

EL AVISO

MARCH 2003

SURVEYS COMPLIMENT

LAS CLINICAS DEL NORTE

SUGGEST WAYS TO IMPROVE

During the past several months, 88 patients at the three clinics and 165 people in the community were asked about their health care needs and how satisfied they were with the services at Las Clinicas del Norte. Most of the people (137) responding to the community survey were also patients, so there is some overlap. This information is helpful to the clinic Board of Directors and Management, so that they know in what areas we are doing very well, and where we need to improve so we can plan changes that will most benefit the community as a whole. Highlights of the combined results from the two surveys and clinic ideas about them are below.

We want to thank to everyone who took the time to complete the surveys and who offered additional comments!

- ✓ **98% are satisfied or extremely satisfied with the quality of care they receive and the physical facilities.** There were many comments praising particular staff for their communication and health care skills. Many comments were received about the modern state of the art facilities at all three sites.

- ✓ **80% were satisfied with how quickly they could schedule an appointment or be seen.** This leaves 20% of those surveyed wishing they could have been seen sooner. Getting an appointment is known to be a problem with health care everywhere, especially larger clinics that offer multiple services such as Las Clinicas does. So, additional questions were asked about the best days and hours for the clinic to be open.

- ✓ **73% like current days and hours, but 59% of community residents would like Monday-Friday 8-5.** Comments show that there is no one set of days and hours that would be satisfactory for everyone. Some families want the clinic be open later, some prefer early hours, others like Fridays over Mondays, and so on. Even though it is impossible to please everyone, it is hoped some changes we are planning this Spring will satisfy more people and demonstrate that we do respond to community needs.

- ✓ **85% of community residents know the clinic offers a sliding scale.** While Las Clinicas is not a government-run free clinic, and must charge for services to be able to stay open, patients do and can receive discounts based on household size and income up to 200% of federal poverty levels. Receptionists can ⇒

LAS CLINICAS DEL NORTE: A Community Health Center, Established in 1972

Serving the communities of Abiquiu, Ancones, Barranco, Cañon, Carson, Chili, Cañones, Cañon Plaza, Duranes, El Llanito, El Pueblo, El Rito, Gallegos, Gavilan, Ghost Ranch, La Cueva, La Madera, La Mesa, La Zorro, Las Casitas, Las Tablas, Los Pinos, Medanales, No Agua, Ojo Caliente, Olguin, Petaca, Placitas, Plaza Blanca, Rio Chama, San Miguel, Servilleta, Servilleta Plaza, Silvestres, Tierra Azul, Tres Orejas, Tres Piedras, Tusas and Vallecitos and Youngsville

⇒ tell you how to apply for the discount. This information will also continue to be a topic in El Aviso articles.

- ✓ **66% of patients did not know the clinic has a suggestion and complaint box.** All 88 patients taking the survey now know that we have such a box so that we can collect information, suggestions or complaints on how we can improve our services. And in reading this, you now know we have such a box, and the following explains how best to use it.

How to Use the Suggestion and Complaint Box

Q: Where is the suggestion and complaint box?

A: It is a locked box found at each clinic's Reception desk. There ARE currently no FORMAL forms that we require you to use – any piece of paper can be used to write your suggestion, complaint or compliment on and put into the box.

Q: Why use the suggestion box?

A: Patient comments, suggestions, complaints and compliments give extremely important information to the clinic on how to improve its services. If you put these in writing, administrators can learn about your concerns more quickly and make decisions.

Q: What happens to the suggestions or complaints I make in writing?

A: Your written concerns are brought to a monthly director's meeting of medical, dental, nursing, reception, and other departments. No staff at the clinic you visited and left your suggestion can open the locked box, or read what you wrote. Decisions are made to follow-up on concerns that are specific enough to be acted upon.

Q: What if I would like to make a suggestion or complaint more quickly?

A: There are a number of people you can contact. For on-the-spot concerns, each clinic has a manager (Abiquiu: Sandra Valdez; El Rito: Thelma Chavez; Ojo Caliente: Janet

Lucero). You can also address your concerns to department directors, located at El Rito: Billing and Reception: Kathleen Ngirbedul; Medical: Dr. Rowena Archibald; Nursing: Julie Hill-Clapp or the Executive Director, Andy R. Lopez.

Q: How much detail should I give in my suggestion or complaint?

A: Please give as much detail as you can. Whether the issue involves something you are glad about or whether you are upset, please give the date and what happened or didn't happen. Please also give the name of the staff person(s) involved. The more information you give, the easier it will be to figure out what can be done as follow-up.

Q: Do I have to sign the suggestion or complaint?

A: No, you don't. However, if you are willing to give your name, then there are many cases this detail will help in discussing the concern you raise. If you don't want to be contacted, say so, But the more detail you give, the more department directors know about what needs praise, what needs change.

Quit Smoking for Lent

.....Prepare Yourself for Easter

Quit Smoking Groups at the

Ojo Caliente & Abiquiu Clinics

Orientation sessions

Ojo Caliente - Tuesday, March 11th, 1:00-2:00 pm

Abiquiu - Wednesday, March 12th, 6:30-7:30 pm

You can be smoke or tobacco free by Easter. Groups run for 6 weeks. Each session is one hour long. Supportive family members and friends are also welcome!

You are eligible for FREE NICOTINE PATCHES if you participate in the program.

Ask your doctor or provider for more information or contact Mary Ann at the El Rito Clinic at 581-4728 ext. 263.

LCDN's Smoking cessation programs are made possible with a grant from the New Mexico Department of Health.

FREE CHILDREN'S HEALTH FAIR

Thursday, April 3, 2003

9:00 am – 3:00 pm

**Northern New Mexico Community College
El Rito Campus**

Free Comprehensive Health Screening for children birth to age five

**Headstart pre-registration and
Health Screening**

**Vision, Hearing, Speech/language, Growth,
Dental, Health/Nutrition, Learning, Movement**

Medicaid Enrollment

**Information or Appointments, call 753-3142 or
581-4671. Walk-in's Welcome.**

This Child Health Fair is sponsored by many community agencies working with young children and their families. All these agencies have a common belief in, and commitment to, *Early Intervention* to meet the developmental needs of children between the ages of birth to 5 years. Intervention means to reach the child at the earliest time possible.

A few of the many questions parents ask about their child's developments are:

- Is my daughter walking well for her age?
- When should my toddler be able to speak clear sentences?
- Are my children's teeth okay?
- My son has trouble throwing a ball – is this normal?

When problems are obvious, parents will usually ask their health care provider for help. But some developmental problems aren't so clear, and may not be caught for years. For example, a speech problem unnoticeable at age one could be identified when the child reaches age three. This is one big reason more frequent

check-ups are needed for young children. Health experts recommend no less than six visits in the first year and three in the second year!

Early Intervention is a way of meeting the needs of children who either show developmental delays or are at risk for delays because of medical or environmental factors that arise in the first months and years of their lives.

Children in their first three years do a tremendous amount of growing throughout their bodies. Some parents ask why so much attention is paid to screenings *before* school. After all, a child changes so much and so fast, why not just wait and see if they will grow out of a problem? Many families and even specialists have a "they'll grow out of it" or "don't rush them" attitude. The reason to not wait is that, *because* children grow so fast, the earlier the corrective intervention is done the more effective it will be. In those first three years of life, we experience overall the fastest growth rate of our lives. It isn't just height, it is everything – how to move, walk, lift, throw, talk, listen, recognize people and places, play games, and so forth. The list is endless. But *poor* speech, movement, eating, and other patterns can be learned just as quickly as *good* ones. And these in turn can have a bad effect on other things the child does, like playing with other children or learning to read. The earlier a child receives services, the earlier the body can be helped to counter problematic patterns of development and the child will be better able to participate in the mainstream of society. Early Intervention works!

Furthermore, the parents learn new skills so that they can better meet an individual child's needs. Solutions might include changing foods eaten, more reading to the child, or playing games to learn how to move arms and legs in a certain way.

Hopefully having read this far, you are eager to bring your birth to 5 year olds to the.....

Health Fair in El Rito on April 3rd.

NOTE: If you would like to apply for Medicaid at the fair, please bring a baptismal or birth certificate, the child's social security card, proof of income by bring a copy of your last four weeks check stubs, and rent or utility receipts.

Announcements & News Briefs

Farewell

Several people are leaving left LCDN this month. We are saying farewell to **Catherine Auckland, Jo Ann Alarid, Ray David Martinez, Hope Varela, Marc Worthington and Ivan Wright.** All will be very much missed.

New staff at LCDN are **Darlene Lovato** in Billing, **Bernadette Diaz**, Medical Assistant, **Hope Salazar**, LPN, and **Karla Naranjo**, CCS Outreach clerk.

Job Openings: The Nursing department is now looking for a **Health Educator.** Call Thelma Chavez or Julie Hill-Clapp at 581-4728.

THE CCS department is looking for a **Case Manager/Community Outreach Worker.** Applicant should have good knowledge of local resources, e.g. income support & other benefit programs, as well as the communities that LCDN serves. Needs to be a resident or former resident of one of these communities. 40 hours per week. Must have vehicles with current license and insurance. Competitive salary and fringe benefits. Send resume to Thelma Chavez or Michael Hill, LCDN, PO Box 237, El Rito, NM 87530.

Dental Department – Effective April 1st changes will be made in the sliding fee charges in restoration and extractions. Contact the dental clinic for more information, 581-4728.

Clinic Hours in El Rito

Medical Clinic:

Monday, 9:00 am – 7:00 pm
Tuesday, Thursday, Friday – 9:00 am – 6:00 pm
Wednesday – 9:00 am – 5:00 pm

Dental Clinic:

Monday, 9:00 – 7:00 pm
Tuesday, Wednesday, Thursday – 8:00 am – 6:00pm
Closed Friday

The United Methodist Church of El Rito is having their third monthly clean-up of the roadsides around our community. The clean-up will begin at **10:45 a.m., March 30,** following the Sunday Service.

Community members are invited to the service or to the clean-up or to both.

Collection bags are provided. Bring your gloves, your friends, and your young people and join this ecumenical event to help solve our ecumenical problem.

Following the approximately one hour of clean-up, there will be a pot-luck lunch at the Methodist church. All are welcome.

⊗ Community Events ⊗

Contact Person, Joan Tollefson, Editor, 776-8778 or 581-4728

Las Clinicas 24-hour Emergency Number – 1-888-678-6160

El Rito

Las Clinicas del Norte Board Meeting – every 3rd Monday, 7 pm, El Rito clinic Community Room

El Rito Library – Tues, Wed, Thurs, 11 am – 6 pm, and Sat, 11 am – 3 pm.

El Rito Library Board Mtgs. – every 1st Wed, 6 pm at Library

Tutoring – El Rito Save the Children Ctr, call for info. 581-4516

AA Meetings El Rito – Tues, & Thurs, 7m – 8pm, at Catholic Church Parish Hall, open discussion. Contact Linda, 747-8043

El Rito Fire Dept. Mtgs. – every 2nd Wednesday, 7 pm, at the El Rito Fire Station, open to the public

Recycling El Rito – every 4th Saturday, 9 am – 2 pm, behind the Martins Store Gas Station

Abiquiu

Recycling Abiquiu – 4th Sunday every month, 9 am-2 pm, Abiquiu Las Clinicas clinic parking lot

Al-Anon Meetings Abiquiu – Monday, 5 pm, call for location, contact numbers, 581-4471 or 685-4503

Abiquiu Library – Mon, Tues, Wed, Thurs, 2 pm – 6 pm, and Sunday, 9 am – 12 noon, on the Plaza

Abiquiu Fire Dept. Mtg. – every 2nd Thursday, 7 pm at Abiquiu Fire Dept.

Ojo Caliente

Diabetic Mgt. Class – Wed, March 26, 12:00 to 1:30 pm, **Medications**, Ojo Caliente Clinic Conference Rm.

Ojo Caliente Fire Dept. Mtg. – every 1st Wednesday, 7 pm, Ojo Caliente Fire Dept.

Medanales

Medanales, Rio Chama, Tierra Azul Community Mtg. – every 1st Mon, 7 pm, Medanales Comm. Ctr., ph.#, 685-9416

Northern New Mexico Community College El Rito Campus

Schedule of Events and Classes

March 3 - USFS Group (Fire Training)

4 - USFS GROUP (Trainings)

10-14 - SPRING BREAK

20 - Kids, Kows and More- This program will be for 4th, 5th, 6th graders from around our county to experience agriculture life and youth programs for them. We expect over 300 kids on this one day event.

April 9 - Jared Daniel Concert at Cutting Hall for all students, faculty, staff, & community 10:00 -11:00 AM

Beginning Feb. 24 - the College's Adobe Construction program offered a four-week block course in FLOORS (during which they are ⇒

⇒ anticipating pouring a mud floor) on the El Rito Campus.

March 30 - is the beginning of a three-week block on INTERIORS.

April 29 - the adobe program is offering a two-week course in NO-WOOD CONSTRUCTION using adobe bricks to make ARCHES and DOMES.

The costs of any of these programs on only \$27 per credit (one credit per week) and can be audited if desired. Other courses offered in the fall include ADOBE WALLS, ROOFS, and HEATING. COMMUNITY MEMBERS ARE MOST WELCOME!

For more information please feel free to contact Donald Martinez at 581-4120 or Dorothy Duran at 581-4115.

A brief comment:

We finally got some snow!! And we wish the community center committee all the luck for a neat plan for a community center here in El Rito.

SWEET SMILES

DAYCARE

in the

Abiquiu/Medanales Area

Opening March 1, 2003

- **CPR/First Aid Certified Provider.**
- **All meals and snacks provided.**
- **Loving and supportive environment.**

**Call 685-4816
if interested.**

Las Clinicas del Norte is funded, in part, by the U. S. Department of Health, Community Health Systems Div., Primary Care Bureau

EL RITO PUBLIC LIBRARY

Your Local Resource for Books-Videos-Computers-Books on Tape- Literacy for all ages

Our Winter Hours: Tuesday, Wednesday, Thursday - 11-6, and Saturday - 11-3

The Library would like to thank the members of **Quentin Wilson's** Northern New Mexico Community College's "Adobe Remodeling and Restoration" course for their volunteer labor in repairing the library's metal roof. See under NNMCC's schedule of events the Adobe Construction programs short classes now being offered.

HEATER REQUEST. Anyone have a heater they would like to get rid of? The Library is in need of a heater for the Community room. It would need to be between 35,000 and 40,000 BTU's, either propane or natural gas, to handle the size of the room.

Reminder: the first Saturday in May will be the **Second Annual Community Clean-Up Day**, sponsored by the library. Look for more details in the next issue of El Aviso.

The Library has recently purchased several beautiful books:

The Spiritual in Art: Abstract Painting from 1890 to 1985;

A Basketmaker in Rural Japan;

Textile Arts of India;

The Illustrated Encyclopedia of Musical Instruments;

Shadow Theatre in Java;

European Textile Design of the 1920's;

Decorative Arts of Sumatra and Kites.

MARK YOUR CALENDAR!

Natalie Goldberg from Taos, New Mexico will read from her latest work, *Top of My Lungs*, at the El Rito Library on Sunday, **April 13**, at 3:00 p.m. This reading is part of the library's on-going series of literary events. See flyer on next page.

Before the Natalie Goldberg Reading the El Rito Quilter's group will draw the raffle winner for the quilt now hanging in the Library, all funds donated to the library. There is still time to buy tickets and support the library. ⇒⇒

Abiquiu Public Library

Great news for our library!!! We are now at **Full Public Library Status** with the New Mexico State Library. This means that our library can receive full grants available to New Mexico Public Libraries. Our requirements are to meet and maintain certain standards according to code; NMAC 4.5.2 set with the New Mexico State Library. The changes will be the increase of open library hours to a total of 25 and the limit of annual collections expenditures per capita for our local service area population. This information will be provided in the annual report. **Thank You to Grace Salazar for all of her hard work to complete all the paper work and requirements to receive this status.**

We are sad to say that our Library Director **Graciola Salazar** has resigned. Grace worked for our library for about 5 years. She helped with the starting of our library, until the completion of our Full Public Library Status with the New Mexico State Library and worked very hard on many more projects during her time here. **Thank you goes out to Grace for all the hard work and dedication she gave to the library all these years, we will miss her!**

Parish Hall Renovations second phase is now underway. Gas lines are being replaced for the set up of the heating systems. The work is coming along great, but a lot of work is still needed to have the building completed to safety code. Volunteers are needed for the clean-up phase. If you think you can help please contact Isabel Trujillo at the Abiquiu Public Library – 685-4884.

The funding for the renovations comes from a donation from the Catholic Foundation Grant of \$5,000.

Left Behind, by Tim La Haye, is one of the books in our library that has been a hot item. Now our library has 5 more of the 10 books

from the series. These were donated to our library from Denise and Curt Hoffman. Please come in and check them out. You might just like them too. **Thank you, Denise and Curt!**

2nd Annual Spring Fling Library Dance **May 10, 2003**

Make plans now. Mark your calendars and shine up your dancing shoes! It is that time again! Spring is around the corner and so is the Abiquiu Public Library's Spring Fling fundraiser dance!!! This year we will have the band, **Orgullo "The Pride of Northern New Mexico"**. Last year we had a great time and plan to do it again this year! Don't forget to let all your friends know!

If you need more information, please contact the library or look for more information in the April issue of El Aviso.

Donations are needed the fundraising committee is asking for donations for a raffle for the Spring Fling Library Dance. Almost any item will help (new and unused items, please).

Also needed are donations of new fiction books and bestseller novels to help improve the Library's circulation, especially your favorites. It's a good way to let us know what you would recommend as good reading.

Computer Classes have started and are going along strong for 6 of our patrons. These classes are to help with basic computer skills to improve jobs. The classes are 2 nights/week and are being taught by Marie War, who has been provided to us by the Northern New Mexico Community College for a continuing education class. The students are sponsored by a grant from the **Victory Noll Resource Sharing Program**, who pays their tuition. Everyone is enjoying the class very much and learning a great deal!

We are still in needed of Teenage Tutors to work with the After School Tutoring Program. If you are interested and are 14 years or older and have a grade point average of 2.5. Please contact Loretta at the Abiquiu Public Library.