



HEALTHY FUTURES

Inside Our New Building



1974-2020

Santa Monica

2020 - The Future

Culver City



An Interview with Dr. Rebecca Rodriguez, Chief Medical Officer

What do you think of the new building?

Our new building in Culver City is beautiful, modern, and sophisticated. It is warm and inviting, and it was conceptualized with a team-based approach in mind. I believe that our current and prospective patients deserve a facility like the one we have now.

What has changed in your role since the pandemic?

Since the pandemic, I have been involved in WFHC's COVID task force, initiated to review the most up-to-date research, data, guidelines and recommendations from federal, state and local health agencies and implement new protocols for team member and patient care safety. As we had to change the way we delivered care to patients overnight, I was



Dr. Rodriguez inside her new office during construction.

An Interview with Dr. Rodriguez cont...

integrally involved in the implementation of our telehealth program to meet patients' needs while reducing exposure. I have instituted policies and procedures for COVID testing and follow-up for patients and families. Finding a balance between supporting and protecting our team (not only from infection but also from the detrimental effects of persistent stress) while fulfilling an oath we took years ago to care for those who are ill, no matter the risk, has been challenging. While we have certainly dedicated more working hours, I have felt honored to provide a critical service to individuals and families affected by the virus as well as so many others with acute and chronic health care needs during this time.

What do you love most about being at WFHC?

What I love most about WFHC is that it is a place where all team members have embraced the mission and the vision of our center, which is to provide comprehensive, high-quality, evidence-based care in a culturally and linguistically competent manner and empower patients on their path to wellness.



Why is being a doctor in a community health center so important to you personally?

I am a firm believer that high quality healthcare access is a fundamental right and should not be a privilege afforded only to those who can pay large amounts for it. During my years as a physician in training and beyond, I have cared for CEOs of large corporations, children of foreign royalty, actors, lawyers, successful businessmen and women. I have cared for patients who are homeless, recently released from incarceration, those who are newly born and those who are 102 years old. Every human body is susceptible to illness and everyone, no matter who you are, what you do, where you have been or where you are going, deserves compassionate care delivered in a respectable and dignified way. Having grown up in a low-income household and community where health care disparities were prevalent, it was fundamentally important to me to take the skills and knowledge that I gained in medical school and residency and serve a community similar to the one in which I grew up.

"Every human body is susceptible to illness and everyone, no matter who you are, what you do, where you have been or where you are going, deserves compassionate care delivered in a respectable and dignified way."

Message from President/CEO Debra Farmer



What a year it has been. Our biggest challenge was the ever-changing landscape. Nothing - not even a pandemic, was going to keep us from moving into our new building and offering services to the vulnerable population we serve. Quickly switching over to telehealth for those patients who could be seen through telehealth, fitting and donning PPE, establishing new and stringent infection control procedures and screening for everyone entering a site, we worked with our vendors and our movers to get us in the building and ready to provide services on April 1. We opened our doors to a very limited number of patients, got on the phones with those patients we could see telephonically and also completed calling all 13,000 WFHC patients to ensure that they were okay, knew how to keep themselves and their families safe during the pandemic and schedule a phone or in-person visit or refill a prescription if necessary.

In the meantime, 95% of our visits were being done telephonically. These were not yet virtual visits where you see the patient, but completely over the phone. Our team was encouraged to let the patient talk and to really listen to what they had to say. This enabled us to detect if someone seemed to be anxious, stressed or depressed and have our new mental health provider work with the patient. Patients were also encouraged to sign up for the patient portal where they could

access information and contact their providers directly. We send out weekly text messages to patients reminding them to wear a mask or wash their hands. Children still need vaccinations and reminders for vaccinations were sent, and are still being sent, by text message. In October, text messaging was used to encourage people to get their flu shot this year.

The WFHC team accomplished all of this during an extremely stressful time with grace and kindness towards each other. This remarkable group of dedicated and competent health care workers moved, kept the doors open and soothed worried patients all the while keeping themselves and their own families safe and cared for. No one took time off. No one was furloughed. No one was let go. Everyone worked to make our dream come true. We have put together a remarkable and diverse group of people who come together every day to provide the highest quality, most compassionate care to our patients.

Most of our team members come from the community we proudly serve. Sometimes they know the patient, other times they know family members. To them, this is personal. These are their neighbors. These are their family members. This is their community. And, they are the best!

"We have put together a remarkable and diverse group of people who come together every day to provide the highest quality, most compassionate care to our patients."

Why I Give: Donor Spotlight

AN INTERVIEW WITH KAITLYN MURPHY,
INVESTMENT ANALYST AT CAPITAL GROUP AND ADVISORY GROUP MEMBER

How did you first hear about WFHC?

A representative from WFHC came to a nonprofit awareness event at my company. I was immediately interested as the mission is near to my heart. My life has had a very different trajectory because of the access to healthcare received at a community health center growing up. The culture of WFHC felt very similar to that organization and I saw getting involved as a way of giving back for the help I was given.

My sister and I had preventative health care at Lowell Community Health Center. A significant number of family and friends around us were pregnant as teens and it was the dominant reason for high school dropout growing up (our high school dropout rate was 50%). The director of the health center was the mother of my best friend, and knowing we didn't have access to preventative health services otherwise, she took us under her wing and saw that we were protected. Few influences have been stronger than the healthcare and education I received from the health center. I have named two women's health exam rooms after my grandmother Alice Winters



and my aunt, Linda Trudel. Both women had hard lives made better because of the community around them. I thought it was a good opportunity to honor their strength and the impact of having people to lift you up when your world needed it.

What is your experience so far as a funder?

What do you hope to accomplish with your gift and matching gift from Capital Group?

WFHC has some pretty big goals in expanding access and the range of healthcare. I like being a part of that effort and know that every dollar possible goes towards helping people.

What inspires you most about WFHC? Has anything changed for you since the pandemic?

The people involved - leadership, staff, and the providers all inspire me. The patients (mostly women and families) also inspire me. I know how healthcare is so foundational. Since the pandemic, WFHC has been bold in meeting patient needs. To move and expand care in a pandemic is really challenging but despite the challenges, WFHC has pushed forward

Why did you join the Advisory Group?

I joined the Advisory Group because I believe in the impact WFHC can have in the community and I want to be a part of making WFHC's big goals come together.

"My life has had a very different trajectory because of the access to healthcare received at a community health center growing up."

Family Practice During A Pandemic

From the start of the COVID-19 pandemic, Westside Family Health Center's family practice program (prenatal, pediatrics, adolescent, women's and men's health) morphed its service delivery to meet the needs of its patients, all the while keeping its team members safe from infection. A telehealth program was implemented within 24 hours following the Governor's stay-at-home announcement giving WFHC's patients a safe and secure way of accessing the care they need and deserve.

Contact was made with every WFHC patient - all 13,000 of them - to ensure they were safe, answer any questions they may have had, and let them know that WFHC would be there for them to support their physical and mental health. Patients were told they could call in to the nurse case manager or to email their medical provider with their questions and needs. WFHC's newly established mental health program, staffed with an LCSW and an MSW, were available to talk with them and help deal with the emotional aspects of the pandemic. Since March, 70 patients have accessed 450 mental health sessions.

Beginning with telephone visits, virtual visits using secure methods were added giving the patient and the provider the opportunity to do a face-to-face visit safely. The complete telehealth opportunities, coupled with in-clinic visits, gave our clinical team the safe opportunity to continue to provide the care our patients need from preventive medicine to chronic care management to well child visits in order to maintain their health during the pandemic. At the height of the pandemic, over 80% of patient visits were done through telehealth. Currently the number is trending downward, but nearly two-thirds of visits to WFHC are done through telehealth.

Other changes included offering some services outdoors or in the parking lot. Beginning mid-May, WFHC began COVID-19 testing on any established patient who requested a test with nearly 200 patients being tested and one of the lowest positivity rates in the County. Flu shot clinics were started every Monday and Friday and 500 flu shots have been given to date.

When WFHC moved into its new site in late March, we had much different plans. Being fluid and flexible has always been our strength and those best laid plans for new workflows and new services were quickly tweaked to meet the current need. The new site allowed us to be socially distanced with ease. We could implement screening protocols for our team members, patients, vendors and visitors. Our team approach or POD system allowed us to operate in teams of six and conduct morning huddles safely. The morning huddles were redesigned to include changes in operations, team workflow, COVID-19 updates and a daily message from the CEO, in addition to reviewing the needs of patients scheduled for the day.

WFHC is here for the woman who wants a healthy baby. We are here to help kids stay safe from childhood diseases. We are here for the women who need cancer screenings. We are here for the person who needs help with their diabetes, hypertension or just doesn't feel right. We are here to work with people through their depression and anxiety. WFHC is here for the community.



Dr. Sean Javdan with two young patients.

Addressing Food Insecurity In The Community

Westside Family Health Center is participating in a weekly meal distribution service through a collaboration with Venice Family Clinic and UCLA Dining Services. The goal is to provide our patients that are experiencing food insecurity with delicious healthy meals. Each family receives four meals per person and a loaf of bread. The program began operating in October and will last through January 2021. We are serving an average of 61 families a week. We make sure that there are no meals that are wasted as they are also distributed to patients that happen to be at the clinic on that day and WFHC team members. We are finding that 1500 meals go very fast when giving each family member four meals. The food is fantastic, and our patients are very pleased!



"Each family receives four meals per person and a loaf of bread."

New Pediatric Equipment Funded By Women Helping Youth

In April 2020, WFHC received a grant from Women Helping Youth (WHY), a women's philanthropic organization committed to improving the physical, mental and emotional well-being of children and young adults in need in the Los Angeles area by combining individual donations to create a larger pool of funds with which to make a difference in the lives of youth. The grant allowed WFHC to purchase much needed equipment for its expanded pediatric program, including items such as new pediatric exam beds, two ECG machines with spirometry, four nebulizers to lend to acutely asthmatic patients, and the iScreen Vision testing system to perform vision tests and detect astigmatism. The pediatric equipment funded by WHY will improve the care our pediatric patients receive and will have an increasing impact as WFHC's in-person visits grow over the next few years.



"The grant allowed WFHC to purchase much needed equipment for its expanded pediatric program."

Healthy Futures Fundraising Update



Chief Medical Officer Dr. Rodriguez with pediatric equipment donated by Women Helping Youth.

We appreciate the generosity of our donors and ask for your continued support.

To date we have raised over \$5 million with the goal of reaching \$15 million by 2024.

We would like to thank the following for their naming gifts of \$50,000 and above in our new building:

Darlene and Allan Lasher for the Patient Waiting Room

Santa Monica Westside Legacy Fund for Women and Girls for naming WFHC's Women's Health Program

W.M. Keck Foundation for the Community Room

Max H. Gluck Foundation for eight exam rooms

Ella Fitzgerald Foundation for six exam rooms

Women Helping Youth for pediatric equipment

Our Goal
\$15,000,000

\$5,700,000

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