



CAMARENAHEALTH.ORG | (559) 664-4000

ANNUAL Report 2023



EMPOWERING OUR PEOPLE TO

Enrich the Community

We believe in the power of community to foster **wellness** and **resilience** at Camarena Health.

With every initiative and service as a community-based healthcare provider, we aim to strengthen the bonds that tie us to the Central Valley, ensuring that integrated health and accessible care are cornerstones of our neighborhoods.

In 2023, through innovative programs and compassionate service, we have deepened our commitment to nurturing the well-being of every individual and family we serve. Our efforts have been focused on empowering our community to take charge of their health, with the support and guidance of a trusted team that cares deeply about their success. Together, we are transforming the landscape of healthcare, making a lasting impact on the lives we touch.



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Setting Groundwork for the Future Through Camarena Health Foundation



Our Community Footprint

OVERVIEW OF OUR IMPACT

Camarena Health's commitment to nurturing the roots of community wellness goes beyond mere medical care; it embodies a philosophy that champions local empowerment and sustainable health practices. Through innovative initiatives and partnerships, we weave the fabric of health into the daily lives of those we serve. From expanding access to essential services to fostering educational programs that promote proactive health management, our approach ensures that wellness thrives from the ground up, guided by the very people and community it aims to benefit.

LETTER FROM

OUR CEO

I am honored to present our 2023 Annual Report, which celebrates this year's theme of "Homegrown Wellness."

Reflecting on the past year, we uphold the belief that a strong community is built on the well-being of its members—nurtured from within through collaborative care and empowerment.

This year, our team's innovative ideas and determination flourished to meet the unique needs of our communities. From addressing the ongoing needs of the greater Madera County region to responding to the closure of Madera Community Hospital, it was inspiring to see the Camarena Health community unite, leveraging innovation to bridge gaps and enhance our healthcare delivery.

Our response to these challenges was swift and unwavering, as our homegrown heroes rose to the occasion, ready to face and overcome the healthcare challenges confronting our communities.

As you explore the stories and achievements within these pages, I hope you'll be inspired by the positive changes and the dedicated individuals who make them possible. Each advancement and each life touched reflects our collective efforts to cultivate wellness right here in the heart of California.

Thank you for your continued support and for sharing our vision of a community thriving in Homegrown Wellness. Together, we are building a legacy of health that will endure for generations to come.

With heartfelt gratitude,



Paulo Soares, MHA
Chief Executive Officer



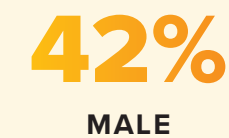
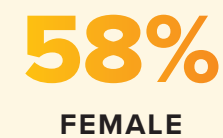
EMPLOYEE **STATS**



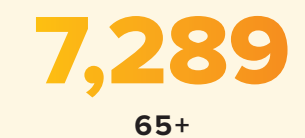
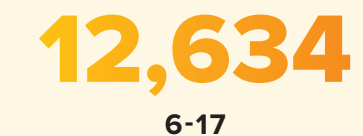
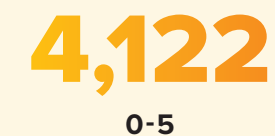
WORKFORCE **BREAKDOWN**



HEALTH CENTER **DEMOGRAPHICS**



AGE GROUPS

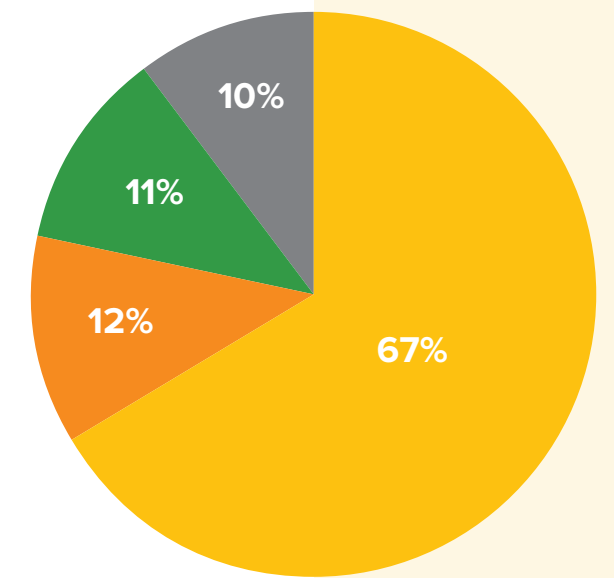


TOTAL REVENUE



\$72,819,036

PAYMENT SOURCES



- MEDI-CAL
- PRIVATE INSURANCE
- UNINSURED
- MEDICARE

TOTAL PATIENT ENCOUNTERS



325,052



219,096

MEDICAL VISITS



10,041

VISION VISITS



58,247

DENTAL VISITS



15,942

BEHAVIORAL HEALTH



4,666

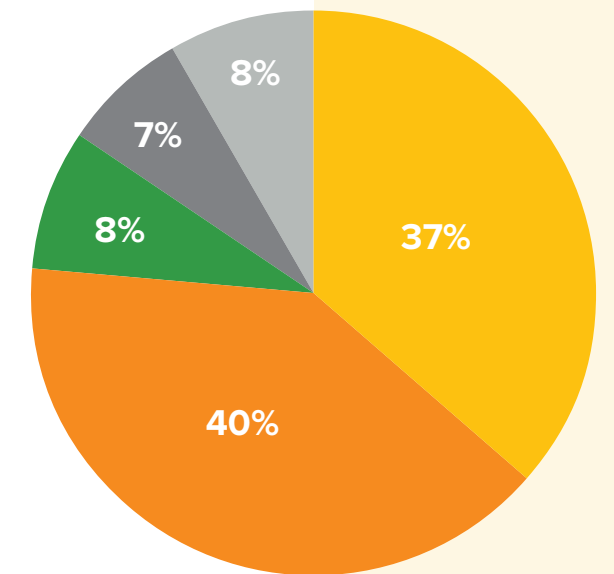
CHIROPRACTIC VISITS



17,060

ENABLING VISITS

FEDERAL INCOME LEVELS



- 100% OR BELOW
- 101-150%
- 151-200%
- OVER 200%
- UNKNOWN

TESORO VIEJO WELLNESS CENTER

A LONG-AWAITED OPENING

Camarena Health finally celebrated the opening of the Tesoro Viejo Wellness Center, a state-of-the-art facility designed to meet the evolving health needs of the community. Located next to The Hub in Tesoro Viejo Town Center, this 13,000-square-foot center provides a comprehensive range of services, including medical, dental, behavioral health, and health education.

Serving a community that is focused on being active and healthy, it features a gym and wellness classes tailored to an active lifestyle. We get to be a part of that community drive, and also get to support the surrounding communities through integrated activities such as yoga, Pilates, and a gym circuit. The Wellness Center marks a significant enhancement of local healthcare infrastructure, promising to support and uplift our community for years to come.



Meeting the Moment



RESPONDING TO OUR COMMUNITY'S UNIQUE NEEDS IN 2023

This year witnessed the immediate benefits of our incredible workers' creative programs that filled vital needs in the Madera-area community. Our homegrown talent's efforts helped close many gaps in healthcare, some existing for some time and some resulting from immediate needs, such as the abrupt closure of Madera Community Hospital. Our immediate and thoughtful actions safeguarded the health of those we serve, reinforcing the trust placed in us to provide continuity of care and support during times of need.

LETTER FROM OUR CMO

ADDRESSING COMMUNITY NEEDS, TOGETHER

The healthcare challenges impacting our County really hit home for us in 2023 as we experienced the painful closure of our local hospital.

Faced with a short timeline, our leadership team mobilized a plan to help ease the gaps in care that would ensue. We held job fairs, expanded urgent care hours, added primary care staff, created new obstetric programs, and restored the hospital's specialty clinic in one of our health centers. We were both proud and humbled by our community's faith in us to expand our presence and services for the residents of Madera.

Despite the hospital tragedy, a remarkable highlight that surfaced was the commitment of displaced staff to serve the City of Madera. Clinicians and non-clinicians alike sought out the opportunity to continue to provide their services within the city. Ultimately, many individuals were onboarded into various

roles including front and back office, medical records, billing, staff provider, and others. Their dedication to remain in Madera undeniably represented "homegrown wellness" and the spirit of community.

Over the course of the year, new specialties were added to our Camarena Health Specialty clinic, and by year's end we offered in-house consultations with Cardiology, Gastroenterology, General Surgery, Infectious Diseases, Nephrology, Podiatry, Pulmonology, and Urology. These admirable specialists not only rose to the occasion to bridge patients' care during a difficult time, but they maintained resolution to continue their work thereafter. We remain grateful for their service.

Looking ahead, we are excited about new technological advancements taking place in the healthcare environment. Artificial Intelligence (A.I.) is showing potential applications to reduce documentation time, facilitate algorithms for diagnosis and treatment, or to perform patient engagement activities. We intend to explore this as well as other technology in our continual effort to bring the very best for our patients and staff.

We are also hopeful for an eventual re-opening of the Madera hospital. The needed access it will bring, as well as the opportunity for collaboration between our health systems, will be a welcome provision for our community. Even so, Camarena Health will continue its efforts to create access, deliver quality, and to champion the needs of the community we so greatly esteem.

Joel Ramirez, M.D.
Chief Medical Officer

SPECIALTY CLINIC EXPANSION

A RAPID RESPONSE

Camarena Health expanded its specialty care offerings to ensure that patients continued to receive the critical services they depended on, with a direct need for specialty care to cover those losing services due to the closure of the hospital.

With the initiative and help from Dr. Bakht Roshan, we swiftly established new clinics, complete with the necessary specialties that were needed in the community. This initiative was a decisive move to sustain and improve the level of care upon which our community relies.

As a result of the expansion and response, we now offer all of these specialties in-house:

- Podiatry
- Urology
- Cardiology
- General Surgery
- Pulmonology
- Nephrology
- Gastroenterology
- Infectious Diseases



"Our rapid expansion into specialty clinics has been crucial for maintaining patient care, and I appreciate the Camarena Health team's effort that made this possible."

– Dr. Bakht Roshan





GESTATIONAL DIABETES PROGRAM

ADAPTING CARE

Camarena Health recognized the urgency to address a significant gap in prenatal care that left our expectant mothers vulnerable to the serious risks associated with gestational diabetes. Before the hospital closure, our patients diagnosed with gestational diabetes were referred to the hospital, but without access to essential services, mothers and babies faced several possible life-threatening risks:

- Oversized newborns
- Delivery injuries
- Hypoglycemia
- Respiratory difficulties
- Greater need for emergency C-sections

This led us to the creation of our in-house Gestational Diabetes Program, a critical intervention that offers early detection and continuous, specialized care to counter these risks. This program represents more than medical support—it's a pillar in the overall health of our community, and also vital in addressing our patients' social determinants of health.

By monitoring and managing gestational diabetes, we ensure mothers and their babies have the resources they need for a healthier pregnancy and delivery. Early intervention and tailored care plans adapt as mothers' needs evolve throughout their pregnancy, significantly reducing the risk of complications.

HOMEGROWN HERO

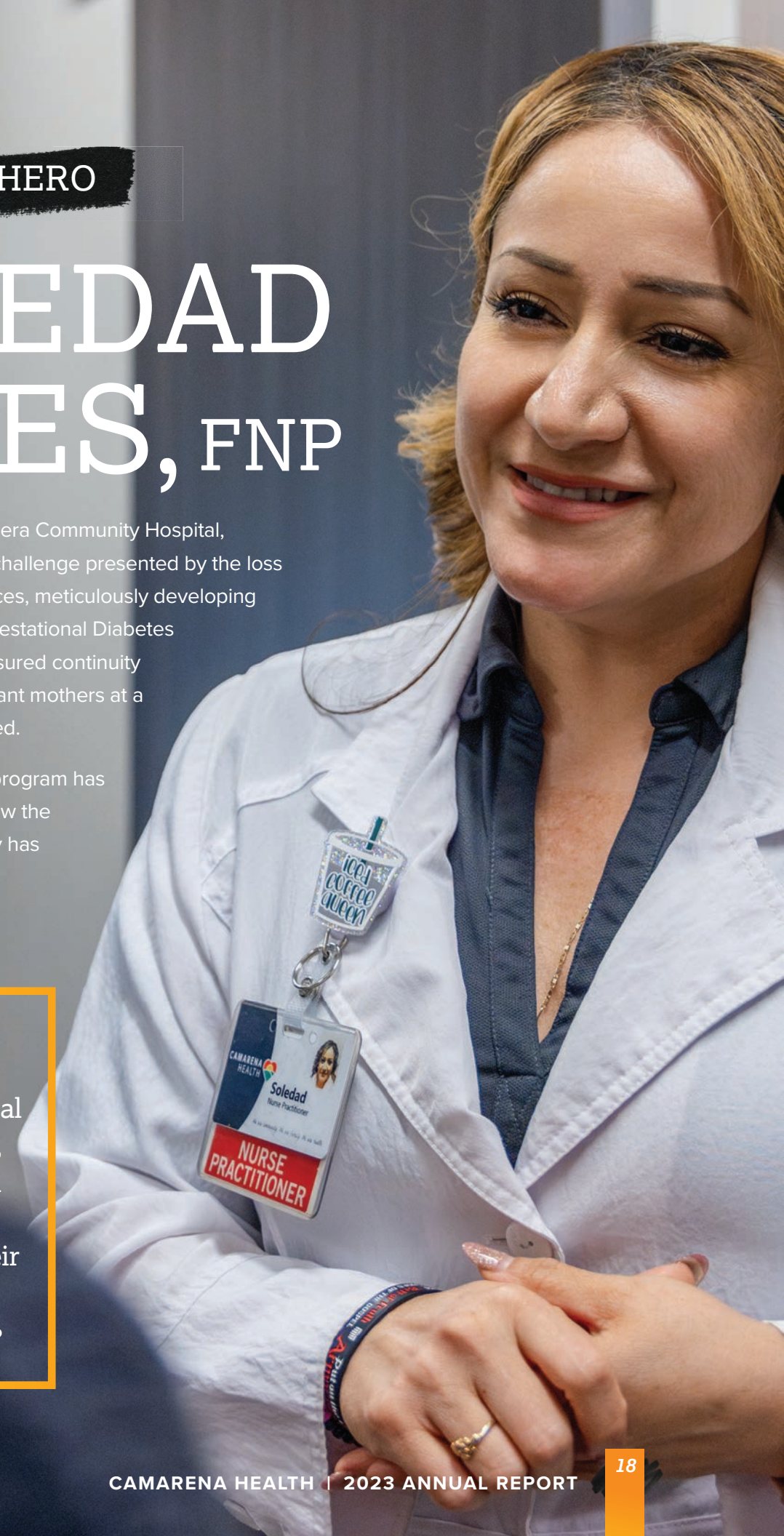
SOLEDAD REYES, FNP

Following the closure of Madera Community Hospital, Soledad quickly rose to the challenge presented by the loss of gestational diabetes services, meticulously developing a comprehensive in-house Gestational Diabetes Program. Her swift action ensured continuity of critical care for our expectant mothers at a time when it was most needed.

Under her stewardship, the program has become a key example of how the Camarena Health community has skillfully addressed the high demand and complexities of the hospital closure.

“I am grateful for the opportunity to lead our Gestational Diabetes Program, ensuring essential care continues for our mothers in their crucial times.”

— Soledad Reyes, FNP





POINT OF CARE PEDIATRIC BILIRUBIN TESTING

SEAMLESS SERVICE CONTINUATION

Recognizing the heightened need for accessible pediatric care, Camarena Health implemented Point of Care Pediatric Bilirubin Testing at Camarena Kids. This testing is critical for early detection of jaundice in newborns, a condition that can lead to severe complications if not treated promptly. The test involves a gentle, non-invasive procedure, painless for the baby, where a device is used to measure bilirubin levels through a scan of the skin. By integrating this testing into our pediatric care, we have significantly reduced the need for hospital visits—83% of babies scanned at Camarena Kids in 2023 avoided having to undergo further testing. This service provides a safer and more convenient option for parents and their newborns.

CLINICAL PHARMACIST GRANT

PERSONALIZED MEDICINE

After finding that most patients struggle to take their medication properly, if at all, without clear guidance, we identified a significant need for a full-time clinical pharmacist. With the support of a generous grant, Camarena Health introduced a full-time clinical pharmacist this year, addressing this critical gap in our patients' experience.

Whether it's one-on-one consultations or telehealth appointments, our pharmacist offers a personalized touch to reduce the risks of improper medication use. Specializing in complex medication management and the latest treatments, he educates and shares accessible medication packaging to enhance understanding, especially among the elderly and those facing polypharmacy challenges.



Supporting Local Talent

PROVIDING PATHWAYS TO GIVE BACK

Our commitment to addressing the healthcare provider shortage in the Central Valley has led us to innovative educational partnerships and initiatives. Recognizing the need for a sustainable, local workforce, we've established robust programs designed to teach, inspire, and ultimately retain the next generation of healthcare professionals right here in our community.

ASPIRE TO INSPIRE INITIATIVE

Our role as a Teaching Health Center directly addresses the critical shortage of healthcare professionals in the Central Valley. This underscores our dual commitment to delivering exceptional patient care and fostering educational excellence.

Through our collaboration with A.T. Still University, we provide an immersive, hands-on clinical residency program that equips students with the necessary skills and experience, ensuring that each student not only becomes a competent healthcare provider but also a dedicated advocate for the communities they serve.



HOMETOWN SCHOLARS PROGRAM

A key component of our educational outreach is the Hometown Scholars program, which endorses local students for acceptance into A.T. Still University's Master of Health Science—Physician Assistant Program. This initiative is particularly close to our hearts, as it allows us to support and elevate local talent who are committed to serving their home community.

Since its inception, we have seen tremendous success, with scholars returning to complete their clinical residencies at Camarena Health and joining our team as full-fledged healthcare providers, contributing significantly to the health and wellness of the Central Valley.

40

A.T. STILL UNIVERSITY PHYSICIAN ASSISTANT PLACEMENTS

6

HOMETOWN SCHOLARS

10

INDIVIDUALS EMPLOYED BY CAMARENA HEALTH



HOMEGROWN HERO

JASMINE THANDI

Jasmine, a native of Kerman and initially an AmeriCorps volunteer at Camarena Health, was inspired by our mission and community focus.

Through the Aspire to Inspire Initiative and her training under the Hometown Scholars program, she has risen to become the lead provider at the Matilda Torres School-Based Health Center, using her connection to the community to provide elevated care.

“We need more providers in the Valley, and we have tons of opportunities for providers, community, patients, and students. It’s important to be able to serve the community you love.”

– Jasmine Thandi



HOME GROWN HERO

PARMVEER BAINS

Another outstanding example of local talent, Parmveer took advantage of the Hometown Scholars program to pursue his studies at A.T. Still University.

Upon completing his Physician Assistant degree, Parmveer, who grew up in Madera, returned home to Camarena Health for his clinical residency and now serves as a Family Medicine Physician Assistant. The Hometown Scholars program allowed him to fulfill his strong desire to return and serve his hometown.

“My transition from education to actual practice was seamless. There are so many kids who want to get into healthcare and serve their community. I was fortunate enough to hear about the program.”

– Parmveer Bains

PRECEPTOR DEVELOPMENT

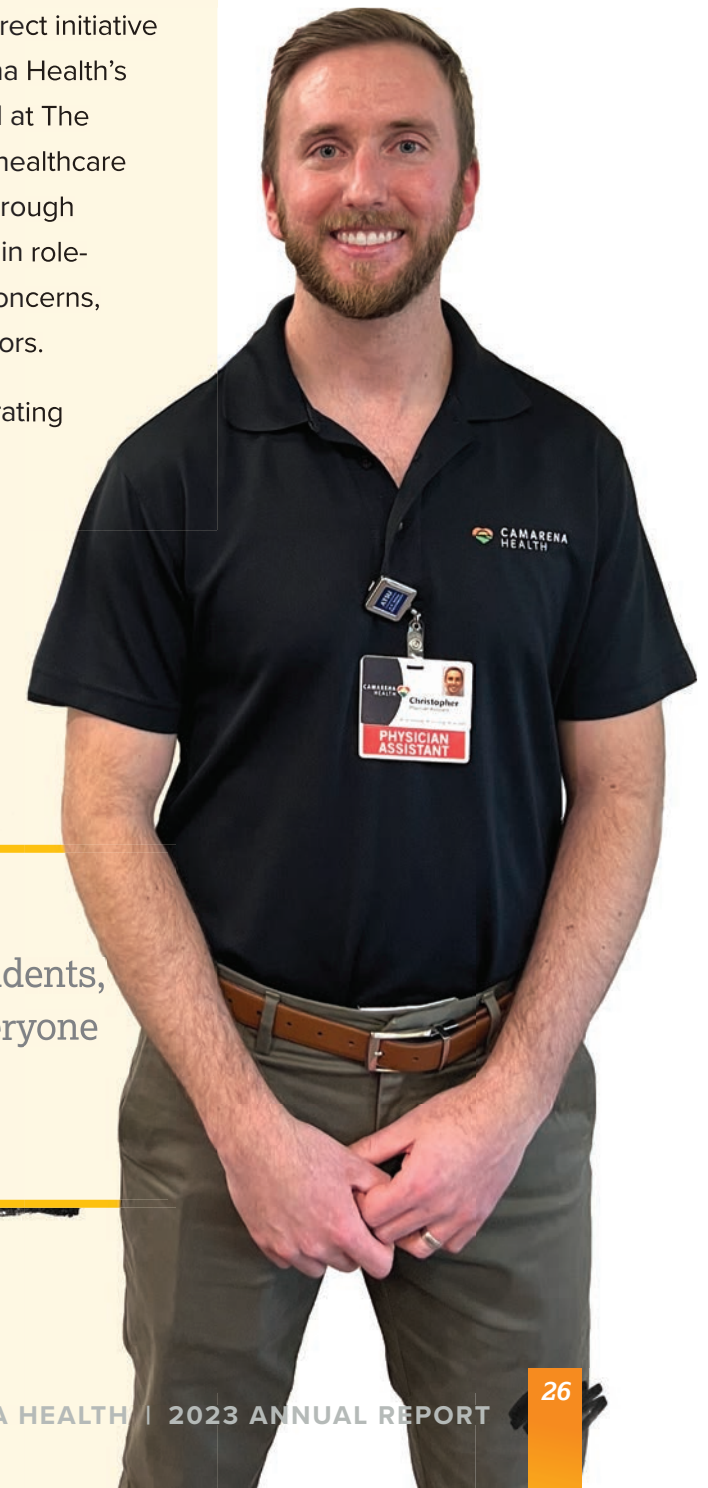
ELEVATING EDUCATION

Our inaugural Preceptor Development Training is a direct initiative of our Aspire to Inspire campaign, reflecting Camarena Health’s commitment to shaping the future of healthcare. Held at The Pines Resort in Bass Lake, the training equipped our healthcare providers with advanced teaching methodologies. Through engaging workshops, our clinicians honed their skills in role-playing, feedback delivery, and addressing student concerns, enhancing their effectiveness as mentors and educators.

Chris Fasulo, a lead preceptor, was pivotal in orchestrating this initiative. Starting as a member of the first A.T. Still University Aspire to Inspire cohort in 2016 and progressing to his preceptor role, Chris’ leadership ensures that Camarena Health not only meets but sets new standards in medical education, fostering a supportive learning atmosphere that prepares both students and educators for the dynamic challenges of healthcare.

“Education is a two-way street. It’s humbling to learn alongside our students, fostering an environment where everyone feels valued and supported.”

– Chris Fasulo



X-RAY TECH CHALLENGE & CROSS-TRAINING SUPPORT

EMPOWERING STAFF THROUGH PROFESSIONAL DEVELOPMENT

Faced with the need for X-ray technicians who could adapt to the versatile roles within our clinics, we chose to invest in our existing staff. In partnership with the Central California School of Continuing Education, we offered our medical assistants the chance to add X-ray certification to their skill sets.

We also expanded this initiative into a cross-training program that incentivizes registration staff and medical assistants to learn new skills and receive higher certifications. These initiatives enabled front- and back-office staff to further their education while still working and receiving an income while opening opportunities for advancement and enhancing our service delivery to the community.



“We are maximizing our resources and using our biggest resource, which is our staff. We are investing in our people.”

– Gabriel Mejia, Chief Human Resources Officer

APPRECIATING OUR TEAM



Chukchansi Park Partnership

We continued our partnership with Chukchansi Park, offering our employees exclusive access to a range of events, from Fresno Grizzlies games to concerts and the popular Taco Truck Throwdown.

Fresno State Football Tailgate

One of our favorite ways to celebrate our employees, we continued our annual football tailgate event this year with some good eats and cheering our local Fresno State Bulldogs, together.



Employee Celebration at Table Mountain

We decided to honor our employees with special awards and recognitions during an entertaining gathering at Table Mountain Casino with dinner, raffles, a DJ, and photo booth.



Christmas Door Contest

Mixing Christmas festivities with our employees' kind-hearted, competitive spirits and creativity, our different Camarena Health departments participated in a holiday door-decorating contest, with winners enjoying a special lunch reward.

Fruity Treats With Ohana Pantry

We demonstrated how "berry" lucky we are for our staff by celebrating them with açai bowls, smoothies, and fruit cups in collaboration with Ohana Pantry, which served the delicious creations across multiple Camarena Health locations.



Donuts & Dippin' Dots Ice Cream

During National Health Center Week, we expressed our gratitude to all staff by delivering donuts and Dippin' Dots ice cream to multiple locations, adding a sweet touch to their day.

Agricultural Worker Appreciation

Agricultural Worker Health Day, which also falls during National Health Center Week, allowed us to focus on our incredible agricultural workforce by giving cooling cups and other incentives to help them stay refreshed.



Nurturing Health

EDUCATION & INNOVATION IN ACTION

In a landscape where healthcare challenges are ever-evolving, we hold our commitment to pioneering educational and innovative solutions for our communities. This section underscores our proactive approach to enhancing health outcomes through hands-on educational programs and cutting-edge medical innovations, all tailored to meet the specific needs of the people we serve.



GROCERY STORE TOURS

PATIENT-INSPIRED NUTRITION EDUCATION

Our Grocery Store Tours program exemplifies our commitment to serving our communities by actively listening to their needs. Sparked by patients' frustrations over the struggles with providing healthy foods for their families, our health educator, Cindy Hernandez, started a program where nutrition experts guide participants through local stores, also providing gift cards to patients as they learn invaluable insights about making healthier food choices.

These tours are more than educational—they're interactive! Participants asked great questions as they moved throughout the store, giving guides the opportunity to provide specific information and to dispel myths.

This transformative initiative empowered participants with the knowledge to make informed decisions that benefit their long-term health.

HOMEGROWN HERO

CINDY HERNANDEZ

Empowered with the opportunity to make a difference, health educator Cindy Hernandez has embodied the true spirit of Homegrown Wellness by spearheading the innovative Grocery Store Tours initiative. Driven by patient feedback on the challenges of making healthy food choices, and with the support of her team, Cindy took the lead on a concept that would demystify nutrition right where decisions are made—the grocery store aisles.

With planning and maximum passion, Cindy piloted the first tour at a Rancho San Miguel grocery store, providing practical, hands-on guidance to help families. Despite personal hardships, Cindy remained committed to the program's success, a testament to her dedication to our community's well-being. Through these tours, which offer valuable insights into label reading and food selection, Cindy's initiative has significantly elevated patient knowledge and empowerment, as well as highlighted the adaptability and innovation at the core of Camarena Health's mission.



“Our Grocery Store Tours seek to empower our patients in discovering nutritious foods and feel confident of their selections.”

– Cindy Hernandez

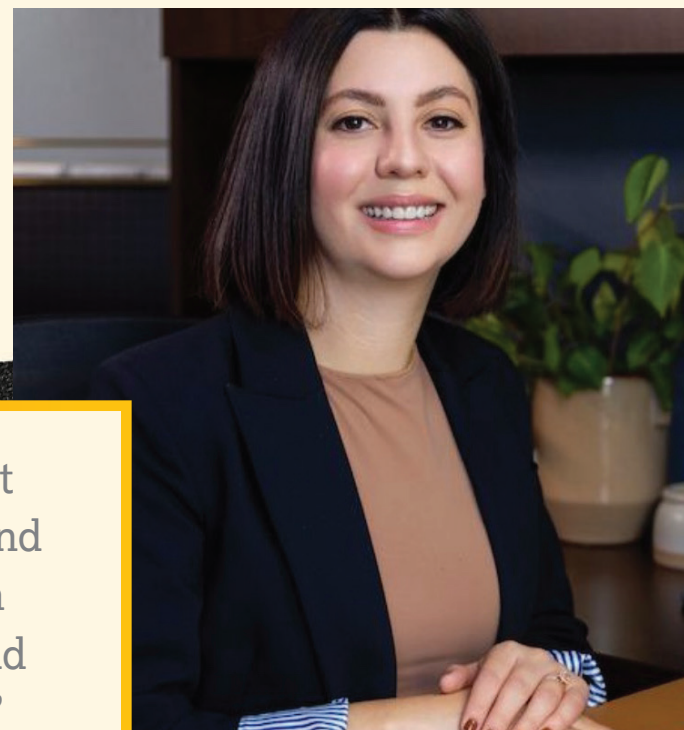
HEMGROWN HERO

CRISTINA RENDON,

DIRECTOR OF HEALTH EDUCATION AND WELLNESS

Starting her career as a health educator at Camarena Health, Cristina thrived as a listener and learner, attuned to the voices of those she served.

Cristina kept this same approach as she ascended to her current role, enabling her to empower other educators by recognizing their value in dealing with patients, validating their input, and giving them the freedom and support to lead innovative programs that directly address patients' needs and concerns.



“Each interaction with a patient or family is a chance to learn and improve our approach. It’s from these conversations that we find our most innovative solutions.”

– Cristina Rendon



BREASTFEEDING EDUCATION GROUP CLASSES

SUPPORTING OUR NEW MOTHERS

Inspired this year by the initiative of Health Educator Claudia Arellano, one of our certified lactation specialists who recognized the need for more comprehensive support, we expanded our one-on-one breastfeeding support to include group classes. With the aid of education dolls for demonstration, the classes provide hands-on learning to enhance confidence and skills in breastfeeding.

We conducted 16 group classes, reaching 140 participants and fostering a positive community network by allowing mothers to share experiences and learn in a supportive group environment.





WOMEN'S HEALTH & WELLNESS CONFERENCE

BROADENING THE DIALOGUE

The annual Women's Health and Wellness Conference has become a cornerstone event for Camarena Health, bringing together experts and community members to discuss key issues in women's health.

This year's theme was "SHINE," based on our Shine Together campaign. Highlighted by keynote speaker Dr. Mireya Samaniego, who shared her journey from a young woman with health issues to treating patients from underserved populations, the conference included several motivating speakers and activities geared to remind women of the power they have and their importance in our communities.

Our Director of Behavioral Health offered vital insights on managing daily stress, while experts provided in-depth discussions on reproductive health across all life stages—from menstrual health to menopause. The interactive sessions equipped attendees with practical strategies and personalized advice, enhancing their understanding and ability to take charge of their health.

The event not only educated but also empowered women to prioritize their well-being and embrace comprehensive self-care practices.



Dr. Samaniego captivated the Women's Health & Wellness Conference audience with her inspiring journey from the agricultural fields of Madera to achieving her childhood dream of becoming a doctor. She recounted the profound influence of strong female role models, notably her counselor Matilda Torres, and shared her own experience of resilience—navigating medical school while overcoming a salivary gland tumor.

Her heartfelt narrative emphasized her dedication to community service and the powerful impact of mentorship, resonating deeply with the essence of empowerment celebrated at the event.



SCAN QR CODE TO HEAR DR. SAMANIEGO'S STORY

996

HEALTH EDUCATION
CLASS PARTICIPANTS

2,750+

BOOKS TO KIDS 0-5

232

CAR SEATS

\$20,000

GIVEN IN SCHOLARSHIPS

CORNERSTONE OF

Community Support

As we continue into 2024, we envision a future where Camarena Health continues to blossom in its role as a cornerstone of “Wellness.” We look forward to strengthening the roots of our success—our dedicated employees and valued partners—whose tireless commitment and shared vision propel us forward. Together, we will continue to cultivate a thriving, healthful community, building upon the accomplishments of yesterday to shape an even brighter tomorrow.

HEART OF HEALTHCARE IN COMMUNITIES WE SERVE

The Camarena Health Foundation exists to support the organizations, outreach programs, and initiatives that impact our communities holistically.



CAR SEAT CLASSES

LIFE-SAVING OUTCOMES

Safety is a concept that isn't often immediately experienced, but we all know it's important. For one local mother, the Camarena Health Car Seat Class organized and led by Health Educator Melinda Guerrero may very well have saved the lives of her children during a devastating car crash.

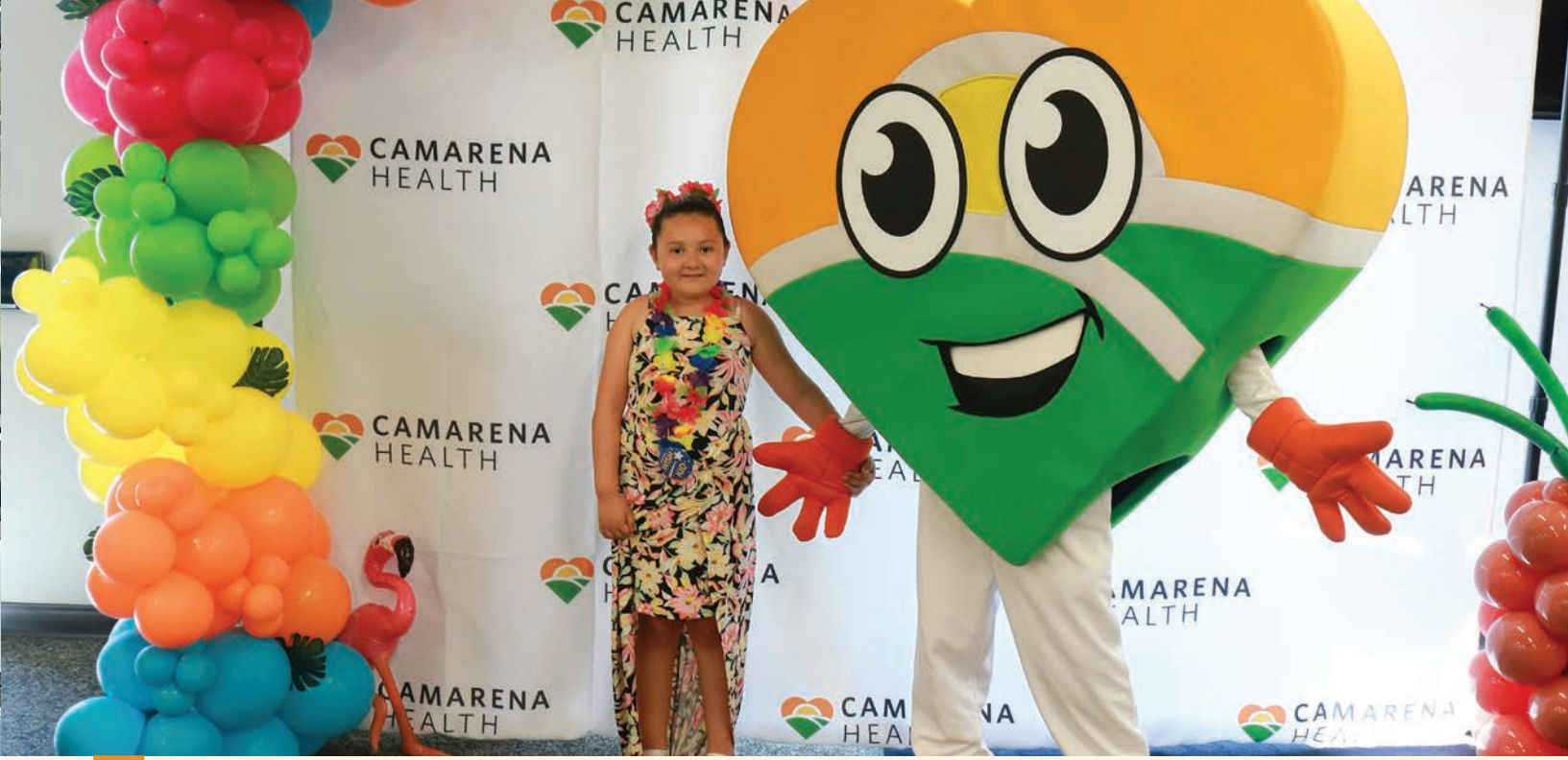
The class, which Melinda has spearheaded for over 10 years, emphasizes hands-on learning to ensure children are securely and correctly seated, making a profound difference in real-world emergencies.

The mother used what she learned in class to seat her children during that potentially deadly accident. "If it wasn't for those classes, I don't know what would have been the outcome," Melinda recalls the mother telling her while showing photos that portrayed the devastation of the wreck that her kids walked away from without a scratch.



"If it wasn't for those classes, I don't know what would have been the outcome."

– Local mother & class participant



CAMARENA CLASSIC

TEEING UP HOPE & COMMUNITY

The 2023 Camarena Classic swung into an unprecedented success, uniting 144 players and a host of sponsors. Together, we reached a milestone, raising over \$80,000 in a tournament where every tee filled to capacity. The proceeds are channeled directly into vital programs backed by the Camarena Health Foundation, ensuring that every swing, putt, and drive contributes to our community's health services.



GRANTING

JOCELYN'S WISH

Camarena Health and Make-A-Wish granted Jocelyn, a brave 8-year-old leukemia fighter, her dream birthday in Hawaii. Her adventure brought joy and a much-needed break to her family, showcasing the healing power of hope and community support.





SCHOLARSHIP AWARDS CEREMONY

EMPOWERING OUR STUDENTS

Camarena Health has been dedicated to cultivating the next generation of healthcare professionals through its robust scholarship program over the last 29 years. This year, the Scholarship Awards Ceremony was a particularly vibrant event that recognized the achievements of 10 remarkable students from Madera County. Each student was awarded a \$2,000 scholarship to support their journey in medical and health-related fields. Over the years, with the collective effort of Camarena Health's Board of Directors, employees, the foundation, and community partners, the program has raised an impressive \$318,200.



The ceremony also reinforced Camarena Health's mission to foster healthier, stronger communities. By alleviating some of the educational expenses, the scholarships enable students to concentrate more fully on their studies and career goals. This initiative is part of Camarena Health's long-term strategy to address the healthcare provider shortage in the area, ensuring that the local community benefits from skilled professionals born and educated in its own backyard.

THANK YOU!

FROM THE CAMARENA HEALTH BOARD OF DIRECTORS

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