

Healthcare That Cares

Since 2001 • Providing access to a variety of healthcare services.

Top row, left to right:

- Family Nurse Practitioner, Shian (left), performs a physical exam on Reducindo (right).
- Raevynn is ready for her Pediatric check-up.

Bottom row, left to right:

- Nurse volunteer (right) administering a vaccine dose to a patient (left) at our community vaccine clinic.
- Dental assistant (left) prepares a patient for her dental exam with a dentist.
- Luisa Buada, CEO, is ready to answer questions for patients and community members going through the screening process.



Photographer: Lourdes Sanchez



Letter from the CEO

Dear Friends,

The COVID-19 Pandemic has reshaped all of our lives and definitely reshaped how we deliver and receive health care services today. Amazingly, just one year after the pandemic began, effective vaccines became available to help us stop the spread and bring us hope that we may soon return to normal living and working.

Ravenswood Family Health Network began our COVID-19 Vaccine rollout in January 2021. To date, we have administered over 15,000 doses to patients and community members. As a community health center, we believe our prevention mission requires us to offer community wide vaccines. COVID-19 has disproportionately affected the communities we serve—in terms of health, children's education, incomes, access to food, shelter, stable work, and much more. Participating in COVID-19 vaccine delivery is essential to protecting ourselves, our loved ones and our community from further illness, hospitalization and death.

Currently we offer six weekly vaccine clinics. Two are open to the community. To make it easier for our people to access vaccines, we provide barrier free COVID-19 vaccine events. They are walk-up—no appointment necessary while supplies last. We provide in-person interpretation in multiple languages, help people fill out forms, and efficiently vaccinate from 150-250 individuals and hour. This would not be possible without our dedicated managerial and operational staff putting in lots of overtime to lead our mass vaccine events as well as our volunteers. We have over 400 amazing volunteers recruited from


our donors; Rotary; City of East Palo Alto staff; City of Menlo Park staff; Facebook; nonprofits like Belle Haven Action, Emoja, and Nuestra Casa; and health care partner staff from Stanford, Kaiser, El Camino Hospital, and San Mateo Health System. We have retired clinicians and Encore physicians; nursing students; medical students; and aspiring students who want to go into health care; and just wonderful folks who care.

Every time we finish a community vaccine event, we are joyfully tired and inspired. Each vaccine event fills us with hope that there will be a future without COVID. We hope you are staying safe, getting vaccinated and beginning to enjoy an expanding personal bubble!

Together in Health,

Luisa Buada, RN, BSN, MPH,

Chief Executive Officer




Photographers:
Tomomi Mori & Katie Bick



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.

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In the Time of COVID-19

On top of providing comprehensive healthcare services, our staff have been working diligently to meet evolving health guidelines and keep patients safe during the COVID-19 pandemic. As we enter spring, we are very grateful to see that the hard work of our community and health care workers is paying off, as the surge we experienced in winter is declining back to pre-surge levels. In addition, providing COVID vaccines and testing to our community has provided hope, as we can begin to see a path out of the pandemic.

Our first major COVID Vaccine Clinic was held on January 30th, where 1,235 individuals were vaccinated by our organization. At this event, we successfully administered all vaccines in a timely manner due to the hard work of over one hundred staff and volunteers. "It takes a large team to run vaccine clinics. We make sure we have 'Team Captains' for each area," says Ravenswood's Senior Director of Clinical Operations, Natalie Hodgen. Natalie, who oversees our vaccine clinics, has been key in assigning roles, updating regulations, and tracking

and resupplying our vaccines. Currently, we are holding COVID Vaccine Clinics for registered patients and eligible community members working or living in East Palo Alto, Belle Haven, or North Fair Oaks.



Monica (left), Manager of Central Supply, and medical assistants (middle and right) prepare the vaccine solution.



Antonio Lopez, volunteer and East Palo Alto's City Councilmember, assists individuals through the screening process.

COVID VACCINE CLINICS

As of April 24, 2021, we have conducted 3,436 COVID tests and 14,460 COVID vaccines have been administered. We could not have done this without our staff, volunteers, and partner organizations. While it is hard work, it is worth it. Ravenswood's Board Member, Melieni Talakai, shared, "as a resident and a board member of Ravenswood Family Health Network, I am grateful for the vaccines that have been sent our way and look forward to seeing more."

On April 10, we held our first COVID Vaccine Clinic on Facebook's campus in Menlo Park. With the assistance of Facebook, the County of San Mateo, the City of East Palo Alto, and the City of Menlo Park, we administered 1,180 doses of the COVID vaccine at our first COVID Vaccine Clinic on the Facebook campus.

IT TAKES A VILLAGE

We are truly grateful for our dedicated staff and volunteers who have been a part of the success of each vaccine clinic. Our staff have worked long nights and weekends, and many community members stepped up to help out. For volunteers like East Palo Alto City Councilmember, Antonio Lopez, "directly helping out the patients of Ravenswood, who are primarily undocumented and immigrants, is personal," says Antonio. Community members, funders, partner organizations, civic leaders, and legislators have volunteered their time—from conducting outreach, providing us space to vaccinate individuals, helping at vaccine clinics, to donating supplies.

More moments from our COVID vaccine efforts



CEO, Luisa Buada (right), poses with an individual (left) who received the 10,000th vaccine dose on Facebook's campus.



A patient (left) receives his vaccine from a nurse volunteer (right).



Dr. VJ, Stanford, RFHN Board Member and Director of Stanford's Aging and Ethnogeriatrics Center, manages the observation room once patients receive their vaccine.

Our Vision

Our patients will become educated, engaged and empowered to actively manage their health and become advocates for healthy living within their family and the community, inspiring others to value good health as true wealth.

Join Us in Caring for Our Elderly Patients



Dr. Karim (right) shows Lisiat (left) how to stretch to check his shoulder mobility.



Nurse volunteer (left) administers the second dose of the COVID vaccine to Lisiat (right).



Lisiat sits in the observation room for 15 minutes.

Lisiat and his wife have been patients of Ravenswood Family Health Network since 2017. He has been seeing his Ravenswood physician, Dr. Karim, regularly to keep his diabetes and high blood pressure under control. Lisiat is thankful that Dr. Karim takes a holistic approach to his health and does not just treat him as a problem, but as a person. Dr. Karim takes the time to listen to Lisiat so that she can fully understand his overall health and health concerns, and guides him through possible solutions.

In November, Lisiat experienced pain in his shoulder and was unable to raise his arm to 90 degrees. Dr. Karim referred him to get an x-ray of his shoulder. At Lisiat's follow-up appointment with Dr. Karim, she presented the x-ray to him, explained what was happening in the image, and diagnosed his pain. He had glenohumeral arthritis and a frozen shoulder. Glenohumeral arthritis is the wearing and degeneration of cartilage in the joint of the shoulder, and a frozen shoulder is a condition characterized by stiffness and pain in the shoulder joint. Dr. Karim referred him to physical therapy where he was advised to perform physical exercises to address these issues. Lisiat is pleased to have solutions that can help his condition.

Recently, Lisiat learned that given his and his wife's age group, they were eligible to receive the COVID vaccine. Lisiat was excited when he found out that he and his wife were eligible to receive the COVID vaccine at Ravenswood and made appointments for himself and his wife right away! He said, "I trust the medication [vaccine] to fight against the pandemic." Lisiat and his wife were so happy and relieved when they received their first dose of the vaccine. A day before his second dose, he proclaimed, "I am very happy to know I am safe, and tomorrow when I get my second vaccine, I will be even more confident in my health in regards to COVID-19." Now that Lisiat and his wife are both fully vaccinated for COVID, they can focus on supporting each other and maintaining their health.

From keeping his diabetes and high blood pressure under control, addressing shoulder pain, to getting vaccinated to protect himself against COVID, Lisiat knows that Ravenswood will always be there for him. Lisiat wants you to know, "Your support is worth it for people like us – elderly and high-risk people!"

Here's what community members had to say about the vaccine:



"The COVID vaccine greatly reduces the likelihood I would end up in the hospital with serious complications, so that was more than enough reason for me to be among the first ones vaccinated in the County!"

—Melieni Talakai, RN,
San Mateo County Homeless Mobile Clinic



"I know I can contract the virus anywhere, so getting the vaccine helped me feel secure."

—Candelaria Magaña
East Palo Alto Community Member

RAVENSWOOD SERVICES

Primary Medical Care

- Prenatal Care
- Pediatric & Adolescent Medicine
- Adult Medicine
- Women's Health
- Optometry & Optical Services
- Screenings & Immunizations
- Pharmacy
- General X-ray
- Ultrasound
- Mammography
- Referrals to Specialty Care

Integrated Behavioral Health Services

- Crisis Intervention
- Short-Term Counseling
- Social Service Referrals
- Parenting Support
- Domestic Violence Counseling

Center for Health Promotion

- Chronic Disease Management
- Health Coaching
- Health Coverage Enrollment

Ravenswood Family Dentistry

- Pediatric & Adult Dental Care
- Preventive Care
- Restorative & Periodontal Care
- Crowns, Bridges & Dentures
- Oral Surgery
- Emergency Dental Services
- Oral Health Education
- Preventive Dental Care in 41 San Mateo County Pre-Schools and Other Sites

RAVENSWOOD LOCATIONS

Ravenswood Family Health Center

1885 Bay Road
East Palo Alto, CA 94303

Ravenswood Family Dentistry

1807 Bay Road
East Palo Alto, CA 94303

Center for Health Promotion

Eligibility & Enrollment
1842 Bay Road
East Palo Alto, CA 94303

MAYVIEW SERVICES

- Perinatal Care
- Pediatric & Adolescent Medicine
- Adult Medicine
- Women's Health
- Integrated Behavioral Health
- Chiropractic Care
- Chronic Disease Management
- Health Education
- Screenings & Immunization

MAYVIEW LOCATIONS

MayView Sunnyvale

785 Morse Avenue
Sunnyvale, CA 94085

MayView Mountain View

900 Miramonte Avenue, 2nd Floor
Mountain View, CA 94040

MayView Palo Alto

(Temporarily closed)
270 Grant Avenue
Palo Alto, CA 94306

CONTACT US

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Celebrating All Mothers and Mother Figures!

Mother's Day is a day to appreciate all the mothers who provide endless care and support for their families. At Ravenswood, we know a few mothers who are living double lives—providing care for their families at home while simultaneously providing care for their patients in the community. Despite the long nights at home and long days in the clinic, these women are devoted to seeing a change in health care.



Photographer: Lourdes Sanchez



Photographer: Lourdes Sanchez

Dr. Menchavez (2nd from right) and her Optometry Team in the clinic's optical shop.

DR. SONIA MENCHAVEZ, CLINICAL DIRECTOR OF OPTOMETRY

Sonia Menchavez is the mother of a baby girl and a soon to be baby boy, and is also the Clinical Director of Ravenswood's Optometry Department. Her work and family are both essential parts of her identity and purpose, and she strives to be fully present for both. At work, she focuses on her patients and the needs of her department and organization. At home, she leaves work at the door to be fully present with her family.

Since high school, Sonia has been passionate about dismantling the inequities in optometry care, and she committed herself to work towards creating access for underserved communities. While attending University of California, Berkeley for her Doctor of Optometry degree and Master's in Public Health, Sonia met Ravenswood's CEO, Luisa Buada. Her conversation with Luisa turned into Sonia's capstone project—creating the health center's new optometry department in 2015. She was responsible for creating all policies and procedures, working with contractors and architects, and setting up the optical shop. Sonia says, "it was a unique opportunity, and I was at the right time, at the right place."

Every day Sonia looks forward to connecting with her patients. Reaching the most vulnerable people and creating equitable eye care are her top priorities. She finds joy in preventing an aging patient from losing their eye sight or providing a pair of glasses to a child learning to read or having difficulties focusing. She is happy to be making an impact on her patient's lives—no matter the age or circumstance.

Sonia's advice to new mothers, second-time mothers, and all mother figures is to keep going, put one foot in front of the other, and take it one day at a time. "Your child will go through phases—both beautiful and challenging, and recognizing the presence of both allows you to savor every moment."

DR. DIANA MOKAYA, ASSOCIATE MEDICAL DIRECTOR, FAMILY PRACTICE

Diana is Ravenswood's Associate Medical Director of Family Practice. She has just returned from maternity leave with her first baby, Dylan. Leading the clinic as the Associate Medical Director of Family Practice and being a full-time mother is both challenging and rewarding. Diana loves establishing working relationships with people from different departments of the clinic for a whole-team perspective. Just as it takes a village to raise a child, she says, "it takes a village to run a health care facility too!"

Providing patient care and looking at bigger system perspectives is what excites her the most! Diana says, "historically, healthcare is traditionally practiced at a one-on-one level, but most success stories are formed by a whole team perspective." One way that Dr. Mokaya works with a whole team perspective is through CenteringPregnancy®, which is a group-based prenatal visit program. In this program, Dr. Mokaya and a team of clinic staff provide care and guidance for a group of mothers going through the same developmental process. She conducts belly checks for mothers, and then leads the group through discussions about their health. Dr. Mokaya enjoys caring for a group of mothers because she sees first-hand how the group learns and grows with each other.

One reason Diana chose to work at Ravenswood was the professional medical shortage in the area. She has earned her patients' trust by having their best interests at heart. In a patient consultation, she provides multiple care options, which ultimately leads patients toward achieving their health goals.

As a care provider and as a mother herself, Diana wants to remind mothers this Mother's Day to give yourself a break and a mental compassion check. Despite the many sources telling you what the right way is to parent, what matters most is what works for you and your family. "If your child is happy, healthy, and growing, then you're doing a great job," says Diana encouragingly!

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

Donate online at:
www.ravenswoodfhn.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

- ☐ \$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 _____



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