



CLINICA
Monseñor Oscar A.
ROMERO



NEWS LETTER

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Mission Statement:

To provide quality and affordable healthcare, health education, and advocacy to the uninsured and underserved of Greater Los Angeles.

Facts about CMOAR:

Annually, CMOAR provides over 55,000 health related encounters to children, adolescents, and adults regardless of ability to pay.

An average family of four receiving services at CMOAR earns less than \$16,000 per year, many much less.

The vast majority of patients are the working poor who have jobs in the restaurant, garment, and other service industries that make up the backbone of the Los Angeles

Customer Service Quality Improvement Program

One of the key adverbs in the mission statement of Clinica Msr. Oscar A. Romero is the term "quality," which modifies the services provided of "affordable healthcare, health education, and advocacy." In order to ensure quality is reflected in these activities, CMOAR commenced a Customer Service Quality Improvement Program two years ago.

During the course of 2006, employees participated in focus groups held regularly at the department, interdepartmental, and management levels to discuss and articulate the values of the organization. This process resulted in the emergence of a set of four core values:

1. Professionalism and teamwork
2. Compassion and kindness
3. The vision that healthcare is a right and not a privilege
4. Quality

In January 2007, the entire staff went on a one-day retreat at the California Endowment to review the core values and to imagine inhabiting them in their daily work. This phenomenal process resulted in a guideline document for all employees [[CMOAR Core Values.pdf](#)].

Keeping these core values alive in employee knowledge, attitudes, and behaviors entails the hard work of consistency and intention but most of all a passion for CMOAR's mission. Through regular staff meetings and seasonal celebrations, CMOAR staff is rewarded for the positive impact resulting from their living out these values.

Outpatient Substance Abuse Treatment Program

CMOAR offers an outpatient substance abuse treatment program of six-months or longer for adolescents and adults who seek to change their use of alcohol and drugs. The program is geared toward assisting individuals make progress living a healthy life, which includes being free of the dominance of substances. Individualized treatment plans take into consideration a client's medical, psychosocial, and educational background. Group therapy is supplemented by individual and family therapy. Services are provided in English and Spanish.

The program focuses on providing addicted individuals with the ability to assume personal responsibility for the ongoing management of their chronic disease. Medical and psychosocial problems are addressed simultaneously at CMOAR's full-service clinical facility. When applicable, individuals are enrolled in parenting sessions as a step toward family reunification. Staff

economy, but have no insurance for themselves or their families.

Over 11,000 children, youth, and adults receive health education per year on the issues of HIV, tobacco, and alcohol and drug use prevention.

Clinica Msr. Oscar A.

Romero is a 501(C)3 non-profit community health center and contributions are tax-deductible.

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members assist with relapse prevention, address domestic violence issues, and work to enhance client self-esteem.

The outpatient substance abuse treatment program is available to any person in need, including criminal justice clients. Referrals are accepted from attorneys, public defenders, prison counselors, and parole and probation officers.

CMOAR is committed to providing free or low-cost healthcare. Services are provided on a sliding fee scale. Staff will help enroll or access funding for treatment through:

- General Relief
- DCFS (Department of Children and Family Services)
- CalWORKS (California Work Opportunities and Responsibility to Kids)
- Prop 36 (Substance Abuse and Crime Prevention Act)
- Community Prevention and Recovery Program

Early Literacy Intervention

The National Center of Reach Out and Read provides Clinica Msr. Oscar A. Romero funds for purchasing new books and distributing them to children between six months and five years of age during well child visits. At the time of these checkups, a primary care provider supplies guidance to parents about the importance of early literacy and reading aloud and offers them a selection of age-appropriate books for their child.

Illiteracy is a barrier to accessing healthcare and CMOAR staff work to overcome it by providing culturally and linguistically competent service. Staff is bilingual in English and Spanish and through our unique Maya Clinic, communication in Kanjobal, Quiche, and other Mesoamerican languages is provided even for matters beyond clinical concerns. A majority of our patients speak Spanish but many are monolingual and approximately 40 percent are estimated to be functionally illiterate.

This high percentage of patients unable to read is a major challenge in our community and it can impact patient health. Chronic disease self-management plans, directions for prescriptions, as well as background information on illnesses provided through health education materials all require a certain level of English-language literacy or verbal explanation. CMOAR staff spend significant amount of time with patients to ensure they comprehend health information and instructions throughout their clinic visit.

The Reach Out and Read program allows CMOAR an opportunity to intervene at a very early stage to ensure children grow up knowing how to read. We are appreciative of the continued support from the National Center of Reach Out and Read for making this possible.

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