



VENTURA COUNTY
HEALTH CARE AGENCY

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FOR IMMEDIATE RELEASE:

**The California Health Care Safety Net Institute (SNI) Recognizes
Santa Paula Medical Clinic**

(VENTURA, Calif.) – In February 2013, 15 clinics throughout four California public health care systems joined SNI's CG-CAHPS Improvement Network, (CG-CAHPS: Clinician and Group Consumer Assessment of Healthcare Providers and Systems) generously funded by the California Health Care Foundation, to make measurable advances in patient experience over a 12-month period.

Ventura County Health Care Agency is proud to announce that Santa Paula Medical Clinic was among one of those fifteen primary care clinics represented at SNI's CG-CAHPS Improvement Network Capstone Event on January 31st, in Oakland, to conclude their yearlong participation in the program. The program was designed to improve staff and provider communication skills using the *Language of Caring*, (LOC) while also improving patient experience data, measurement and quality Improvement skills.

Santa Paula Medical Clinic's Nicole Kehoe, MD and LOC facilitator, Socorro Rodriguez, Office Manager and Leader, Communications Support, and additional Support staff Melissa Rodriguez, LVN, and Monica Mendez, Front Office Support, were among the program's champions and largely credited for their high rating. Santa Paula Medical Clinic's results were singled out as particularly significant, and lauded the tremendous support by the clinic's leadership. Connell Davis, MD, is the clinic's Medical Director.

"This is a wonderful recognition that illustrates how passionate our clinic managers, physicians and leadership staff are for patient care," said Joan Araujo, Health Care Agency Deputy Director of Ambulatory Care.

Staff modeled the newly-gained skills learned during the training with patients and staff. This enhanced clinical engagement resulted in improving both CG-CAHPS "Provider" 23.8% in Helpfulness of Staff," and 23.2% in "Quality of Interpersonal Communication." Santa Paula's results affirm SNI's learning that strong leadership support, physician-led engagement, and flexibility are key factors to achieving success and sustainability.



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Established in 1999, the California Health Care Safety Net Institute (SNI) is committed to advancing community health for California's low-income and uninsured populations. Their work builds on the belief that California's public health care systems are uniquely well-qualified and dedicated to addressing the health needs of vulnerable individuals and at-risk communities, within the context of California's rich racial and ethnic diversity.

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