



Care Accessibility Community Diversity Health Opportunity



May 2008

The Newsletter of Access Community Health Centers

Improving Health. Improving Lives.

Each spring, people from throughout our community come together to celebrate the work of Access Community Health Centers at our Celebration of Service Dinner. The event also gives us the opportunity to celebrate the tremendous support we receive from our community, which makes our work possible.

For 26 years, Access Community Health Centers has been removing the financial, cultural, and language barriers that inhibit access to quality health care. To truly be of service to our community, we believe that we must remain dedicated to the people we serve. This dedication is at the heart of our commitment to create a "health care home" for our patients, where families and individual patients can establish long-term relationships with people they know will always be there in times of need.

Creating our health care home cannot be done alone. I am proud that Access Community Health Center works collaboratively with more than 40 different health care organizations, neighborhoods, schools, social service agencies, grassroots organizations, local governments, businesses and foundations.

We work together with a common purpose: increasing access to quality, affordable health care. In working together we find our promise—improving health and improving lives.

Barbara Snell
Chief Executive Officer



Creating A Healthy Smile: A Patient's Story

Providing comprehensive dental care for our patients is a major part of our health care home at Access Community Health Centers. Jeremiah is one of the thousands of people we serve annually. Here is his story.

In many ways, Jeremiah was your average teenager. He hung out with friends, participated in school activities and was anxious to graduate from high school.

School was sometimes a challenge for him, but he did the things that he had to do to make sure he would graduate with his classmates. He tried to keep up with his homework and he tried not to miss school.

What made this more difficult for Jeremiah was, that unlike most of his friends, Jeremiah struggled daily with pain.

"It was horrible. I'd be sitting in school, and I'd have toothaches, and nothing would work to get rid of them. I'd lay on heating pads at school because of the pain. I couldn't miss school, so they had me trying to do my work, laying on a heating pad, and taking Ibuprofen and it just wasn't working," said Jeremiah.

"My teeth were rotten. They were chipped and gapped. And I just felt like they were going to break off any time."

Jeremiah's story is not unique. The United States surgeon general reports that 80 percent
(Healthy Smile cont'd inside right)

Voices of Access

The people in this clinic work hard at creating the kind of environment that is inclusive. People can come here whoever they are, and however they get here, whatever the barriers, whatever the struggles. **—Betty**

William T. Elyue Clinic 3434 East Washington Avenue, Madison, WI 53704



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Focus on Services: Behavioral Health

Morning at the Clinic

It was not an unusual Monday morning for Dr. Neftali Serrano.

His first patient of the day was a young woman who was recently diagnosed with bipolar disorder. Dr. Serrano met with her for 15 minutes and then helped her and her primary care physician develop a treatment plan that would be supervised by her physician.

Dr. Serrano then met with a mother and her two children. The mother recently left a relationship that involved physical abuse and was concerned about her children's behavior. This was the second time that they had met with Dr. Serrano. He followed-up with them on concerns expressed by one of the children's school social workers and teachers and then arranged for this child to have a more comprehensive evaluation. Later that day, Dr. Serrano would communicate with the family's primary



care provider and coordinate ongoing communication with the school.

The next two patients seen by Dr. Serrano were new to Access Community Health Centers. One woman's primary care provider requested a consult for his patient's anxiety regarding lifestyle changes needed to accommodate her diabetes. The second patient was seen to develop a treatment plan for addressing his panic attacks.

Dr. Serrano continued with his morning appointments.

Our Services

Dr. Serrano, a psychologist, is Access Community Health Centers' Director of Behavioral Health Services. These services are designed to help primary care providers address the myriad mental health and behavioral concerns of patients.

As part of the service, Behavioral Health Consultants work alongside primary care providers, seeing patients as part of their primary care appointment. This requires the consultant to work quickly (spending 15-30 minutes with each patient), efficiently (assessing and intervening), and collaboratively (reporting to the physician and assisting the patient).

According to Access Community Health Centers Medical Director, Dr. Ken Loving, Behavioral Health Services are helping to break down the barriers our patients experience in obtaining the mental health care they need. "Without these services, most of our patients with these needs would not likely see a mental health specialist. Because our patients are now more likely to receive the services they need early on, we have the chance to relieve some of these issues before they have an even greater impact on their lives."

Access Community Health Centers is pleased to welcome two new providers to our staff.

Armando Hernandez, PhD. has joined our Behavioral Health Services this month as a Behavioral Health Consultant. Dr. Hernandez received his Ph.D. in Counseling and Psychology from UW Madison in 2004.

Joining our dental team is **Matthew Agnew, DMD.** Dr. Agnew has been seeing patients since September. He received his D.M.D from the School of Dental Medicine at the University of Pittsburgh in 2007.

(Healthy Smile cont'd from cover)
of tooth decay occurs in the mouths of only 25 percent of children. Yet these vulnerable children are least able to gain access to dental care.

The New York Times reports that with more than 100 million people lacking dental insurance, the percentage of Americans with untreated cavities began rising this decade, reversing a half-century trend of improvement in dental health.

Jeremiah was a senior at DeForest Area High School when his principal referred him to Access Community Health Centers. He was new to the school that year, but had become well known for wearing the DeForest High Norski mascot costume at school events.

When Jeremiah first came to Access Community Health Centers' dental clinic to see Dr. Theresa Gardocki, his pain had worsened considerably. Nearly every tooth in his mouth needed significant treatment. His first appointment was focused on relieving the acute pain and he was scheduled for a second appointment.

At the second appointment, Dr. Gardocki and Jeremiah had a long conversation about what his treatment plan would take. "We were able to match his treatment plan to his needs and his desires and his motivation. He needed to know that he had to do some very different things in terms of maintenance and home care and taking care of himself, and he was very willing to do that," explained Dr. Gardocki.

"She told me all the things I would have to do and she said 'I know you can do it,'" said Jeremiah. "I mean, that shocked me, I didn't expect her to say that. You know, that kind of hit strong like, wow, she cares about me as a person, and that made me realize that I needed to learn how to take care of my teeth."

Over the next eight months, Jeremiah worked with Dr. Gardocki and the staff at Access Community Health Centers' dental clinic to restore his oral health.

Voices of Access

I love Dr. Carufel-Wert. He tells me my do's and don'ts and where I've been wrong. We do very well together. For me, it's Dr. Carufel-Wert. Good health means everything. It means being able to help myself without burdening the others. It does mean a lot to me. **—Frances**

"I can walk around with my head up now and not cover my teeth and be worried about people looking at me, and just be happy now," Jeremiah said. "Before I'd try and hide them. I wouldn't smile. If I'd smile, it was always with my hand over my mouth or just, just smirking, nothing real big. My grandmother says it's nice to see my smile again."

Jeremiah graduated from DeForest Area High School with his class last May. He works full time and hopes to study graphic design in the fall.

"It was a wonderful thing to see. For everyone, from the front desk people to the assistants to the hygienist, to myself—for everybody that was helping him get healthier, it was just a very positive experience," explained Dr. Gardocki. "You just don't know how you're going to affect somebody, but we truly did help this boy feel better about not only about what was happening in his mouth, but about himself as a person."

Jeremiah is just one of the thousands of people we serve annually through our dental services. At Access Community Health Centers, we know in giving our patients the very best in care, we give them



the opportunity to lead full and productive lives. It's an opportunity that means everything to our patients.

As Jeremiah says: "I'm here, and I've got a nice smile on my face, and I'm proud."

The Last Five Years:

A Look at the Numbers

Number of children under age 18 served in 2003:

1,517

Number of children under age 18 served in 2007:

3,578

Number of newborns delivered in 2003:

83

Number of newborns delivered in 2007:

213

Number of children receiving required immunizations in 2003:

762

Number of children receiving required immunizations in 2007:

2,114

Number of children receiving fluoride treatment in 2003:

99

Number of children receiving fluoride treatment in 2007:

781

Voices of Access

Good dental health is about both your outer appearance as well as your inner feelings. It gives you such a positive feeling to have a great smile. It's everything. So, if you can go somewhere and someone is there to help bring your smile back to you, it's just a beautiful experience. And that's basically what happened to me. **—Angela**