

September 2021



Resilience, Community, and Access

Dear Friends,

Kids are back in school, which can be both exciting and stressful for parents and kids alike. These feelings are normal and it is important to talk about them. Masking, maintaining social distance, and vaccination for those eligible are more important than ever. Talk to your school and ask about the safety protocols being implemented. If you have concerns, a visit to your pediatrician can be helpful. We all want to ensure San Francisco continues moving forward despite the pandemic. It is September already and it seems that we are getting used to this way of life, managing the ups and downs of this pandemic.

At Mission Neighborhood Health Center, we continue doing our best to provide quality medical care to everyone in the family, both in person and on the phone. It has been almost a year and a half since the pandemic began. Staff fatigue is felt, but their motivation to provide medical care and health access for our families is strong.

In this newsletter, we share a story about resilience, COVID19 activities, National Health Center Week, and more.

Please take a moment to read our stories. Wishing you good health,



Brenda Storey
CEO/Executive Director, MNHC

[Contact](#)

Immigrants Show Resilience Throughout the Pandemic

By Lupita Franco
Director of Communications/MNHC

In her late twenties, Alba is the proud mother of a 3-year-old girl and a patient at Mission Neighborhood Health Center in San Francisco. Their names were changed to protect their identity as they are survivors of domestic violence. Alba is also an example of resilience throughout the COVID19 pandemic.



Alba had a job as a housecleaner, and she was adapting to a new life in California when COVID19 hit. Like millions of people worldwide, she lost her job and the means to provide for her daughter Sofia. Those days when Alba was waiting for life to return to what was known as normal, turned into weeks and months. She did everything she could to find any work opportunity and receive whatever help the community or the church would give her.

When the single mother realized that she wasn't going to get her job back, her worries grew. Tears would show up out of nowhere. "I cried because I didn't have enough food or diapers for my baby. I felt desperate, isolated, and alone," she admits in Spanish, her native language. But instead of giving up, she continued trying. "I gathered strength I do not know from where...primarily because I trust God and also because my daughter is my motivation," she says.

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COVID19 Testing and Vaccines Update



Our staff has been administering the Pfizer, Moderna, and Johnson & Johnson vaccines.



Here are key members of the COVID Response Team who conduct testing and vaccination.



This father had his daughter tested for COVID19, mandated by the school district (SFUSD)

Since the start of the pandemic, we have tested nearly 5,500 patients and community members for COVID-19. Our positivity rate for our testing site is 15%, meaning 811 out of 5,500 persons have tested positive for coronavirus.

MNHC began COVID vaccinations in January 2021 for staff and board members and expanded to patients and community members in February 2021. We have administered 4,894 vaccines using the Moderna, Pfizer, and Johnson & Johnson COVID Vaccine Series.

We recently began giving pulse oximeters and thermometers for patients who test COVID19 positive, funded by the San Francisco Community Clinic Consortium and Kaiser. These devices will help our patients monitor their symptoms throughout the challenging time of recovering from the disease. Clinical staff routinely follow up with patients on the phone, to check on their wellbeing.

The MNHC COVID Response Team continues to be at the forefront of the COVID19 Response, following the guidelines of the health authorities. Cesar Monroy, COVID Response Manager, says it well: "Whether it is the vaccine booster or other recommendations, we'll be here supporting the communities we serve."

*-Edgar Bueras,
Quality Improvement Manager/MNHC*

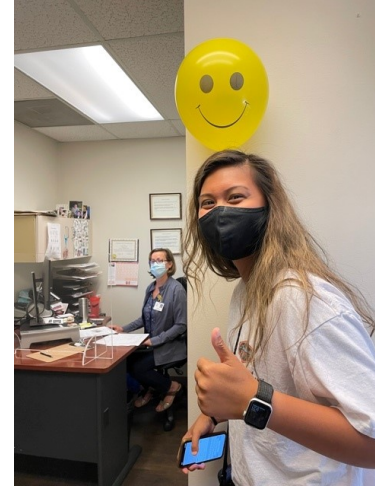
National Health Center Week



A staff hugs Florida Bares, a long term patient at the Excelsior Clinic located at 4434 Mission Street in San Francisco's Excelsior District.



Staff members at the Resource Center prepare for a day of clinic sign-ups and free lunch for people who are experiencing homelessness.



A patient waiting for her adult medicine appointment to see a physician at the Shotwell Clinic located at 240 Shotwell St. in the Mission District.

The staff and patients at the Mission Neighborhood Health Center had a week full of events from August 8 through August 14, as we participated in National Health Center Week 2021. NHCW aims to raise awareness about the importance of community health centers nationwide. 1 in 11 people across the United States receives medical care from a health center.

As part of the week-long celebration, MNHC reached out and provided free lunch to people experiencing homelessness while offering medical services at our health clinic in the Resource Center. At the Excelsior and Shotwell Clinics, staff shared a healthy gift with patients as a token of sincere appreciation for trusting us with their health. MNHC's staff at Mission/Bernal, Excelsior, and Shotwell Clinics, and at the Resource Center were surprised with coffee and bagels as part of Employee Appreciation Day.

MNHC's Executive Director, Brenda Storey, and Chief Medical Officer Jaime Ruiz spoke on Spanish-language radio about the importance of vaccination. Additionally, Dr. Ricardo Alvarez spoke about the importance of preventing falls among our elders.



Staff Selene Lopez gives a bag with healthy goodies to a patient who brought her mother to the Excelsior Clinic to receive medical care for the first time, during Patient Appreciation Day.



Staff members at the Mission-Bernal Clinic were surprised with coffee and bagels to thank them for their commitment to health care, as part of Employee Appreciation Day.



SFPD's Captain Rachel Moran Visits MNHC

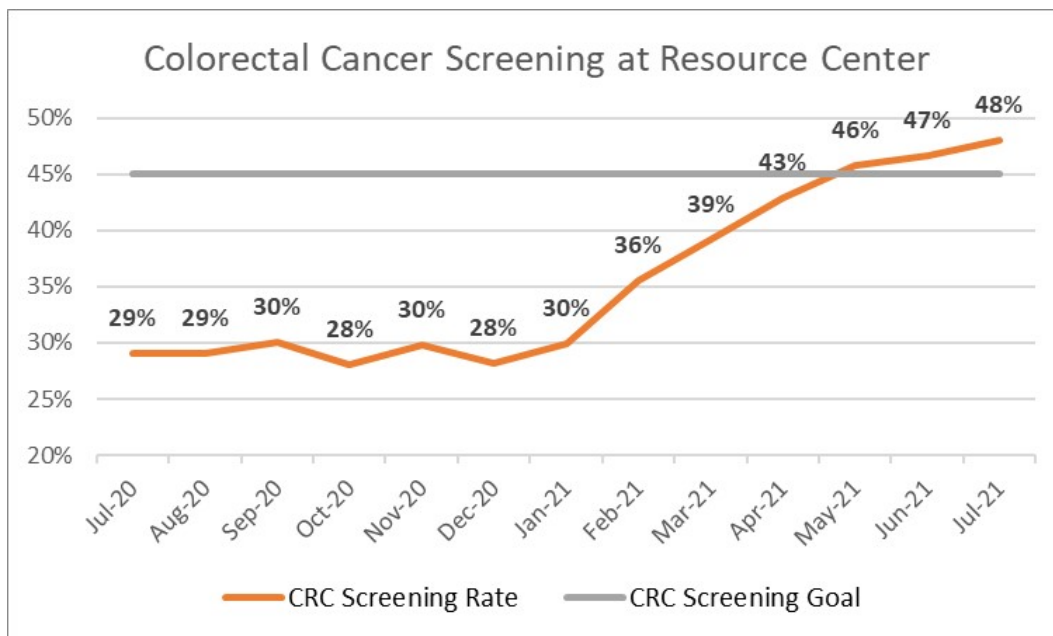
It was a pleasure meeting Captain Rachel Moran, who oversees the San Francisco Police Department's Mission Station on Valencia St.

Captain Moran and I spoke about community policing and the issues affecting MNHC's clinics and the Resource Center.

Among other plans, we talked about engaging with our youth, learning more about the work police officers do in our area, and finding ways to collaborate in the near future.

-Brenda Storey

Colorectal Screening Success!



We are happy to share that our Quality Improvement (QI) projects designed to increase the number of colorectal screenings within the homeless community are unfolding successfully.

Our graphic shows great improvement for the Resource Center, 48% of our eligible patients are up to date with their colorectal cancer screenings as of July 2021 -almost double of what was seen during this time of the year in previous years and higher than the rate seen during July 2020, which was 29%.

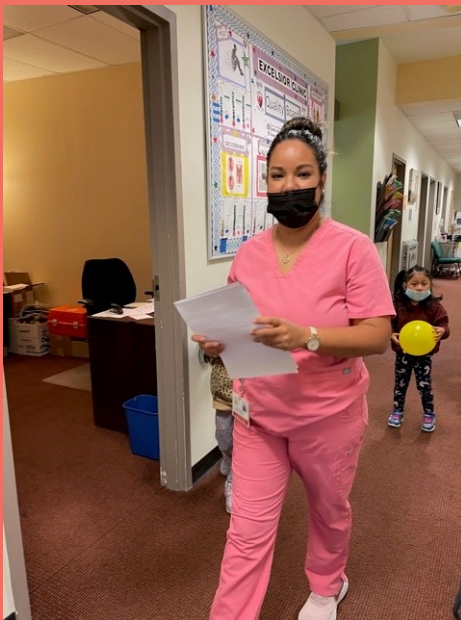
There have been a few creative outreach initiatives that have proven to be successful, and here is a couple of them: since the Resource Center offers

drop-in services like the use of restrooms, we have leveraged the opportunity to ask patients over 50 years old to complete their screening at the time of their appointment. This reduces the number of times patients return on-site and increases our completion rates! Additionally, the staff diligently worked on creating and using patient queries in our population health system to identify and outreach additional eligible patients.

The American Cancer Society recognizes the work done and plans to highlight our processes in a national case study. Way to go!

Edgar Bueras
Quality Improvement Manager

Do you know someone who wants to make a difference in people's lives? Refer them to MNHC. We Are Hiring!



Do you know a caring, skilled professional seeking an opportunity to join a committed team of like-minded people who are changing a small corner of our world?

MNHC is more than just a place to work; it's a place where people come together to improve the quality of life in our community.

[Check MNHC's Job Openings!](#)

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If you have any questions, comments, concerns, or ideas, please do not hesitate to **[Contact Us](#)**