

JORDAN NEWS



"Our Mission is to provide health education and high quality health care to the residents of our community regardless of their ability to pay"

A Place Worth Saving

By Dr. Wiefling

Many people have asked me "Why are you fighting so hard for Jordan, is it worth saving?" The answer is complicated and simple all at the same time. People in our community need us! "Your right we're worth saving!" What does that really mean? Jordan began as a social stance about equality in health care for the poor. It stands for the rights of the people who, by no fault of their own, have so few rights and zero privileges. It stands for the hope of a better quality of life for all who pass through its threshold. It provides the prospect of a safe haven for those who have little safety. Jordan has been an icon of remembrance to a time when the community worked together to better the lives of their own. It was a force that said loud and clear "we will be heard"!

Jordan has offered many members of the community an opportunity to grow their lives and careers, and to gain experience that would build bridges to a future that meant more than minimum wage.

It is ironic that Jordan has crumbled in the face of institutional medicine, why? Maybe the patients we served held us to a higher standard, as it should be. Maybe the threat and reality of rejection was too painful to bear coming from the patient's own brethren. Maybe it was capitalist competition that lured away the unsuspecting. Too what? A cold hospital, a medical record number, bigger parking lots, the revolving door of residents? Is it that a wealthy clinic can provide better service or deliver better outcomes? The statistics don't agree.

INSIDE THIS ISSUE

Featured Article	1
June and July Birthdays	1
Employee of the Month	2
New Patient Satisfaction Initiatives	2
June and July Anniversaries	3
Health Fair	3
CEO's Report	4
Finance Report	4
Medical Director's Report	4
New Employee Bio's	5
Clinical Department Updates	6, 7

We must now show the community what we really are and what we really can do. We have been given an opportunity to make right the decade of forgetfulness, the decade of forgetting that we are taking care of friends, family and neighbors. To prove we are a better option for the community than the institutional clinics of RGH, VIA, Unity and Lifetime. To remind the community of why they built us!

June and July Birthdays

June

Sonia Morales	June 5 th
Edna D. Torres	June 5 th
Dina Vasquez	June 12 th
Mojtaba M. Dini	June 16 th

July

Cynthia R. McGonigle - Baltz	July 7 th
Amalia Mejia	July 8 th
Maria D. Martinez	July 25 th
Teresa Strong	July 30 th

Employee of the Month

By Nancy O'Connor

It is with great pleasure that I am writing this to share with you why Carlett McMillan, AJHC Human Resources Manager and Credentialing Coordinator, was chosen for Employee of the Month. As Carlett's supervisor for the last year, I have never ceased to be amazed at the dedication and commitment she shows daily to Jordan, our patients and our staff. She puts in long hours, works hard, is always willing to help, is trusted by others, and does it all with kindness and a smile. Carlett takes pride in her work, and looks for opportunities for growth and learning whenever possible. Carlett truly embodies the spirit of Jordan – giving, selflessness, caring and quality services. Thank you Carlett – you are appreciated!



Carlett McMillan
Human Resources Manager

New Patient Satisfaction Initiatives

By Nancy O'Connor and Carlett McMillan

We are implementing two new Patient Satisfaction initiatives, effective 7/10/07. They are:

Patient Satisfaction Hotline - 423-5899 is the new number for patients to call and tell us how we're doing. Informational signs will be posted and staff members may be asked to hand them out to patients individually to encourage them to use this new service. Messages left on the hotline mailbox will be monitored, documented, and followed up on appropriately by Carlett or Nancy.

Lend-a-Hand Cards – Receptionists will be handing out small, laminated cards to patients that say "Thanks for giving me a helping hand today!" with a picture of someone being helped. Patients will be asked to give the card to the person that gave them the best service during their visit to Jordan on that day before they leave the building. If you are the recipient of one of these cards from a patient, please get some feedback from them about how you were helpful to them, and return the card to Carlett or Nancy with that information. Recipients of cards will be named in future newsletters to recognize staff that is providing excellent customer service to our patients.

If you have any questions or comments about these new initiatives, please speak with Carlett McMillan at 2824 or Nancy O'Connor, RN at 2860.



"Thanks for giving
me a helping hand
today!"

June and July Anniversaries

		Date Of Hire	
Erin E. Taylor	Nutritionist	06/04/01	6 yrs.
Tammy Farnham	Certified Nurse Midwife	06/16/04	3 yrs.
Cheryl Fennessy	RN, Charge	06/13/05	2 yrs.
Ortiz, Erika	Accounting Clerk	06/05/06	2 yrs.
Danielle Thompson	Scheduler/Receptionist	06/05/06	2 yrs.
Jewel Trahan	LPN	06/12/06	2 yrs.
Shalonda McCoy	Medical Records Clerk	06/29/06	2 yrs.
Sasha L. Strebenis	Program Manager (Wic)	06/03/96	11 yrs.
Raju Fatehchand	Physician	07/27/00	7 yrs.
Mary Miller	Dentist	07/20/05	2 yrs.
Mary Ann Toney	Nutrition Assistant	07/21/88	19 yrs.
Cynthia R. McGonigle-Blatz	Charge Nurse	07/14/94	13 yrs.
Carlett I. McMillan	HR Manager	07/14/97	10 yrs.
Patrick M. Trevor	Program Director	07/15/98	9 yrs.
Edna D. Torres	Clerical Assistant	07/09/99	8 yrs.
Nancy O'Connor	Director of Clinical Operations	07/17/06	1 yrs.

Health Fair

By Patrick Trevor

Once again we will be hosting a health education fair here at ALJ under the big tent.

**Wednesday July 18th from
10:00 am till 2:30 pm**

I would like to thank those who have accepted to organize their departments table.

Accounting and Patients Accounts, LaDonia Scott
OB/GYN Kara Fredette
Peds Dr. Miller
Family Medicine Dr Kennedy
PPC Yolanda Morales
Dental Ed O'Conner
Mary Fleegel, WIC Nutritionist

Their responsibility is to set up the table for your department and help engage people who will stop in and tell about services that your department and ALJ can offer. Set up for the fair will be at 9:00am there will also be a best table award. Each department may request \$25.00 for your table from Erica.

Dr Wiefeling will also be on RNews Tuesday and Wednesday all day promoting the event. Set your recorders.

I would also like to thank all who helped out at the Latino Health Fair on Sunday 7/1/07. We had over 180 people hear about ALJHC Services.

CEO's Report

By Dr. Wiefling

We are pleased to announce that Ladonia Scott has accepted the new role of Interim Billing Manager. We are excited to support her and her department going forward. Addie will be working part time and we are grateful to her for her continued dedication to the center. Do not be surprised if you see her here on Saturdays.

We are thankful to the new OB/GYN providers for their help and assistance during Tammy's absence.

Dr. Puddicomb has stepped down as Dental Director but will remain working at the center on Monday nights and Tuesday mornings. We are thankful for all of the hard work and commitment he put toward the department to help it expand. We are pleased to announce that Dr. Mary Miller has accepted the role of Acting Dental Director. The dental department is planning for a large expansion project and we are excited to have Dr. Miller as part of our team helping us grow the center. Patty Swanson has been working with our two outreach partnerships and we are thankful for her enthusiasm.

The Family Medicine department has made giant steps towards open access. We would like to thank the staff who have helped and cooperated with the necessary moves within the department. We recognize it is inconvenient and change is sometimes hard. We are hopeful the new changes will help the system to run more efficiently. I would like to formally welcome Mary to the Family Medicine department.

I am looking forward to all of the new changes and initiatives we have begun. Keep up the great work everyone!!

Finance Report

By Dave Crittenden

The month of May was once again a great month for the Anthony L. Jordan Health Center. Our encounters exceeded our budget expectations for the month and are ahead of projections for 2007. As you know, with encounters up, that means our expected revenue from our patient volume is also up and ahead of schedule. We have been steadfast in keeping our expenses at a minimum and it is helping our bottom line.

With these additional monies we have been able to add additional support staff to assist in the initiatives that Jordan has identified to lead us into the future and ensure that we continue to thrive in the community. We have some lean months ahead of us as summer is usually a slow time for Jordan and the health care industry as a whole. June 2006 saw us at 3,333 encounters compared to 3,050 for June 2007. Please try to encourage all of our patients to continue to keep up with monitoring their care during the summer, thereby ensuring Jordan of continued revenue, and continued success.

Medical Directors Report

By Dr. Chavkin

Productivity continues to be good and we are on course for a much improved year with productivity and finances.

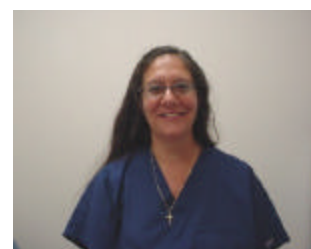
New initiatives this month include a Hepatitis C treatment program through the PPC department; and increasing teen center operations to three afternoons a week.

New Employee Bio's

Please everyone welcome Mary Angerame our new nurse Practitioner who will be working with the PPC, Teen Center and Family Medicine. Mary comes to us from East High School Health Center. She has also been with the Community Nursing Center of the U of R School of Nursing and with the Rochester Primary Care Network, coordinating quality improvement. She also has had experience with pain management, HIV and family medicine.



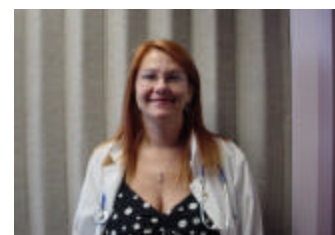
Please everyone welcome Nancy Camp our new RN in the PPC program. She has been a Nurse for 11 years working mostly in community based programs. She is delighted to start a new endeavor at AJHC and looks forward to working with the PPC team. She currently volunteers at a next step program to help the homeless of Rochester.



Please everyone welcome Sandra Houle Certified Nurse Midwife to the OB department, she is filling in for Tammie Farnham during her maternity leave. As a past employee of the Anthony Jordan Health Center we want to be sure to give her a hearty welcome back. She had previously worked in the Teen Center as well as the OB Department. She also works at Park Ridge Hospital, labor and delivery.



Please everyone welcome Marion Olander Physician Assistant to the OB department. She is also filling in for Tammie Farnham during her maternity leave. As a past employee of the Anthony Jordan Health Center we want to be sure to give her a hearty welcome back, she had previously worked in the teen center. Marion comes to us from private practice.



We have recently hired three new staff for medical records. Please join me in welcoming Amalia Mejia, the Medical Records Correspondent/Interpreter for Dr. Nguyen's Safety Net and PPC teams, Ann Ortolaza, the Medical Records Correspondent/Interpreter for the OB Safety Net team, and Anita Wilburn, the Medical Records Correspondent for Family Medicine.



Department Announcements

Billing / Patient Accounts

We now have a credit card machine located in the second floor PPC area. Stickers have been put up around the building to advertize this to the patients. Dina Vazquez is now located in the billing department on the first floor and her extension is 5854. Also we would like to congratulate Terry Strong on obtaining her CMBS (Certified Medical Billing Specialist).

Family Medicine

The Family Medicine Department is pleased to be joined by Mary Angerame, NP. She comes with a wide array of past experience, most recently working at the East High School School-Based Health Center. She is joining with Dr. Kennedy to form a new safety net/open access team, "the purple team" and will be starting open access scheduling July 30th. She will also be working in the teen center and PPC. We are eager to continue partnering with the Rochester Children's Zone Collaborative project.

Dental

A successful health fair was held on 7/01/2007 Approximately 150 people were screened and prospective #number of patients for Jordan was 98. A Dental Facility expansion to accommodate 15 operatories, two full time dentists and one dental director is being explored. Open access has been very rewarding as patients are becoming compliant with respect to appointment keeping. Patient satisfaction has definitely increased, evidenced by verbal compliments.

Teen Center

Starting in Mid-July we will be offering afternoon hours (1-5pm) on Wednesdays. The session will be run by our new NP Mary Angerame. We will continue to offer adolescent physicals for school, sports and work permits. As we have always done we will continue to offer STD screening, and other Gyn/Gu care as appropriate.

PPC

As of June the Uni-Gold™ Recombigen® HIV assay test has been added to the ALJHC CLIA license. We will start rolling it out in OB/GYN the week of 7/16/07, then Family Medicine, and Pediatrics along with Teen Center. Training will be offered the week of August 27. This is for anyone who would like more training on how to do the test or for those who have not been trained. Please let Patrick Trevor know if you need this training.

Department Announcements Cont.

Pediatrics

The Pediatrics Dept is now fully Open Access. Patients can be referred to our Department to get a Same Day appointment for whatever they might need.

OB/GYN

Tammy Farnham is off on maternity leave. Tammy and her husband Dan had a baby boy on 6/20/07. They named him Parker Owen Farnham. Parker weighed 7lbs and 14oz and was 21 inches long. Mom, Dad, and baby are all doing well. Sandra Houle, CNM and Marion Olander, PA are covering Tammy's maternity leave. Welcome to Ann Ortolaza our new medical records correspondence and interpreter- We are very glad to have her!

Yvette Conyers, RN has left to pursue another opportunity, so we are currently looking for a RN. Prenatal classes are in the process of being restructured to increase attendance, and will begin again this fall. Kara Fredette is now able to facilitate and complete PCAP applications for pregnant women. This will help pregnant women without insurance to get coverage during their pregnancy and postpartum period. Deliveries still going strong! - We have had more deliveries in first 6 months of 2007, than we have had in the first 6 months of 2006, 2005, & 2004

Medical Records

Medical Records is also undergoing a major record purge of inactive charts. There is over 10 years worth of records being pulled. When you see any of the medical records staff, please give them a Pat on the Back for all their hard work. It's quite the project. The Dental department is also conducting a major record purge as well. Please include them in your "Pat on the Back".

Our department is also in the process of moving all the Family Medicine records into their respective Safety Net/Open Access teams. In addition, the Family Medicine medical records staff have been assigned to a provider team. I have listed below the new teams; their medical records point person and their extension. When requesting a medical record chart or have questions regarding a patient, we are asking that everyone identify the patient's provider and then contact that medical records point person. The identified staff are responsible for all the chart pulls, filing, correspondence, home care, and medical record transfers for their provider teams.

- a. Althea Suarez, x5869: Dr. Davis and Dr. Fatechand (Orange Team)
- b. Amalia Mejia, x5829: Dr. Nguyen (Pink Team) and PPC (Blue)
- c. Ann Ortolaza, x5855: OB- (both Purple and Orange teams)
- d. Anita Wilburn, x5853: Dr. Wiefling, Dr. Adams, and Dr. Becker
- e. Gladys Charles, x5870: Dr. Kennedy and Mary Angerame (Purple Team)