Dear Friends,

Six months have passed since California’s COVID-19 shelter-in-place order went into effect. During this entire time, we at Ravenswood Family Health Network have continued to deliver essential health care services in our communities. Since MayView Community Health Center became a member of Ravenswood Family Health Network in April 2020, we have pivoted to share our combined wealth of expertise—greatly facilitating our ability to respond to this crisis.

We serve communities who are at high-risk for COVID-19, including patients who are low-income, identify as racial or ethnic minorities, and/or have chronic health conditions. Understanding this, our staff on the front lines have risen to the challenge with grace, courage, and compassion.

Our clinics have implemented many measures to ensure that our patients, providers, and support staff are as safe as possible. We have created careful strategies for minimizing risk of COVID exposure, such as screening all patients, staff, and visitors before entry into our clinics, offering telehealth visits, creating drive-through dental appointments for our youngest dental patients, and dispensing prescriptions from our parking lot. We began offering COVID-19 testing for our symptomatic patients in March, and now test our asymptomatic patients who are essential workers plus any patient who wants to be tested.

We are excited to share that amidst our efforts to deal with the COVID-19 pandemic, we were able to transition to a new electronic health records (EHR) system called Epic. On July 14, 2020, after a year-long planning process, we successfully transitioned to Epic from our old EHR system. We expect this transition to improve our provider’s efficiency and allow us to better coordinate care with our external health care partners, including specialists, who also use Epic and shorten response time in Emergency Rooms or at Hospital Admissions because records, lab results, and medication lists will be available.

We continue to support our communities by providing culturally sensitive, integrated primary and preventive health care, regardless of ability to pay or immigration status. We also are grateful for our partner agencies who are working with us to address the food, housing, material, and educational needs of our shared clients. We would like to thank you in advance for your generosity and support.

Together, we can make a difference in the lives of our neighbors, ensuring that everyone has access to high quality health care.

Luisa Buada, RN, MPH
Chief Executive Officer

Photographers: Katherine Bick & Tomomi Mori

Learn about gift-matching on Page 4.
Our Mission
To improve the health of the community by providing culturally sensitive, integrated primary and preventative health care to all, regardless of ability to pay or immigration status, and collaborating with community partners to address the social determinants of health.

One Stop Shop
Guadalupe has been a patient of Ravenswood Family Health Network (Ravenswood) since the doors first opened in 2001. Guadalupe was nine years-old when her mother took her and her siblings to Ravenswood for all their health care needs. Now 30 years-old, Guadalupe still goes to Ravenswood. She has found a care team—of doctors, physician assistants, optometrists, dentists, pharmacists, and much more—that she deeply trusts and relies on.

Just as Guadalupe’s mother took her and her siblings to Ravenswood, Guadalupe is now doing the same for her family—she takes all of her children to Ravenswood! Guadalupe’s husband is a Ravenswood patient too! Guadalupe’s children have used Ravenswood’s Pediatric and Dental services and her husband has used Family Practice services, while Guadalupe has utilized all of Ravenswood’s services.

While Guadalupe is pleased with all the services she has received at Ravenswood, she has been exceptionally pleased with Ravenswood’s Women’s Health services. She shares how Rebecca Pinto, a Women’s Health Physician Assistant, “has gone above and beyond” for her as her Women’s Health provider. Guadalupe has been so delighted with Rebecca’s care! Guadalupe stated, “At Ravenswood, I don’t feel like I am another number!”

Conquering Cancer
February was a challenging month for Guadalupe’s family, as she was diagnosed with cervical cancer. She had many worries about her current stage. Her primary care provider, Amy Wolfe, referred her to external care at Stanford for additional exams and imaging to get a better understanding of her current state and progress. Upon receiving the results, she felt overwhelmed by uncertainty, so she called Rebecca. Rebecca clarified how her current stage of cancer, stage 1, meant that cancer cells were not found beyond the tissues of the cervix and uterus. Guadalupe said with relief, “I know I can call Rebecca whenever I have a worry—she makes me feel secure about my health.”

To remove the cancer in her cervix, she went through a hysterectomy, which is a surgical procedure to remove the uterus and cervix. In July, Guadalupe was cancer free! “One contributing factor to her success story was that she kept all of her appointments,” shared Rebecca proudly. “I have known Guadalupe for 13+ years. Long term patients like her bring joy, richness, and purpose to the work we do.”

Facing COVID
Just as Guadalupe was recovering from her surgery, she was unexpectedly infected by COVID-19 in August. She had no idea how she contracted it as she practiced social distancing, hand washing regularly, and mask wearing. After experiencing COVID-19 symptoms for a week—fever, headaches, fatigue, sore throat, and congestion—she feared for the worse and was rushed into the emergency room.

She was immediately tested for COVID-19, and the result was positive. Since she was immunocompromised due to the process of recovering from cancer, the virus took a hard hit on her health. She was on bed rest for a few weeks. Luckily, her husband and children did not have COVID and were able to help Guadalupe recover. Once she had regained her strength, Guadalupe took another COVID test and was negative! Guadalupe and her family were relieved after months of health challenges for her!

After surviving COVID-19, she scheduled a follow-up appointment with her primary care provider, Amy, to assess her overall health. So far, Guadalupe has experienced minor damage to her respiratory system. Amy is working with Guadalupe to strengthen her breathing muscles.

The challenges that Guadalupe faced demonstrate not only the multiple health problems our communities face, but also the resiliency of our communities. Regardless of the obstacles faced among our communities, Ravenswood will always be there to serve and support the well-being of our communities.
Providing Care During COVID

In the first three months of COVID, we quickly transitioned the way we provided care to be safer for patients and staff by launching telephone and televideo visits. We canceled routine visits, except for prenatal, reproductive health, and well-child visits. Additionally, we started dispensing prescriptions outside of our main health center via our mobile clinic and offering drive-through dental exams for our youngest patients, ages three and younger, to ensure they had continuous access to preventive dental care during this key life stage.

As we learned more about COVID and developed new procedures and workflows, we started offering more in-person services. All services are now open with the exception of our optical shop. Although we are open for in-person appointments, we are minimizing walk-ins by expediting phone triaging. We understand that some patients may be apprehensive about coming in for care so our Health Coaches have conducted health check-in calls to those patients.

We check that all staff, patients, and visitors are wearing masks and screened before entering any of our buildings. We sanitize all surfaces regularly, space lobby chairs at least six feet apart, and practice social distancing. We also have plexiglass at each front desk space. Our Incident Response Team has worked on obtaining personal protective equipment supplies through every means necessary as well.

COVID-19 Testing

Since March, we have conducted COVID testing for symptomatic patients via drive-thru in the parking lots of our main health center in East Palo Alto and our Sunnyvale clinic. Currently, COVID testing is by appointment only. We recently expanded access to testing for asymptomatic patients who are essential workers and any patient who requests to be tested.

Evolving Safety Guidelines

We regularly update our infection control protocols and workflows to ensure that we are following the most up-to-date best practices. For instance, our Dental Team created a 26-page infection control manual which guides us in providing dental care in the safest manner possible during COVID.

As we continue to face this pandemic, we will keep taking extensive precautions throughout our clinics to keep our patients and staff as safe as possible, adopting digital devices to increase efficiencies, and changing our workflows as health guidelines evolve. During this pandemic, our staff have remained dedicated, responsive, and flexible, as they continue serving our patients during difficult times.

Ravenswood Receives Over 12,000 PPE Donations from the Community

Ravenswood Family Health Network is extremely grateful for the way our community has come together in this challenging time and provided us with in-kind donations of personal protective equipment (PPE) when shortages meant we could run out and have to close. We would like to thank our local students from Mountain View High School and Foothill College for their donations, our local businesses and organizations, Alan Meyer Group, Seamstresses United, WuChinese, Sand Hill Properties/Woodland Park Communities, Maker Nexus, Nhat Tam Charity, and Advantage Converting, as well as our individual donors. Thanks to the generosity of many different groups of people, Ravenswood has received over 11,000 masks, including N95s, community masks, and surgical masks, as well as over 1,000 other PPE materials such as face shields and hand sanitizers. These supplies help us keep our staff and patients safe! As we operate on the front-lines of the pandemic, the support of the community means so much to us.
Ravenswood’s Transition to Epic in Spite of COVID

After using our current electronic health records system for nearly a decade, we switched over to a more efficient system called Epic. We wanted our providers and staff to spend less time trying to figure out electronic health records, and more time doing what they are passionate about—caring for our communities. We chose to transition to Epic because it is one of the largest electronic health records systems used by health care organizations throughout the United States. Using Epic will help us better coordinate care with external health partners such as Kaiser Permanente, Stanford, Lucile Packard Children’s Hospital at Stanford, and Sutter Health/Palo Alto Medical Foundation, since they use Epic as well.

For over a year, we prepared for this transition. The onset of COVID-19 threw a wrench into our meticulously planned transition strategy—suddenly we were operating at the front lines of a pandemic while simultaneously switching records systems. Thanks to the hard work and flexibility of our transition team, however, we were able to pull off the conversion despite these challenges, and we successfully moved to Epic on July 14, 2020! We are so happy to have completed this transition so that we can enhance the care we provide for our patients.

We Value Feedback! Patient Advisory Day 2020

Ravenswood Family Health Network had the pleasure of holding our third annual Patient Advisory Day in September of 2020. In the past, this event has been held in-person at our main health center, where patients have come together with our clinic staff to discuss how Ravenswood can continuously improve the patient experience. Since our patients’ feedback is vital to improving the way we provide care, Ravenswood held the event virtually this year to learn from our patients despite the ongoing pandemic.

On September 12th and 19th, our Board of Directors, CEO, Chief Compliance and Risk Officer, Patient Experience Manager, Staff Development/Event Planning Coordinator, and clinic staff joined forces to lead seven Zoom sessions in English, Spanish, and Tongan. Patients shared the many reasons why they choose to seek care at Ravenswood and also gave constructive feedback on how services could be optimized. “Despite holding the event virtually, our patients called in and provided the feedback we needed to hear to improve our care,” shared Christina Webster, our Patient Experience Manager. Patients’ feedback is crucial as we find the best ways to deliver care during the pandemic and continue to update protocols to ensure safety. As we push forward, we encourage our Ravenswood family to continue giving us feedback on where we can make changes and ultimately meet the needs of our community.

Make a difference in someone’s health journey this holiday season!

Donations postmarked by February 28, 2021 will be matched dollar for dollar! As of October 9, 2020, six generous donors are matching up to $90,000! Please write “2020 Year-End Campaign” on the memo line and include this remit slip.

Donate

Online at www.ravenswoodfhc.org/donate/

Mail a check with this slip to:
Ravenswood Family Health Network
1885 Bay Road, East Palo Alto, CA 94303

Ravenswood Family Health Network is a tax exempt 501(c)(3) nonprofit agency

Questions? Contact the Development Team at Development@RavenswoodFHC.org

Yes! I Want to Join Ravenswood’s Care Team!

☐ $100 pays for one pediatric patient’s routine dental exam with x-rays
☐ $250 pays for one patient’s routine eye exam
☐ $500 pays for one medical visit for an uninsured patient
☐ $2,000 pays for one year of care for a diabetic patient
☐ $5,000 pays for one mother’s prenatal care
☐ Other ________________________________