

HR Corner



COMING SOON!
Best Places to Work in
Healthcare Survey

During the month of July, staff will be asked to take part in a survey from *Modern Healthcare*. The survey is designed to gather staff feedback on their opinions of different aspects of CBHA such as leadership, culture, training, etc. All surveys are 100% confidential as staff will be asked to place their survey responses in an envelope and mail directly back to *Modern Healthcare*.

This year's surveys will be distributed to staff within the next week. Please take this opportunity to voice your opinions of your workplace. Last year, staff feedback was instrumental in the implementation of several ideas.

The Results are in for the Dental Benefits Survey!

There were 139 staff members who took part in the recent Dental Benefits Survey. When asked to compare CBHA's dental benefit to other employers, 39.6 % of staff felt CBHA's plan was better and 24.5% felt CBHA's plan was similar to other employers. When asked their preference on several dental benefits options, CBHA staff overwhelmingly chose the current plan over the other options with 84.5% ranking CBHA's plan as their first preference. Staff chose scheduling flexibility as the most important feature at 44.7%. Finally, when asked if they would be willing to pay more money to utilize outside dental providers using dental insurance, 66.2% of staff said no. Thank you for your time and feedback. As a result of your responses and comments, Leadership will be investigating other options for scheduling.

June Dental Assistant of the Month
~ Luthene Manzo ~

SPECIAL DATES

BIRTHDAYS

- 7/13 Antonia Arreola
- 7/14 Melva Zavala-Campos
- 7/14 Rebecca Perez
- 7/15 Chris Schuler
- 7/16 Jessica Garcia
- 7/16 Julieana Mendoza
- 7/18 Jessica Rodriguez
- 7/20 Alex Ruiz
- 7/22 Aaron Bess
- 7/22 Paloma Mendez
- 7/22 Martha Valdez
- 7/23 Amanda Ruvalcaba
- 7/24 Anna Garza
- 7/26 Carolyn Mace
- 7/26 MariaMendoza
- 7/29 Carissa Russell
- 7/30 Dulcye Field
- 7/31 Rick Benzel
- 8/1 Janie Leal
- 8/3 Salvador Martinez
- 8/7 Leo Martinez
- 8/7 Abdias Valdez
- 8/9 Carrie Anthony
- 8/12 Linda Vargas

HOLIDAYS & EVENTS

- 8/7 -8/14 National Health Center Week
- 8/9 Summer All-Staff

IN THIS ISSUE

- + NATIONAL HEALTH CENTER WEEK
- + SLIDING FEE CHANGES
- + DENTAL SURGERIES AT OCH
- + EMPLOYEE OF THE MONTH
Scott Harris
- + WELCOME AEGD RESIDENT
- + HR CORNER
- + DENTAL ASSISTANT OF THE MONTH
- + SPECIAL DATES
Birthdays and Events

Save the date
for the
Summer All-Staff
August 9th!
More details to come

National Health Center Week

August 7th - 13th



The second week of August each year is dedicated to recognizing the service and contributions of Community, Migrant, Homeless and Public Housing Health Centers in providing access to affordable, high quality, cost-effective health care to medically vulnerable and underserved people in the U.S. Last year's commemoration was special because 2010 also marked the 45th Anniversary of the creation of the Health Centers Program.

"Celebrating America's Health Centers: Serving Locally, Leading Nationally"

This is the theme for National Health Center Week 2011. This theme highlights the more than 45 year record of Health Centers in providing affordable, high quality, cost-effective health care to all people, regardless of ability to pay. America's Health Centers now

serve over 20 million people (including 925,000 farmworkers and nearly 940,000 people who are homeless) in 7,000 communities in all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam.

Thank YOU!

This week-long celebration, August 7th - 13th, 2011 focuses the public spotlight on America's Health Centers and their work to make sure that everyone who needs a health care home can have one.

5 ways CBHA has served locally and is leading nationally:

- 1 Hmmm... besides the plethora of awards CBHA has received this year?
- 2 CBHA continues to lead almost every CHC in immunization rates.
- 3 Survey says... patient satisfaction slowly rises every year.
- 4 CBHA employees work hard to host numerous community events each year.
- 5 CBHA technology has continually kept up with changes to better serve our patients.

MISSION STATEMENT:

The purpose of Columbia Basin Health Association is to provide equal access to quality health care to all persons regardless of age, sex, color, ethnicity, national origin, or the ability to pay.

CHANGES TO THE SLIDING FEE PROGRAM

With the recent elimination of State grant support for our Sliding Fee Program, we find it necessary to revise the program to maintain its sustainability. Effective August 1, 2011, our minimum fee will increase from \$20 to \$30, and patients will be eligible to receive an additional 25%, 50%, or 75% discount based on family income levels established each year by the federal government. Proof on

income is required to qualify. The following services under the Sliding Fee Program will no longer be covered:

- The cost of the medication for vaccinations and other injectibles; the administration fee is covered.
- IUD/Norplant devices; the insertion/removal administration fee is covered.

- Lab draw and handling fees will no longer be covered; the labs will remain on the Sliding Fee Program.



CBHA PERFORMING DENTAL SURGERY AT OTHELLO COMMUNITY HOSPITAL

Many of you know that CBHA had been in negotiations with Othello Community Hospital to be able to conduct dental surgeries at their facility. CBHA started treating pediatric patients at OCH the first week of January in 2011 after many months of planning. Currently, Dr. Hamilton is the dentist performing the surgeries. Dr. Hamilton has a private practice in the Tri-Cities and is a specialist in pediatric dentistry. He travels to CBHA dental clinics one day per week to treat pediatric patients and performs pediatric dental surgeries once per week.

This is the way it works: Dr. Hamilton sees a pediatric patient at one of CBHA's dental clinics. If he determines it is not safe to treat such a small child in the clinic setting; the child needs extensive dental treatment; or the child would benefit from a full mouth rehabilitation under general anesthesia, then he recommends the child be seen at OCH. Typical treatment in the hospital dentistry setting include placing pediatric crowns on all or most of a child's teeth and/or fillings, extractions and sealants.

CBHA dental staff was instrumental in setting up this endeavor. They ordered equipment, trained hospital staff to assist the pediatric dentist with procedures and assisted the hospital staff in learning billing processes for hospital dentistry. The CBHA dental registrars also help to schedule the patients at OCH.

CBHA is now networked with OCH for Electronic Dental Records. This means that a patient's record can be accessed from the hospital by the dental staff.

Currently, dental surgeries are performed only one day per week, but CBHA has requested another oral surgery day from OCH.

It is through endeavors like these that CBHA is able to continue to give our patients the best and most comprehensive care possible. Thank you to all of the CBHA staff involved in this project that helped to make it a success!



Employee of the Month for May 2011

SCOTT HARRIS

SHORT WORK BIO:

Scott is a Senior Revenue Accountant. He journalizes and analyzes revenue, tracks and draws grants, assists in ordering and receiving supplies and equipment, and participates in other accounting related duties.

FAST FACTS:

Scott is currently training to run a marathon!

WHY HE WON:

"Scott epitomizes the strengths of a great employee – he has a positive attitude, regardless of workload and challenges placed on him; he is accountable and dependable; he looks for improvement in processes; he is kind and compassionate with his coworkers; and he really cares about doing a good job," said Carrie Anthony, Scott's supervisor.

THE SCOOP:

Anyone who has met Scott know

that he can be a bit shy, but his co-workers have gotten to see another side of him. Jessica Ozuna said, "He's very dependable and always takes the time to help me out when needed. He's shy but can throw a few punches at Pablo when necessary."

SCOTT'S ANSWERS TO TOTALLY RIDICULOUS QUESTIONS:

What is the first thing you do when you get to work in the morning? *Ctrl-Alt-Del*
 Favorite movie? *Life is Beautiful*
 What would your status read on facebook right at this moment? *It*

reads "Whydidleverjointhisthing" Most inspirational person in history? *Jesus. Another individual that really inspires me is William Tyndale.*

If you had 24 hours left to live, what would you do? *Go over the life insurance proceeds investing plan with my wife, assure my girls know how to shoot a jump shot, and eat dinner at Time Out Pizza.*

Where is your favorite place to be? *That's easy...at my desk at CBHA!*



RAISE THE ROOF - NEW AEGD RESIDENT!

Dental Resident

Dr. Audrey Roof is joining CBHA for a one year residency. Dr. Roof is originally from Cedar Rapids, Iowa and attended dental school at the University of Iowa. She loves the outdoors-camping, hiking and is very active with all sorts of art projects ranging from oil on canvas to sewing. When asked "If you could practice dentistry anywhere, where would it be?" Dr. Roof responded, "Hands down the Pacific Northwest. That's why I am here!"