

Golden Valley Health Centers

2021 Annual Report



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MISSION

To improve the health of Golden Valley Health Centers' patients by providing quality, primary healthcare 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 healthcare for all, especially the underserved.

VALUES

Advocacy — GVHC champions for social change to promote equality in healthcare

Access — Dedicated to increasing access to healthcare for the underserved

Efficiency — Provide services in a prompt, courteous, and cost-effective manner

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

Innovation — Commit to the creative and intelligent use of new technology and clinical practices

Excellence — Strive to provide the best possible healthcare to patients

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



Wuanna Mine MBA
VP & Chief
Information Officer



Jennifer Henson MA PHR
VP & Chief Human
Resources 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

MESSAGE FROM THE CEO

Dear Community,

As we look back on 2021 and all that we achieved as an organization, it was a truly remarkable year. At the very height of the COVID-19 pandemic, Golden Valley Health Centers (GVHC) found innovative ways to work through new and ongoing challenges every day, continuing to make affordable and sustainable healthcare accessible to all.

We pushed through, providing the quality patient care our communities have come to expect, all while navigating unprecedented staffing shortages. We expanded our menu of healthcare offerings, standing up the first COVID-19 drive-through vaccination clinic in the Central Valley. We implemented a new electronic healthcare record system (Epic), which was a huge undertaking, requiring all of our electronic health information to be migrated to new software. This move to Epic is symbolic of our efforts to better serve the needs of providers and patients.

We purchased a new building that will allow GVHC to deliver improved patient care in Stanislaus County. Finally, we created a 3-year Strategic Plan to support our efforts around becoming an Employer of Choice, providing a consistent Quality Patient Experience, and building Long Term Sustainability into our core operations.

No doubt, it was a busy year, and with no plans to slow down any time soon, GVHC has hit the ground running in 2022. With recruitment fairs, expanded telehealth offerings, and a plan in the works to provide a PACE (Program of All-Inclusive Care for the Elderly) program in the South Central Valley, we press on. Most importantly, we are prioritizing how we work together as a team. It has never been more important to hear directly from our staff and connect with the GVHC workforce in a meaningful way.

This year, we celebrate 50 years of service to the community. What began as a small Migrant Health Services program of Merced General Hospital in 1972 has grown to serve 140,000 patients each year through 45 clinics. In reflecting on the past, we have so much history for which we are thankful. We also look ahead to a bright future and a renewed passion for the work we do. The wonderful people who make up our community are the #1 reason to keep moving forward.

With Thanks,
Tony Weber, MBA

A portrait of Tony Weber, the CEO of Golden Valley Health Centers. He is a middle-aged man with light hair, smiling, wearing a dark suit, a light blue shirt, and a patterned tie. The background is a dark, textured grey.

Tony Weber

OUR NEW STRATEGIC PLAN

After months of thoughtful planning and preparation, in April of 2021, Golden Valley Health Centers began implementing a new three-year Strategic Plan. Input was received from all staff and leadership of the organization, who dedicated months to cultivating the plan to reflect what GVHC hopes to accomplish over the next three years.

This Strategic Plan governs GVHC from April 1, 2021, through March 31, 2024. It is divided into three priorities of equal importance: (1) Employer of Choice; (2) Quality Patient Experience; and (3) Long Term Sustainability.

Employer of Choice

While patients remain the focus of the Strategic Plan, it is recognized that nothing happens without staff. They are critical to every component of what GVHC does as an organization. The employees are the most valuable resource. The guiding principle behind this goal is for GVHC to become an employer of choice in the three-county service area. By promoting a positive and connected work environment, equipping leadership with the necessary tools to be effective leaders, and continuing efforts to nurture a diverse healthcare workforce, this objective will be reached.

Quality Patient Experience

Every patient will experience the same high level of quality healthcare at GVHC, regardless of which location the patient and their family visit. To that end, standardized operations are in place at each clinical site to ensure a consistent patient experience. Each clinical setting is held accountable to key performance indicators, with regular reporting, feedback, and process improvements. To continue to focus on the patient, GVHC will maximize the features of our new electronic medical record system (MyChart) to provide greater access for patients to view their medical records, make appointments, interact with providers, and access our expanded virtual care (telehealth) options.

Long Term Sustainability

GVHC has grown significantly in the last ten years and desires to continue growing with an emphasis on diversification of revenue targeting specific growth opportunities. GVHC will continue its exceptional work with the PACE program (Program of All-Inclusive Care for the Elderly), as well as its partnership with Sequoia Health IPA. Through the partnership, GVHC primary care physicians are able to collaborate with like-minded specialists and ancillary providers. Efforts will continue toward growing services for the Central Valley's senior population.

BOARD OF DIRECTORS

Message From The Board President



John Price

Providing quality, community-based healthcare for all. That's what we do, and it's what we've done since 1972. As the Golden Valley Health Centers' Board Chairman, I speak on behalf of my Board colleagues when I tell you we are extremely proud to present the 2021 Annual Report to our community.

In this report, you will read about the outstanding efforts of staff who did a tremendous job supporting the needs of our patients. You will learn about the heroic and life-saving work of our providers. You will see stories that highlight many important department achievements; from Operations to IT, Clinical to Human Resources, and everything in between. The connections we forged with patients, staff, and the community over the past year are nothing short of amazing.

Throughout the year, we rolled up our sleeves and met new challenges head-on while navigating the turbulent times of life in a pandemic. These challenges were felt acutely by those of us in the healthcare arena, but we continued with our mission. Golden Valley Health Centers has been near and dear to my heart for the 35+ years I have served as a member of the Board. As we look to the year ahead, we know that 2022 will bring its own set of challenges and achievements, and we will keep doing the work that needs to be done - providing quality community-based healthcare for all!



Aaron Castleton
Vice Chairperson



Tim Adam
Board Member



George Conklin
Board Member



Tamara Cobb
Board Member



Tom Martinez
Board Member



Veronica Pacheco
Board Member



Ernesto Gomez
Treasurer



Maria Vargas-Perez
Board Member



Robert Anderson
Board Member



Maria Rosales
Secretary

2021 ACHIEVEMENTS

Looking back, 2021 was the year of COVID-19 vaccines and extraordinary innovation in the face of continuous disruption to Golden Valley Health Centers' healthcare operations due to the pandemic. Thanks to the dedication of the employees, GVHC stayed true to its values of advocacy, access, efficiency, respect, innovation, and excellence. Services may have looked different, but the team worked hard to ensure that the communities served received their vaccines and healthcare services regardless of any barriers.

Right off the bat, GVHC was faced with unprecedented staffing shortages, all stemming from COVID-19. The operations workforce was short-staffed during the heart of the COVID-19 vaccine operation. The team had to be efficient and innovative to provide access to the underserved. GVHC hosted the first COVID-19 drive-through vaccination clinic in the Central Valley, offering vaccines to seniors as soon as possible. As a Federally Qualified Health Center (FQHC), it was important to remain accessible to everyone, which prompted the organization to collaborate with local schools and provide back-to-school immunizations for more than 800 students before their first day of school. GVHC also launched a vaccination campaign called 'Just In Time', vaccinating more than 10,000 patients. Monoclonal Antibody Treatment was later made available to patients. The innovative measures taken helped prevent hospitalizations, reduce viral loads, and lessen severe complications from COVID-19.

While GVHC was taking great strides to administer vaccines to the community, MyChart, an electronic health records system under the Epic platform, was implemented, providing patients easier access to appointment scheduling, communicating with their healthcare team, paying bills online, receiving test results, and refilling prescriptions at their convenience. The implementation of MyChart in the midst of a pandemic was not a smooth journey. However, the program capabilities of MyChart & Epic will prove to be a game-changer for GVHC and was an integral step in moving to a new age of healthcare services.

Other notable accomplishments included re-building the disrupted operations workforce and filling over ninety vacant positions in a competitive job market. A new Optometry service was launched at the McHenry Suites location in Modesto. Through funding from the Federal Communications Commission, 215 tele-examination devices called Tytohomes were purchased along with data-enabled iPads to further mitigate barriers for patients accessing telehealth services. The Medication-Assisted Treatment program (MAT) served more than 150 patients with greater than a 50% retention rate. GVHC began an HIV and wellness pilot program to provide healthcare to patients with a diagnosis of HIV/AIDS. In addition, GVHC has proven successful in the specialty care service line at the Northview clinic location, which includes Nephrology, Allergy, and Immunology services throughout 2021.





CONNECTING WITH PATIENTS

Connection with our patients during a pandemic proved difficult. However, this led to the introduction of new and innovative technology. Telehealth became the norm in personal healthcare. Taking a step further into the future of healthcare was the introduction of TytoCare, a tool for providers to see, hear, and check patient health vitals virtually in real time.



EXPANDING IN STANISLAUS COUNTY



In 2021, Golden Valley Health Centers expanded its footprint in Stanislaus County to bring much-needed additional healthcare services to the Central Valley. In April of 2021, GVHC officially opened 1524 McHenry, a clinical site in Central Modesto. Services at the McHenry clinic range from Pediatrics to a new state-of-the-art Optometry center. In Turlock, GVHC welcomed the Turlock Pediatric Medical Group and fully integrated their facilities, staff, and services. Another strategic addition included the purchase of a building next to the Modesto Women's Health Center and Florida Suites sites. This acquisition supported objectives centered on keeping centers and services within proximity to each other.

Looking forward to 2022, the Modesto Women's Health Center renovations will be complete and will help with accessibility to quality women's healthcare in Stanislaus County.

Dignitary Visits School-Based Health Centers

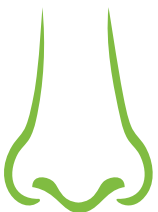
Golden Valley Health Centers hosted a tour with U.S. Representative Josh Harder at the Hanshaw School-Based Health Center (SBHC) on December 16th, 2021. Congressman Harder learned about the impact SBHCs have on the community, which will enable him to better advocate for GVHC and the needs of Federally Qualified Health Centers in his district.

As the only provider of School-Based Health Centers in Stanislaus County, currently GVHC operates five locations including: Evelyn Hanshaw Middle School, Robertson Road Elementary, Empire Elementary, Riverbank High School, and Westley.



New Specialty Services

Golden Valley Health Centers introduced four new specialty services during 2021, including Adult & Pediatric Cardiology, Nephrology, and Allergy Services. These specialty services allow for GVHC patients to be seen internally without a referral, allowing for faster, more efficient service for patients. These services are offered in Merced and Stanislaus counties.



COVID-19 RESPONSE

During the pandemic, Golden Valley Health Centers, like many businesses suffered from staffing and other financial burdens. GVHC is a Federally Qualified Health Center (FQHC) that relies on the support of local, state, and federal governments to provide healthcare services to underserved communities. Golden Valley Health Centers received grants like the CARES Act, COVID-19 supplemental grant, and American Rescue Plan funding which helped the organization quickly redesign the delivery of vital healthcare services. This funding allowed GVHC to deploy testing and setup vaccine distribution sites.



42,666

Total Patients Vaccinated in 2021



187

Total COVID-19 Vaccination Events in 2021

Monoclonal Antibody Treatment

In the fight against COVID-19, Golden Valley Health Centers began offering Monoclonal Antibody Treatment (mAb). This new treatment helped reduce hospitalizations due to COVID-19 side effects at local Intensive Care Units and reduced the number of families that were tragically affected by COVID-19. The mAb treatment was made available to individuals that were diagnosed with COVID-19 and who also had at least one other high-risk condition, like diabetes, heart disease, or a compromised immune system. This treatment was open to those who were current patients and as a referral based program from our healthcare partners in our communities.



A New Partnership To Promote Vaccinations

¡Ándale! ¿Qué Esperas?

In August of 2021, Golden Valley Health Centers took part in a statewide COVID-19 vaccine outreach campaign called ¡Ándale! ¿Qué Esperas? (AQE). AQE is a multi-layered community, broadcast, and digital campaign intended to reach Latino population groups.

Through the AQE campaign, GVHC held a total of 187 vaccination events and vaccinated a total of 28,700 GVHC patients, in addition to thousands of patients who were not currently under the care of GVHC providers. Partnering with trusted community organizations made sure that every family in the communities served had access to the COVID-19 vaccine. Partner organizations represented private, public, and non-profit sectors.



¡ÁNDALE!
¿QUÉ ESPERAS?

Just In Time Campaign

Throughout the pandemic, Golden Valley Health Centers' COVID-19 vaccination efforts focused on vaccinating members of the community as quickly as possible, regardless of patient enrollment status. Patient access and COVID-19 vaccine education were a primary focus. The "Just In Time" campaign was developed, which resulted in more than 10,000 patients being vaccinated in ninety days! The goal of the campaign was to increase the number of COVID-19 vaccinations administered at clinics by incentivizing patients and encouraging the clinical team to educate their patients.



CENTRAL VALLEY PACE

The Central Valley Program of All-Inclusive Care for the Elderly (CV PACE), surpassed one full year of operation and has exceeded all expectations. Starting and growing a new program during COVID-19 was challenging, but the CV PACE team continued to demonstrate a goal-driven mindset toward serving aging seniors in our community.



California Senator Susan Eggman visited the day center and saw first hand the importance of PACE programs for the senior population.

A highlight of the year included increasing the enrollment of participants in the program from 40 to 128 total participants. Partnerships were a key factor toward the goal of increased enrollment for the program. CV PACE formed a working partnership with Golden Valley Health Centers' physicians, which was crucial in providing participants with quality healthcare services when they needed them. A big factor in the increase of enrollment for the CV PACE program was the numerous partnerships that produced a healthy stream of referrals from Adult Protective Services, Health Plan of San Joaquin, and other referral sources. Referrals were also based on the benefits of the program and the dynamic team CV PACE has been able to form.

Other highlights include an increase in the program's transportation services, providing a total of 11,137 trips completed. New activities were incorporated at the day center to enhance the experience for participants of the program. Enhanced activities included volleyball, a popcorn machine for movie day, new board games, and "paint and sip" events.

Strength In Numbers



128
PACE Patients



11,137
Delivered Transportations



65
PACE Employees



5,591
Meals Delivered



\$13,000,000
Cost To Run PACE



\$8,800
Cost Per Patient

Patient & Staff Stories From CV PACE



The Central Valley PACE program has had a positive impact on the lives of so many participants. Before joining CV PACE, many participants suffered from depression and feelings reflecting loss of independence. Most times, participants attest to missing simple things like social interactions with others.



Jose enjoys coming into the CV PACE day center every morning and having his daily cup of coffee with oatmeal, followed by a game of dominoes with his peers. He appreciates the friendly care CV PACE provides him every day. Jose feels welcome at CV PACE and is grateful that he is part of this amazing program.



The Central Valley PACE program brought a sense of security and happiness to Isabel as well. Before joining the CV PACE program, Isabel felt lonely and had minimal social interaction. She also had trouble walking, which led to frequent falls. After joining the CV PACE program, Isabel was able to improve her ability to walk, thanks to occupational therapy offered at CV PACE. She was also able to improve her mental health by socializing and making new friends.

STRENGTH IN NUMBERS

Total Patients

135,755



42% Male



58% Female



19% Ag Worker



2% Homeless

Total Visits

553,295



342,723 Clinical



210,572 Virtual

Age Range



0-17 - 55,750



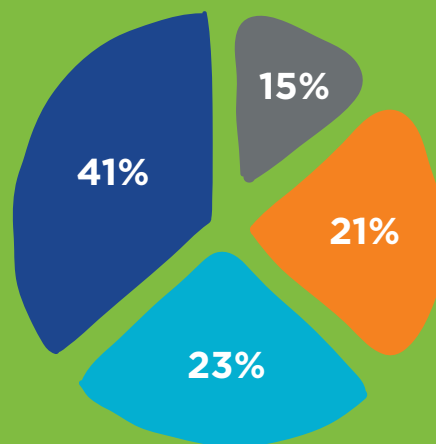
18-34 - 30,700



35-54 - 29,137



55+ - 20,168



Insurance Range

Medi-Cal	75%
Uninsured	11%
Private Insurance	9%
Medicare	5%

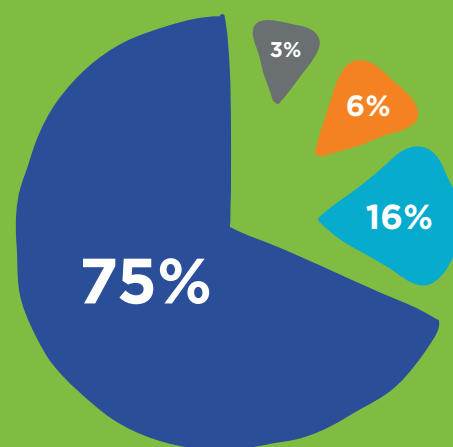
Medi-Cal Insurance By County

Stanislaus County	80%
San Joaquin County	71%
Merced County	69%

Total Cost To Run The Health Center

\$140,387,336

	Personnel Expenses	\$105,196,023
	Supplies	\$3,388,139
	Purchased Services	\$8,249,782
	Other Expenses	\$23,553,392



Cost Per Patient

\$1,034



1,011
GVHC Employees



45
GVHC Clinics



39
GVHC Locations



4
Urgent Care Locations



CONNECTED WITH THE COMMUNITY

Golden Valley Health Centers' vision of ensuring access to high-quality, culturally responsive, and comprehensive healthcare for the underserved extends beyond the health centers. Alone, GVHC cannot improve health equity, but communities that work together can. GVHC addresses the social determinants of healthcare by engaging with the community and supporting efforts that advance health equity in the communities served.



EXPANDING HEALTHCARE ACCESS

Introducing *Epic*

In 2021, Golden Valley Health Centers introduced Epic, an electronic health records system. Epic improved GVHC's quality of service by providing medical staff with a faster and more efficient way of accessing patient records, which allowed for proper treatment and health diagnoses for patients.

Introducing Epic during the COVID-19 pandemic was a huge undertaking for GVHC. Epic training was conducted virtually. The IT team was required to build all new user interfaces, and faced multiple challenges, but the team remained focused. Introducing Epic provided GVHC with new ways to connect with patients. Some challenges in learning and implementing Epic remain, but GVHC will continue to integrate the new system into work processes and patient care.



Telehealth - Growth & Opportunity

The COVID-19 pandemic was a catalyst for Golden Valley Health Centers to provide telehealth services to patients. Telehealth allows providers to move patient visits to either telephone or video call visits, which offers great benefits to both GVHC patients and providers. One of those benefits is the reduction in cancellations of mental health appointments.

In 2021, GVHC worked to incorporate telehealth into the long-term organizational strategy. The first step in incorporating telehealth was for the State of California and the Federal Government to permanently fund telehealth services, rather than offer funding temporarily due to the COVID-19 pandemic. Golden Valley Health Centers advocated to make telehealth funding permanent for the health of families and the communities served. GVHC plans to continue its advocacy work for telehealth beyond 2021.

Total Virtual Visits: 210,156



Kids Discovery Station

Golden Valley Health Centers proudly sponsored the new Health Center Exhibit at the Kids Discovery Station in Merced. The GVHC exhibit offers a creative and much-needed space for children to learn about healthcare. Kids can learn to be medical professionals and patients, which helps them to discover a passion for the medical field.

The mission of Kids Discovery Station is to provide an environment for local children and families to engage in joyful play and discovery. Families that visit are brought together to play, learn, and ignite curiosity. Here, kids and adults alike can explore the world in all its diversity.



Homeless Mobile Medicine Reporting

Number of clients connected to Health Screening

2,703

Number of clients connected to Wound Care

269

Number of clients connected to COVID-19 Vaccine

78

Number of clients connected to Hygiene Kits

3,416

Number of clients connected to Medical Appointment Scheduling (Doctor/Dentist)

131



Homeless Mobile Medicine Van Reporting Period (February 3, 2020 through August 31, 2021)

COMMUNITY EFFORTS

In 2021, Golden Valley Health Centers focused on fostering key community partnerships to address both the COVID-19 pandemic and the social determinants of health.

To address the COVID-19 pandemic, GVHC partnered with multiple organizations in the public, private, and non-profit sectors to host a total of 187 COVID-19 vaccination events. Partnerships with trusted organizations were crucial in providing access to the COVID-19 vaccine for underserved communities.

GVHC strategically joined various community efforts that addressed each of the five social determinants of health.

Education Access & Quality

GVHC took part in Stanislaus *Cradle to Career*. The effort is focused on helping children reach their full educational potential regardless of race, ethnicity, or family income.

Healthcare & Quality

GVHC collaborated with various Public Health initiatives that conduct community health assessments. Community health assessments help provide our organization with comprehensive information about the community's current health status, needs, and issues.

Neighborhood & Community Development

GVHC supported the newly formed Community Development Corporation, called *Stanislaus Equity Partners* to help access asset-building opportunities through housing, small business services, and affordable lending.

Social & Community Support

GVHC Community Health Workers partnered with Promotores/Community Health Outreach Workers and other community organizations to help community members get the social support they need in the places where they live, work, learn, and play.

Economic Stability

The organization also actively participated in the Stanislaus 2030 initiative, which is a collaboration among business, government, and civic stakeholders to create and deliver a joint strategy and investment plan for regional economic growth and opportunity in the coming decade.



NATIONAL HEALTH CENTER WEEK

National Health Center Week is held every August and represents an annual celebration to raise awareness about the mission and accomplishments of America's health centers over the past five decades. The theme for 2021 was "The Chemistry For Strong Communities." Golden Valley Health Centers held a week-long series of events celebrating and bringing awareness to community health leaders, staff, and patients. Homeless Day, Ag Worker Health Day, Stakeholder Health Day, Patient Appreciation Health Day, and Children's Health Day were observed. GVHC employees were celebrated with a small token of appreciation and thanks for all the hard work.

Homeless Day was held at the West Modesto Health Center. Snacks were provided, giveaways and information about both the Medically Assisted Treatment (MAT) program and HIV Health & Wellness program

Ag Worker Health Day was held at the Westley Migrant Camp where Golden Valley Health Centers has a school-based health center. GVHC staff, partners, and volunteers delivered non-perishable food items, healthcare education, and COVID-19 health information to 170 agricultural and migrant worker households.

Stakeholder Health Day was held at the Manteca Health Center where GVHC partnered with the Manteca Chamber of Commerce to hold a special meet and greet event to show appreciation to stakeholders.

Patient Appreciation Health Day was held at the Dos Palos Health Center. Many patients received their first dose of the COVID-19 vaccine at the event. GVHC also provided tokens of appreciation for all of our patients to take home from any of the 45 health centers.

Children's Health Day was held at the Merced Campus. Music, giveaways, and live performances made for a memorable day. Parents and children arrived early for Well Child Checks, immunizations, and sports physicals, as they prepared to return to school.



GVHC FOUNDATION

Golden Valley Health Centers Foundation exists to support the mission of Golden Valley Health Centers through charitable activities. Throughout 2021, the GVHC Foundation held various events that raised awareness and funds to advance the health and wellness of our communities.

Foundation Board Of Directors & Staff



TONY WEBER MBA
GVHC President & Chief
Executive Officer



TRACY BLAIR
GVHC VP & General Counsel



GURJEET SANDHU
GVHC VP & Chief Financial
Officer



Amy Collier Carroll
Interim Foundation
Executive Director



SHANNON EGLESTON
Foundation Manager



DAVID KAMINS
Board Chair



DAUNA GOZA
Board Vice Chair



PATTY BEACH
Board Member



DR. JOHN ABORDO
Board Member



DUKE LEFFLER
Board Member



BOB CUSHING
Board Member



**GOLDEN VALLEY
HEALTH CENTERS**
— FOUNDATION —

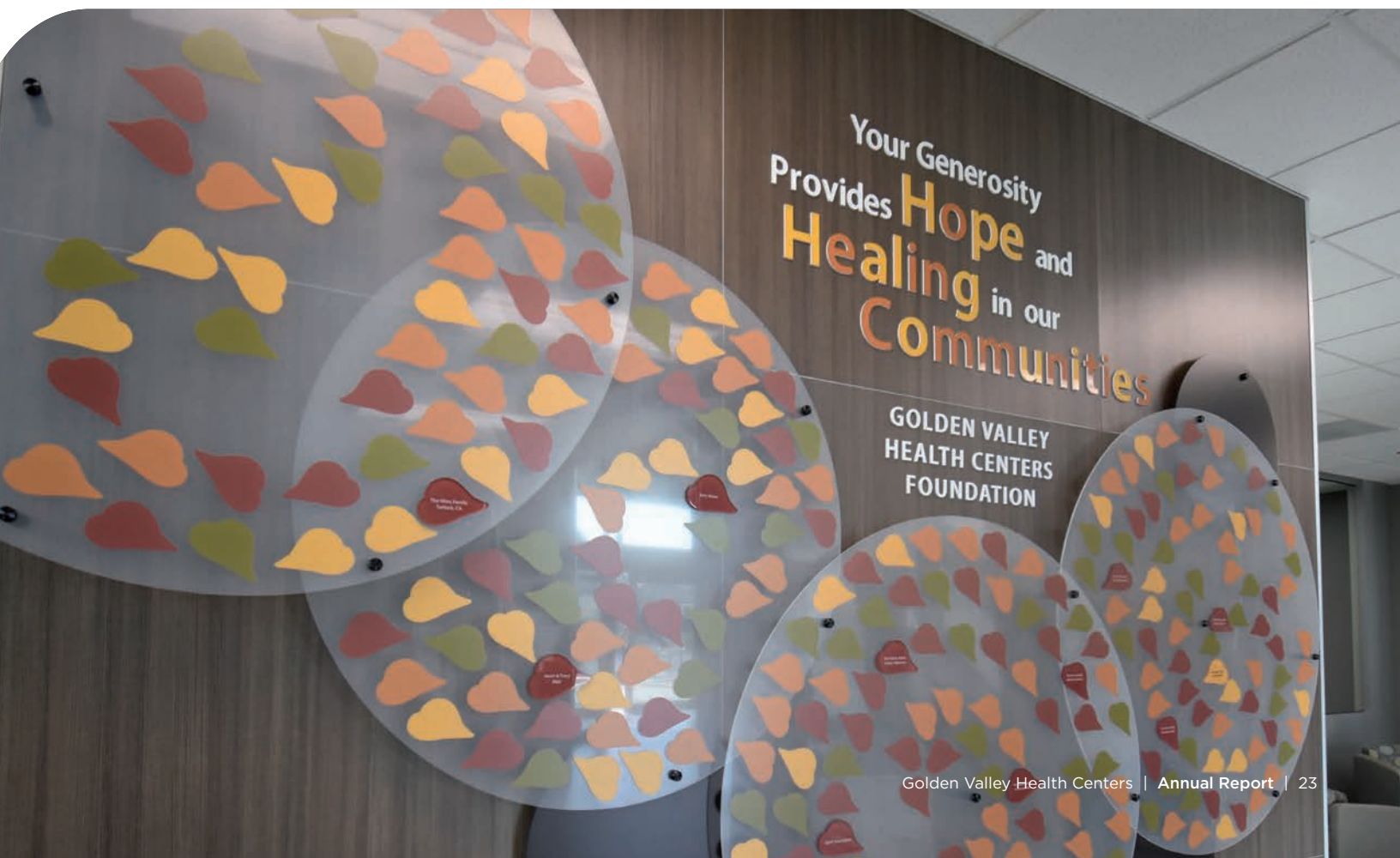
Northview Donor Wall

Notable highlights for the GVHC Foundation include the installation of the Northview Donor Wall and the room naming opportunities at the state-of-the-art Northview Health Center in Merced.

Northview room naming plaques and donor wall recognition provide a unique opportunity for donors to support Golden Valley Health Centers' mission and improve the health of their patients with additional services and programs.

Thank you to the 2021 current Northview donors who are making a difference in our communities:

- Dr. & Mrs. John Abordo
- Dr. & Mrs. George & Lama Alkhouri
- Mr. & Mrs. Gene Beach
- Mr. & Mrs. Jason & Tracy Blair
- Ms. Annissa Fragoso
- Dr. Christopher Grover
- Mr. & Mrs. Gary & Jennifer Henson
- Ms. Melinda Marshall
- Mr. & Mrs. Wunna & Erica Mine
- Dr. Ellen Piernot
- Mr. Roman Scanlon
- Dr. Elaine Soriano
- Dr. & Mrs. Eduardo & Diana Villarama
- Mr. & Mrs. Tony & Amy Weber
- Dr. Cherry Wy



Flora R. Martinez Nursing Scholarship

The GVHC Foundation awarded five students with the Flora R. Martinez Nursing Scholarship. Flora R. Martinez was a founding member of Golden Valley Health Centers and served on our Board of Directors for 43 years, until her passing in 2014. Flora recognized the nurse's critical role in GVHC's mission around delivering quality healthcare services. Her legacy is honored through the annual Flora R. Martinez Nursing Scholarship which awards nursing students \$5,000 in tuition assistance.



Flora R. Martinez

2021 Flora R. Martinez Scholarship Recipients:

- Timothy Ha – California State University, Stanislaus
- Na’Kietta Mack – Merced Community College
- Aman Ohlan – Modesto Junior College
- Jaylen Reyna – University of California, Merced
- Ashley Verver – Modesto Junior College



Making A Difference

“Making A Difference Campaign” gave staff the ability to further support Golden Valley Health Centers’ mission by donating through payroll deductions. In 2021, GVHC employees contributed more than \$30,000 to the campaign and elected to support the GVHC Care Fund and Adopt-A-Family.

The GVHC Care Fund is 100% employee-funded and is dedicated to helping employees or patients at a time of financial crisis. Adopt-A-Family is a cash raffle with proceeds from the raffle tickets supporting families in need during the holiday season. The winner of the raffle was kind enough to donate funds back to the GVHC Foundation!

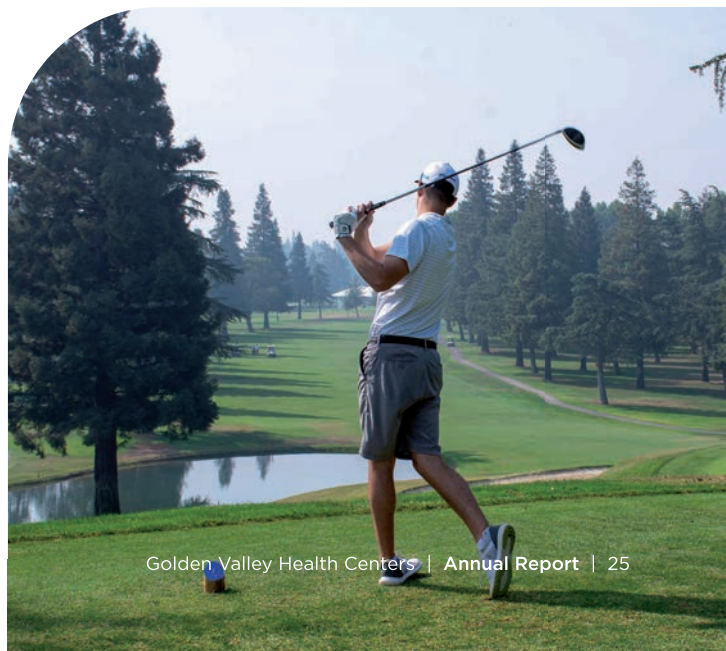
Back to School Backpack Giveaway

The GVHC Foundation also held an annual Back-to-School Backpack Giveaway. Over 2,600 backpacks were distributed to eligible school-aged children at all of GVHC’s clinical locations throughout Merced, Stanislaus, and San Joaquin counties.



Annual Golf Classic

The GVHC Foundation held its Annual Golf Tournament at the beautiful Oakdale Golf & Country Club. In attendance were over 100 players, sponsors, and volunteers who came to support the Foundation. Thank you to everyone who took part in making the Annual Golf Tournament a success!





BUILDING STAFF CONNECTIONS

Golden Valley Health Centers is committed to serving patients well. Our employees reflect the diversity of the communities we serve. As an Employer of Choice, GVHC recruits individuals dedicated to the mission. We invest in our team members by providing competitive benefits and compensation packages, as well as training, continued education, and opportunities for advancement.



STAFF APPRECIATION



In 2021, the COVID-19 pandemic prevented Golden Valley Health Centers from holding an in-person staff meeting or any other large gatherings to honor and celebrate staff achievements. But GVHC consistently finds new and improved ways to overcome challenges. In September of 2021, GVHC held its first ever Virtual All-Staff Meeting. The leadership team was able to communicate important company updates with employees and celebrate their hard work and the accomplishments of the past year.



“Coming from private practice, I appreciate all the GVHC support staff that allows me to focus solely on being a chiropractor. GVHC has an amazing group of people working together to improve the health of our patients. I am also really appreciative of the mission - not turning anybody away who is in need of care.” - Marcus Bernardi, DC



“The reason I joined GVHC is because of the mission. Every day I feel like our organization lives up to its mission. We do everything possible to stay true to that statement to provide high-quality care to the members of our community regardless of cultural, financial, or language barriers. There is a feeling of cohesiveness and collaboration and an emphasis on teamwork. We work as a single unit with every member of the team doing their part in delivering the best care for our patients and their families.” - Eduardo Villarama, MD CMO

PATIENT STORIES

"Doctor (Physician Assistant) Renteria listened to my concerns and ongoing health concerns. Provided suggestions, recommendations, and clarity to help improve my overall health. Also explained why I should be checking on and keeping track of my numbers. Staff are polite and answered concerns effectively. Overall good experience."



Nov 30, 2021, Merced Northview Health Center Patient

"I took my son Adam to get his 1st COVID-19 vaccination. I was very nervous because Adam is autistic, non-verbal, has epilepsy, and does not do well with needles. The staff was kind, respectful, and knew how to talk to Adam with calmness. Even a staff member checked to see if I needed assistance. Within minutes they were able to administer the vaccine. I want to thank everyone who was there.....you made my son's 1st vaccination experience a more manageable one."



-March 20, 2021, Robertson Road School-Based Health Center Patient



"Dr. Myers is the most professional and caring physician I have ever been to. She's been my doctor since I was a little girl and is now my 2-year-old's doctor and I wouldn't have it any other way. She is trusted with our lives as well as my family members who she also sees as patients. She takes the time to answer any and every question you may have and if she doesn't have an answer she will eventually get one. The staff is also great, friendly and efficient."



Dec 1, 2021, Robertson Road School-Based Health Center Patient

ADVANCING OPPORTUNITIES

VIEWPOINT

WITH DENNIS QUAID

Golden Valley Health Centers is beyond excited to have become selected to participate in “The Viewpoint Project - with Dennis Quaid.” This project highlights the services and needs of community based health centers across the nation and the impact they have on the health of their communities. This segment will air across all fifty states and will reach over sixty million viewers in 2022. GVHC will be allowed to use this segment for marketing purposes and this will assist in recruiting top talent.



Bringing Jobs To The Community

In 2021 while recruitment was in crisis, Golden Valley Health Centers showcased resiliency!

GVHC saw a massive deficit in talent acquisitions as the pandemic depleted a majority of the talent pool. The pandemic ushered in large unemployment checks, stimulus payments, and daycare closures, eliminating many candidates who would otherwise be great GVHC candidates for employment.

Regardless of the challenges faced, GVHC adapted to the trying times. Throughout 2021, GVHC hosted 25 total virtual hiring events that yielded the much needed workforce for clinical sites. A total of 319 candidates were hired by GVHC in 2021.



Continued Education

Golden Valley Health Centers strives to provide a high-quality experience for each patient visit and understands that to have a consistent high-quality experience, there must be investments in employees. Throughout 2021, GVHC held various trainings that focused on providing staff with the tools necessary to reach this goal.

During the summer, GVHC held an annual clinical skills fair for 320 medical and dental staff. The purpose of the skills fair was to ensure that all employees continued to be supported in providing the safest care to patients. GVHC staff sharpened 28 clinical skills ranging from needle safety, hand hygiene, and laboratory testing through the Clinical Laboratory Improvements Amendments.

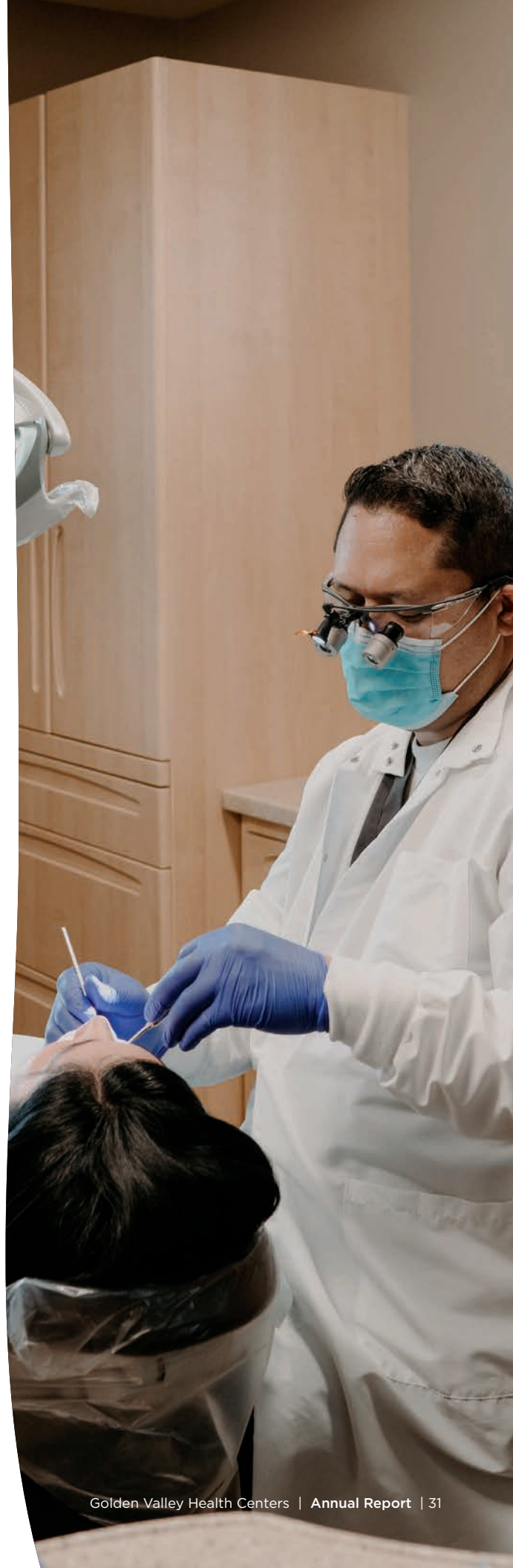
In the Fall, GVHC introduced a new customer service class for employees. The purpose of the class was to support employees who have direct contact with patients. Customer service is crucial to providing quality patient experience.

Employee Satisfaction Survey

In September of 2021, Golden Valley Health Centers launched an employee satisfaction and engagement survey conducted by a third party. Staff were encouraged to express their opinions and help identify areas of improvement.

As a critical pillar of GVHC's strategic plan, being considered an *Employer of Choice* is a top priority for the organization, with a renewed focus to establish ourselves as the desired choice in healthcare employment.

Results from the survey helped form much of the GVHC Strategic Plan, Year 2 Goals.



STORY OF A HEALTHCARE HERO

George Alkhouri, MD OBGYN

On July 2nd of 2021, Dr. George Alkhouri proved himself a true healthcare hero after defying obstacles to save a baby's life. Even in the face of experiencing a serious and unexpected vehicle accident on his way to perform surgery, he remained focused on the patient.

Dr. Alkhouri was on his way to the hospital to deliver a baby when his vehicle was hit by a drunk driver and he was injured. Dr. Alkhouri had shards of glass in his face and had injured his leg. He immediately borrowed an officer's phone to call a charge nurse. He told her that he was going to try his best to be there in time for delivery. The unborn child had its umbilical cord wrapped around its neck and the heart rate was dropping. When the police officer overheard them talking, he offered to release Dr. Alkhouri to rush to the hospital. Dr. Alkhouri made it just in time, despite his injuries he was able to perform a life saving surgery and saved the baby. When asked about the situation Dr. Alkhouri responded, "I wasn't thinking about the pain in my leg, or the blood on my face, or my hand. All I was thinking is, how am I going to get there and how am I going to deliver this baby?"

Watch the video here:



EMPLOYEE RECOGNITIONS



Employee Of The Year

Diana Ortega De Ramirez, MA

"I want to thank Golden Valley Health Centers for this recognition. I am grateful to have a career that not only makes me happy, but one that provides services to my community as well. I would also like to thank the people who trained me on becoming the Medical Assistant I am today. Thank you."

Employees Of The Quarter

Golden Valley Health Centers *2021 Employees of the Quarter* are recognized for their exceptional service and dedication to GVHC and the patients they serve.

Quarter 1:

Clinical:

Diana Ortega De Ramirez - Medical Assistant,
West Turlock

Burce Garcia - Registered Dental Assistant, Planada

Support:

Stacy Telles - Health Information Representative,
Atwater

Management:

Casie Cart - Center Manager II (Currently Operations
Project Manager)

Quarter 2:

Clinical

Adriana Esparza - Medical Assistant, West Modesto

Sylvia Montiel - Medical Assistant, Los Banos

Support:

Sylvia Jimenez - Corporate Recruiter, Atwater
(Currently Recruiting Manager)

Management:

Paula Maldonado - Health Information Supervisor,
Atwater

Quarter 3:

Clinical

Julissa Torres - Medical Assistant, Tenaya

Silvia Ramirez - Registered Dental Assistant, Merced

Support:

Justin Almanza - Graphic Designer, Modesto

Management:

Denise Ybarra - Director of Human Resources, Atwater

Quarter 2:

Clinical

Juana Rangel - Medical Assistant, Merced Suites

Stephanie Hernandez - Nurse Practitioner, Planada

Support:

Juan Flores - Maintenance Tech, Atwater

Management:

Jessica Rodriguez - Call Center Supervisor, Atwater



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