

WE WILL PICK YOU UP | THE IMPORTANCE OF DENTISTRY | YOUR BREAST YOUR HEART

MUSKEGON FAMILY CARE
BETTER Health.

A NEW BEGINNING

Daniel Oglesby's Commitment to Excellence

NOT ALL WOUNDS ARE VISIBLE

A New Perspective on Behaviour Health

BEST PROVIDERS IN WEST MICHIGAN

Meet World Renowned Pediatrician Marisha G. Agana

COVID-19 DURING THE HOLIDAYS

Keeping Your Family Safe

DECEMBER | WINTER EDITION



YOUR PREFERRED MEDICAL HOME

www.mfc-health.org



When children
are your everything,
**They can become
anything.**

At Muskegon Family Care our children's pediatric team is second to none. We provide the very best in pediatric care, advanced pediatric research, with educative advocacy for children, families and our Lakeshore community.

Muskegon Family Care promises to listen closely, care deeply, and become an extension of your family.

To find a physician for your child, call **(231) 739-9315**



BEHAVIORAL HEALTH:

Not All Wounds Are Visible

05

WHAT'S NEW:

Muskegon Family Care
Will Pick You Up

07

CO FEATURE STORY:

Best Providers in
West Michigan

08/09

DENTAL:

The Importance of Dentistry

10

WOMEN'S HEALTH:

Your Breast & Your Heart

11

FEATURED STORY:

A New Beginning

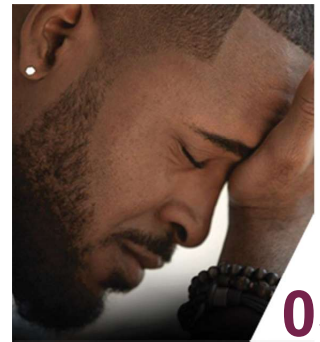
12/13

PHARMACY:

COVID-19 During
the Holidays

15

**1
2
FEATURED**



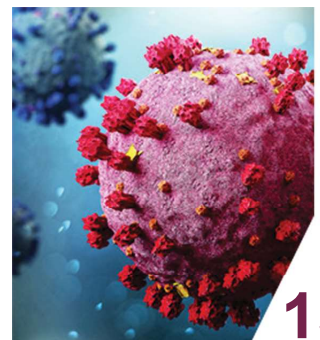
05



10



11



15



CO FEATURE 08

ARE YOU OR A LOVED ONE

STRESSED

MUSKEGON FAMILY CARE

1 in 5 Adults will be affected
by Mental Illness each year.

THAT'S 43.8 MILLION PEOPLE.

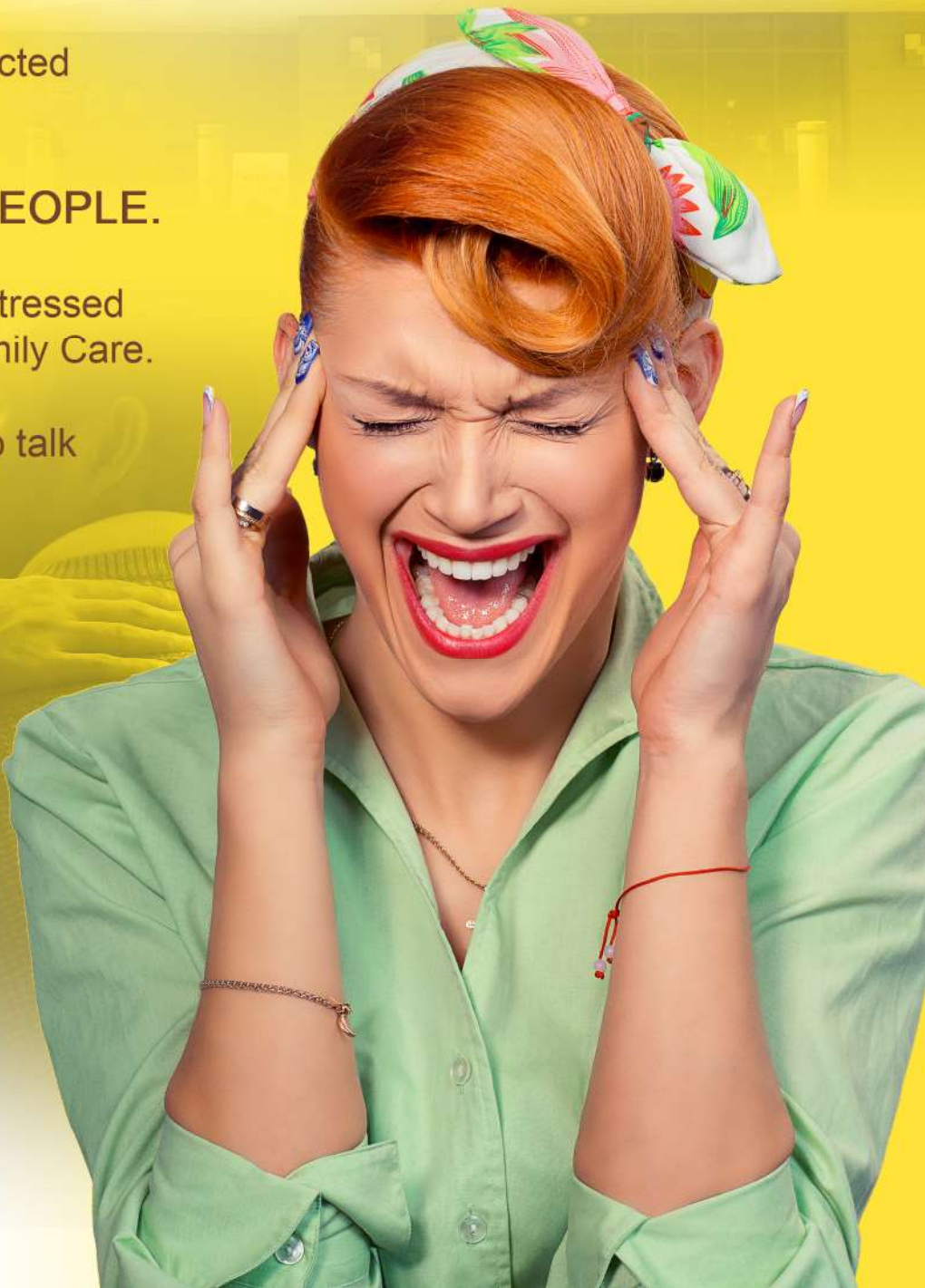
If your feeling depressed or stressed
let us know at Muskegon Family Care.

Enough is enough, it's time to talk
to someone who cares!

(231) 739-9315 ext 1669



www.mfc-health.org/behavioral-health



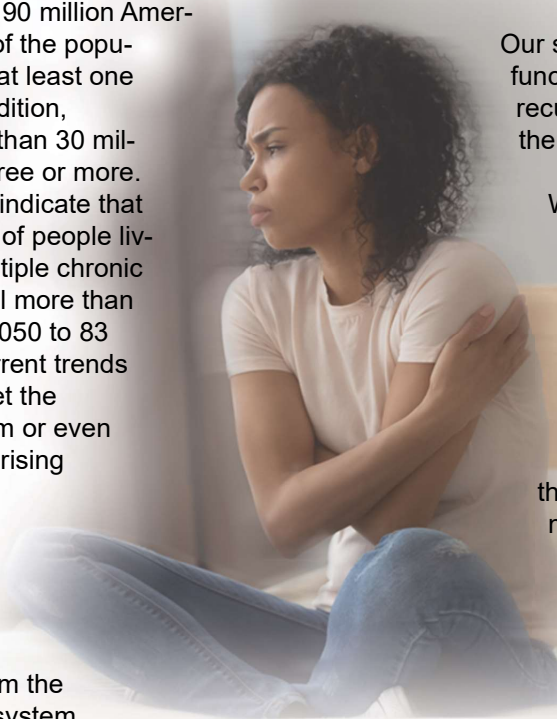
NOT ALL WOUNDS ARE VISIBLE

MUSKEGON FAMILY CARE

Each year, the nation's health system spends billions of dollars trying to treat, manage and prevent an array of avoidable conditions that only continue to grow in prevalence.

The numbers are staggering: Nearly two-thirds of all deaths annually are attributable to chronic conditions. Patients with chronic conditions account for 81% of all hospital admissions, 91% of all prescriptions filled and 76% of all physician visits. Roughly 86% of the \$2.9 trillion spent on health-care in 2013 was related to chronic disease.

More than 190 million Americans 58% of the population have at least one chronic condition, while more than 30 million have three or more. Projections indicate that the number of people living with multiple chronic illnesses will more than double by 2050 to 83 million if current trends continue. Yet the effort to stem or even reverse the rising numbers of Americans who develop chronic illness has fallen short. It's a problem the healthcare system



remains mostly unprepared to effectively address. Years of research and initiatives focused on prevention and promoting healthier behaviors have missed the mark because they fail to tackle arguably the single greatest contributor to the chronic disease epidemic—mental illness.

For years, behavioral health was largely ignored when it came to determining the factors involved in physical health. Primary-care physicians traditionally shied away from considering emotional or mental health as a root cause of chronic diseases.


Yet, data show that the two are closely linked. Here at Muskegon Family Care, our Behavioral Health team is committed to preserving and improving the unique needs of individuals and their families.

Our services are designated to assist individuals and their families to function at their greatest potential in the community and to prevent recurring crisis. We serve a very diverse population and we respect the individuality of each person.

We want to support individuals in empowering themselves to achieve their short term and long term goals. Our trained professionals use current, evidence based interventions in individual and group therapy. Our goal is to assist individuals and families in their understanding of themselves and develop skills that can help them achieve personal recovery in an outpatient setting.

Muskegon Family Care provides treatment to comfort and restore the emotional pain of grief and loss, depression, anxiety and much more. We focus on Motivational Interviewing and Cognitive Behavioral Therapy along with many other evidence based modalities.

WE CARE, CALL NOW FOR HELP.

 (231) 739-9315





In Uncertain Times
Be Certain.

EXPRESS TESTING

Muskegon Family Care is concerned for your safety. Prompt detection and effective triage and isolation are essential. We take all necessary precautions to prevent unnecessary exposure among patients, healthcare personnel, and visitors at the health center.



MUSKEGON FAMILY CARE

**SERVING MUSKEGON AND IT'S
SURROUNDING AREAS**

MUSKEGON FAMILY CARE WILL PICK YOU UP

Transportation services are available for Muskegon Family Care Patients for medical appointments within the Muskegon area.

Muskegon Family Care has three vans with certified drivers that are happy to transport patients to and from their scheduled medical appointments, on a first come first serve availability basis.

For patient health and safety, we are currently transporting only one individual or family at a time. We require our drivers and all patients to where a mask during transport.

At a minimum, the vans are cleaned and disinfected at the beginning and end of each shift and between transporting passengers who are visibly sick.

Muskegon Family Care also delivers medications to patients who cannot pick up their prescriptions.

For full details and scheduling availability, please call the Muskegon Family Care Transportation Request Line at (231) 737-1783.

Muskegon Family Care Transportation line should be notified 24-hours in advance if a scheduled pick-up needs to be canceled.

SCHEDULE A PICK UP

 (231) 737-1783





MUSKEGON FAMILY CARE HAS THE BEST PROVIDERS IN WEST MICHIGAN

Spending days in the clinic as an essential worker in health care can make anyone anxious and even more unnerved during a worldwide pandemic. But pediatricians like Dr. Marisha Agana are confident in their ability to meet the demand during this time of uncertainty.

Dr. Agana believes in providing comprehensive care that every individual and their family should have in order to achieve the best overall health outcome. She is inspired by the day-to-day encounters with her colleagues and staff members because she sees that they too are showing up with the same dedication to provide excellent health care services to the Muskegon area residents and neighboring cities in West Michigan.

Dr. Agana is a board certified pediatrician with over 30 years of experience. Most recently she was a pediatrician with Apple Children Hospital from 2010 to 2016. From there she decided to teach academic pediatrics at Children's Hospital of Pittsburgh, where she had a general intellectual fellowship for a year before becoming the director of pediatric medical education at Western Michigan.

However, direct patient care was actually her first love. And after two years at Western Michigan, she began to look into the very thing that brought her true fulfillment and that was taking care of children.

Do you remember the first time you fell in love with what you do?

When I was in medical school back in the Philippines and when I started taking care of the babies who were sick and meeting the families...that's when I knew.

What brought you to Muskegon Family Care?

I saw a job advertisement online from Muskegon Family Care and they were looking for a pediatrician to join their family. With my belief, I decided to take the interview and I immediately connected with the mission and vision of Muskegon Family Care and the leadership of Mr. Oglesby. I thought, "This is an opportunity to make a difference in the community."

What did your family think about Muskegon?

I went home with so much joy in my heart and my husband asked, "so does that mean we are staying here in Muskegon?" And I said yes, I want to stay here for good and he said good because I like it here too. And the rest is history.

What are the strengths here at Muskegon Family Care?

We treat every patient like human being and not a number. It is important that they not only know that but they also feel it too.

What do you think other people should know about this Muskegon Family Care?

That we are a family here.

What was most surprising to you about Muskegon Family Care?

The number of complex health care needs of the community. I've been in healthcare all of my life, but I have never seen patients where so many health issues need to be addressed.

What problems do you see in this Muskegon area and what are you doing here to fix/service the issue(s).

The underserved population has what is called "disjointed care", which doesn't serve or meet the needs of the community. The community needs what Muskegon Family Care offers, a patient centered medical home where there is a total management of the patients health needs. And that is what I am fulfilling now.

What is the biggest challenge the local community here is facing and how are you striving to change that?

A need for more extensive coverage when dealing with medical specialties, especially in pediatrics. With no local service in the area, I have to refer my patients to Grand Rapids for specialty care. But, I plan to partner with local Hospital's to bring their specialist to Muskegon Family Care to provide service and see patients here at least once a month.

Tell us about the book you've written.

My first published work was in a national and internationally recognized journal called "Pediatric Obesity," which was very well received by the academic community. I have written many articles and done a significant amount of contributing knowledge and experience to this practice. I am motivated by making a difference in patients' lives.

Is there are particular moment or memory that stands out for you, patient or staff member?

There was this moment during a visit where a mother jumped up and hugged me before thanking me for caring for her child. I'm getting kind of emotional just sharing this with you. That's the best thank you I can receive from a patient, thanking me for listening and caring for their child and thanking me for treating their child like a human being. That touch of a heart, that is what it is all about.

Is there an achievement or contribution that you are most proud of?

I am proud of being a mother who raised three beautiful children who went on to become productive adults. Also, I am proud of living my dream of helping God's children and making a difference in their lives.

Now that you're here at Muskegon Family Care, what is you outlook for the future?

At Muskegon Family Care, the community gets what I call patient-centered or family-centered care. It's about becoming a family and being a part of the community and having providers who live here in the community. It's about the coordination and optimization of very personalized patient care. We all work together as a family unit.

I love Muskegon Family Care and I plan on doubling our pediatric patient base. We have a beautiful facility and my pediatric team is competent and compassionate. It's like a best-kept secret hidden in Muskegon, but the word is getting out.

In conclusion: Dr. Marisha Agana believes the practice of medicine should rely on the clinician and the patient and family as well. She believes that "the total being has to be treated not only in terms of the individuals' lives but also in the whole totality of the environment that the child is striving and living in." Not only is Dr. Agana's love and experience for her clinical practice profound, she has also been very well trained and educated in her field of work. She wants to spend the rest of her career as a valued friend, family, and partner at the Muskegon Family Care.



THE IMPORTANCE OF Dentistry

Practicing good dental health is important to maintaining healthy mouth, teeth and gums. It will also help your appearance and quality of life. Your dental health team should consists of a Muskegon Family Care dental professional.

Together, we can prevent many dental problems from causing a diminished quality of life and potential medical complications. Diseased, crooked or missing teeth or a miss happen jaw can interfere with your speech; make chewing your food properly difficult and painful; and lead to expensive corrective procedures.

Cavities are painful places on your teeth where decay has eaten through the enamel and exposed a tooth's root. Hot or cold food or liquids can send a painful signal that something is wrong.

Cavities may not have any symptoms until after significant damage to the tooth. This is why regular visits to your dental professional are so important. Early signs of tooth decay are easier to treat than advanced cases.

Thanks to Muskegon Family Care's dental technology, treating tooth decay, especially in the early stages, is often only mildly uncomfortable, at its worse. Medications that numb the area of the decay eliminate the pain of filling a cavity for most people.

Another complication of poor oral health is gum disease, which can be mild in the initial stages, but lead to much more severe problems if untreated. Gum disease or periodontal disease may cause loss of teeth, infections and other complications.

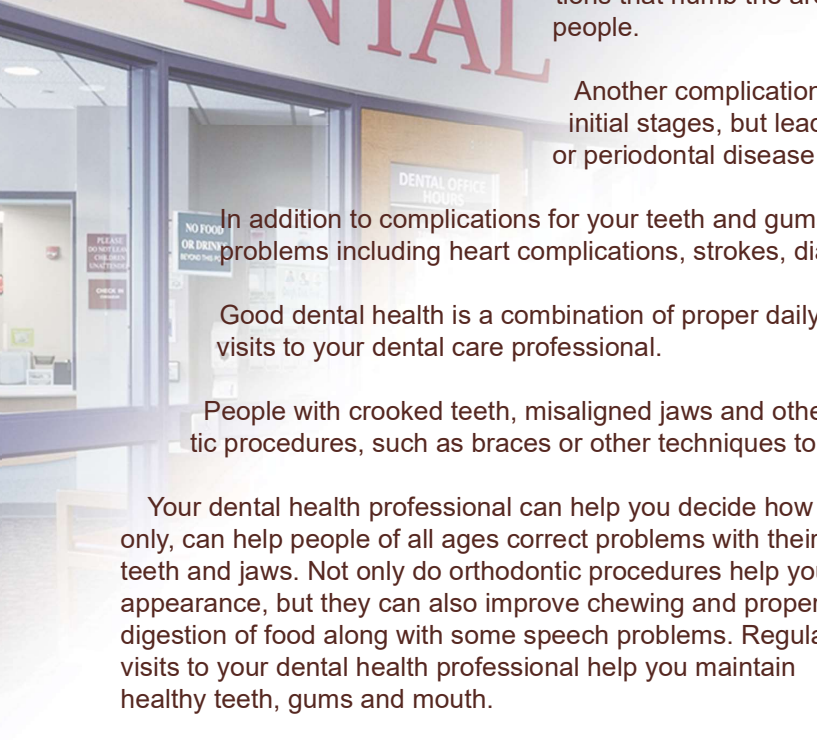
In addition to complications for your teeth and gums, research has linked periodontal disease to other health problems including heart complications, strokes, diabetes complications and respiratory issues.

Good dental health is a combination of proper daily maintenance (brushing and flossing) along with regular visits to your dental care professional.

People with crooked teeth, misaligned jaws and other problems with their mouth can often benefit from orthodontic procedures, such as braces or other techniques to correct the problems.

Your dental health professional can help you decide how to address the problems. Braces, once for adolescents only, can help people of all ages correct problems with their teeth and jaws. Not only do orthodontic procedures help your appearance, but they can also improve chewing and proper digestion of food along with some speech problems. Regular visits to your dental health professional help you maintain healthy teeth, gums and mouth.

DENTAL



SCHEDULE AN APPOINTMENT

 (231) 739-9315





YOUR BREAST YOUR HEART

Breast arterial calcification (BAC), which is commonly observed on screening mammography, represents medial calcification of the mammary arteries and is considered as a benign and incidental finding from an oncological perspective. However, at the same time, BAC has been reported as a women specific risk marker for cardiovascular disease^{1,2}.

Evidence gathered over the past several decades has demonstrated associations between BAC presence and traditional cardiovascular risk factors, as well as an increased risk for adverse cardiac events in women with BAC^{2,3,4}.

By screening for breast cancer, mammography has helped save hundreds of thousands of lives. Using the test to also screen for heart disease might someday help save many thousands more. Though expert guidelines vary, generally women are advised 40 or 50. Nearly 40 million mammograms have been performed in the U.S. during the past year, government figures show.

The prospect of leveraging a test that already is so widely administered, without additional cost or radiation exposure, is tantalizing to researchers hoping to find a new way to fight heart disease, the No. 1 cause of death among U.S. women.

Breast arterial calcification (BAC), which is commonly observed on screening mammography, represents calcification of the mammary arteries, and is considered as a benign and incidental finding from an oncological perspective.

However, early studies so far have found BAC's presence appears to signal an elevated risk for heart attack, stroke and other cardiovascular consequences.

Research has begun to reveal a link between calcium buildup in the breast and coronary artery calcification, an established measure that helps predict cardiovascular disease risk.

"Mammography has the potential to alter the course of two leading causes of death in women, breast cancer and heart disease," said Dr. Quan Minh Bui, general cardiology fellow at the University of California, San Diego.

"We believe that there is truth to the sentiment that 'a picture is worth a thousand words,' and that seeing calcifications in the breast arteries may empower patients to participate in their medical care."

Almost one-third of the women had BAC, and 7% had heart failure. Even after accounting for age, diabetes and high blood pressure, all heart failure risk factors, women with calcium buildup in the breast arteries had 2.2 times the odds of having or developing heart failure.

Heart failure is a particular challenge in women, said Dr. Erin Michos, director of women's cardiovascular health for Johns Hopkins School of Medicine in Baltimore. An estimated 3.6 million U.S. women have the condition, and more than 40,000 women die of it annually.



SCHEDULE A CHECK UP

 (231) 739-9315



- MUSKEGON FAMILY CARE
| CEO DANIEL OGLESBY

A NEW BEGINNING



Muskegon Family Care located in Muskegon County had plans to close its doors at the end of March 2020. Instead the Muskegon Family Care Board of Directors hired a new leader who's much more optimistic. Muskegon Family Care's new CEO, Daniel Oglesby says; "the Health Center is here to stay".

Oglesby says he's confident the Muskegon Family Care organization can restore its reputation and financial stability as it continues to serve the nearly 20,000 low-income patients who rely on the Health Center as their medical home. "I want to let all our patients know that we remain open and are here to stay. They can receive physical, emotional and spiritual support with the expectation of the highest quality of health care services." Oglesby said.

With the intent of remaining open, the neon street sign advertises the Health Center is "Accepting New Patients."

“I believe in the leadership of the board of Directors, Chaired by Kathy Hayes, who has led a true transformation of the board in membership and board development.”

When I arrived at Muskegon Family Care, some months ago, I was able to see first-hand the potential and a strong desire among team members to remain open and committed to the vision and values of the organization. “There was full commitment to continue and value quality patient care with the ICARE motto of Innovation, Compassion, Access, Respect and Education.”

Oglesby was hired by the board on February 28, 2020, He was previously part of a leadership team that helped form the Spectrum Health Hospital System in Grand Rapids, Michigan. “My job here is to stabilize the ship, move it into calmer waters and rebuild this vessel for our passenger patients by restoring the credibility and capacity we once enjoyed.”

After 9 months at the helm, Oglesby has rebuilt the executive team and has attracted some of the best providers in West Michigan. Each team member has demonstrated a true heart and passion for the undeserved residents of West Michigan. Because of this, says Oglesby, we continue to see an increase in new patients and a return of patients and staff to our team.

The team efforts were recently validated by the HRSA (Federal Department of Health Resources & Service Administration) virtual On-Site-Review. Muskegon Family Care went through a rigorous 3-day compliance review by a team of experts. Needless to say, Muskegon Family Care has gained the confidence of HRSA after being in compliance with all but 4 of the 93 performance element requirements. All four requirements were minor and corrected within the month.

Going forward the plan is for Muskegon Family Care to provide the highest quality care to its community of patients as they engage and maintain the confidence and endorsement of the Muskegon County community, and its State and Federal partners.



Muskegon has over 68,000 residents who are eligible but remain unserved by local Health Centers and other community Health Care agencies. Muskegon Family Care seeks to be the preferred medical home for these West Michigan residents.

Not only is Muskegon Family Care back, it is their goal to be better, faster and more credible as it puts in place more resources and investment in patients, systems and operations to improve community health and wellness.

Oglesby’s intent is for “Muskegon Family Care to serve, collaborate and be in partnership with the local provider community as a place the Lakeshore Community of West Michigan can support and be extremely proud of.”



Providing Quality Healthcare!

Muskegon Family Care values consist of our **I. C. A. R. E.** initiative.

We provide Innovation, within a Compassionate environment for all patients, providing them Access to the care they need.

We treat all patients with great Respect, offering them Education opportunities that result in healthy outcomes.



COVID-19

DURING THE HOLIDAYS

The COVID-19 pandemic has been stressful and isolating for many people. Gatherings during the upcoming holidays can be an opportunity to reconnect with family and friends.

This holiday season, consider how your holiday plans can be modified to reduce the spread of COVID-19 to keep your friends, families, and communities healthy and safe.

The Center for Disease Control and Prevention (CDC) offers the following considerations to slow the spread of COVID-19 during small gatherings.

1. Before you go out, consider the following:

- How many people will you interact with?
- Can you keep 6 feet of space between you and others?
- Will you be outdoors or indoors?
- What's the length of time that you will be interacting with people?
- How likely is it that people will be wearing a mask?

2. If you decide to engage in public activities:

- Protect yourself by practicing everyday preventive actions.
- Plan shopping trips when stores are typically less crowded in early morning or late in the evenings. Older adults can use "senior hours" when shopping.
- Use alternatives to on-site dining such as delivery, take-out, and curbside pick-up.
- Keep these items on hand and use them when venturing out: a mask, tissues, and a hand sanitizer with at least 60% alcohol.
- Avoid others who are not wearing masks or ask others around you to wear masks

3. When to delay or cancel a visit

- Delay or cancel a visit if you or your visitors have symptoms of COVID-19 or have been exposed to someone with COVID-19 in the last 14 days.
- Anyone who has had close contact with a person with COVID-19 should stay home and monitor for symptoms.
- Consider current levels of COVID-19 infection in your specific community. If infection is widespread, consider delaying or cancelling a visit.

4. If you are exposed to COVID-19 at a holiday gathering, while traveling, or at any time, quarantine yourself to protect others by doing the following:

- Stay home for 14 days after your last contact with a person who has COVID-19.
- Stay away from others, especially people who are at increased risk for severe illness from COVID-19.
- The best way to protect yourself and others is to stay home for 14 days if you think you've been exposed to someone who has COVID-19.
- Watch for fever (100.4°F or higher), cough, shortness of breath, or other symptoms.
- Consider getting tested for COVID-19. Even if you test negative for COVID-19 or feel healthy, you should still stay home (quarantine) for 14 days after your last contact with a person who has COVID-19. Also do not travel until 14 days after your last possible exposure.

5. If you can't completely stay away from others during the 14 days:

- Stay at least 6 feet (about 2 arm lengths) away from other people.
- Wear a mask that covers both the mouth and nose when you are around other people (even at home).
- Wash your hands often with soap and water for at least 20 seconds or use hand sanitizer that contains at least 60% alcohol.
- Monitor yourself and household members for symptoms of COVID-19.
- Get information about COVID-19 testing if you feel sick.

6. If You Are Sick Contact Your Healthcare Provider & Seek Care

- If you have symptoms of COVID-19, get in touch with your healthcare provider within 24 hours, and follow steps for when you feel sick.
- If you or someone you know has COVID-19 emergency warning signs (e.g., trouble breathing, persistent chest pain, new confusion, inability to wake or stay awake, or bluish lips or face), seek emergency care immediately. Call 911.
- If you think you might have been exposed to someone with COVID-19, contact your healthcare provider. If you don't have a healthcare provider, contact Muskegon Family Care at the number listed below.

QUESTIONS CALL US



(231) 739-9315





WE LOVE OUR

PATIENTS

You've heard about us, now come see
what being loved by us feels like.

 Muskogean
Family Care
www.mfc-health.org/wecare