

Su Clínica



Accelerating the transformation of healthcare.

A Community Treasure



For over 47 years, one health center has led the way in achieving a high standard of excellence in patient centered health care delivery.

With four clinic locations spanning Cameron and Willacy counties, Su Clínica is a respected and vital part of the medical community in the Rio Grande Valley. In its pursuit of excellence, Su Clínica cooperates with leading hospitals, corporations, and clinical research universities in joint efforts to remove barriers and provide increased access to care for the underserved. As one of a national network of over 1,400 community health centers, Su Clínica is at the vanguard of technology and innovation in community health.

The Beginning

The seed for Su Clínica was planted in the late 1960s when church and community leaders came together to seek needed health care services for the uninsured and underserved in the Rio Grande Valley. After receiving a federal grant to provide healthcare services for residents and migrant farmworkers, that seed blossomed in May, 1971 with the opening of the first clinic in Raymondville and continues to grow well into the twenty-first century.

Growth

The early years of Su Clínica were marked by a rapid expansion of programs designed to meet the needs of the community. The fledgling operation quickly expanded to two clinics, one in Harlingen to serve Cameron County and one in Raymondville to serve Willacy County.

Within six months of opening its doors, Su Clínica began offering maternity services. The Medical and Nutritional Outreach program followed in 1972 to provide basic medical services to rural communities. That same year, Su Clínica entered into an agreement to improve the delivery of healthcare by becoming one of the first placement sites for healthcare professionals serving in the National Health Service Corps. During the mid-1970s to early-1980s, the clinic expanded by adding dental services, opening a small, community clinic to serve the residents of Santa Rosa, and initiating WIC services in Willacy County.

Education for the Future

In 1996, Brownsville native, pharmacist, and pediatrician, Elena Marin, M.D. was appointed Executive Director (now Chief Executive Officer). Her tenure ushered in a new era of visionary leadership for Su Clínica.



In 1998, Su Clinica became a key player in bringing a much needed medical education presence to South Texas through the establishment of the University of Texas Health Science Center at San Antonio's Regional Academic Health Center (RAHC) in Harlingen. As an integral part-

ner with Valley Baptist Medical Center and the Veteran's Administration, Su Clinica provides medical students and medical residents a unique opportunity to gain frontline experience in treating many of the challenging medical conditions prevalent along the U.S. – Mexico border,

including hypertension, obesity, and diabetes. Delivering a unique blend of primary care, medical education, and hospital services, the partnership set the foundation for the establishment in 2014 of the University of Texas – Rio Grande Valley School of Medicine. Su Clinica's medical education initiatives complement its longstanding efforts to provide educational opportunities for dental students and other allied health professionals.

Transitions

Su Clinica's transformation from a small clinic into the region's leading community health center fostered a need for modern, new facilities to efficiently serve the needs of the growing community.

In 2000, serving an expanding base of 24,000 patients with over 100,000 annual visits, Su Clinica's board of directors set the goal of constructing a patient-friendly facility that would also nurture the learning experience through the affiliation with the Health Science Center. Construction started on the new multi-specialty primary clinic in 2001 and the doors opened to clinic patients in October of 2002.

The 62,000 square foot, headquarters clinic features four 'mini-clinics' housed under one roof, providing separate admissions and waiting areas for each of its four specialties: Pediatrics, Women's Health, Dental, and Adult Medicine.

Keeping its promise as a one-

stop medical home for the entire community, Su Clinica could now offer complete family care in one convenient location, including pediatrics, dental, internal medicine, family practice, OB/GYN, behavioral health, podiatry, and pharmacy. These core services are complimented by: Lab & X-ray, nutrition, patient education, WIC, social services, care management, outreach, eligibility screening, and specialty referral coordination. The new facility also enabled Su Clinica to provide enhanced access by opening its pediatric clinic on week-day evenings and on weekends.

To meet the growing needs in Brownsville and southern Cameron County, a new 62,000 square foot multi-specialty clinic opened its doors in 2012. The new clinic, centrally located at the intersection of Alton Gloor and Interstate 2, closely mirrors the highly successful Harlingen facility. At full capacity, the new Brownsville clinic will serve over 17,000 patients while offering the same compliment of medical, dental, and support services that are available in Harlingen.

A Vision for the Future

In addition to the transformation of its facilities, Su Clinica is also undergoing a transformation to a new model of healthcare. In this new model, people access support for optimum health; conveniently, in the right place, at the right time, and in the right way. Individuals are informed, health literate, culturally sensitive, and engaged in managing



Su Clinica is Recognized by NCQA as a Patient Centered Medical Home and offers adult, pediatrics, dental, and women's health services.

their care through an extensive network of community venues for healthy living and digital connections to their health team.

Care is person and family centered, team based, and delivered seamlessly. It will be affordable and of the highest quality. Every person will be cared for holistically, compassionately, and with the dignity and respect that is deserving of all people. This new, transformed system will create an exceptional patient experience, improved quality of care and health outcomes, a reduction in the overall cost of care, and a renewed joy in the workplace.

The first step in that transformation was investing in the technology and training to meet the demands of a modern healthcare system. The clinic implemented an electronic medical records and patient management system in the mid-

2000s. With the new system, all medical, dental, and speciality care records are electronically accessible by the medical team. The clinic also works with other community health centers and hospitals to exchange medical records and has created an electronic patient portal so that patients have instant access to their records and their medical history.

Building upon the foundation of the electronic transformation, the clinic set the goal of achieving Recognition as a Patient Centered Medical Home (PCMH) by the National Committee for Quality Assurance (NCQA). After going through a rigorous process to demonstrate the clinic's commitment to patient centered care, all four clinic sites were Recognized as a Level 3 Patient Centered Medical Home in 2017. NCQA Recognition exemplifies high-quality care by emphasizing

access, health information technology and coordinated care focused on patients.

Serving the community

As one of the largest employers in the area, the clinic's staff has grown from 26 employees to over 400 professional, clinical and administrative staff. In 2017, the dedicated team of over 40 medical and dental providers and their support staff provided affordable, quality services to 32,605 patients through 175,778 patient visits.

A commitment to continuous improvement is at the core of the clinic's vision for a healthier future. The clinic is entrusted by the community to be a leader in community health. It's what sets Su Clinica apart as a valuable community asset. The board of directors values that trust and is committed to staying abreast of health

trends while also serving as an advocate for positive change. Through community outreach, wellness events, research, and education, the clinic works hard to positively affect the individual lives of everyone in the clinic's service area.

Su Clinica's commitment to community health and continuous quality improvement strengthens its reputation as the medical home of choice in the Rio Grande Valley and fulfills the promise that everyone should have access to affordable, high quality healthcare in facilities of the highest standard. For nearly half a century the dedicated employees and volunteer board members have dedicated themselves to the fulfillment of that commitment.

Su Clinica
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Su Clinica is a non-profit organization founded in 1971 to provide affordable and accessible healthcare for the people of Cameron and Willacy counties.

Su Clinica headquarters located at 1706 Treasure Hills Blvd., Harlingen, Texas 78550

