# High-Quality Health Care For All




GOLDEN VALLEY HEALTH CENTERS

2023 Annual Report

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To view our full length 2023 Annual Report scan the QR code or visit: gvhc.org/publications


GOLDEN VALLEY
HEALTH CENTERS

# Introductory Message from the *Board President*



2023 was a full and exciting year for Golden Valley Health Centers (GVHC). We began with a natural disaster that rocked one of our most rural areas in Merced County, causing the evacuation of more than 4,000 Planada residents. Knowing that our GVHC clinic is the only medical service available in town, the clinical, operations and outreach teams at GVHC jumped into action to help. They mobilized across departments to provide emergency resources, medical care, basic household supplies and other support.

While we were thankful to finally be in the clear for the most part related to the threat of COVID-19, we realized that we must always be prepared for what may come. The Planada flood was a powerful reminder of that.

Our staff is remarkable. They strive every day to live out our mission: *We provide access to high-quality health care for all, serving with dignity, respect and compassion.*

The guiding mission of our organization was updated last year and truly reflects the honor it is for us to serve the community in such impactful and critical ways. While our mission is new, our priorities centered on Access, Quality and Culture remain the same.

We face new challenges every year, but we hold fast to what we know is our calling, providing culturally sensitive and compassionate care to people representing all backgrounds, languages, and ages.

We celebrated the groundbreaking of our newest school based health center in Merced last year, along with a grand re-opening of our 6th street Modesto clinic. We opened new urgent care locations and began to offer virtual urgent care appointments after hours. We strive to continue providing new services and expanding our availability to meet the growing needs around us.

As one of the largest Federally Qualified Health Centers in California, GVHC is making a difference. We are continuously on the lookout for opportunities to grow, expand, serve more patients, and build our strong, talented and dedicated workforce of healthcare professionals. In 2023, we provided more than 600,000 services to people living in our communities and we are well on our way to surpassing that in 2024. None of this would be possible without the hard-working team and the trust of our patients.

Through the ups and downs of the past year, we remained steadfast in our commitment to health center excellence. At GVHC we look back with pride on what we accomplished last year. And we look forward to a successful year of building and cultivating our organization, a pillar of health and hope for many.

With thanks,
John Price, GVHC Board President

GOLDEN VALLEY HEALTH CENTERS

## BOARD OF DIRECTORS



**Ernesto Gomez**
Treasurer



**Maria Rosales**
Secretary



**David Kamins**
Board Member



**David Carr**
Board Member



**Maria Vargas**
Board Member



**Robert Anderson**
Board Member



**Tamara Cobb**
Board Member

## *In Memory*



**George Conklin**
GVHC Board Member
1952 - 2024



**Duke Leffler**
GVHC Foundation Board Member
1955 - 2023

# Community Impact Report

## TOTAL PATIENTS

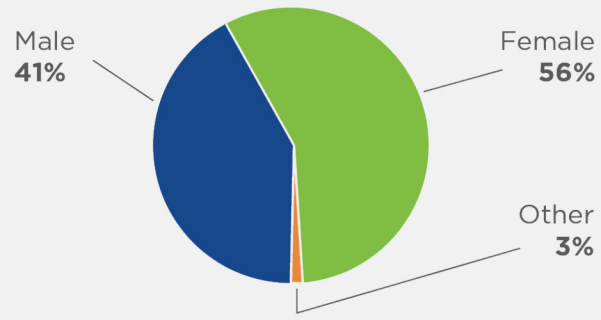
**148,196**

## TOTAL VISITS

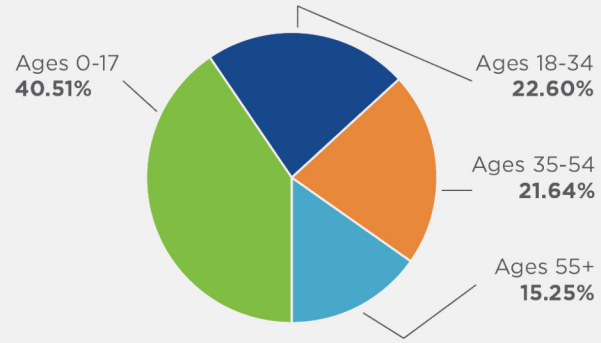
**615,571**

| | |
|---|---|
| CLINIC | 492,938 |
| VIRTUAL | 122,633 |

## GENDER




## AGE RANGES




## OUTREACH TOUCHPOINTS

**108,433**

Presentations and Health Education

| | |
|---|---|
| Merced County | 55,208 |
| Stanislaus & San Joaquin County | 53,225 |

## STREET MEDICINE VAN FOR UNHOUSED

| | |
|---|---|
| Patients served | 4,804 |
| Stanislaus County | 2,500 |
| Merced County | 2,304 |

### None / Uninsured

6%

### Medicaid

77%

### Medicare

6%

### Private Insurance

2%

### Other Public Insurance

9%

# A Message from Our CEO

Dear Friends & Partners,

GVHC is one of the oldest and largest Federally Qualified Health Center (FQHC) networks in the state and country. We are a regional network of health centers, not unlike many of the health systems in the counties we provide services. We service patients in three counties and have staff from cities and towns throughout the Central Valley.

GVHC has a rich history and has experienced tremendous growth since its founding in 1972. Mike Sullivan, GVHC's original CEO, was at the forefront of the FQHC movement in California and built a very strong foundation in which GVHC still stands. During Mike's tenure, GVHC started providing a variety of specialty care services and developed a first of its kind integrated behavioral health program among many other innovations.

Our newly retired CEO, Tony Weber, tripled the size of GVHC's budget and doubled our size in sites and employees. Tony also led the development of our Central Valley PACE Program which is our signature service for our aging population. As I start my tenure, I appreciate the legacies of Mike and Tony and look towards our future.



I have served as GVHC's Chief Strategy Officer since January of 2023. Since then, I have been involved with the development of the new Mission, Vision and Values. I have also led the strategic alignment of new site and services development and worked collaboratively with leadership and staff throughout the organization. I have previously visited almost every site and appreciate the size and scope of what we offer at GVHC.

Our Mission is clear: We provide access to high-quality health care for all, serving with dignity, respect and compassion. This mission is fundamental to an FQHC that provides care to anyone who comes in our doors. This is a foundational element of FQHC and GVHC.

Our CAIIR Values of Collaboration, Advocacy, Integrity, Innovation, and Respect is how we perform our duties and work with each other. By living our core values, we will be recognized as an employer and provider of choice, where everyone feels genuinely cared for and valued.

We are responsible for providing primary care services to 150,000 people. This is a great responsibility for us all. I look forward to this tremendous responsibility and opportunity. I am excited to carry the legacy of GVHC into the future and will continue collaborating with our staff and partners to ensure continued access to high-quality, comprehensive primary care services.

I have spent my 25 year career with FQHCs, and I am humbled to be the next CEO of GVHC.

David Quackenbush,
Chief Executive Officer

GOLDEN VALLEY
HEALTH CENTERS

# MISSION

We provide access to high-quality health care for all, serving with dignity, respect and compassion.

# VISION

By living our core values, we will be recognized as an employer and provider of choice, where everyone feels genuinely cared for and valued.

# CORE VALUES

**Collaboration:**
We value and promote collaboration at all levels, creating a culture built on trust, empathy, positivity, clarity and accountability.

**Advocacy:**
We champion practices and policies that promote equity in health care and sustainability for GVHC.

**Integrity:**
Our actions reflect our commitment to a culture where honesty, transparency and accountability ensure we do the right thing.

**Innovation:**
We value curiosity, technology, inclusivity and adaptability to continually improve the way we work.

**Respect:**
We respect and value every person we interact with, treating one another with dignity and compassion.

CAIIR

Golden Valley Health Centers

# Executive Team



**David Quackenbush**
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

GOLDEN VALLEY
HEALTH CENTERS
FOUNDATION

# Our *Mission*

The Golden Valley Health Centers Foundation was established in 2016 to provide support for and raise awareness of GVHC's mission: We provide access to high-quality health care for all, serving with dignity, respect and compassion. The health center provides care for those who need it, whether they are insured or uninsured. Through supportive programs, GVHC Foundation strives to improve the quality of life for families who trust GVHC with their health care. Our Foundation is responsible for fund development on behalf of the health center, and additionally working with community partners to seek and apply for grant funding. These funds support basic needs, early childhood development, the mobile medical van, vaccinations and more.

## GVHC Foundation Awarded Candid Seal of Transparency

Gold Transparency 2023
Candid.

GVHC Foundation is a gold-level GuideStar participant, demonstrating its commitment to transparency.

# Foundation Board of Directors & Staff



**David Kamins**
Board Chair



**Dauna Goza**
Board Vice Chair



**Dr. John Abordo**
Board Member



**Patty Beach**
Board Member



**Tracy Blair**
GVHC VP & General Counsel



**Angelina Ceja**
Board Member



**Shannon Egleston**
Foundation Manager



**Francine Foley**
Foundation Executive Director



**Marylou Muro**
Board Member



**Gurjeet Sandhu**
GVHC VP & Chief Financial Officer

# Children Books for our *Tiniest Patients*

The GVHC Foundation, in collaboration with the National Association of Community Health Centers (NACHC), Quest Diagnostics and the Sesame Workshop has distributed nearly 4,000 Sesame Street children's books to the Pediatric and Family Practice clinics of GVHC! These books were donated to the Foundation and were a well-received treat for our tiniest patients.

The books are colorful and beautifully written in Spanish and English. They talk about the importance of staying healthy in both body and mind using Sesame Street's favorite characters – Elmo, Grover, Cookie Monster and more! They share, in a fun and engaging way, why it is important to have regular visits with a doctor, what happens when you go to the doctor, how to stay healthy and many other helpful health education topics.

The Sesame Workshop is the nonprofit organization behind Sesame Street with a mission to help kids everywhere grow smarter, stronger and kinder.

Thank you NACHC, Quest Diagnostics and the Sesame Workshop for this wonderful and healthy gift to our families!




## Numbers that change *Lives*

### Nursing Scholarships

*$25,000* Awarded in Nursing Scholarships

### Back to School Backpack Program

*3,000* Backpacks supplied to students

### Adopt a Family Program

*$10,000* Raised to help with much needed food, children's toys, and holiday cheer

## How can YOU help?

Scan the QR code to visit our giving page.

# Arabian Nights

## Making A Difference Gala

The Annual Making a Difference Gala – Arabian Nights, was held Saturday, August 19, 2023 at the Grand Oak Banquet Hall in Turlock. It was an evening filled with fine food, exotic entertainment, extensive silent and live auction and the fun music of the Killer Dueling Pianos. Over 340 guests attended with many dressed in festive Arabian costumes. Highlighting the festive mood were belly dancers and exquisite Arabian décor.

Proceeds from this event supports the patients and families of GVHC.





# Swinging for Support

## GVHC Foundation's
## Annual Golf Tournament

The Annual Golf Tournament was held on October 23, 2023 at the Oakdale Golf and Country Club. The Golf Tournament featured a variety of fun activities, snacks and challenges on the holes plus dinner during the awards. The Tournament hosted 128 golfers who enjoyed a great day of golf.

Proceeds from this event also support the patients and families of GVHC.





# Fueling Health

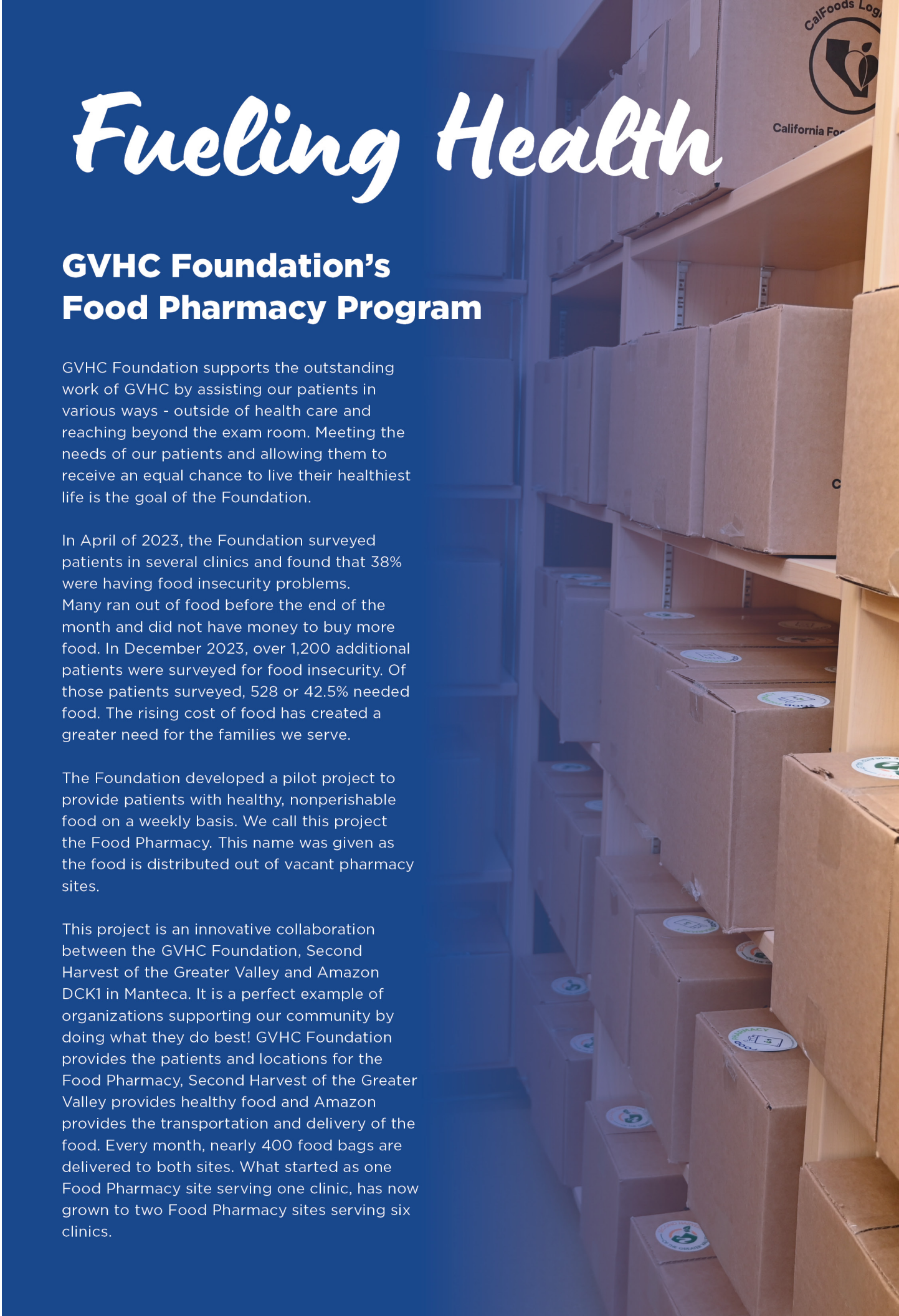
## GVHC Foundation's Food Pharmacy Program

GVHC Foundation supports the outstanding work of GVHC by assisting our patients in various ways - outside of health care and reaching beyond the exam room. Meeting the needs of our patients and allowing them to receive an equal chance to live their healthiest life is the goal of the Foundation.

In April of 2023, the Foundation surveyed patients in several clinics and found that 38% were having food insecurity problems. Many ran out of food before the end of the month and did not have money to buy more food. In December 2023, over 1,200 additional patients were surveyed for food insecurity. Of those patients surveyed, 528 or 42.5% needed food. The rising cost of food has created a greater need for the families we serve.

The Foundation developed a pilot project to provide patients with healthy, nonperishable food on a weekly basis. We call this project the Food Pharmacy. This name was given as the food is distributed out of vacant pharmacy sites.

This project is an innovative collaboration between the GVHC Foundation, Second Harvest of the Greater Valley and Amazon DCK1 in Manteca. It is a perfect example of organizations supporting our community by doing what they do best! GVHC Foundation provides the patients and locations for the Food Pharmacy, Second Harvest of the Greater Valley provides healthy food and Amazon provides the transportation and delivery of the food. Every month, nearly 400 food bags are delivered to both sites. What started as one Food Pharmacy site serving one clinic, has now grown to two Food Pharmacy sites serving six clinics.








Stories from the families served by the Food Pharmacy paint the picture of how important this support really is.

- *"I am a senior and disabled. I don't get much help, so this helps me."*
- *"Right now, we don't have any income for our family. This helped a lot."*
- *"This helps us a lot because food is getting too expensive."*
- *A grandmother and her granddaughter came to the Food Pharmacy inquiring how they could get a bag of food. The 6-year-old girl said, "We really need food." The staff working at the Food Pharmacy was able to give them a bag. When the little girl received the bag and looked at the contents, which included a big box of cereal, she said, with a big smile on her face, "This is the best day EVER!"*

The Foundation's goal is to continue and expand Food Pharmacy sites, adding more clinics and providing more healthy food to patients and families. We are working to empower more individuals to live their healthiest life.

FOOD PHARMACY
GOLDEN VALLEY HEALTH CENTERS FOUNDATION

## Numbers That Matter

**2,195**
Food bags distributed

**35,861**
Pounds of food distributed

**8,780**
Individuals served
(approximately 4 people per family)

**$69,129**
Total food donation from
Second Harvest of the Greater Valley

# Improving Patient Care

## Streamlined Immunization Services

Golden Valley Health Centers has launched an innovative immunization room as part of the Population Health Management Initiative. This initiative, a collaboration with partners such as the California Primary Care Association and Kaiser Permanente, aims to enhance vaccine access and streamline processes.

The dedicated immunization room ensures patients receive necessary vaccines immediately following acute care visits, reducing missed appointments and improving vaccination rates. Golden Valley Health Centers anticipates reduced cycle times and improved access to care, with plans to expand the program to more clinics in the future.



## Smiles for tomorrow

Golden Valley Health Centers organized Kids Dental Day events in Ceres and Los Banos, offering free dental exams for kindergarten and 1st-grade students. This effort emphasizes the importance of maintaining good oral health and receiving preventive dental care. It also aims to establish positive relationships early on, ensuring that children have a comfortable and pleasant experience during dental visits.

In the future, GVHC aims to strengthen partnerships with local school districts to host additional Kids Dental Days in the communities we serve.



CENTRAL VALLEY PACE

# Empowering Seniors to Thrive

Central Valley PACE began enrolling participants in the summer of 2020. We are providing comprehensive health care and tailored support to seniors in the community, enabling them to age in place safely. At inception, PACE only served two counties, San Joaquin and Stanislaus. The first PACE center opened quietly in the heart of Modesto during the height of the pandemic. Central Valley PACE has gained participants quickly, by striving to provide excellent community support and education. After a full year of operating in 2021, Central Valley PACE had enrolled 128 participants, gained 65 employees, and had provided 11,137 rides from participant homes to the center. It became clear that expansion into new counties should be considered.

In December, 2022, Central Valley PACE broke ground at its newest location, greatly increasing the PACE service area in Merced. The new PACE program opens in the summer of 2024. Central Valley PACE has continued to grow and expand since 2020, boasting more than 150 employees by the close of 2023. By the start of 2024, the program served 368 participants, with 178 new enrollees in 2023 alone! As we grow to serve the seniors across our community, the future of Central Valley PACE is bright. We are proud to provide comprehensive care to seniors across the Valley.

## 2023 Highlights

**91,612**
Meals Distributed

**38,591**
Transportation Rides

**368**
Participants Served



# Celebrating our Award-Winning Achievements

## Access Enhancer

The Access Enhancer badge recognizes health centers that have increased the total number of patients and the number of patients who receive at least one comprehensive service (mental health, substance use disorder, vision, dental, and/or enabling) by at least 5% between the two most recent UDS reporting periods.

## The Joint Commission's Gold Seal

GVHC is accredited by The Joint Commission and recognized as a Patient Centered Medical Home by the National Committee for Quality Assurance.

## Child & Family Services

GVHC has received the Stanislaus Partner in Education Award from Stanislaus County Office of Education Child and Family Services.

## Gold Ace Status from NACHC

This is the highest level of recognition in the NACHC Advocacy Center of Excellence (ACE) Program, which supports and recognizes health centers that achieve specific measures of advocacy success and demonstrate an ongoing commitment to advocacy by making it an organizational priority. GVHC is one of only three health centers in California to have achieved Gold ACE status. This is a testament to the hard work and dedication of GVHC's staff and leadership, who are committed to advocating for health equity and access to care for the patients they serve.



# Financial Report

## Total Cost to Run the Health Center

**$183,662,493**

**Personnel Expenses**

$128,817,365

**Supplies**

$14,203,452

**Purchased Services**

$22,641,786

**Other Expenses**

$17,999,890

## Cost Per Patient

**$1,247**

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# CENTRAL VALLEY STRONG

**1,219** EMPLOYEES




**45+**

LOCATIONS **IN THE CENTRAL VALLEY**

# Our Pathway to Strategic Success

## 2021 – 2024 Strategic Plan

The strategic plan that concluded in early 2024 focused on three critical components: Employer of Choice, Quality Patient Experience, and Long Term Sustainability. The efforts that went into these priorities refined our culture of excellence while building on quality, adding new sustainability measures and increasing efficiencies in the organization.

### EMPLOYER OF CHOICE

GVHC Leadership Teams were provided new opportunities to excel. Managers, supervisors and directors were mentored and supported through soft skills training on communication, coaching and accountability, incorporating new tools to enhance their leadership toolkits. These staff trainings have been key to building a strong Employer of Choice workplace culture.

### LONG TERM SUSTAINABILITY

Over the past three years, GVHC prioritized measured growth to deepen market share and expand critical access needs and health care services. With a growing senior population in our communities, we worked to expand the role of GVHC in serving low-income seniors in our service area. Increased communication to the Medicare population brought awareness to services like Central Valley PACE. The Program of All Inclusive Care for the Elderly (PACE) is growing rapidly, now serving hundreds of local seniors.

Chronic care management programs were developed to address chronic health concerns that make life difficult for many patients. Through a new partnership, GVHC began the Enhanced Care Management program, as well. This new CalAIM benefit serves to connect the most complex patients to community resources designed to help address social determinants of health that create barriers to living a healthy life.

### QUALITY PATIENT EXPERIENCE

The team adopted innovative solutions to help increase access to care. Through offering virtual appointments, walk-in visits at select sites and tele-psych appointments, GVHC adapted capabilities to see more patients in more convenient ways.

Standard operations were developed at all clinic sites to prioritize a consistent patient experience. Clinical operations policies and protocols were aligned through new training and support mechanisms for Center Managers to facilitate clear roles and expectations.

To maximize the value of GVHC's new electronic health records system (EPIC), Operations and IT coordinated and accelerated implementation efforts leveraging super users for advanced training. The EPIC digital medical records system allows for improved patient care and provider efficiency along with better performance reporting.

It also provided the opportunity to improve messaging and response to patients through the health services "MyChart" mobile app.

## Golden Valley Health Center's

# 2024 – 2027 Strategic Plan

Golden Valley Health Centers' new three-year strategic plan focuses on achieving a strong performance in three key areas: access, quality, and organizational culture. It additionally centers a continued commitment to strong financial performance.

A first and fundamental focus of GVHC strategic efforts is to **Increase Access**, ensuring that all GVHC patients have timely access to care. We will optimize the number of possible visits within our existing capacity, and continue to define consistent standards and practices across our system. To facilitate this, GVHC will implement enterprise-wide scheduling/clinical operations practices, aligned facilities plans and complimentary community marketing and outreach. A secondary priority is to expand access to high demand services and create a more integrated service experience for patients. This includes a bold strategy to grow PACE membership and services, expand urgent care, pharmacy and mobile service availability. We will better integrate behavioral health, oral health and primary care services to meet the needs of our patients.

To consistently **Improve Quality** is an essential responsibility we have to our patients and a core commitment of leadership. GVHC will raise Medi-Cal managed care quality performance by strengthening data collection, validation and integration to ensure that existing quality performance is captured and reported. We will leverage EPIC functionality, implement new guidelines and practices into clinic workflows, maximizing the care team model. It is important that GVHC pursue quality initiatives for special populations as well. The organization commits to improving patient experience, building systems and practices that promote patient safety, and meeting PACE performance and quality expectations.

One continued element of the strategic plan that carried over is our promise to **Enhance Culture**. This means recruiting and retaining top talent and continually focusing on supporting internal leadership development. In addition, GVHC will expand and formalize efforts to build a positive and connected culture by promoting and integrating the use of our newly revised mission, vision and core values, advancing our "Just Culture" initiative and prioritizing deliberate communication and engagement with our staff. Lastly, GVHC will renew its focus on building local relationships and visibility, as we advocate for the needs of our communities.



# Advancing Care

## across our three counties

## Merced Ranchero

### Groundbreaking for new school based health center

Merced City School District and Golden Valley Health Centers broke ground on Wednesday, May 10, 2023, for the new Merced Ranchero Health Center at Joe Stefani Elementary School. This new center, the sixth under GVHC's school-based health center initiative, will offer Pediatrics, Family Medicine, Dental Care, and Behavioral Health services to the community. Featuring six exam rooms, three large operatory rooms, and a spacious waiting area spanning over 4,000 square feet, the health center aims to provide a supportive environment with highly qualified staff dedicated to serving GVHC patients.

This initiative reflects a longstanding partnership between GVHC and MCSD to address healthcare needs for all MCSD students and community members. The Ranchero health center represents the kind of development both teams imagined nearly a decade ago, rooted in the heart of a community and within walking distance for families of Stefani Elementary.

Our health centers provide an important point of access for students, by bringing high-quality healthcare directly to where students and families are already spending much of their time – at school.

Construction began in April 2023, with an anticipated opening date in Spring 2024.



## GVHC's 1st Pharmacy

In April 2023, Golden Valley Health Centers opened a new pharmacy at the Merced Campus. The pharmacy accepts not only Medi-Cal and Medicare but also all major third-party plans. This addition enhances accessibility and convenience for our Merced campus patients, eliminating the need for additional trips to obtain medication. Furthermore, the pharmacy provides home delivery services, extending its convenience to patients in Stanislaus and San Joaquin Counties.





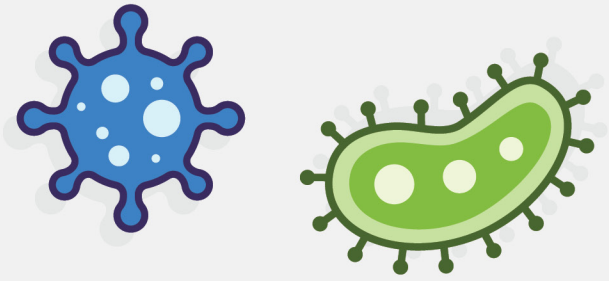


## Expanding Urgent Care Access

In 2023, Golden Valley Health Centers significantly expanded access to urgent care services, notably adding two new urgent care locations in Manteca and Patterson. Additionally, we introduced a walk-in clinic in Ceres, further enhancing healthcare accessibility in our service area. These strategic additions align with our commitment to providing high-quality healthcare for all, ensuring timely treatment for non-life-threatening conditions. Furthermore, we launched Virtual Urgent Care, offering same-day appointments via video consultations, providing additional convenience and flexibility for our patients.

## Antimicrobial Stewardship Program

Golden Valley Health Centers has implemented the Antimicrobial Stewardship Program to ensure the responsible use of antibiotics. This initiative promotes appropriate antibiotic use, enhancing patient safety and outcomes while reducing microbial resistance and unnecessary costs. This initiative aligns with our commitment to quality patient care.



## Retinopathy Screenings



Golden Valley Health Centers had over 15,000 diabetic patients awaiting diabetic retinopathy screening, a major cause of vision loss affecting 4.2 million U.S. adults. Early detection is critical as symptoms are often absent initially. Patients endured lengthy wait times for referrals, up to six months. GVHC adopted AI-based screening for diabetic retinopathy to improve care. This technology delivers same-day results in under a minute, needs no specialist overreads, and integrates with Electronic Medical Records seamlessly.

This effort ensures prompt diagnosis and treatment, lowering vision loss risk and showcasing GVHC's dedication to innovative healthcare. Currently available in 10 clinics across Stanislaus, Merced, and San Joaquin Counties.

# Expansions & Initiatives

## Los Banos Clinic Revamp

Since 1976, the Los Banos Medical Clinic has proudly served as a cornerstone of our community's healthcare system. In Fall 2023, we undertook extensive renovations and reopened both our Medical and Dental clinics, reaffirming our devoted commitment to delivering exceptional care. The grand reopening ceremony took place on October 4th.

Additionally, at our newly renovated Dental Clinic, we hosted two Kids Dental Days. These events provided complimentary exams to Kindergartners and first graders, aiming to introduce our enhanced services and engage with the community.







## Planada Flood Response

In February 2023, devastating floods struck Planada, affecting its entire population. Golden Valley Health Centers' Planada Medical and Dental Clinics, which are vital for the community, were severely damaged. With many residents being undocumented or low-wage workers in agriculture, the flood's impact was profound. Unable to reopen immediately, GVHC deployed the Mobile Health Van to ensure continued access to care. After extensive flood restoration work, services resumed in June, providing much-needed relief to the community.



# West Modesto Health Center *Rebuild*

In May 2023, Golden Valley Health Centers celebrated the grand opening of our West Modesto clinic at 1114 6th Street. Originally opened in 1987, the clinic now boasts 24 exam rooms, enhancing patient care.




## GVHC Mobile *Medical Van*

Thanks to a grant from Kaiser Permanente, our mobile medical van was recently rewrapped and is ready to serve our community with a fresh new look! This mobile van plays a crucial role in serving rural communities through pop-up clinics. During emergencies such as the Planada floods and renovations at the Los Banos medical clinic, the van ensures uninterrupted care for our patients.



# Legacy of Leadership

We honor and recognize Tony Weber, Golden Valley Health Centers' Chief Executive Officer from April, 2014 – April, 2024. Tony's leadership and dedication to health care access for all, and his commitment to a healthy community will leave a profound legacy.

From his first day at Golden Valley Health Centers in 2014, Tony displayed unmatched kindness and compassion for both patients and for the employees of the organization. He worked tirelessly to increase access to care for underserved patient populations. He also focused on improving the culture of the organization through inspiring empathy and through the development of a new organizational mission, vision and core values to guide the work of the health center. Tony greatly enhanced patient communication and brought many new innovations to benefit the patients of GVHC during his decade of service.

His financial stewardship increased the organization's revenue and financial stability considerably. Tony's ingenuity in creating an Independent Physician Association (IPA) resulted in better care and considerably higher revenue for the organization, a decision that increased the capacity to serve more patients.

His strategic and courageous leadership through the COVID-19 pandemic protected and saved thousands of lives by leading the charge locally for testing and COVID-19 vaccine availability for all.

We acknowledge and appreciate Tony's work in building a network of specialty services to ensure that Golden Valley Health Centers' patients have the most comprehensive care possible. A noteworthy program in the expanded offerings of GVHC is the Central Valley PACE program which allows medically complex seniors to enjoy high-quality health care while maintaining independence, at home with loved ones. In addition to the PACE program, Tony expanded the school based health center program into Merced County and built a strong relationship with the medical residency program, paving the way for a key leadership position in the program.

Finally, we recognize Tony's tireless efforts to grow the health center's ability to serve more patients. Under his leadership, Golden Valley Health Centers expanded from serving two counties, to serving patients throughout the full tri-county area of Merced, Stanislaus, and San Joaquin Counties, growing the footprint of GVHC from 22 to 45 clinical sites. He increased the health of our communities through considerably increasing patient visits, from 103,000 patients seen in 2013 to 147,000 patients seen in 2023. The center also expanded its provider workforce from 93 providers and 364,000 visits to 138 providers and 616,000 patient visits throughout his ten years of leadership.

We express our deepest gratitude for the service of Tony Weber and wish him a wonderful retirement.




GOLDEN VALLEY
HEALTH CENTERS






GOLDEN VALLEY
HEALTH CENTERS
COMING SOON!
Merced Northview Clinic
SERVICES:
Walk-in Prompt Care Center
Family Practice
Women's Health
Pediatrics
Behavioral Health
Health Education
Your Health Is OUR PRIORITY
gvhc.org
1.866.682.4842

# *In Memory*

## GEORGE CONKLIN

### GVHC Board of Directors

1952 - 2024

It is with heavy hearts that we bid farewell to a remarkable individual, George Conklin, who left an indelible mark on Golden Valley Health Centers and the communities he served. George Conklin began as a new board member of Golden Valley Health Centers in March 2018. George served as a Board member in the capacity of representative. He was a retired Physician Assistant after serving GVHC for 16 years. Born and raised in New Jersey, he began his medical career serving in the United States Coast Guard as a Hospital Corpsman, retiring after 20 years as a Chief, Hospital Corpsman (E-7). Besides being a Vietnam Veteran, his other military tours included search and rescue (boat, ship, and helicopter), Federal Law Enforcement, and Aids to Navigation.

Following the Coast Guard, George attended the University of Southern California, School of Medicine, Physician Assistant studies. He then worked for the United States Bureau of Prisons at the federal penitentiary in Lompoc, California as a physician assistant and a member of the Special Operations Response Team (SORT). Following this he turned his physician assistant career toward working with the underserved community of the Central California Valley. While working for GVHC, George was the sole provider for the Dos Palos clinic, sat as representative for the nurse practitioners and physician assistants on the clinical leadership team, and was assigned as the interim Chief Medical Officer (CMO) during the transition of the CMO's on the Executive Team. During this time, he also involved himself in his small, agricultural community by serving as a city councilman, and mayor, as well as being a volunteer firefighter on an all-volunteer fire department, and a member of the local Veterans of Foreign Wars Post 7380 (VFW).

May George's legacy inspire us all to live with the same spirit of compassion, service, and dedication that defined his remarkable life.



# *In Memory*

## DUKE LEFFLER

### GVHC Foundation Board of Directors

1955 - 2023

Duke T. Leffler left an indelible mark on his community and in the hearts of those he encountered. He embraced the opportunity to lend a hand and help others in need. He was a mentor, sounding board, compassionate confidant, and friend to all. He was a loyal, gentle, patient, and kind person who took a genuine interest in everyone, because to Duke, every person had a story.

Golden Valley Health Center Foundation was honored to have Duke serve as a board member since 2019. Duke was a strong leader who was committed to the work of GVHC. He was dedicated to the growth of the organization and was an important, thoughtful and engaged board member. Duke was a respected real estate professional in the Central Valley. He spent nearly 45 years at PMZ Real Estate, including three years as a residential broker, before moving into commercial real estate.
A dedicated community leader, Duke served on several nonprofit and advisory boards.

Duke was an avid golfer and could often be found practicing his short game in the evenings after work or golfing with his family on the weekends, always wearing a big, beaming smile, his favorite golf shorts and sporting his legendary golf sandal tan. Duke is terribly missed, but will never, ever be forgotten.



# 50 Years of Dedication

In 2023, Golden Valley Health Centers proudly honored Olga Padron for her remarkable 50th anniversary with the organization. Olga's extraordinary journey began when she first joined GVHC as a nurse's assistant in 1972, becoming the eighth employee in the organization's history.

Olga's introduction to GVHC came through her friend Lupe Rojas, who recognized the need for additional support staff at the developing organization. Leaving behind her role as a teacher's aide in a Planada migrant school, Olga embraced the opportunity to join GVHC, driven by her innate desire to help people year-round. In those early days, GVHC occupied just four exam rooms, but Olga's dedication and passion for patient care quickly became evident.

Over the past five decades, Olga has worn many hats within GVHC, from phlebotomist to HIV counselor to medical records and referrals specialist. She has witnessed the organization undergo significant transformations, including advancements in technology and remarkable growth. Despite these changes, Olga's commitment to GVHC's mission and values has remained steadfast.

One of Olga's fondest memories is of GVHC's family-friendly atmosphere in its early years. She recalls moments when her son would visit the clinic after getting hurt while playing outside, highlighting the close-knit community that defined GVHC during its formative years. Today, Olga's dedication to her patients, particularly children, continues to shine through in every interaction.

GVHC is immensely grateful to Olga for her 50 years of service and dedication. Her impact on our organization and the lives of those we serve is immeasurable.



# Celebrating Employee EXCELLENCE

## Employee of the Year

We're thrilled to announce Robert Chaney as the 2023 Employee of the Year. With over two decades in our IT department, Robert is integral to ensuring our healthcare organization runs smoothly. His expertise keeps our systems and networks efficient, particularly our Epic system crucial for patient care and operations.

Throughout last year, Robert's proactive approach and attention to detail set a high standard, leading various projects that kept us at the forefront of technology. His contributions directly impact our care quality, enabling our team to focus on delivering compassionate service.

Robert embodies our values of dedication, integrity, and professionalism. Join us in congratulating him on this well-deserved recognition for his unwavering commitment to our organization's success and making a difference in patient lives every day.



## Employees of the Quarters

Golden Valley Health Centers is honored to acknowledge the exceptional achievements of our Employees of the Quarter for 2023. These remarkable individuals, nominated by their peers, exemplify dedication and commitment to our organization, and their accomplishments are celebrated as a testament to their outstanding contributions.

- Laura Reyes - Registered Dental Assistant
- Marly Mendoza - Patient Services Representative
- Sylvia Jimenez - Recruiting Manager
- Jaime Mounce - Medical Assistant
- Noe Villegas - Medical Assistant Float
- Anna Diaz - Behavioral Health Clinical Supervisor
- Nash Blais - IT Support Specialist I
- Sonali Bajaj - MD Pediatrics
- Jennifer Gamboa - Medical Assistant Float
- Nancy Leard - Staff Accountant
- Myisha Reed - QI Project Manager
- Ruth Villeda - Medical Assistant
- Shema Roldan - PACE LVN
- Eric Pulido - Human Resource Generalist
- Yamilet Valladolid - Director of Government & Community Affairs

# National Health Center Week Celebrations

















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