



Center For
Family Health, Inc.

CENTERPIECE

Winter 2003

Opening the Doors to Health Care for All

Inside....

*In depth
Springport Rd.
Facility*

*Community
Profile
Jerry Grannan*

CFH Welcomes Dr. Mark Lay and adds Family Practice

The Center for Family Health welcomes Mark Lay, M.D., M.S. Dr. Lay has assumed the responsibilities of Medical Director and is expanding our services to include Family Practice.

Having worked in both private practice and for federally qualified health centers, Dr. Lay brings diverse and extraordinary experiences to the Center for Family Health. Dr. Lay worked for four years with the Indian Health Service in Nebraska. He had served as the director of Quality Improvement and Compliance at the University of Wisconsin and as manager of employed physicians at Bronson Hospital in Kalamazoo.

"I believe community health centers are going to be the model for all health care within the next decade. This particular community health center has



leaders with vision and creativity" Dr. Lay shares.

"CFH is an organization run by people who want to make a difference for the community's health care needs. Although many organizations have this mission throughout the coun-

try, few have the leadership to accomplish this in a financially successful manner which allows providing very high care.

The addition of Dr. Lay has allowed the Center for Family Health to expand its services to include Family Practice. Family practitioners are trained in setting and casting fractures, performing diagnostic and screening procedures, they have extensive training in psychiatry so they have been taught how to integrate the medical needs with the psychosocial needs of patients. The strength of a family medicine trained physician is the ability to take care of all of the needs of the entire family. This is particularly helpful when coordinating care among various specialists.

Dr Lay has two daughters, a Physics major working on her Ph.D at the University of Washington and a senior in high school.

Internal Medicine Grows to Fill New Space



When our Internal Medical Department moved to our new facility on Springport Road (see related article, page 2), we

couldn't wait for a much needed growth spurt. In our new space, we have more exam rooms and our physicians are able to see patients more efficiently. Additionally, it was time to add another physician to serve the more than 20,000 people in Jackson County who are unable to afford health care and do not have health insurance.

Dr. Rose Johnson joined the Internal Medicine Staff in October. Dr. Johnson will enable CFH to serve more patients.

Dr. Johnson received her medical degree from the University of Kerala (Medical College Trivandrum) in 1996. She completed her residency in St. Barnabas Hospital, NY.

"I (am) impressed by the work CFH is doing to reach out to the ... people who do not have access to medical care," Dr. Johnson shares. "I hope to be able to reach out to people to impress upon them the need for preventive care."

Dr. Johnson is married and has two

Center Focus: Our New Springport Road Facility

Services

Everyone is welcome.

Everyone is eligible.

The Center for Family Health is a non-profit community health center dedicated to meeting the health care needs of the entire family. The Center for Family Health provides their services to all people, regardless of their ability to pay.

CLINICAL SERVICES

Dentistry

Obstetrics & Gynecology

Pediatrics

Family Practice

Internal Medicine

SUPPORT SERVICES

Transportation

Translation

Infant and Maternal Support

Financial Services

Medical Offices
784-9385
2200 Springport

Dental Offices
784-9356
817 W. High Street

Administration and Billing Offices
784-2895
817 W. High Street

In August, three of our clinics, Internal Medicine, Obstetrics & Gynecology and Pediatrics, moved to one location at 2200 Springport Road. This move gave us the opportunity and the ability to improve and coordinate services, increase exam space and centralize operations.

Many of the changes can't be seen from the reception area or the exam rooms, but these improvements have a huge impact on the quality of services we are able to provide to our patients.

Come with us as we give you a photographic tour of our new location and the progress made.



Financial Services

Before Patients who had billing questions or needed to apply for Health Pay were required to travel to our High Street location.

Now Patients have complete access to our financial services representatives with a walk up window located in both the Dental Office Lobby and the Springport Road Lobby.



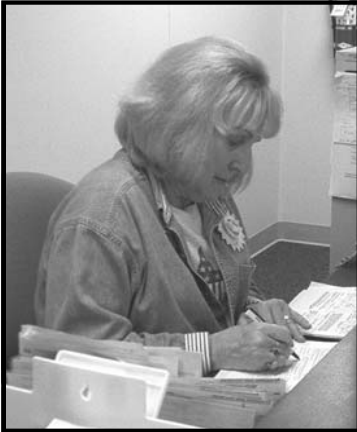
Collaboration

Before Our medical staff was divided between three locations and it was difficult to consult peers and share information. Our supervisors were traveling back and forth between offices. Case management and Maternal and Infant Support Services had no consultation space.

Now Staff work as a cohesive team which allows for a smooth-running, well prepared work environment. Our staff are cross trained and supervisors are on site. This will result in less waiting time for patients.



For more information about our services or to make an appointment, please call 784-2895. We invite you to visit our website at www.centerforfamilyhealth.org.



Prescription Assistance

Before Our prescription assistance program was available at only one location.

Now Patients can walk in and speak with our Medications Coordinator in a more formal, customer service friendly environment.



Centralized Triage

Before Patients who wanted to speak to a nurse or felt they needed medical assistance immediately needed to be transferred to a department, leave a message and wait for a nurse to return phone call in between patients.

Now Patients call the switchboard and are connected with a triage nurse who can schedule same day appointments or answer their health related questions. Since Triage Nurses only handle patient calls, waiting time is reduced.

Moving Trivia

Number of files consolidated: 1000

Number of trucks filled: 8

Number of Staff moved: Approximately 60

Additional exam rooms: 12

New consultation rooms: 3

Medical Records

Before A patient may have as many as three files, one in each of our clinics.

Now Patient files have been consolidated. Patient files can be accessed by all of our physicians. This allows physicians to better coordinate care.



Centralized Medical Appointments

Before If a patient wanted to coordinate family appointments it meant working with each department separately.

Now patients can make one phone call and schedule an appointment with Pediatrics, Internal Medicine and Obstetrics & Gynecology. Patients still need to make a separate call to schedule a dental appointment.

We Need Your Help

We turn no one away based on their inability to pay. Everyone is eligible and everyone is welcome.

We depend on the generosity of people like you to continue to serve our patients.

Our goal is to fill the gaps in our community's health care system.

Your donation can help.

Please consider making a gift today.

Please cut out this form and mail it with your gift to Center for Family Health, Inc., 817 W. High Street, Jackson MI 49203

My gift....

\$100 \$50 \$25 Other

Name: _____

Address: _____

City _____

State/Zip: _____

Please send me more information about:

Staff

Molly Kaser, Executive Director
Sara Benedetto Operations Director
Mary Siders, Finance Director
Mark Lay, MD, MS Medical Director
Jane Grover, DDS, MPH Dental Director
Mohammad Ghali, MD
Elliott Hardy, DDS
Rose Johnson, MD
Sarah Malinda, DDS
William Oduro, MD
Miraflor Reyes, MD
Shahzad Shaikh, MD
Naveed Siddiqi, MD
Haitham Talo, MD
Kathleen Dyer, WHNP
Colleen Chadderton, CPNP
Suzanne Kirk, FNP
Erin Mazur, FNP

And over 100 dedicated professionals, including:

- Nurse & medical assistants
- Hygienists/dental assistants
- Case managers, dieticians, social workers and outreach
- Medical records clerks
- Registration & scheduling clerks
- Patient account representatives
- Financial service advocates
- Switchboard operators
- Quality management coordinator

Jerry Grannan - Community Profile



Jerry Grannan, Director of Compliance and Operations at Physicians Health Plan (PHP) serves as the Center for Family Health's board president and has been affiliated with CFH since its inception back in 1991. Jerry's association with CFH began as physician recruiter and he helped find an obstetrician for the Center for Healthy Beginnings*.

Jerry's physician recruitment, contracting and practice management experience is incredibly valuable. His expertise has influenced

the quality of care that the Center for Family Health provides.

Jerry is also a "user member" which means he seeks medical care from the Center for Family Health.

"As a result, I take very seriously the physicians and other staff we recruit, as I know they could be providing care to me," Jerry shares.

As our economy begins to slow, CFH expects the need for our services to increase as more and more people in our community become uninsured. "We are prepared to serve more members of the community," stresses Jerry, "but regardless of

whether one has insurance or not, the Center is a high quality health care organization that all members of the community come to for health care. "

"I enjoy being a member of the Center's board. My involvement allows me to be an active part of the Center and keeps me connected to the community. "

Jerry lives in Jackson with his wife, Christy and their two children.

The Center for Family Health is grateful for Jerry's commitment and dedication.

**The Center for Family Health started in 1991 as Healthy Beginnings and provided obstetrical care for low income women.*

Our Mission
To improve and enhance the health status of all members of our community by providing access to quality health care services and education.

Administration
817 W. High Street
Jackson, MI 49201
Dental
817 W. High St.
Medical
2200 Springport Rd.



Non profit
POSTAGE PAID
Permit No. 332
Jackson, MI