

**NEWS RELEASE**

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**FOR IMMEDIATE RELEASE**

**North County Health Services  
Unveils Plans for Oceanside Expansion**

*NCHS receives \$5M grant to expand facility, services  
Project to increase access to healthcare for uninsured children & families*

**SAN MARCOS, Ca.** October 30, 2013 - North County Health Services (NCHS) has announced the official expansion project for one of its ten North County clinic locations. The NCHS Mission Mesa health center will undergo a complete reconstruction of its Pediatrics building taking the current 3,024 square-foot, 6 exam room facility to an expanded state-of-the-art 12,639 square-foot, 18 exam room facility.



Current NCHS Mission Mesa health center



Future NCHS Mission Mesa health center

**About the new building**

Looking to break ground in December, the new facility will also offer a procedure room, 2 health education rooms, 1 lactation consultation room, 1 financial consultation room and a Group Visit room. The NCHS Mission Mesa health center will continue to serve patients while under construction, which includes Women's Health services, WIC services and Pediatric services, all located on site. The current pediatrics building on the property will remain to serve NCHS patients in a different capacity. Completion of the expansion project is anticipated in Spring 2015.

**Not just better on the outside**

“Not only will this project create a brand new health center for our community, it will enable us to continue to deliver quality care to our current and future patients,” says Irma Cota, President & CEO. Along with developing the new facility NCHS has been gearing up for health care reform with a strategic plan to help support the increase in patients due to the Affordable Care Act which includes several quality measures and the roll out of an internal organization-wide customer service initiative. Thus far, these efforts have resulted in a nearly 40% decrease in patient wait times

(<sup>1</sup>), same day appointment availability, converting to Electronic Health Records and the recent achievement of Patient-Centered Medical Home (PCMH) recognition, a new model of care which is built on teams led by a physician. All the hard work is paying off as patient satisfaction rates are at an all-time high, with over 93% of patients rating service at NCHS as “good” or “excellent”(<sup>2</sup>). “We are proud of the quality and service we bring to our patients and the new facility will only enable us to improve. We want the community to see us as their complete medical home and come to us as a first choice, not a last resort” says Cota.

### **Dollars & Sense**

NCHS made the initial investment of \$1.3M in the health of the community by purchasing the Mission Mesa location at 2210 Mesa Dr. in Oceanside, back in 2010. NCHS then received a capital expansion grant for the pediatric clinic in 2012 in the amount of \$5M. However, fundraising support is still needed to cover the full project costs. “The grant doesn’t cover the entire project,” says Stacy Rungaitis, Director of Fund Development, “we are counting on the support of private donors and the local philanthropic community to make this a reality.” Rungaitis has seen for herself the difference quality care can make in a child’s life, “we see parents coming to us with such sincere thanks for being able to help their child when they thought they had nowhere else to go. Our patients sense that we care.” Especially with implementation of the Affordable Care Act, Rungaitis believes this project is needed now more than ever. “This project will allow us to expand quality health services, at low to no cost, to our community including uninsured children and their families.”

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### **About North County Health Services**

North County Health Services is a private not-for-profit organization that serves over 60,000 patients annually at 10 community health centers in Carlsbad, Encinitas, Oceanside, San Marcos and Ramona, and through two mobile clinics. NCHS has been providing affordable, quality & comprehensive care to members of our north San Diego County communities who are uninsured or underinsured for over 40 years. Services at NCHS include pediatrics, obstetrics, gynecology, dental care, internal medicine, adolescent medicine, radiology, pharmacy and transportation services as well as community health outreach, prevention and disease management programs. We accept private insurances, Medi-Cal and Medicare. If you are uninsured, you may be eligible for low or no-cost programs based on your income, qualify for a discount or use our monthly payment plan.

For more information, visit [www.nchs-health.org](http://www.nchs-health.org) or call 760-736-6767.

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<sup>1</sup> Crossroads Group, Patient Experience Survey, Q1 2013

<sup>2</sup> Crossroads Group, Patient Experience Survey, Q1 2013