic Staff** for having the courage and tenacity to work out their differences and for keeping their eyes on the ECFH mission.

**WHALE DONE!** to **April Valdez** for working hard to improve our patient flow, and getting us started on time.

**WHALE DONE!** to **Stephanie** for handling those HU labs with grace.

**WHALE DONE!** to the **Nursing Staff at Espanola** for their success in the new training for the PHQ-2.

**WHALE DONE!** to **Athena, Jean** and **Maria** for keeping it real at Embudo.

**WHALE DONE!** to **Rachel, Sandra, Ramoncita** and **Karen** for keeping all the balls in the air at Penasco.

**WHALE DONE!** to **Doug North** for his constructive criticism and continued support for nursing staff.

**WHALE DONE!** to **Mary** and **Natassja** for an awesome lab inspection.

**WHALE DONE!** to **Lucille Montoya** for her calmness and sense of humor amid the chaos.

**WHALE DONE!** to **Brenda Jozwiak** for her unflinching patience when so many numbers and revisions of numbers are needed for grants.

**WHALE DONE!** to **Ellie Martinez** for always having a smile in her voice when she answers the phones!

**WHALE DONE!** to **Rose** and the **San Miguel staff** for creating such a welcoming atmosphere for Senator Bingaman and his staff as well as putting together such a yummy spread and getting the community involved!

**WHALE DONE!** to **Ellie** for taking the time to show me the ropes up front and for being such a swell co-worker.

**WHALE DONE!** to Ed Dunaway. He has started a Harm Reduction program for our opiate addicts on Wednesday afternoons where he is distributing Narcan and discussing overdose prevention and avoiding Hepatitis C. So far, Narcan that he has distributed and educated people about has already been used 3 different times.

# YOU ARE AWESOME!

# HEALTH PROGRAMS UPDATE

The Health Programs Department has been flying high this quarter. Referrals for health education have skyrocketed as the team-approach to care becomes the norm at ECFH.

Besides the everyday work of helping patients reach their health goals, specific projects this quarter include over-seeing a community garden project at the Las Vegas

Clinic, facilitating a weight management class in outlying areas, and doing home visits for medication review, diabetes management, and weight management with patients who can't come into the clinics. We are participating in a telehealth Community Health Worker Training on prenatal care through Project ECHO at UNM and are working with the Presbyterian Diabetes Initiative on an employee wellness plan for El Centro employees.

## REMEMBER TO REFER FOR:

- prenatal care
- smoking cessation
- weight management
- asthma
- diabetes
- depression
- reproductive health
- case management

In an effort to be better able to help the patients we serve, our staff continues to find ways to be healthier, happier, and more passionate workers. Please let us know if you'd like to join us!

As always, we are open to your ideas for health education and prevention projects, so please contact Tana Beverwyk-Abouda at (505) 747-5926 (office) or (505) 929-2073 (cell). Thank you!

**YOUR REFERRALS  
GIVE PATIENTS  
HEALTH  
EDUCATION  
BENEFITS  
AND  
SAVE YOU TIME**

## WEIGHT MANAGEMENT? WE CAN HELP



Create a workable plan and change patterns to lose weight

- Professional staff
- Private or group sessions
- Exercise classes
- Fun, supportive, healthy atmosphere

**CALL EL CENTRO FAMILY HEALTH TODAY  
~ 747-5922 ~**



## COMMIT TO QUIT WE CAN HELP

### SMOKING CESSATION CLASS

Group or Private

Call TODAY: 747-5926



EL CENTRO FAMILY HEALTH

# VITAL SIGNS - BACK PAGE

We hope you enjoyed the photo slide show. We would like to do one of these for each GSM so please send Darshan your pictures or stop by so she can scan them for you! If you can't stop by, please send them (clearly marked with your name) via interoffice mail. Thank you!

*"I am looking for a lot of men who have an infinite capacity to **not** know what can't be done."*  
- Henry Ford

## FALL GSM

We are planning already - if you have ideas for the Fall GSM meeting (training topics, fun activities, etc) please contact Mary Parsaca. (505) 747-5911

*"It is easy to dodge our responsibilities, but we cannot dodge the consequences of dodging our responsibilities."*  
- Sir Josiah Stamp

## YOUR VITAL SIGNS

That's right - this newsletter is yours. What would you like to contribute to the next issue? What would you like to know, what would you like to see included? Contact Darshan Jessop with your ideas. (505) 747-5913

## Share your **WHALE DONE** stories!

Are you proud of your boss, a clinic manager or a co-worker? Send Darshan your WHALE DONE! describing a specific reason for the next Vital Signs.

*"If everyone is moving forward together, then success takes care of itself."*  
- Henry Ford

## TO KEEP ON YOUR RADAR...

AUGUST is IMMUNIZATION month and we will be having walk-in clinics.

## WEIGHT MANAGEMENT

Health programs offers a fantastic long term weight management program.  
747-5926

## SMOKING CESSATION CLASSES

Health Programs is offering Smoking Cessation Classes for any ECFH employees seeking support To quit smoking.

Giving it YOUR BEST at the Workplace

By Dr. Randy L. Carlson

Here's my list of ONE THINGS for hanging onto a good job and making yourself indispensable:

1. Go the extra mile everyday
2. Look for ONE THING today that would make your organization more successful and profitable and then act
3. Have a great attitude
4. Sharpen your skills
5. Share the toys
6. Become a solution-focused employee
7. Learn to get along with other people

## HOW ARE WE DOING?

The results of the surveys we have been taking at the GSM 's is now posted on the O-drive under QUALITY. Click on: Baldrige Employee Survey Results.

*"Love life and life will love you back.  
Love people and people will love you back."*  
- Arthur Rubenstein

## THANK YOU! A personal thank you from Sandra Gonlaez

I wish to express my personal and heartfelt thanks to the employees of El Centro Family Health for being there in my family's time of tragedy and grief.

The gift of your concern has helped lessen the pain of our personal lost. Your expressions of compassion

have overwhelmed me and my family enormously, and I am eternally grateful to you for this expression of love and concern. You will be held in my prayers of gratitude.

*Sandra Gonzales and Family*