Ravenswood Family Health Network

MayView COMMUNITY HEALTH CENTERS
A Member of Ravenswood Family Health Network

Providing Health Care That Cares

Since 2001, Empowering Communities for 25 Years

Give the gift of health this holiday season!















TO OUR COMMUNITY,

For nearly 25 years, Ravenswood Family Health Network has grown alongside the families we serve across San Mateo and Santa Clara Counties. Our commitment remains constant: providing compassionate, comprehensive care at every stage of life.

We are proud to recognize the work of our care team members, especially our nurses, whose contributions often go unrecognized. Their skill, empathy, and respect help build trust with patients and connect them with the care they need. From welcoming a newborn to supporting a family through a new health concern, nurses are central to the care Ravenswood provides every day.



A vital contribution to our mission is the work of our Health Coaching team. Chronic illness can feel overwhelming, but no one in our community should have to navigate that journey alone. Offering guidance rooted in shared language and cultural understanding—in English, Spanish, and Tongan—our coaches meet patients where they are, giving them the confidence and practical tools to take charge of their health.

This work is possible because of you. Your generosity helps remove barriers to specialized care and supports the nurses and teams who serve our community. Thank you for believing in Ravenswood and helping build a healthier future for all.

With gratitude,

Gralyn Jacques, MBA
Chief Executive Officer

Health Center Program
HEALTH CENTER QUALITY LEADER
2026 Awardee



STEVEN'S STORY
Diabetes & Foot Pain Management

When Steven was diagnosed with Type 2 diabetes, his A1C—a measure of average blood sugar—was 8.2%. Committed to turning his health around, Steven teamed up with his Ravenswood care team to build a balanced nutrition and fitness routine centered on sustainable daily habits.

In just over three months, his hard work produced tangible results: his A1C dropped a full point to 7.2%. More than just a win on paper, the progress fueled Steven's motivation to keep pushing forward.

Soon after, however, Steven hit an unexpected hurdle. High-intensity workouts like burpees and jumping jacks triggered severe foot pain from plantar fasciitis and Achilles tendonitis, making every step painful. Refusing to let pain sideline his progress, he turned to Ravenswood podiatrist Dr. Javeria Hussaini.

Dr. Hussaini built a personalized recovery plan that combined in-clinic relief—including a steroid injection and a specialized ankle-foot brace—with a dedicated home physical therapy routine. Steven committed to daily stretches, icing, warm Epsom salt soaks, and supportive footwear. By following his recovery plan step by step, Steven protected his mobility and got right back to what matters most: staying active, feeling strong, and keeping his diabetes under control.

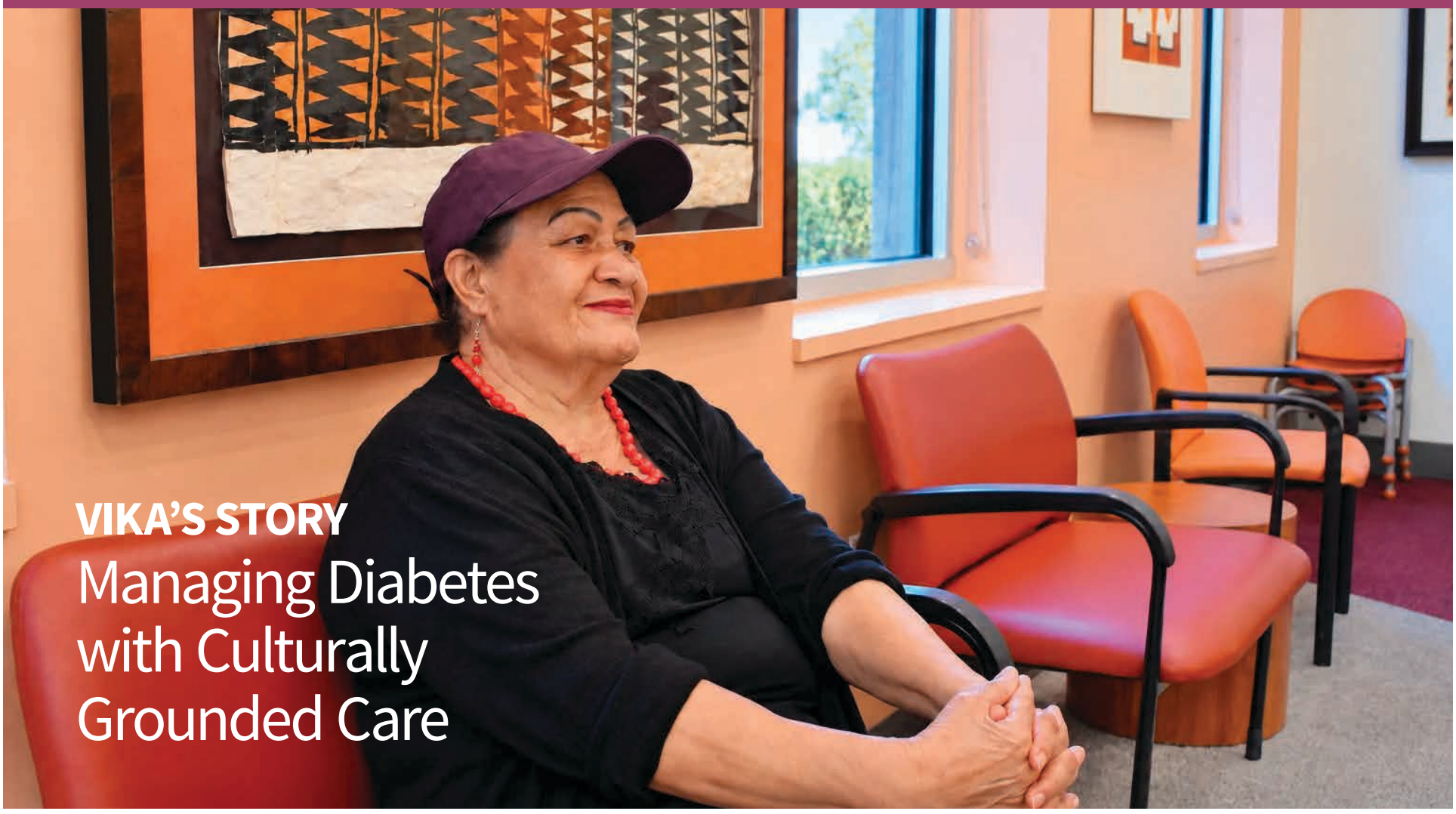
Stepping Strong: Podiatry at Ravenswood

Healthy feet help keep us moving through the moments that matter. At Ravenswood, Dr. Javeria Hussaini provides podiatry services in East Palo Alto and Palo Alto for concerns including plantar fasciitis, ingrown nails, ankle sprains and strains, heel pain, wounds, and ulcers. By addressing foot pain and other concerns, podiatry can help patients protect their mobility and stay active. Bringing this specialized care to our clinics helps patients connect with support close to home as part of their broader care. As Dr. Javeria says, “our feet are the foundation of our everyday activities, and when pain goes unaddressed it can affect our mobility.”

By following his recovery plan step by step, Steven protected his mobility and got right back to what matters most: staying active, feeling strong, and keeping his diabetes under control.



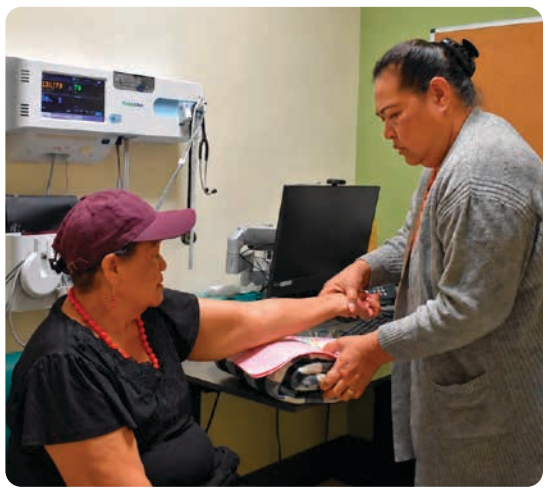
Top: Steven, our Ravenswood patient who has battled diabetes and is recovering from foot pain. Above: Steven (left) visits Dr. Javeria (right) to check the progress of his foot recovery.



VIKA'S STORY

Managing Diabetes with Culturally Grounded Care

Living with Type 2 diabetes often brings overwhelming exhaustion, an everyday reality Vika once knew all too well. When the demands of daily life feel heavy, however, Vika knows she can rely on Ravenswood Health Coach Ana Tuipulotu, MA, to help navigate needed adjustments to her routine. Their shared cultural background creates an immediate bond of trust, allowing Ana to offer targeted encouragement and culturally attuned accountability.



During their visits, Vika and Ana conducted an open assessment of her daily nutrition, movement, medications, and routine to build a sustainable plan. With Ana's coaching, Vika gained practical tools to master her care: tracking her daily blood sugar, interpreting home blood pressure readings across different hours, and adopting wholesome dietary shifts like replacing sugary drinks with water and balancing carbohydrates across meals. Just as importantly, Vika reconnected with movement through daily walks, brisk jogs, and lively living-room Zumba sessions.

Today, the chronic fatigue is gone. In its place are steady energy, renewed vitality, and genuine confidence in managing her health.

Empowering Health: Health Coaching at Ravenswood

Managing a chronic condition can feel like a lot—but patients don't have to figure it out alone. Ravenswood's health coaches offer education and support in English, Spanish, and Tongan. Through coaching and health education classes, patients can build practical skills for tracking blood sugar and blood pressure, making realistic food choices, and finding movement that fits their lives. Learning alongside peers can bring encouragement, connection, and confidence to the journey.



Top: Vika, our Ravenswood patient living with diabetes, uses health coaching to manage her condition and take control of her health. Left: Vika (left) visits her Health Coach, Ana (right), for a routine health coaching visit. Above: A group of patients attend a health coaching class to learn more about nutrition.

Highlighting Our Dedicated Nurses



At Ravenswood, our nurses are a vital part of the team that builds patient trust, provides empathy, and expands access to care. Grounded in active listening and clinical excellence, they build the relationships that make whole-person care possible.

"Nursing is built on trust," explains Sheila Valdivia, RN, Director of Nursing Services. "Patients share deeply personal information with us, and we have the privilege to listen without judgment, advocate for them, and ease their anxiety."

Ravenswood's nurses practice at the top of their licenses every day—combining clinical judgment and heartfelt compassion so every patient feels heard, respected, and empowered throughout their health journey.

Transforming Care from Day One

One way Ravenswood's nurses build trust is by helping patients feel heard from the very beginning of care. Our commitment to relationship-centered care begins when patients arrive at our health center. For new patients and those returning after time away, an Initial Health Assessment (IHA) helps the care team understand their overall health. The IHA has two components: the nurse-led intake and then the visit with the primary care provider.

During the nurse-led intake process, Ravenswood nurses lead comprehensive intakes—gathering health histories, evaluating medications, reviewing screenings, and identifying patient priorities before they meet with their primary care provider.

This proactive approach supports care across departments. In Pediatrics, nurses check children's growth and developmental milestones and connect families with community resources. In Family Medicine, they help streamline care and serve as the initial point of contact for patients.

"This nurse-led intake ensures the provider visit is as complete and productive as possible," shares Sheila Valdivia, RN, Director of Nursing Services.

By catching needs early, our nurses do far more than coordinate appointments—they catch the quiet concerns, build lifelong trust, and open the door to care before a manageable condition becomes a crisis. Every patient's health care journey begins with a nurse who took the time to listen, and your generous support ensures this vital, compassionate care is always here when our community needs it most.



Top left: Thank you to our Ravenswood nurses for being an essential part of our care team! Above: Jason (left) visits Registered Nurse, Vanessa (right) for a routine checkup filled with smiles.

GIVING TUESDAY IS ON DECEMBER 1, 2026! ★ GIVE THE GIFT OF HEALTH THIS HOLIDAY SEASON.

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

- ☐ $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

Questions?
Contact the Development Team at Development@RavenswoodFHN.org
Ravenswood Family Health Network is a tax-exempt 501(c)(3) nonprofit agency

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Ravenswood Family Health Network
1885 Bay Road, East Palo Alto, CA 94303

GIVING TUESDAY