



# Providing Healthcare That Cares

Since 2001, Providing access to a variety of healthcare services for 21 years!



Photographer, upper section: Lourdes Sanchez

## Letter from the CEO

Dear Friends,

Expanding access to care and services is our top priority as a federally qualified health center. With over 21 years of serving underserved communities, it has been an honor to see a single clinic grow into a health network. Today, Ravenswood offers 13 health services across five clinic sites in the Bay Area. In 2022 alone, Ravenswood provided care to over 20,000 patients. I attribute our achievements to the clinic staff who have provided culturally sensitive preventative and primary health care, and the administrative staff who have enabled the clinic to operate seamlessly.

Our medical successes are bolstered by our commitment to providing comprehensive patient care. For example, our bilingual staff is essential to serving our patient population. Breaking the language barrier allows our patients to feel confident when communicating with their care team. Furthermore, Ravenswood's Community Health Advocates assist our patients in applying for the health insurance or health program best suited to their needs and circumstances. We help our patients build a sense of security by providing the resources needed to find attainable health care at their income level. We are also proud to support the mothers of our community through Ravenswood's Comprehensive Perinatal Services Program (CPSP), which addresses the challenges faced during and after pregnancy. Our CPSP Team connects mothers to resources for housing,

transportation, behavioral health support, and more. Ravenswood is grounded in empowering patients by giving them the tools they need to make the best choices for their health.

I greatly appreciate everyone who has contributed to Ravenswood's mission and growth. A big thank you goes out to Ravenswood's staff, Board of Directors, volunteers, donors, and community partners! Your devotion and good spirit have made an everlasting impact on our patients and the way we provide health care.

Together in Health,

Luisa Buada, RN, BSN, MPH,  
Chief Executive Officer  
Ravenswood Family Health Network



Photographers:  
Tomomi Mori & Katie Bick

## OUR MISSION

To improve the health of the community by providing culturally sensitive, integrated primary and preventative health care to all, regardless of ability to pay or immigration status, and collaborating with community partners to address the social determinants of health.



*Iris and Said visit Dr. Thadani for a well-child visit.*

*Photographer: Lourdes Sanchez  
(All photos inside pages)*

### Said and Iris

Iris began seeking care at Ravenswood's main health center in East Palo Alto four years ago. Since becoming a patient, Iris and her family have been coming to Ravenswood for routine check-ups, prescriptions from the pharmacy, and dental care. Last year, she began seeking prenatal care during her pregnancy, and in August of 2022 gave birth to Said.

On Said's third day of life, Iris brought him to Ravenswood Family Health Center for his first routine well-child visit. During the visit, Iris had a concern about Said's skin. "His eyelids had a yellow discoloration," said Iris. The skin discoloration was diagnosed as jaundice, a common newborn problem due to high levels of the body substance bilirubin. To cure the skin problem and lower his levels of bilirubin, Iris was encouraged to breastfeed Said every two to three hours. More effective and frequent feedings cause a baby to have more outputs (stools) and this helps to eliminate bilirubin from a baby's body.

The following day, the discoloration had spread to his lower abdomen. Iris was worried about Said's skin, and was having trouble with breastfeeding. At Said's follow-up visit, she was informed about Ravenswood's new lactation counseling program, and was referred to a lactation counselor at the clinic the next day.

At the lactation visit, Iris met with a certified lactation counselor. Cheryl, Lactation Program Manager, says, "I applaud Iris because she had breastfed her first two



*Said poses for a photo.*

children without difficulties, and was still willing to accept support in this area, not all moms do." Iris discovered the importance of positioning a baby for breastfeeding. She learned how to put Said in a cross-cradle position to achieve a successful latch. She also received a plan for feeding and pumping her breast milk.

At Said's follow-up visit a few days later, his pediatric care team noted a significant improvement in his jaundice. Iris was advised to continue breastfeeding, and by Said's 12th day of life, the skin discoloration was completely gone! Iris continues bringing Said to his routine visits and is actively learning to take care of his health through health counseling from his pediatric care team. Apart from lactation counseling, Iris also receives counseling on nutrition, safety, dental, and behavioral topics for babies.

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*Joseph is placed on the scale to weigh how much of his mother's milk he has consumed.*



*Sandra (left) displays where baby Joseph (right) should latch on to a breast.*

### Joseph and Eun

Eun has been receiving health care at MayView Mountain View for five years. Her family began utilizing many of the clinic services, including family medicine, prenatal care, CPSP (Comprehensive Perinatal Services Program), lactation counseling, pediatrics, and more. In June 2022, she had her second child, Joseph. Eun brought Joseph to his regular well-child visits with his pediatrician. "He was a big healthy baby!" says Eun.

Eun was regularly breastfeeding Joseph, until she began experiencing discomfort a few months after Joseph was born. The discomfort was difficult to bear, and it was affecting Joseph's feeding schedule. She also noticed inflammation, redness, and lumps around her breast. After discussing the symptoms with Sandra, her lactation consultant, it was clear Eun had mastitis. Mastitis is commonly caused by a narrowed and inflamed milk duct (commonly referred to as a "clog") in a woman's breast and is painful for a mother who is breastfeeding. To treat the mastitis, Sandra advised Eun to feed Joseph by hand express or pump for comfort, apply ice, perform lymphatic massage, and take ibuprofen until she felt more comfortable and the symptoms went away. Eun confirmed, "Sandra's advice was relieving." Within a few days, the redness went away and the area was no longer inflamed. Thanks to Sandra, Eun was able to return to her routine and feed Joseph comfortably again.

Sandra continues to regularly check on Eun and Joseph to offer advice on common troubles mothers face. Breastfeeding support is often helpful during infant growth spurts, teething, and if a mother is returning to work. With Sandra's help, Eun has learned to improve Joseph's feeding and sleeping habits. For example, Eun learned to measure how much Joseph drank during a feeding by weighing him before and after a feed. Sandra has also shown her support by emphasizing the importance of self-care. Eun says, "the reminders to practice self-care helped me be successful." Eun has overcome many challenges a mother faces, and considers Sandra an essential part of her and Joseph's care team at MayView!

## OUR VISION

Our patients will become educated, engaged and empowered to actively manage their health and become advocates for healthy living within their family and the community, inspiring others to value good health as true wealth.



Cheryl (left) shows Iris (right) where Said (center) should latch on to the breast.



Amanda (left), IBCLC, checks in with Maria (right) about her breastfeeding journey.



Lurdes (right) informs Alondra (left) about resources that expecting mothers can utilize at the clinic.



Ingrid (left) brings her newborn baby to meet with Vanessa (right) for a postpartum check-in.

## The Importance of a Mother's Breastfeeding Journey

Breastfeeding creates long-term health benefits for both babies and their mothers, including decreases in the risk of obesity, diabetes, and breast and ovarian cancer. However, many mothers and babies need support with learning how to breastfeed. Having a dedicated team of Lactation Consultants allows us to meet the need for lactation support among our patients.

The team is composed of three IBCLCs (International Board-Certified Lactation Consultants) who are passionate about connecting with families and building confidence in parenting. Our lactation consultants develop plans of care that are specific to both the mother's and child's needs. To do so, our consultants start by getting a good understanding of the mother's breastfeeding history as well as her goals for feeding her baby. Then, the mother is provided with breastfeeding education, counseling, and emotional support for a fulfilling breastfeeding journey.

Although our IBCLCs cater unique care to each mother and child, they see common trends among the mothers and babies. Our clinic staff often see mothers give their newborn artificial baby milk, also known as formula, because the mother believes she does not have enough milk supply to feed her baby. Sandra, one of our IBCLCs, says, "there seems to be a misconception that milk must flow abundantly from the beginning."

Although the first milk (colostrum) is low in volume, it is high in nutrients and antibodies and there is usually no need to give artificial milk for the baby to thrive. Baby formula is more difficult for a baby to digest, while human milk provides all the nutrients a baby needs. Our lactation team informs mothers of this misconception and provides anticipatory guidance, such as discussing the different phases of milk a mother produces after birth, how to latch a baby for successful feeding, and more.

Our lactation team began seeing patients in June of 2022. Cheryl, Lactation Program Manager, says, "it has been rewarding to build the foundation for the program and see the patient numbers grow." The program has grown from having eight patient visits to now almost 60 patient visits per month.

## Providing Support to All Mothers

Our Comprehensive Perinatal Services Program (CPSP) team is made up of four staff who provide prenatal care, health education, nutritional assessment, psychosocial assessment, and referral support for our pregnant patients. Many times, our CPSP team is the only source of support our pregnant patients have. Lurdes, Ravenswood's Comprehensive Perinatal Health Worker, says she enjoys "interacting with patients and being able to provide additional support to women, from conception through postpartum." The CPSP team encounters a wide range of hardships patients face, which commonly include transportation and housing barriers, mental health issues, and substance use during pregnancy.

It is critical for our CPSP team to continuously gain even more knowledge and training than they already have. To better understand and support patients' mental health, our CPSP completed a Mental Health Certificate Training from Postpartum Support International. Through this intensive training, our CPSP team learned more about how to engage with and support pregnant patients who have mild symptoms of depression and anxiety, as well as baby blues after delivery. Baby blues is a term used to describe the feelings of sadness a mother may experience during the first couple of days after giving birth. Additionally, our CPSP team acquired more knowledge about topics such as the psychosocial impact of being pregnant, how postpartum impacts mental health, the role of fathers in maternal mental health, and how fathers can provide additional support to mothers. Lastly, this training helped our staff to better empower pregnant patients in asking for emotional or behavioral health assistance and resources. Overall, our CPSP team continues to strive to build strong relationships with our pregnant patients.

### RAVENSWOOD SERVICES

#### Primary Medical Care

- Prenatal Care
- Pediatric & Adolescent Medicine
- Adult Medicine
- Women's Health
- Optometry
- Screenings & Immunizations
- Pharmacy
- General X-ray
- Ultrasound
- Mammography
- Chiropractic Care
- Podiatry
- Lactation Counseling
- Laboratory Services
- Referrals to Specialty Care

#### Integrated Behavioral Health & Social Services

- Adult and Pediatric Short-Term Counseling
- Domestic Violence Counseling
- Grief Counseling
- Crisis Intervention
- Psychiatry Consultation
- Enhanced Case Management Field Services
- Health Care for the Homeless
- Medically Assisted Therapy for Alcohol/Substance Use Disorder

#### Center for Health Promotion

- Chronic Disease Management
- Health Coaching
- Health Coverage Enrollment

#### Ravenswood Family Dentistry

- Pediatric & Adult Dental Care
- Preventive Care
- Restorative & Periodontal Care
- Prosthodontic Crowns, Bridges, & Dentures
- Oral Surgery under General Anesthesia
- Emergency Dental Services
- Oral Health Education
- Special Needs Pediatric Dental Care
- Preventive Dental Care in 19 San Mateo County Pre-Schools and Other Sites

### RAVENSWOOD LOCATIONS

#### Ravenswood Family Health Center

1885 Bay Road  
East Palo Alto, CA 94303

#### Ravenswood Family Dentistry

1807 Bay Road  
East Palo Alto, CA 94303

#### Center for Health Promotion

Eligibility & Enrollment  
1842 Bay Road  
East Palo Alto, CA 94303

### MAYVIEW SERVICES

- Prenatal Care
- Pediatric & Adolescent Medicine
- Adult Medicine
- Women's Health
- Screenings and Immunizations
- Optometry
- Dental (via mobile clinic)
- Integrated Behavioral Health & Social Services
- Chiropractic Care
- Podiatry (Coming Soon!)
- Chronic Disease Management
- Health Education
- Screenings & Immunization
- Laboratory Services
- Lactation Counseling
- Health Coverage Enrollment

### MAYVIEW LOCATIONS

#### MayView Sunnyvale

785 Morse Avenue  
Sunnyvale, CA 94085

#### MayView Mountain View

900 Miramonte Avenue, 2nd Floor  
Mountain View, CA 94040

#### MayView Palo Alto

270 Grant Avenue  
Palo Alto, CA 94306

### CONTACT US

#### Development Department

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650.617.7829  
www.RavenswoodFHN.org

## Podiatry

In October 2022, we started a new Podiatry program. We currently provide Podiatry services at our main health center in East Palo Alto and is soon to be added to our MayView Palo Alto clinic for adult and pediatric patients over two years of age. Our Podiatrist, Dr. Javeria Hussaini, provides treatment and support for all foot and ankle needs, including infections, heel pain, ankle sprains/strains, and more. Given that foot and ankle problems tend to be among the most common health conditions, our new Podiatry services program is crucial to our mission to provide comprehensive, whole-person care.

One of our podiatry patients, Jose, had a toe amputation towards the end of 2022, and was having issues with his insurance covering the treatment. Due to not having coverage, he was bandaging his foot on his own daily, with no medication. After seeing his Ravenswood provider, he was referred to Dr. Javeria for the first time. Dr. Javeria examined the foot and discussed a treatment plan, advised Jose to apply an antiseptic to his foot to protect against infection, and referred him to a wound clinic for more advanced treatment. Jose now has the support he needs to take proper care of his foot and prevent an infection.



Jose (left) shows Dr. Javeria (right) where he is experiencing pain.

Photographer: Lourdes Sanchez  
(All photos back page)

## Renovating Ravenswood Family Dentistry

Due to COVID-19, Ravenswood Family Dentistry made many changes to the way dental care is provided to patients. In response to the pandemic, increased safety protocols have been set in place to protect patients and staff from the spread of a viral infection. For instance, certain dental procedures, such as fillings, cleanings, and surgeries, must be done in closed rooms due to an increased risk of spreading airborne particles. Closed dental rooms are best for minimizing the possibility of transmitting an airborne disease, like COVID-19.

During the pandemic, our primary goal was to protect the safety of our staff and patients while also continuing to expand dental care access. At the start of 2022, we only had three enclosed rooms to conduct aerosolized dental procedures. As we worked towards increasing capacity for dental visits during the ongoing pandemic, we realized that in order to maintain a safe clinic environment, our dental clinic had to add more closed rooms. This meant we had to undergo construction changes. Our planned renovations for our dental clinic started at the beginning of May 2022. The renovations consisted of expanding from three to ten enclosed rooms and rerouting the heating, ventilation, and air conditioning (HVAC) in those rooms. Renovations were completed in October 2022, and have increased our capacity to provide patients with the dental care they need, all while keeping our patients and staff safe! Thank you to our Dental Capital Campaign Donors, Stanford Healthcare, Health Plan of San Mateo, and the Bothin Foundation who made this possible.



Left: Juan (top), Registered Dental Assistant, demonstrates to Sarahi (bottom) how to floss daily.



Right: Evans smiles with his newly cleaned teeth.

# Yes! I Want to Join Ravenswood's Care Team!

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### Mail a check with this slip to:

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

Ravenswood Family Health Network is a tax exempt 501(c)(3) nonprofit agency

Questions? Contact the Development Team at [Development@RavenswoodFHC.org](mailto:Development@RavenswoodFHC.org)

- \$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
- Other \_\_\_\_\_

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