

In 1974, the groundbreaking for the first clinic of Golden Valley Health Centers (formerly Merced Family Health Centers) took place in Merced.

Golden Valley Health Centers
50th
ANNIVERSARY
1972-2022

2022 ANNUAL REPORT



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MESSAGE FROM THE BOARD PRESIDENT

In 2022, we celebrated 50 years. This is a remarkable accomplishment, one that we are all proud of, but also a testament to Golden Valley Health Centers' (GVHC) commitment to providing accessible, high-quality health care to all.

As the Chairman of GVHC's Board of Directors, I am proud to present the 2022 Annual Report. This account of our accomplishments in the past year will provide a glimpse of what GVHC does for our communities, day in and day out. Our mission is to improve the health of our patients by providing quality, primary care services to people in communities we serve regardless of language, financial or cultural barriers. That is the mantra we live by, and it keeps us centered.

The work we do would not be possible without the tremendously devoted and highly skilled team that runs the center. The staff at GVHC is second to none and our community is fortunate to have this group of passionate, people-centered healthcare providers and advocates working to build a better quality of life for those of us who call the Central Valley home.

I encourage you to take a look at our annual report and consider all the lives GVHC has touched, improved, and saved across the past 50 years. We are thankful for the longevity we have experienced in the community and look forward to living out our mission in years that lie ahead.

With thanks,
John Price, GVHC Board President



GOLDEN VALLEY HEALTH CENTERS

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Board Member

In Memory

Tom Martinez
Board Member
December 17, 1948 - June 29, 2023



In Memory

Veronica Pacheco
Board Member
July 23, 1976 - June 12, 2023



MESSAGE FROM THE CEO

Dear Friends & Partners,

I'm very proud of all we have accomplished at Golden Valley Health Centers over the past year. We successfully navigated many unfamiliar challenges, grew as an organization, leaned into our mission and learned a lot about ourselves in light of ever-present changes as we continue doing our best to serve our communities.

To say that we have been busy would be an understatement. In January, we held a grand opening to showcase our beautiful new North View clinic, in Merced. A few short months later we opened a new clinic on W. Coolidge Ave in Modesto and simultaneously began remodel projects in our Los Banos Dental and at West Modesto clinics. Last fall we entered into a contract to begin building our first Merced school-based health center on the campus of Joe Stefani Elementary School. Then we rounded out an eventful year with a groundbreaking ceremony to celebrate the new PACE facility opening at our original Merced campus around July of 2024.

While the pandemic rolled on, we kept up. GVHC held 181 COVID-19 vaccine events! We introduced innovative remote health-monitoring programs. We provided dental patients with access to our MyChart app, enabling them to view the same health information available to our medical patients.

We spent much of the year planning for the arrival of The Joint Commission, resulting in a stellar survey. If that wasn't enough, we appointed a new Chief Medical Officer and Chief Operations Officers in 2022! Both are home grown, well-respected teammates, which makes all of us proud, and speaks to the value we hold about promoting from within. Additionally, we brought in a seasoned Chief Strategy Officer to support our growth and development goals.

Our partnerships within the community have never been stronger. We are extremely thankful for all of the awards, proclamations, and commendations we received from elected officials, as well as from the cities and the counties in our service region.

Our 50th year was a success in so many ways. I like to think that the founders of GVHC would appreciate how we have adapted over the years in ways that have allowed us to serve more patients, expand into more areas of need, and remain grounded in the important work that began in 1972. Last year we provided nearly 600,000 visits to people in our community! The relentless drive to continue the mission has kept us going, and we thank all of you for trusting us with your health care. We hope to continue earning your trust for the next 50 years.

With thanks,
Tony Weber, MBA



MISSION

To improve the health of our patients by providing quality, primary health care services to people in the communities served regardless of language, financial or cultural barriers.

VISION

Golden Valley Health Centers will be known as a premier organization ensuring access to high quality, culturally responsive, and comprehensive primary health care for all, especially the underserved.

VALUES

Advocacy — We champion for social change to promote equality in healthcare.

Access — We are dedicated to increasing access to healthcare for the underserved.

Efficiency — We provide services in a prompt, courteous, and cost-effective manner.

Respect — We respect the inherent value of each and every person GVHC interacts with.

Innovation — We commit to the creative and intelligent use of new technology and clinical practices.

Excellence — We strive to provide the best possible healthcare to patients.

GOLDEN VALLEY
HEALTH CENTERS

GOLDEN VALLEY HEALTH CENTERS

EXECUTIVE TEAM



Tony Weber MBA
President & Chief Executive Officer



Eduardo Villarama MD
VP & Chief Medical Officer



Melinda Marshall
VP & Chief Operations Officer



Jennifer Henson MA PHR
VP & Chief Human Resources Officer



Wunna Mine MBA
VP & Chief Information Officer



Amy Collier Carroll
VP & Chief Communications Officer



Gurjeet Sandhu
VP & Chief Financial Officer



Tracy Blair
VP & General Counsel



Jason West
VP of Senior Services



David Quackenbush
VP & Chief Strategy Officer

STRATEGIC PLAN UPDATE

GVHC remains focused on the implementation of our organizational strategic plan with a consistent effort on meeting key objectives. GVHC's top priority is being an Employer of Choice throughout the service region to recruit and retain talented staff in order to maintain top quality of care for patients. GVHC employees are the most valuable resource the health center has and GVHC remains committed to nurturing a diverse healthcare workforce.

GVHC utilizes clinical staff and healthcare professionals to provide a Quality Patient Experience, standardize operations and discover new ways to ensure high-quality delivery of comprehensive healthcare services. These efforts aim to enhance the organization's current services while emphasizing Long Term Sustainability for GVHC.

The work accomplished through the strategic plan has given rise to new momentum and new strategic organizational pillars in which to focus on. These pillars are Access, Quality, and Culture.



EMPLOYER OF CHOICE

In 2022, GVHC intensified its focus on employees. The organization held several team-building activities and manager trainings there was ample preparation for the implementation of a new Just Culture initiative. GVHC strived to increase leadership and executive team visibility at all clinical and administrative sites, which included critical information discovered through employee focus groups.

In 2023, GVHC will implement a Just Culture initiative and continue to directly engage with staff at all sites through additional focus groups and executive team rounding. These efforts concentrate on refining and solidifying GVHC's organizational culture. This culture will be conducive to staff success.

QUALITY PATIENT EXPERIENCE

In 2022, GVHC continued to enhance patient care with several technical tools including patient engagement through MyChart. MyChart enables patient scheduling, payments and reminders, empowering patients to control their own health journey. MyChart efforts will continue to increase patient utilization and site integration. EPIC (electronic health record system) integration will also continue to spread and be utilized in all service lines including Central Valley PACE.

GVHC is also working to create a Patient Advisory Committee (PAC) which will engage with patients on a consistent basis to refine and expand services according to community need. Additionally, innovative plans to improve health outcomes and address social determinants of health for patients in need of community resources, and those with chronic health conditions, will be led by our Community Health Worker Patient Navigator Program.

LONG TERM SUSTAINABILITY

In 2022, GVHC has expanded services and sites to improve health care delivery throughout the service region. Central Valley PACE broke ground in Merced and plans were finalized for the new Merced Ranchero School-Based Health Center to be established at Joe Stefani Elementary. In 2024, the opening of this new school-based health center will occur and plans for a Turlock Colorado Community Health Center will be finalized as well.

GVHC completed a Medicare needs assessment in 2022 to refine services for seniors which include Central Valley PACE and Medicare specific services, such as annual wellness exams. The organization also conducted a pharmacy assessment, which resulted in the establishment of the first GVHC-owned pharmacy at our Senior Health and Wellness Center (SHAW) in Merced, with additional pharmacy sites planned in the near future.

GVHC will actively evaluate staff training platforms and technology, striving to streamline and enhance training programs for staff. In order to expand the community and patient support initiatives facilitated by the GVHC Foundation, the staff is currently devising a comprehensive strategy to boost employee giving and engagement, aiming to raise awareness and foster a stronger donor base within the community.

As GVHC enters the last year of our three-year strategic plan, we will continue the growth of health care services for our communities and support for our staff. Our refined lens of Access, Quality, and Culture will provide focus for this continued work and our future planning.

50 YEARS OF COMMUNITY HEALTHCARE

In September 1972, Golden Valley Health Centers (GVHC) began as a small Migrant Health Services program affiliated with Merced General Hospital. The organization was founded out of a strong desire to increase healthcare access for migrant workers and provide care for the underserved and critical farmworker population of the Central Valley.

The founding CEO, Mike Sullivan, led the way with a budget of less than $200,000, a small but dedicated staff of six, and one part-time MD. Health services were initially provided at the hospital during evening hours.

Since its inception, GVHC has greatly expanded to meet the needs of the community across Merced, Stanislaus, and San Joaquin counties. Currently, the organization proudly serves over 145,000 patients each year through 45 clinical locations in the region.

1972
Hospital-oriented migrant health program opens



1974
Merced Family Health Centers constructed a small medical and dental clinic





1973
Nonprofit Corporation formed



1995
Golden Valley Health Centers was born

Under the outstanding leadership of CEO Tony Weber, the organization has made significant strides in improving access to health care for the underserved populations.

The core belief that everyone should have access to health care has been the guiding principle of GVHC since its founding, and it remains central to its work to this day. The organization continues to meet its mission through dedication, hard work, and the power of partnership.

2014

Tony Weber becomes CEO



2016

Golden Valley Health Centers launches new logo



2020

GVHC launches CV PACE program



2022

Golden Valley Health Centers celebrates 50 years

In Memory

VERONICA PACHECO

GVHC Board of Directors

July 23, 1976 - June 12, 2023

We are deeply saddened to announce the passing of our dear friend and board member, Veronica Pacheco. She passed away on June 12th, and we are relieved that she is no longer suffering. Our thoughts and condolences go out to her husband, Raymond, as well as her family, friends, and loved ones during this difficult time.

Veronica was a dedicated ally of Golden Valley Health Centers and an integral part of our team. She made significant contributions to our community and our organization, and her expertise and unwavering commitment to our shared goals were invaluable. Her positive energy, dedication, and expertise will be deeply missed, and her passing is a significant loss for all of us.





In Memory

TOM MARTINEZ

GVHC Board of Directors

December 17, 1948 - June 29, 2023

t is with much sorrow that I inform you of the passing of our dear friend and board member, Tom Martinez, who left us. This is a tragic loss for all of us. Our thoughts and condolences go out to Tom's family, friends, and loved ones during this incredibly difficult time.

For nearly a decade, Tom passionately served Golden Valley Health Centers, carrying on his family's legacy and following in his mother, Flora's footsteps. Beyond Tom's extensive contributions to the board, he also possessed personal qualities that endeared him to all who had the privilege of knowing him. Along with his kindness and generosity, Tom was passionate about improving the lives of others, and his absence will be deeply felt by us all. We were truly fortunate to have had the opportunity to work alongside him.





THE HISTORY OF GOLDEN

In **1972**, Michael O. Sullivan assumed the role of coordinator for Merced County's Migrant Health Services program at Merced General Hospital. The program aimed to provide health care services to farm workers in Merced County.

In **1973**, Golden Valley Health Centers received news that the federal government would cease providing categorical funding for farm worker health programs by 1975. This development necessitated the program's transition towards independence and the pursuit of grants for funding. To achieve this, the organization decided to expand its services beyond farm workers and the rural poor, aiming to serve all low-income families. On July 31, 1973, Merced Family Health Centers officially became an independent nonprofit organization.

The year **1974** witnessed the official inauguration of Merced Family Health Center's new facility, situated between Childs Avenue and N Street in Merced, signifying an important milestone in their growth.

In **1975**, Merced Family Health Centers expanded its capabilities by appointing Dr. Douglas Eck as its first full-time physician, thereby strengthening its ability to deliver comprehensive health care services.

The subsequent year, **1976**, saw Merced Family Health Centers embark on a course of expansion. They began offering their services in Los Banos while simultaneously expanding their existing facility in Merced, effectively extending their reach to serve a wider population.

By **1977**, Merced Family Health Centers assumed responsibility for the Rural Health Program in Stanislaus County, taking over from the Stanislaus Medical Society, which was unable to meet new federal requirements. This transition ensured that residents of West Stanislaus County could continue to access vital medical services within the county. Additionally, Merced Family Health Centers continued to expand their reach and began providing healthcare services to farm labor housing centers in Empire and Patterson.

Recognizing the significance of collaboration, Merced Family Health Centers entered into a pivotal agreement in **1979** with the Merced Public Health Department. This agreement established a framework for coordination and cooperation, enabling the two organizations to effectively allocate patient needs, services, and territorial responsibilities within the county.







~ MERCED FAMILY HEALTH CENTER ~
A. PROPOSED ADMINISTRATION BLDG.
B. " DENTAL CLINIC
C. " MEDICAL CLINIC



VALLEY HEALTH CENTERS

Between **1980** and **1989**, many exciting developments occurred. In 1980, the new Los Banos site, Family Health Nueva Esperanza, opened a 5,000-square-foot facility with fifteen employees. The following year, in 1981, West Modesto established a new facility on J Street. In 1982, Merced Family Health Centers on Childs Avenue celebrated its 10-year anniversary by organizing a health fair, open house, along with entertainment. The health center secured additional federal funding in 1983 to provide primary care services to uninsured and unemployed residents in Los Banos, Merced, Planada, and Mariposa.

Noteworthy changes occurred in **1985**! Merced Family Health Centers, Inc. took over the management of two clinics in Patterson and Modesto managed by Stanislaus Family Health Centers due to threat of bankruptcy. The Planada site relocated in **1986** to a new 3,000-square-foot clinic, while the Child's Avenue Clinic introduced an express care wing, also known as urgent care.

Expanding further, in **1987**, the Dos Palos and the West Modesto on 6th Street sites were established. The center received funding in 1988 to implement an AIDS education program in Merced, targeting childbearing women and high-risk youth. Additionally, this funding aided in providing services to homeless residents in West Modesto. Lastly, in 1989, the center secured funding for a prenatal program in Los Banos, aiming to support low-income families in receiving proper medical care during pregnancy.









In **1990**, GVHC received the highest ranking from the U.S. Public Health Service for Community Health Centers. This recognition acknowledged compliance with federal regulations, exceptional performance standards, low administrative costs, robust healthcare assurance planning, comprehensive clinical services, and operational efficiency.

The following year, in **1991**, Merced Family Health Centers made a significant addition to its medical staff by hiring Dr. Long Thao, who became the first Hmong medical doctor to graduate from U.S. schools. At the time, Merced had a substantial population of over 8,000 Hmong and Southeast Asian refugees, and Dr. Thao's presence further enhanced the organization's ability to serve the Hmong and Southeast Asian community.

In **1992**, Merced Family Health Centers unveiled the newly renovated and expanded West Modesto Clinic. The updated facility allowed the organization to broaden its medical and dental services. This development was particularly crucial at the time, because dental services were scarce for low-income residents of Stanislaus County.

In November **1993**, Merced Family Health Centers received an esteemed guest, California Governor Pete Wilson, who attended the groundbreaking ceremony for the organization's first school-based health center located on Robertson Road in Modesto. Additionally, GVHC formed key partnerships with the federal government and Bank of America to secure financing for a new health center building in Patterson, expanding its reach further.

In **1994**, Merced Family Health Centers addressed the healthcare gap caused by the closure of the old Newman West Side Community Hospital. They opened a primary health clinic with extended hours in the same location, ensuring that Gustine, Newman, and unincorporated areas of Stanislaus and Merced counties had access to essential medical services.

In **1995**, the organization underwent a significant transition as the corporate name changed from Merced Family Health Centers, Inc. to Golden Valley Health Centers (GVHC). This name change facilitated the unification of all their facilities under a common identity. GVHC continued its expansion efforts, adding women's services in Stanislaus County with a clinic in Turlock, 777 East Hawkeye Avenue, and a Modesto Women's Health Center on McHenry Ave. They also opened a state-of-the-art facility known as Merced Suites on the Childs campus, providing comprehensive medical services such as family practice, internal medicine, urgent care, pediatrics, and obstetrics-gynecology.

In **1996**, GVHC received recognition for its outstanding contributions as it was selected as the Business of the Year by the Greater Merced Chamber of Commerce.

The organization celebrated its 25th anniversary in **1997** and marked the occasion by organizing free health fairs in the communities it served. During this time, GVHC also made plans to construct a new dental facility in Los Banos, transforming the existing site into a dedicated medical building. Additionally, GVHC began providing medical services at the Grayson/Westley Center resource center.

In **1998**, GVHC extended its support to the homeless community by opening a new clinic operating from the Modesto Inn. Services were also offered at the Modesto Salvation Army Office twice a week.

The year **1999** brought another milestone for GVHC as they achieved accreditation from the Joint Commission on Accreditation of Health Care Organizations. This accreditation added further credibility to the organization and instilled a sense of prestige among the staff members, highlighting their commitment to delivering high-quality healthcare services.









In the early **2000s**, Golden Valley Health Centers (GVHC) continued to expand its services and outreach efforts. In 2000, GVHC launched a Cultural Competency Program funded by The California Endowment. The program aimed to improve care for individuals from diverse cultural backgrounds.

The following year, in **2001**, the Homeless Health Care Program found a permanent home with the opening of the Corner of Hope clinic in Central Modesto. Additionally, a groundbreaking ceremony took place for the John O'Banion Merced Community Learning Center, which included a medical clinic operated by Golden Valley Health Centers. A new Women's Health Center opened in Merced, and a sixth dental clinic was established in Planada.

In **2002**, Golden Valley Health Centers celebrated its 30th anniversary and received a federal grant that allowed for the hiring of three new physicians and the strengthening of a community outreach program to underserved populations including the uninsured, homeless, migrant, and seasonal workers.

Significant developments continued in the subsequent years. In **2003**, GVHC inaugurated new dental offices in Los Banos. In **2005**, a grant from Blue Cross facilitated the opening of a second mobile clinic (MOM II) to serve patients in Stanislaus County and northern Merced Counties, collaborating with schools and the Salvation Army.

A groundbreaking ceremony in **2006** marked the beginning of a new GVHC facility, aiming to improve healthcare access in Newman, Gustine, and the Crows Landing area. By **2007**, a fifth Golden Valley Health Centers location was established in Modesto, and a new 10,000-square-foot clinic served residents of the Southeast Modesto/Ceres/Empire area.

In **2009**, a Golden Valley Health Centers mobile outreach clinic, known as the MOMobile, was designated to serve Riverbank High School and elementary school students that would lay the groundwork for a future school based health center. Additionally, a new clinic opened in Turlock on West Main Street during National Health Centers Week, further expanding their reach and services.



Merced County Fair – July 23 & 24, 2005
MOMobile
Health Insurance Counseling
Diabetes Screening (203)





In **2010**, Golden Valley Health Centers established a Call Center, employing a dedicated team of staff members to enhance communication with patients and improve on customer service. Additionally, the organization celebrated a significant milestone with the groundbreaking ceremony for its Senior Health and Wellness Center (SHAW) on Childs Avenue. The project, made possible by a generous $9.5 million grant from the federal government, aimed to cater to the health and wellness needs of the senior population in the Merced area. Moreover, Governor Arnold Schwarzenegger appointed GVHC's Chief Medical Officer to the prestigious Medical Board of California, responsible for licensing and disciplining medical doctors in the state. Golden Valley Health Centers also commenced the implementation of an electronic health records system across the organization, resulting in faster service delivery and a reduction in medical errors.

In **2011**, Golden Valley Health Centers began plans for the expansion of its Patterson health center, offering increased access to vital primary care services for West Stanislaus County. The expansion would allow the Patterson clinic to have 9,000 additional medical visits and 3,000 additional dental visits per year. Later that year, the organization celebrated the grand opening of its newest School Based Health Center in Riverbank on Cinco de Mayo. Another grand opening ceremony took place for the newest women's clinic in Modesto, located adjacent to the existing clinic on Florida Avenue. Furthermore, CEO Mike Sullivan announced his retirement after nearly four decades of dedicated service to the organization.

In **2012**, Golden Valley Health Centers celebrated the completion of the expansion project at its Patterson health center with an open house and ribbon-cutting ceremony. The organization also marked the grand opening of its Senior Health and Wellness Center, further expanding its commitment to serving the healthcare needs of the senior community.

In **2013**, Golden Valley Health Centers implemented the Rapid Dramatic Performance Improvement (RDPI) effort, focusing on continuous improvement in patient care, ensuring high-quality services for their diverse patient population.

The year **2014** saw the appointment of Tony Weber as the President and Chief Executive Officer of Golden Valley Health Centers. The organization also completed the construction of a replacement facility for the Hanshaw dental site, which had suffered a fire incident the previous year.

In **2016**, Golden Valley Health Centers unveiled a new logo, reflecting their growth, evolution, and continued dedication to delivering exceptional healthcare services.

In **2017**, the Nursing Scholarship offered by Golden Valley Health Centers was dedicated and renamed in memory of Flora R. Martinez. A founder of GVHC, Flora served on its Board of Directors for 43 years from 1971 until her passing in 2014. Through this leadership position, Flora admired the work of nurses and recognized the critical role they play in the delivery of quality healthcare services.

In **2018**, Golden Valley Health Centers introduced a text messaging service, enhancing communication and engagement with patients. The organization also received a significant $9 million investment from UnitedHealthcare, allowing for the construction of a new health center in Merced. The state-of-the-art two-story facility, known as Northview, aimed to improve the quality of care and patient services.

In **2019**, Golden Valley Health Centers opened the new Ceres Health Centers, located on East Whitmore Ave, expanding its reach and accessibility to healthcare services in the community.







In **2020**, GVHC quickly adapted to meet the needs of the community as the COVID-19 pandemic hit. The organization pioneered the concept of drive-thru COVID-19 testing, which was among the first program of its kind in the nation. GVHC also began offering rapid COVID testing and Telehealth services to ensure continuity of care during lockdown. In Merced, Northview Health Center was opened, increasing patient access with a large, two-story medical building to accommodate numerous exam rooms and providers.

Throughout **2021,** Golden Valley Health Centers played a crucial role in the COVID-19 vaccination efforts by administering vaccines to staff and vulnerable populations. A new electronic health records system, Epic, was implemented, which enhanced accessibility and quality of medical records. McHenry Suites Health Center opened in Modesto, providing specialty services that included Pediatric care and Optometry. GVHC also welcomed Turlock Pediatric Medical Group, integrating their facilities, staff and services into the operation, which included Adult & Pediatric Cardiology, Nephrology and Allergy Care. These new specialty additions enhanced the range of care offerings available to patients









2022 AWARDS & RECOGNITION

Golden Valley Health Centers (GVHC) has been recognized for its outstanding achievements and commitment to excellence in various prestigious awards during 2022.

One of the remarkable accomplishments is GVHC's attainment of the Silver Level certification as an Advocacy Center of Excellence (ACE) from the National Association of Community Health Centers (NACHC). This esteemed certification is a testament to GVHC's unwavering dedication to advocacy and the establishment of an advocacy-driven culture within the organization.

At the National Association of Community Health Centers (NACHC) Conference for Ag Worker Health in Denver, CO, on May 2nd, 2022, GVHC proudly received the Increase Access to Care (IAC) for Ag Workers Program Promising Practices Award. This distinguished recognition highlights GVHC's innovative partnerships that have expanded access to quality health care and health education for agricultural workers beyond traditional clinic settings. GVHC's efforts in serving the agricultural worker community were acknowledged as replicable promising practices, showcasing the organization's dedication to delivering accessible and high-quality health care services.

City of Modesto Proclamation
MARCH 2022



City of Merced Proclamation
MARCH 2022



City of Riverbank Proclamation
APRIL 2022



City of Los Banos Proclamation
JUNE 2022



County of Merced Proclamation
AUGUST 2022





NACHC Grassroots MVP Award
MARCH 2022



City of Patterson Proclamation
APRIL 2022



Program Promising Practices Award
APRIL 2022



City of Newman Proclamation
JUNE 2022



City of Manteca Certificate of Recognition
AUGUST 2022

GVHC also received the esteemed 2022 La Raza Award from El Concilio, recognizing its exceptional community partnership initiatives. The award acknowledges GVHC's efforts in enhancing health access and literacy, particularly during the challenging times of the COVID-19 pandemic. Through COVID-19 vaccinations, outreach programs, and educational presentations, GVHC demonstrated its commitment to reaching vulnerable populations and contributing to improved health outcomes.

The Los Banos clinic of Golden Valley Health Centers received well-deserved recognition with the Health Effectiveness Data and Information Set (HEDIS) Engagement Award from the Central California Alliance for Healthcare. This prestigious award commends the clinic's exceptional achievements in the Health Equity Performance Improvement Project (PIP).

The Los Banos clinic team implemented a range of initiatives to increase access and enhance patient attendance monitoring. They introduced a recall list to engage non-compliant patients for well-care visits and implemented a point-of-service member incentive program. Through these efforts, the clinic has made remarkable progress toward meeting its PIP goal, demonstrating a commitment to providing exceptional health care services of the highest quality to their community.

These notable awards and recognitions underscore Golden Valley Health Centers' commitment to excellence, community partnership, advocacy, and delivering exceptional health care services to diverse populations.

CA Senator Susan Eggman Certificate of Recognition
AUGUST 2022



CA Assemblyman Heath Flora Certificate of Recognition
AUGUST 2022



City of Ceres Proclamation
AUGUST 2022



City of Turlock Proclamation
SEPTEMBER 2022



County of Stanislaus Proclamation
DECEMBER 2022





U.S. House of Representatives Josh Harder Congressional Record
AUGUST 2022



Health Care Hands on Hero Award
AUGUST 2022



HEDIS Engagement Award
SEPTEMBER 2022



Hometown Hero Award
SEPTEMBER 2022



La Raza Award
OCTOBER 2022

NATIONAL HEALTH CENTERS WEEK

Golden Valley Health Centers (GVHC) celebrated National Health Center Week 2022, with a week-long series of events to raise awareness about the mission and accomplishments of America's health centers over the past five decades.



On Monday, August 8th, GVHC held a Children's Day event at W. Childs Ave Campus in Merced. The event featured sports physicals, a fun program for children and families with entertainment and games, walk-in children's immunizations, free health screenings, COVID-19 vaccines and boosters, and resource booths.



On Tuesday, August 9th, GVHC highlighted their Street Medicine Team, which delivers healthcare services directly to communities using a mobile medicine van. During their daily outreach to homeless communities, Community Health Workers and the Nursing team distributed care packages to patients.

On Wednesday, August 10th, GVHC merged Patient and Stakeholder Appreciation Day to honor and celebrate both stakeholders and patients in Manteca. The event featured a Coffee Social that fostered community networking and offered tours of their Manteca facility.



The following day, on Thursday, August 11th, GVHC continued its celebration of Patient and Stakeholder Appreciation Day in Modesto by highlighting its Central Valley PACE Day Center. Attendees were treated to another Coffee Social, enabling community networking, and had the opportunity to explore GVHC's facility through guided tours.

On Friday, August 12th, GVHC staff, and volunteers distributed non-perishable food items and health education resources to residents of the Empire Farm Worker camp.



A COLLABORATIVE APPROACH TO COMMUNITY HEALTH CARE

Advocacy In Action

Golden Valley Health Centers (GVHC) is a strong advocate for healthcare access and Community Health Centers. Their Government Affairs team played a pivotal role in securing proclamations for GVHC's 50th anniversary from Federal, State, and Local officials.

The team organized clinic tours for elected officials to showcase the impact of primary healthcare access by GVHC and community health centers. These tours raised awareness about the challenges in delivering quality healthcare services.

GVHC's Government Affairs team actively participated in advocacy efforts at events like the Day at The Capitol in Sacramento, organized by the California Primary Care Association (CPCA). They advocated for important causes, including telehealth, expanding the healthcare workforce, enhancing behavioral health access, and securing increased funding for the supplemental payment pool.

Moreover, the team attended the annual Day at The Capitol event by the California Program of All-inclusive Care for the Elderly Association (CalPACE), advocating for the 70 PACE centers and alternative care sites in California. Lastly, GVHC participated virtually in the Policy and Issues forum hosted by the National Association of Community Health Centers (NACHC), advocating for Community Health Centers, workforce, and 340b funding.

Community Health Workers

Golden Valley Health Centers takes great pride in the work of its dedicated team of Community Health Workers (CHWs), who serve as ambassadors in the communities of Stanislaus, San Joaquin, and Merced counties. The CHW team provides outreach, and health education, and connects individuals with the resources they need to maintain good health.

One of the critical areas of focus for our CHWs has been supporting our Nursing department with vaccination efforts. In 2022, CHWs attended a total of 181 vaccination events to provide outreach, education, and assistance in ensuring that everyone has access to the COVID-19 vaccine.

CHWs also delivered a total of 132 virtual and in-person presentations on a wide range of health topics at community and school venues. This work is aimed at promoting health literacy and health access.



CENTRAL VALLEY PACE
GOLDEN VALLEY HEALTH CENTERS

NEW LOCATION COMING TO MERCED COUNTY

The Central Valley Program of All-Inclusive Care for the Elderly (CV PACE) offers comprehensive healthcare and tailored support to seniors in the community to enable them to age in place safely. The program includes in-home support care, meal delivery, transportation to appointments, and prescription delivery. Participants also have access to a day center, hot meals, daily activities, on-site physical and occupational therapy, and primary care providers. CV PACE provides individualized care, with participants working with a dedicated team of healthcare professionals to coordinate their healthcare needs.

On December 9, 2022, Golden Valley Health Centers broke ground on their newest Central Valley PACE center in Merced, California. The new center will be located on the Childs Avenue campus, and will serve as an addition to the largest GVHC campus in the service region. The new center is expected to open in 2024.



Participant Story

Melvin Borja

Melvin Borja, a participant of Central Valley PACE, faced challenges in accessing medical appointments and obtaining timely medication. He relied on his daughter for transportation and to ensure he received his prescriptions on time. However, Melvin's perspective changed when he heard about our program through a social worker at Sutter Memorial Hospital. Although initially hesitant, he became intrigued after seeing our billboards and decided to reach out. Melvin had the opportunity to speak with our dedicated Enrollment Specialist, Briseida, who provided invaluable assistance.

Since joining Central Valley PACE, Melvin has achieved remarkable milestones. Through engaging in physical therapy and enjoying leisure time at the gym, he successfully shed 10 pounds. Additionally, with the guidance of our Registered Dietitian, Melvin has gained valuable knowledge about nutrition to meet his health goals.

Melvin expresses immense gratitude towards everyone at the Pace Center who has supported him along his journey. From the transportation team, day center staff, social worker, clinic staff, to the physical therapy team, each individual has played a significant role in Melvin's progress. He particularly enjoys spending time socializing with his buddies at the center, engaging in his passion for drawing, and eagerly participating in lively karaoke sessions.



Elder Abuse Day

In honor of World Elder Abuse Day, Central Valley PACE welcomed local agencies, who assist the senior population, to help educate participants and prevent elder abuse in the community. Participants and staff learned about fraud prevention and the warning signs of elder abuse. Participants were also provided with resources and information on how to access mental health services within Stanislaus County.



GOLDEN VALLEY HEALTH CENTERS FOUNDATION

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Arbor Day

On Friday, April 29th, the Foundation celebrated both the 150th anniversary of Arbor Day and the 50th anniversary of Golden Valley Health Centers.

The festivities took place at two locations, the Empire School-Based Health Centers and Rob Road School-Based Health Center in Modesto. Students treated staff to a delightful array of performances and participated in a special tree-planting ceremony.

Backpacks For Kids

During the annual backpack campaign, the GVHC Foundation distributed nearly 3,000 backpacks to pediatric patients, each filled with essential supplies for the upcoming school year. This impactful campaign is crucial in alleviating the financial burden associated with preparing for the new school year.



GVHC + Stan State Partnership

On Friday, October 21st, Golden Valley Health Centers' employees came together at California State University, Stanislaus (CSUS), for a Men's Soccer Game. The CSUS Athletic Department graciously hosted GVHC staff and their guests for the event, creating a vibrant and welcoming atmosphere. A highlight of the evening was the delightful VIP tailgate party, providing a perfect setting for staff and guests to unwind, relax, and thoroughly enjoy the game.

CALIFORNIA STATE UNIVERSITY Stanislaus

GOLDEN VALLEY HEALTH CENTERS



Making A Difference Gala

The Annual Making a Difference Gala, held on August 20th, was a dedicated celebration of GVHC's 50th Anniversary. Embracing the theme of "Hot August Nights," the event attracted a remarkable turnout with over 250 esteemed guests in attendance.

During the gala, special recognition was bestowed upon Alicia Dicochea for her invaluable contributions as a founding member and her remarkable 45-year tenure on the Board of Directors for GVHC. Her exceptional dedication played a pivotal role in the planning and establishment of the first GVHC Health Center, as well as the subsequent development of [30] additional clinics, until her retirement in 2017.

Alicia Dicochea's unwavering advocacy on behalf of farmworkers, minorities, and the underserved has ensured that their voices are heard and their needs are addressed within the community.





$30K IN CHALLENGE 30 DAYS

The $30K in 30 Days Challenge, held November 1st through 30th, was an opportunity for the community to support Golden Valley Health Centers and help raise $10,000 in 30 days with an anonymous donor contributing $20,000 if the Foundation was successful.

The Foundation raised $14,670, exceeding the goal of $10,000. With the anonymous donor's contribution of $20,000, the grand total raised for Golden Valley Health Centers was $34,670. The 30 Days Challenge was a testament to the generosity and support of the community for Golden Valley Health Centers.

Investing In Nursing Heroes

On June 16th, five deserving college students pursuing degrees in were awarded a total of $25,000 in scholarships. The scholarship program, named after the late Flora R. Martinez, a founding board member of GVHC for 43 years, was established as a tribute to the essential care provided by nurses.

Flora R. Martinez's son, Tom Martinez, established the scholarship after her passing in 2014, as a promise to continue her legacy. The scholarship recipients for 2022 include Luis Lomeli, Natalie Penate, Melanie Ruvalcaba, Rebecca DeStefano, and Alyssa Walker (not pictured).



Adopt-A-Family Program

The 5th year anniversary of the Adopt-A-Family Program provided much-needed support and gifts to those in need during the holidays. The program was designed to assist GVHC patients in San Joaquin, Stanislaus, and Merced Counties who struggled to make ends meet.



This project brings joy and happiness to patients and families who were celebrating the holidays alone, had limited means, were experiencing their first holidays in the U.S., or suffering from the effects of trauma and mental illness.

The clinic sites were able to nominate deserving families for this assistance, and the Foundation was proud to support 18 families that were nominated.

Annual Golf Tournament

The Annual Golf Tournament was held on October 24th at Oakdale Golf and Country Club. This beautiful fall day was filled with over 130 avid golfers and supporters of Golden Valley Health Centers. Golfers were challenged to golf, games on the course and were treated to a reception and awards after golfing.

FIGHTING COVID-19 WITH BREAKTHROUGH SOLUTIONS

Golden Valley Health Centers (GVHC) continued their proactive response to the COVID-19 pandemic throughout 2022, implementing a range of initiatives to support their employees, patients, and the communities they serve.

Addressing vaccination disparities in underserved communities was a top priority for GVHC. They partnered with trusted Community Based Organizations and school districts to organize numerous vaccination events. These collaborative efforts played a vital role in bridging the vaccination gap and ensuring equitable access to immunization.

To streamline COVID-19 testing, GVHC introduced a convenient self-scheduling feature through the MyChart app. This user-friendly tool allowed patients and non-patients to schedule COVID-19 tests without direct interaction with GVHC staff. The feature not only increased the visibility of available testing appointments but also alleviated the workload of staff members during the surge in testing demand.

During the COVID-19 pandemic, when access to in-person care was limited, telehealth emerged as a crucial solution. Recognizing the importance of this alternative, Golden Valley Health Centers (GVHC) launched the TytoCare pilot telehealth initiative. This program aimed to provide convenient home-based healthcare services and prioritize the enhancement of access and improvement of health outcomes.

GVHC demonstrated its commitment to employee well-being by ensuring access to personal protective equipment (PPE), significantly reducing work-related COVID-19 exposure and illness claims. Over 300 COVID-19-related leaves of absence were processed, and comprehensive support was provided to employees experiencing pandemic-related stress.

Prioritizing safety, GVHC shifted its employee recruitment process to virtual interviews and job fairs, allowing them to continue hiring while maintaining a safe environment for all involved.

COMMUNITY IMPACT REPORT

TOTAL PATIENTS

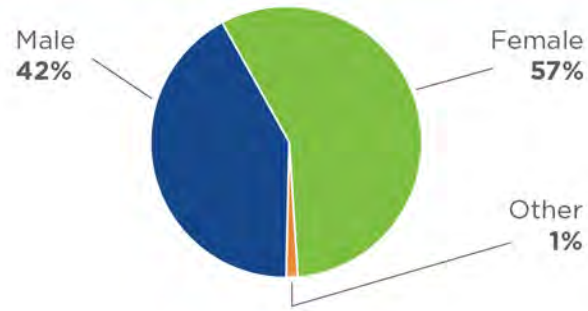
145,305

TOTAL VISITS

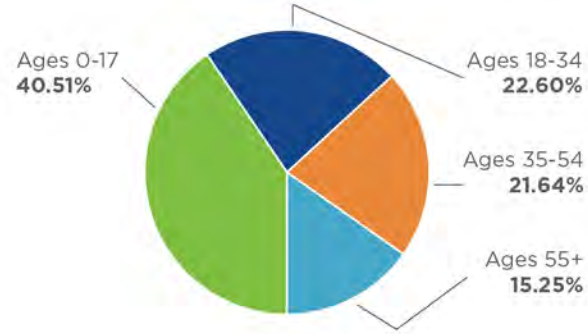
579,036

CLINIC	430,243
VIRTUAL	148,793

GENDER



AGE RANGES



SPECIAL POPULATIONS

(Number of patients %)

23.20%
AG WORKERS
(Migrant / Seasonal patients)



INSURANCE INFORMATION

62.74%	of Merced County patients have Medi-Cal
76.71%	of Stanislaus County patients have Medi-Cal
67.27%	of San Joaquin County patients have Medi-Cal

None / Uninsured
9%

Medicaid
71%

Medicare
5.5%

Private Insurance
10%

Other Public Insurance
4.5%

Chiropractic Care

Golden Valley Health Centers (GVHC) focused on expanding its chiropractic services and adding more providers. The expansion was aimed at improving collaborative care and providing patients with the best possible treatment.

The chiropractic services offered by GVHC include a musculoskeletal exam, spinal manipulation, treatment for acute and chronic conditions, on-site laboratory services, and referrals for diagnostic testing.

GVHC is committed to providing its patients with comprehensive care, and its chiropractic services are a critical part of that effort. With the establishment of Chiropractic services, GVHC is helping patients to live happier, healthier lives.



Childhood Wellness Campaign

In response to the concerning trend of children missing their well-child visits and vaccinations during the past two years, Golden Valley Health Centers launched the Childhood Wellness Campaign. The campaign aimed increased patient and community access to vital well-child exams and immunizations.

To improve patient access, GVHC established four immunization hubs at various locations throughout the week, streamlining the vaccination process by allowing patients to receive their immunizations directly without the need for separate provider appointments.

In addition to the immunization hubs, GVHC proactively organized off-site events to reach more patients. One notable event was the Childhood Immunization Drive-Up, conveniently located at 1510 Florida Ave in Modesto. Guardians were able to schedule appointments for their children's routine vaccinations, providing a convenient and accessible solution.

Another significant event hosted by GVHC was the Health Fair at Modesto Nuts Stadium on July 29th. This event catered to children returning to school by offering well-child checks and immunizations, ensuring they received necessary healthcare services in preparation for the academic year.

HIV Health & Wellness

Golden Valley Health Centers (GVHC) is proud to report on the success of its HIV Health & Wellness program, formerly known as the Ryan White program. The program was established in 2020, with the aim of offering rapid antiretroviral therapy (ART) and related services to support patients with HIV and improve care outcomes.

As part of a three-year pilot program located at GVHC Ceres East Health Center, Rapid ART provides medical appointments within seven days of identification, immediate treatment, and support throughout the patient's care journey, enabling them to achieve and maintain healthy outcomes. This intervention makes it easier and faster for patients to obtain HIV treatment, remain engaged in care and protect themselves and others.

GVHC is part of a national initiative to implement rapid ART, with only 14 organizations awarded through the Health Resources and Services Administration's (HRSA) Special Projects of National Significance (SPNS). GVHC works with the University of California, San Francisco, to develop workflows and protocols for implementing rapid ART as part of a learning collaborative that provides feedback to help discover best practices. HRSA will disseminate this information in a rapid ART manual for other organizations to reference in the future.

Since implementing rapid ART in 2021, GVHC has seen a 200% increase in patients being linked to treatment and care within seven days. This result shows the effectiveness of the program in improving access to care for patients with HIV. The HIV Health & Wellness program has been a significant success in improving patient outcomes and providing insight into how other organizations can achieve similar outcomes by implementing rapid ART.





IMPROVING PATIENT ACCESS ACROSS

New Location

On February 1st, 2022, GVHC opened its newest clinic in Modesto, located at 208 W. Coolidge in Modesto. This new location will house many of the West Modesto Health providers during the renovation. However, after the renovation, the Modesto Coolidge Health Center will provide its own set of services to the local community.



Renovation Update

The West Modesto Health Center, located at 1114 6th St. Modesto, CA, underwent significant improvements throughout 2022 and continues in 2023 to provide an even better care experience for patients. The new West Modesto Clinic opened in the Spring of 2023.



CHECK UP Magazine

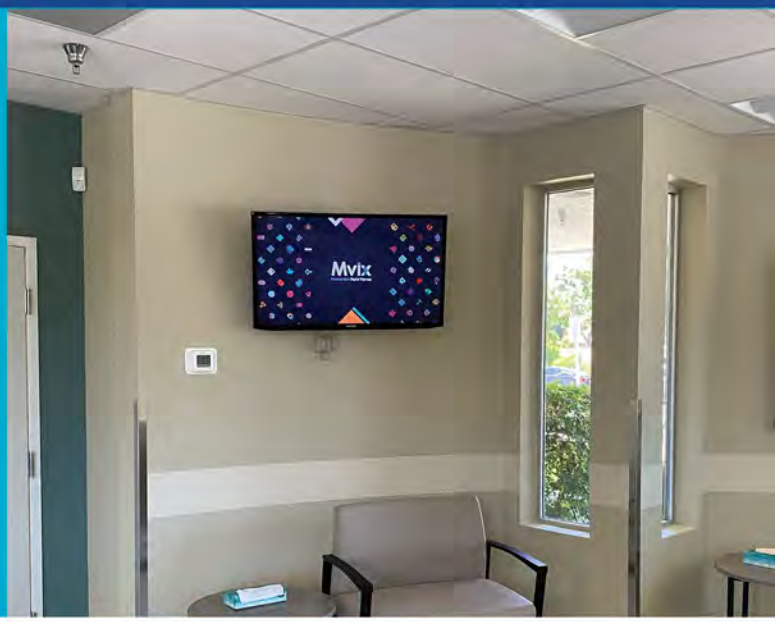
This year, GVHC introduced the *CHECK UP* magazine to our clinic visitors, patients and staff. Content includes engaging health, nutrition, and prevention focused information in both English and Spanish, for patients to read during wait times in lobbies. Each quarterly issue offers enriching and informative content about Golden Valley Health Centers services, news and updates, current health related topics, kids' puzzles and activities, inspirational stories and upcoming community events hosted by GVHC and our community partners.



GOLDEN VALLEY HEALTH CENTERS

MVIX Digital Signage

Over the past year, GVHC accomplished a significant milestone by successfully implementing its new Digital Signage system. This major undertaking was designed to benefit staff, providers, and patients throughout the organization. The Digital Signage displays educational information in English and Spanish, in all GVHC waiting rooms. Covering a wide range of topics, including GVHC services, locations, and important updates, this innovative system ensures that valuable information is readily available to all individuals at their point of care.



Women's Health

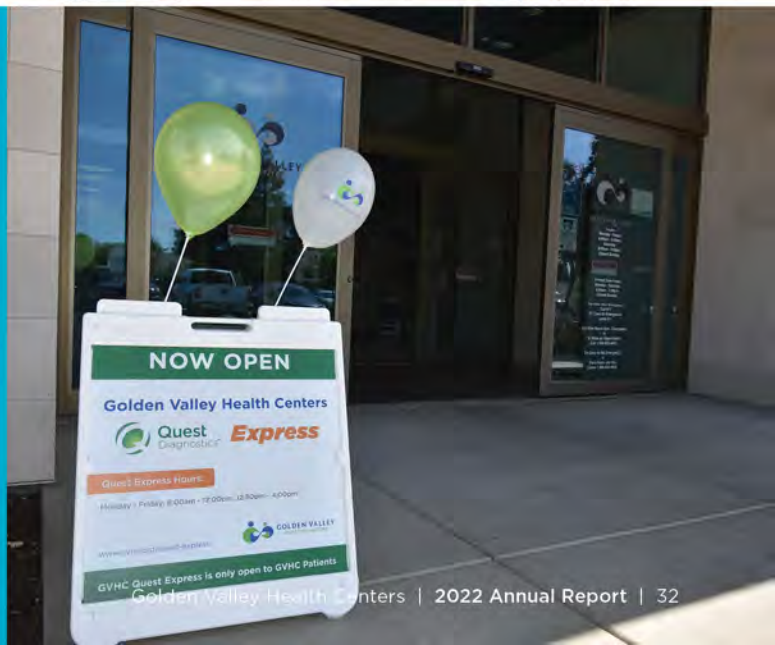
Modesto Women's Health Center, another vital part of GVHC's network of care, reopened to the public after undergoing several months of renovations. GVHC's dedication to providing high-quality, accessible care to its patients remains a top priority.



Quest Express

Golden Valley Health Centers partnered with Quest Diagnostics to bring an exclusive service to their patients. This new service, Quest Express, offers patients a convenient and efficient way to receive lab services. Quest Express was implemented in order to make the lab experience more convenient for Golden Valley Health Centers patients. The implementation of Quest Express helps achieve that goal and brings convenience and ease to the lab process for GVHC patients.

This new lab is located in Merced, CA, and is exclusively for GVHC patients.



FINANCIAL REPORT

Total Cost To Run The Health Centers

$157,556,681

Personnel Expenses

$112,944,037

Supplies

$4,250,064

Purchased Services

$12,892,138

Other Expenses

$27,470,442

Cost Per Patient

$1,084

CENTRAL VALLEY STRONG

1,031
GVHC Employees

4
Urgent Care Locations

49
GVHC Locations

45
GVHC Clinics



CELEBRATING EMPLOYEE EXCELLENCE

Employee Of The Year

Brandon Huber's exceptional dedication to patient care has earned him the prestigious Golden Valley Health Centers Employee of the Year award. Despite ever-changing circumstances, Brandon remains diligent and compassionate, consistently striving to educate his patients and address their concerns. His commitment goes above and beyond, regularly arriving 30 minutes early for shifts and extending his working hours to ensure patients receive the necessary care. As a valued leader and team player, Brandon fearlessly communicates concerns to prioritize patient well-being and the practice of safe medicine.

Brandon's Supervisor, Regional Medical Director, Dr. Sharma, enthusiastically acknowledged his outstanding performance saying, "Brandon joined our team through the Advanced Training Program and has excelled. He graduated from the training with flying colors and star ratings from all of his supervising physicians. He has been well liked by his patients, staff and co-workers. He has excellent clinical skills and provides compassionate and quality care to all his patients. His desire to grow and excel in his career, along with his desire to meet the needs of community and help our patients, make him perfectly suitable for the new launch of our HIV treatment program team in South region. Brandon is always willing to go the extra mile to help patients in need. He keeps the energy level high and maintains a positive attitude for the entire team. He truly deserves to be appreciated and awarded as an Employee of the year!"



Golden Valley Health Centers takes great pride in recognizing the outstanding contributions of our 2022 Employees of the Quarter. These exceptional individuals have been nominated by their peers and their achievements are celebrated as a testament to their dedication and commitment to Golden Valley Health Centers.

- Sandra L. Lopez - Dental Patient Services Representative
- Elizabeth Ochoa - Registered Dental Assistant
- Rosio Guzman - Patient Access Representative
- Eva Marie Mateo - Payroll Manager
- Iris Vaca Jasso - Patient Services Representative
- Laura Hodgson - Nursing Care Coordinator I
- Lourdes Acasio - Call Center Supervisor
- Joshua Davis - IT Systems Administrator II
- Griselda Wetherington - Registered Dental Asstistant
- Stacey Kuzak - Director of Nursing
- Juan Martinez - Epic App Analyst II



2022 Golden Valley Health Centers
Merced Clinic Campus

CELEBRATING 50 YEARS OF COMMUNITY HEALTHCARE

GVHC.ORG