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Quarterly Newsletter | Winter 2017

HealthMatters



Community Care Health
for the Central Valley



In support of our commitment to our members, I am pleased to share our winter edition of the CCH quarterly Newsletter, Health Matters. As we take some time out to enjoy the holiday season, I wanted to wish all our members a happy and healthy new year.



Health Matters aims to help you become aware of new services, features (mobile app coming soon!) and information to lead a healthier lifestyle.

While many see the holidays as a festive time, we also recognize that this can be a difficult season for some. This issue of Health Matters shares ways to manage depression and how you can access appropriate mental health resources from CCH. Our physician profile segment highlights Dr. Mateo De Soto, who emphasizes the impact mental illness can have on our day to day life, from work performance to physical health. Additionally, our Chief Medical Officer, Dr. Daniel Bluestone, shares valuable information about managing Seasonal Affective Disorder (SAD).

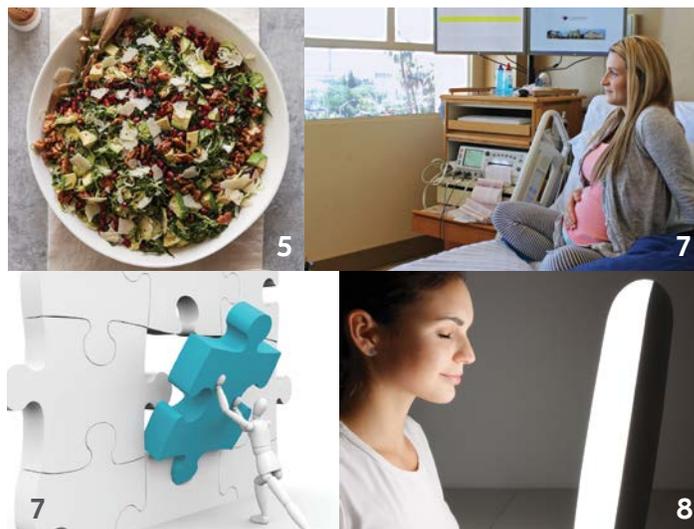
We continually strive to meet your needs and listen to your feedback. Feel free to send any comments or suggestions about Health Matters to info@communitycarehealth.org. For specific questions about your health plan, Member Services can be reached at (855) 343-2247.

Happy Holidays.

Aldo De La Torre

*President, CEO and Chairman of the Board
Community Care Health*

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Health Matters is a quarterly newsletter brought you from Community Care Health. Designed to keep members abreast of the latest information impacting their health, we hope you find this a valuable resource.



Managing Depression During the Holidays

It's supposed to be the most wonderful time of the year, filled with social gatherings, family get-togethers, work parties, decadent foods and gift-giving. Many residential communities and businesses are decorated with lights and ornaments making it hard to forget that it's supposed to be a joyous season. For some of us, however, it can be very difficult and lonely. For those suffering from depression, the holidays can be especially challenging.

Here are some tips to help manage the holidays:

- Recognize that you're not alone.** Feeling depressed is much more common than we discuss. Depression may make you feel isolated, but according to the National Institute of Mental Health, major depressive disorder affects about 14.8 million Americans each year.
- Acknowledge your feelings.** Don't try to force yourself to be happy because it's the holidays or because those around you seem upbeat and festive. Express your feelings, including those of sadness and grief. If you feel like you need to cry, then cry.
- Reach out for support. You don't have to go through it alone.** Seek support from understanding friends and loved ones, or those in your community or religious organization. Consider making an in-person appointment to talk with a mental health provider. CCH offers members easy access to mental health providers - see more information on the next page.
- Manage grief in a healthy way.** For some, the holidays trigger feelings of loss, sadness, loneliness, and isolation. Recognize your loss and honor your loved one. Consider lighting a candle for them or donating a gift in their honor to a charitable organization they supported, or any other activity that allows you to recongnize the loss in a constructive way.
- Do a good deed. Doing kind things for others can help you feel good, too.** Volunteer at a soup kitchen or animal shelter; donate food or clothing to a local shelter; rake a neighbor's leaves; or bring a senior citizen a meal - and eat with them.

- **Plan your schedule consciously and carefully. Don't accept every invitation because you feel obligated.** Depression may take a toll on your energy. Prioritize your social invitations. RSVP yes to those you really want to attend, but don't hesitate to decline invitations for functions you don't feel up to. Be sure to keep your best interests in mind—don't overcommit yourself out of obligation or pressure from friends or loved ones.
- **Keep up your healthy habits.** Maintaining healthy habits is important year-round, but even more so during the stressful holiday season. Be sure to get enough sleep, eat nutritious foods, and fit in some exercise (even if it's just something simple like walking).



Taking a 10-minute walk allows you to come back feeling calmer and more refreshed.

- **Be realistic. Perfection is unattainable, and failing to reach it could make you unhappy.** Try not to aim to have the perfect holiday. Simply allow yourself to enjoy the season for what it is.
- **Don't burn off stress with alcohol or drugs.** While it may be tempting to take the edge off difficult moments, these substances can actually make anxiety and depression worse.
- **Remember to take time for yourself - a little "me time."** Don't let the holidays completely take over your schedule! Treat yourself to activities you enjoy, such as reading a book, watching a movie, or getting a massage.
- **Stay within your budget.** People often exceed their financial comfort zone during the holidays. Don't fall into the trap of trying to buy happiness—your own or anyone else's—with lots of lavish gifts. Be creative - homemade gifts are often the most appreciated and remembered. Plan out who you'll buy gifts for and how much you'll spend for each, and stick to that budget when you're shopping.

Community Care Health (CCH) is here to help you get access to the right mental health resources for you.

- You don't need a referral from your primary care doctor to get access to mental health services. Only services offered through CCH participating providers will be covered. The best way to ensure coverage is to find a doctor in your network before taking the next step.
- Mental health care services for all ages are available.
- For more information about your benefits, call the CCH customer service department toll-free at 1-855-343-2247.
- Find a mental health provider at www.communitycarehealth.org/providersearch



Shredded Brussels Sprouts Salad!

A little something healthy to keep us in balance this holiday season.

Instructions

1. Using a mandolin, thinly slice the brussels sprouts. Place in a large bowl, add the kale and toss to combine.
2. In a small bowl, whisk together the lemon juice, red wine vinegar, olive oil, shallot, garlic and season with salt and pepper.
3. Pour the dressing over the brussels sprouts and kale and toss to coat well. Sprinkle the pomegranate seeds, avocado, candied walnuts and parmesan cheese over the salad and toss to combine.



Ingredients

- 1 pound brussels sprouts
- 1 bunch Tuscan kale, stemmed and leaves thinly sliced
- 1 lemon, juiced
- 3 teaspoons red wine vinegar
- 1/2 cup olive oil
- 2 tablespoons minced shallot
- 3 cloves garlic, minced
- Coarse salt and freshly cracked black pepper to taste
- 1/2 cup pomegranate seeds
- 1 avocado, diced
- 1 cup candied walnuts, chopped
- Shaved Parmesan cheese for garnish

Source: <http://whatsgabycooking.com/shredded-brussels-sprouts-salad/>

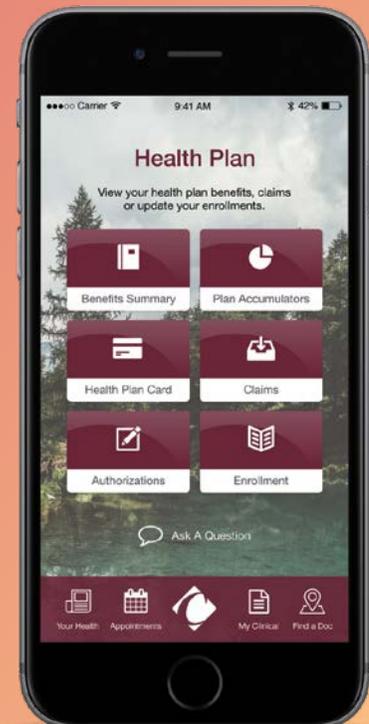
Shredded Brussels Sprouts Salad / Digital image / What's Gaby Cooking, n.d. Web / 10 Dec 2017 <http://www.whatsgabycooking.com>



CCH Mobile App: Coming Soon!

Designed to put you in complete control of your health, **the all-new Community Care Health app** provides access to content, functionality and resources that will help you do just that.

From finding a doctor and requesting your next appointment to accessing lab results, physician-prescribed news, healthy tips and more, this is just one more step CCH is taking to ensure our members have the information they need whenever and wherever they need it.





Maternity Services Recognized for Safety & Quality

Community Regional Medical Center, the high-risk pregnancy and birthing center for a five-county region, earned all three Healthgrades® distinctions in maternity care this year.

The national ratings organization recognized the downtown Fresno hospital with the 2017 Healthgrades Gynecologic Surgery Excellence Award™, the 2017 Healthgrades Labor and Delivery Excellence Award™ and the 2017 Healthgrades Obstetrics and Gynecology Excellence Award™ for demonstrating superior outcomes in women's healthcare services.

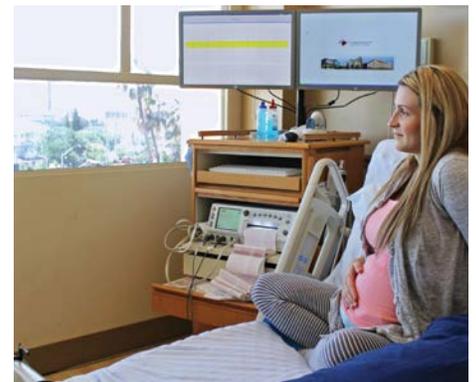
"We're thrilled to have this recognition, especially considering we're the high-risk birthing center for the region," said Kudzi Muchaka, Vice President of Women's & Newborn Health at Community Medical Centers. "I think our 24/7 physician coverage is key."

At the Forefront of Best Practices for Healthier Deliveries

Dr. Thomas, who chairs the quality patient safety committee at the hospital, said Community Regional "has been a front-runner in quality improvement" adopting best practices for swift recognition and team response to hemorrhaging and to preeclampsia, or dangerously high blood pressure, in maternity patients.

Where other Hospitals Send Their Most Difficult Cases

Because of the expertise of staff and the fact that Community Regional also has a Level 3 NICU, it's the hospital where other hospitals transfer complicated cases and those with



Community Regional's birthing center was rated among the top 10% in the nation by Healthgrades® which found that top-rated hospitals had 54% lower risk of complications.

risky multiple births. The hospital made international news by delivering five sets of triplets in less than seven weeks in the summer of 2015. For the past decade it has ranked first or second in California for delivering the most babies weighing under 3 lbs. 8 oz.

When Healthgrades announced the 2017 Women's Care Awards at the end of July it also published a related report that suggests improvements in maternal care and outlines an analysis that shows a decline in the number of cesarean section (C-section) births from 2011 to 2015 nationwide.



April Delgado shows off her triplets born at Community Regional in the summer of 2015 when the hospital made international headlines by delivering five sets of triplets in a 7-week period.

CCH Teams with MedImpact to Deliver Pharmacy Benefits for Members

CCH is focused on providing medically appropriate drugs at competitive pricing. Beginning January 1, CCH will be partnering with MedImpact, the nation's largest privately held pharmacy benefit manager (PBM) that offers member friendly services, including access to a national network of retail pharmacies as well as mail-order pharmacies. MedImpact offers a Refill Reminder Program, an interactive voice technology program that alerts members who are late in refilling prescriptions in targeted medication classes, such as diabetes, hypertension and cholesterol. Members are able to access the pharmacy support system by logging on to the CCH website at

www.communitycarehealth.org. Click on the "For Members" tab where you access a link to "My Pharmacy" to locate the closest pharmacies, view prescription history, check formulary status and drug prices, view prior authorization status, and several other features.



For more information please contact CCH customer service at 1-855-343-2247.

Accessing Employee Assistance Program (Insight EAP) Services

Happy, healthy employees make effective employees. Insight EAP, an Employee Assistance Program, is here to help you focus on what may be getting in the way...

Insight EAP is a short-term, confidential counseling and referral service designed to help CMC & Santé employees, and their eligible household members, resolve personal problems that may be interfering with your work or home life.

Insight EAP can help with a broad range of issues including:

- Emotional Distress
- Work-Related Issues
- Divorce/ Separation
- Relationships
- Marital/Family/ Parenting
- Life Transitions
- Drug/Alcohol Problems
- Aging Family Members
- Anxiety



Work/Life Services

Balancing personal and professional life can be difficult. Insight EAP provides specialized services to assist in managing life's complexities.

- Legal Counseling
- Financial Counseling
- Childcare
- Eldercare
- Life Event Planning

Online Services

Insight's website offers valuable information, tools, and resources.

- Health and wellness information
- Confidential psychological and behavioral assessments
- Financial and legal library of resources, information, calculators and customizable templates

How to Contact/Access Insight EAP

To access Insight call:
(595) 226-7437 or Toll Free (800) 422-5322

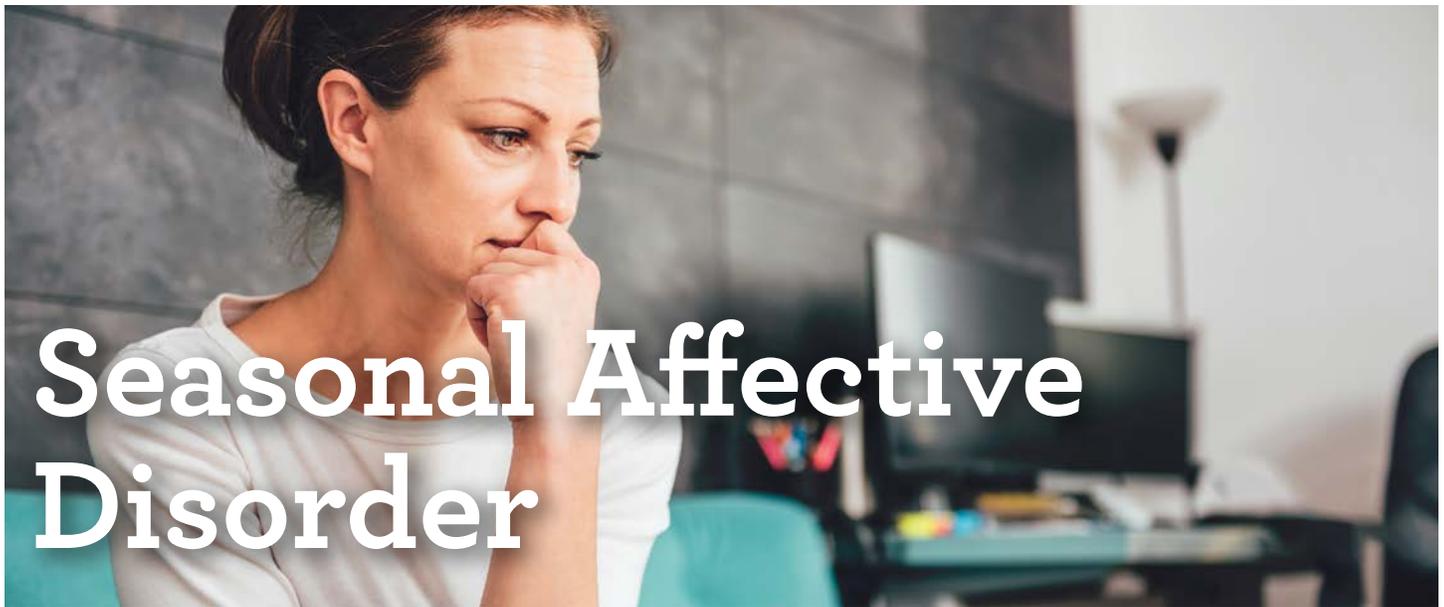
Visit Insight EAP at: www.insighteap.com

Insight Employee Assistance Program:
6445 N. Palm Avenue, Suite #106, Fresno, CA 93704

Summary of Benefits:

- Employees of CMC and Santé are eligible
- Confidential Services
- Available to all household, dependent family members
- Web resource library offers a full range of topics as well as a monthly newsletter and personal self-assessments.





Insights from

Dr. Daniel Bluestone,

Community Care Health Chief Medical Officer

Seasonal Affective Disorder (often called “SAD”) is a form of depression that comes and goes depending on the time of year. There are two main types. Fall-Onset SAD – commonly referred to as “Winter Depression” – is the most common form, beginning in late fall and going away in the spring and summer. While less common, the other type, Spring-Onset SAD, starts in the spring and goes away in the fall and winter.

Symptoms

The symptoms of SAD are the same as in regular (non-seasonal) depression. Depressed people feel sad, hopeless or cranky almost every day for at least two weeks. They no longer enjoy or care about doing the things they used to like to do.

Depression can also make people lose or gain weight, sleep too much or too little, feel tired or like they have no energy. They may feel guilty or worthless, forget things or feel confused,

move and speak more slowly than usual, act restless or have trouble staying still, or even think about death or suicide.

The symptoms of SAD are different depending on which form of SAD a person has. People with **Fall-Onset SAD** tend to:

- Sleep more than usual
- Have a bigger appetite than usual, especially for sweet or starchy foods
- Gain weight

People with **Spring-Onset SAD** have symptoms that

are more like those of typical depression. They tend to:

- Sleep less than usual
- Have a smaller appetite
- Lose weight

How Is SAD Treated?

Treatment options for SAD typically include the following:

Light Therapy – Light therapy involves sitting in front of special, bright lamps during the day. This form of therapy can help people with Fall-Onset SAD. It must be done with help of a doctor or counselor who knows how to administer the therapy. It’s not something people should try to do on their own.

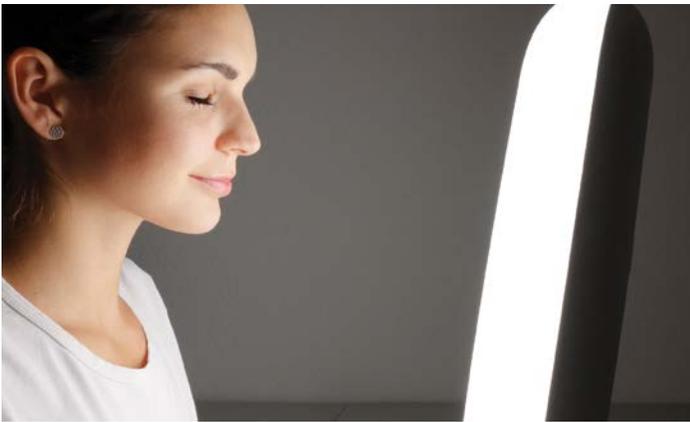
Antidepressants – The same medicines used to treat depression can help people with SAD. There are a variety of antidepressant medicines that doctors can prescribe, each working in different ways and resulting in different side effects. If one medicine causes problems or does not work,

there are often others to try. If the medicines work well, some patients stop and start the medicines every year, while other patients take the medicines year round. The best plan for you will depend on your situation and preferences.

Counseling/ Psychotherapy –

Counseling can help with SAD. Additionally, people with SAD who get counseling might be less likely to have their SAD come back in the following years.

Experts think that light therapy plus antidepressant medicines are often the best treatments to try first for Fall-Onset SAD. Some are treated with only light therapy, but only if they are not severely depressed or considering suicide. For people who are severely depressed or considering suicide, antidepressant medicines might be a better option. You and your doctor, nurse, or counselor can decide which treatment is best for you.



Whatever treatment you try, keep in mind that it sometimes takes patience to find one that works. In some cases, people who take medicines have to try a few different medicines before they find one that works for them. Plus, most treatments take some time before they start working. The key is to work with your doctor, nurse, or counselor, and to keep him or her informed about any problems.

- Go to the emergency room at your local hospital
- Contact the National Suicide Prevention Lifeline: 1-800-273-8255 www.suicidepreventionlifeline.org

Is There Anything I Can Do on My Own?

Yes. Some people feel better if they exercise. Even if you do not feel like exercising try to do

- Sleep only long enough to feel rested and then get out of bed
- Go to bed and get up at the same time every day
- Do not try to force yourself to sleep. If you can't sleep, get out of bed and try again later.
- Have coffee, tea, and other foods that have caffeine only in the morning
- Avoid alcohol in the late afternoon, evening, and bedtime
- Avoid smoking, especially in the evening
- Keep your bedroom dark, cool, quiet, and free of reminders of work or other things that cause you stress
- Solve problems you have before you go to bed
- Exercise several days a week, but not right before bed
- Avoid looking at phones or reading devices ("e-books") that give off light before bed. This can make it harder to fall asleep.
- Take walks outside during the day, so that you get some sun.
- Get a "dawn-simulating" lamp, which brightens gradually and turns on before the sun comes out.

Above all, remember that feeling "SAD" is not something that should be ignored. Reaching out for help to your loved ones, to your healthcare provider, or to your health plan if you think you have "SAD" is a sign of strength – a sign that you are willing to take charge of your life and your health.

From all of us at Community Care Health, we wish you a wonderful holiday season and a bright and hopeful New Year!

The key is to work with your doctor, nurse, or counselor, and to keep him or her informed about any problems.

Should I See a Doctor or Nurse for SAD?

If you have symptoms of SAD, see a doctor, nurse, or counselor. If you ever feel like you might hurt yourself or someone else, do one of these things:

- Call for an ambulance (dial 9-1-1)
- Call your doctor or nurse and tell them it is an emergency

something active for at least 30 minutes on most days of the week.

Also, if you have Fall-Onset SAD, make sure you get exposed to as much light as possible. One of the best ways to accomplish this is to follow good sleeping habits. Here are some suggestions that you can try to improve your sleep hygiene:





Mateo Fernandez De Soto, MD

Introducing Dr. Mateo F. De Soto, M.D. and the diverse group of mental health physicians and clinicians he founded, Bio-Behavioral Medical Clinics, serving the inpatient and outpatient needs of our Central California community for over 30 years.

Dr. De Soto emphasizes the impact mental illness can have on everyday life, from work performance and family life to physical health. He believes that early recognition and treatment of mental health disorders is necessary for total well-being. "Undetected mental health problems can create physical symptoms that mimic other physical ailments. Gone untreated they can disturb all aspects of life."

Bio-Behavioral is a proud member of Santé Community Physicians IPA.

Board Certified Psychiatry

Medical School: Univ Nacl Auto De Mexico, Fac De Med, Mexico Df, Mexico; Graduated 1980

Residency: Community Behavioral Health Center, Fresno, CA

Community Regional Medical Center Unveils
New Pediatric Specialty & Outpatient Services Center

Opening Early 2018



What's Happening

...around town and at Community Medical Centers

DEC 2 - 25

Christmas Tree Lane
6:00pm - 10:00pm



DEC 18

Zoolights
5:00pm - 8:00pm
Fresno Chaffee Zoo



DEC 19

Fresno VA
Farmers Market
8:00am - 1:00pm
VA Central California
Health Care System



DEC 31

New Year's Eve "Bald Eagle Hike"
8:00am - 12:00pm
San Joaquin River Parkway and
Conservation Trust

Volunteer Opportunity to Help Animals

Did you know that petting a dog or cat can lower your blood pressure and cut down on levels of a stress hormone?

www.ccspca.com/support-the-ccspca/volunteer/

For more information please call (559) 233-7722 ext. 124 or by email volunteer@ccspca.com



Clovis Farmer's Market

Saturday Mornings
8:00am - 11:30am

Pollasky between 5th & Bullard



BOOK DRIVE
NOV. 20 - DEC. 22

CMC is collecting books for pediatric patients at Community Regional. Donate a new or gently used book for a child newborn to 12 years old.

4 Drop Off Locations:

- Community Regional
- Clovis Community
- Fresno Heart
- Children's Clinic at Deran Koligian Ambulatory Care Center

(559) 459-6000



CLOVIS COMMUNITY
HEALTHQUEST

presents:

Stop the Bleed

Learn about the signs of extreme blood loss as well as best techniques to apply a tourniquet, pack a wound and use your body weight to apply pressure.

Speaker:

Dr. James Davis,
trauma surgeon from
Community Regional
Medical Center

Thursday
Jan. 11, 2018
at 6:00pm

H. Marcus Radin Conference
Center at Clovis Community
Medical Center



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**Your Voice
Matters**

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