Celebrating 35 years of service and dedication.
As we celebrate our 35th Anniversary, I look at how much has changed over the last thirty-five years. Advances in medicine, technology, and physician knowledge have made it easier and quicker for people to get answers on their medical questions. The relationship between a physician and their patient has also changed. Today patient-centered experiences are at the forefront of all doctor’s offices, medical facilities and hospitals. Patients are not only requesting medical attention, they are requiring a higher level of customer service from doctors and staff. This adds extra pressure to any medical facility, but as we have done in the past we have risen to the challenge.

In celebrating our past and gearing up for the exciting future, National Health Services, Inc. always looks to our founder’s original concept of, “health for all.” With our proud history as our foundation for our future we embark on another 35 years of service for our communities.

We strive to be the best not only for our communities and patients but for our employees. As we continue to grow and open new premier, state-of-the-art locations our focus is on all of YOU. We will recruit the very best and most caring physicians and staff. We will put your needs ahead of our own and we will stand as a united team.

Our team of Board of Directors and committed staff has guided us through for the last 35 years as we have gone from a single location in Buttonwillow, CA to seventeen locations across Kern County. We have gone from serving a small amount of patients to serving over 70,000 patients and from having a few employees to having over 400 employees.

With our strong foundation and powerful passion for our future, National Health Services, Inc. will continue to flourish and meet the needs of our community for more years to come as Omni Family Health.

Sincerely,

Francisco L. Castillon, MPA
Chief Executive Officer
Omni Family Health, formerly National Health Services, Inc., provides much needed healthcare services in twelve communities, at seventeen sites throughout Kern County, including the communities of Buttonwillow, Lost Hills, Wasco, Taft, Delano, Shafter, Ridgecrest, Tehachapi and Bakersfield (Rosedale, Olddale, Brinshall, Panama Lane, and soon Ming Avenue and North Chester). Omni Family Health operates sixteen medical sites, ten dental sites, five behavioral health sites, and three full pharmacies. All sites operate on a year-round basis, providing a full range of primary and preventive care and supportive services to an underserved population, including migrant and seasonal farm workers, in each community and other surrounding areas. National Health Services also serves a significant portion of the insured population with its state-of-the-art facilities. In addition, we also see patients with Medi-Cal, Medicare and accept many insurances as well.

The roots of NHSI were planted in 1978 by the community. The corporation was based on the concept of “Health for All,” a comprehensive health care delivery system linked to hospitals, nursing homes, home health agencies and Federal, State and local health agencies and other surrounding areas.

In response to population growth of the low-income medically underserved, NHSI has spent the past several years implementing strategies to build its capacity to meet the primary care needs of the population we serve.

The corporation has been participating with vigor in the federal health center growth initiative by opening new access points and improving existing facilities to state-of-the-art with efficiency and capacity while maintaining high quality of care for patients. From 2009 to 2010 NHSI’s number of service delivery sites expanded from 10 to 14. By 2014 the corporation plans to open three additional health centers bringing its total number of service delivery sites to 17. In the future as demand increases NHSI will be there to serve your needs.

In support of the Patient Centered Health Home (PCHH) model, NHSI is focusing its community health efforts on serving the organization’s health care priorities and plan for patient health. NHSI is also Joint Commission accredited, which shows that the organization and its staff is committed to quality patient care and services. Innovative strategies in outreach and marketing continue to be implemented to promote NHSI as a medical home, which emphasizes collaborative partnerships and community outreach. Strong community partnerships and collaborations foster the mobilization of resources and improve appropriate utilization of services. With the help of established key partners and safety net providers, NHSI is committed to adopting a fully integrated health home model for all of its health center sites as well as working towards development of a payment methodology that aligns incentives to support prevention and health-oriented services.
Our Mission

“National Health Services, Inc. is committed to improving the health of our communities by providing the highest quality healthcare to everyone.”
VISION STATEMENT

National Health Services, Inc. will be the leading provider of quality healthcare by improving health, one patient at a time, through compassion and individual attention to everyone.

CORE VALUES

• **Helpful**
  We pride ourselves on being helpful to our patients, listening to their needs and doing everything we can to aid their concerns.

• **Excellence**
  We demand more from ourselves than our patients do from us.

• **Accessibility**
  We provide access to quality health care for everyone who seeks it.

• **Leadership**
  We lead our patients, families and community in being passionate about their health.

• **Teamwork**
  We work together to meet common goals by encouraging and supporting one another.

• **Honesty**
  We are committed to the highest ethical standards, demonstrating honesty and fairness in every action.
35 YEARS OF GROWTH AND SERVICE

“Having worked in this industry for over 15 years and I am honored to be a part of such a great organization who puts providers, staff, patients, and community first. The goal continues to be to educate our patients, enhance healthcare throughout Kern County, and create a happy work environment for our team.”

Diego R. Martinez, MBA, CHCQM, CHC
Chief Operations Officer
Accessible, convenient locations throughout Kern County.
Thirty-five years ago NHSI was founded by a group of visionary community leaders of many backgrounds that came together to create the Buttonwillow Health Center on January 9, 1978.

Since that simple beginning in Buttonwillow in 1978, NHSI has grown to now serve over 70,000 patients throughout 12 communities in Kern County with 16 medical sites, 10 dental sites, six behavioral health sites, three pharmacies and other service sites. From the very beginning, NHSI has provided high quality healthcare to many that would have gone unseen due to limited or no access to healthcare.

This year not only marks 35 years of service to our communities, it is also a year of significant change and progress for our organization. With our strong foundation and vision for the future, NHSI will continue to do its very best to meet the needs of our growing and changing communities and patients.

A special heartfelt “Thank You” goes to our valued NHSI TEAM: Board of Directors, providers, management and staff, because of their continued hard work and dedication, NHSI continues to grow to meet the healthcare needs of our communities throughout Kern County.

ANNIVERSARY GALA
APRIL 20, 2013
“Working with NHSI has been a great experience for me. I work alongside strong and compassionate staff. We are here for our communities and I could not imagine anything more fulfilling than being a part of it.”

Aurora Cooper, MBA, PHR
Chief Human Resources Officer
“Our dedicated Administration and Board of Directors provide us the leadership to grow and learn, and consistently communicate their vision to help our communities. NHSI has expanded to meet the medical needs of our communities throughout my last 15 years here and I look forward to the future as we continue to expand in the future to meet the needs of the communities that we serve.”

Nassef Henein, MD
Chief Medical Officer

EXECUTIVE MANAGEMENT TEAM
(Named in order from left to right)

Aurora Cooper, MBA, PHR
Chief Human Resources Officer

Novira P. Irawan, MBA
Chief Financial Officer

Nassef Henein, MD
Chief Medical Officer

Francisco L. Castillon, MPA
Chief Executive Officer

Sally William, DDS
Chief Dental Officer

Diego Martinez, MBA, CHCQM, CHC
Chief Operations Officer
“We as a board have come together from various areas throughout Kern County to ensure that we keep a well rounded outlook as to how to better meet our community needs. Overall, our goal is simple, care for the children and families throughout Kern County, regardless of age, race, or ability to pay. Its about being healthy, living well, and giving them a place to call home when they need to get better. And that’s what we do. We are there for them whenever, and wherever they may need us.”

John Ogborn
Board Chairman
LOOK HOW WE’VE GROWN

GROWTH IN PATIENTS SERVED

GROWTH IN EMPLOYEES
SERVICES WE PROVIDE

Adult Health
Behavioral Health
Breast Cancer Early Detection Program
Chiropractic
Dental
Diabetes Management Classes
Diagnostic Testing
DMV, School, and Sports Physicals
Domestic Violence Screening
Drug Screening
General Medicine
Family Medicine
HIV Testing and Counseling
Immigration Physicals
Immunizations
Individual Health Care Plans and Case Management
Internal Medicine
Laboratory
Nutritional Assessment and Counseling Program
Obstetrics and Gynecology
Optometry
Patient Navigation and Eligibility Services
Pediatrics
Pharmacy
Podiatry
Special Assistance Programs, such as Healthy Families and Medi-Cal Eligibility Applications
Specialist Referrals
Teen Health Care Plans
Tobacco Cessation Counseling
WIC
X-Ray
S
ince 1978, our organization has served local communities throughout Kern County. Since that time we have continued to grow and meet the changing needs of patients and their families. Today we have seventeen sites, serve over 70,000 people each year, and provide services including: Medical, Dental, Behavioral Health, Pharmacy, and more.

We have had great success as National Health Services, Inc. but in effort to continue to move forward to better serve you and your family, we are changing our name and our focus to make everything we do even more about your needs, not ours.

Effective in August 2013, we will transition to the name Omni Family Health. This name now represents what we stand for, who we are, and whom we represent. Omni, meaning “all”, was chosen because we invite all people to our facilities to receive the best patient experience and care available. Family was something we felt must be included as we care so very much for the children, and parents who will shape our future. Lastly, Health represents the basis for all good things in life. It is our continued goal to keep you and your family healthy and well to enjoy life.

We welcome you to Omni Family Health, and invite you to see the difference as we grow and continually make changes to better serve you. This transition is taking place for you, and we welcome all of your thoughts and experiences.
“In celebrating our company’s 35th Anniversary, it is a time to look back at all the good things we have done for our community, but it also a time to look ahead and envision our future. In my 20 years with NHSI, NHSI has grown and expanded from 3 health centers in 3 communities when I started to where we are today, and we are still growing strong.”

Novira Irawan, MBA
Chief Financial Officer

“I have grown more as an individual in this organization than ever before. A true reflection of our core values, especially the ability to change people’s lives with my career which I enjoy more and more each day. I am continually inspired by everyone in this organization and am proud to be one of the essential ingredients in the mix.”

Sally Williams, DDS
Chief Dental Officer
OMNI FAMILY HEALTH WITH OUR PATIENTS
“One of the key benefits health centers provide to the communities they serve is quality primary health care services. Health centers use interdisciplinary teams to treat the “whole patient” and focus on chronic disease management to reduce the use of costlier providers of care, such as emergency rooms and hospitals.”

Barack Obama
U.S. President

“Our national network of health centers serves more than 21 million patients every year, many of whom are uninsured. They’re trusted resources, not only of good care but of information.”

Kathleen Sebelius
U.S. Health and Human Services Secretary

“FQHCs are among the most cost-efficient federal initiatives in existence today. On average, medical expenses at FQHCs are 41 percent lower than in other healthcare settings. In fact, FQHCs are currently estimated to cut our national health care spending by between $10 billion and $18 billion annually”

Barbara Boxer
U.S. Senator from California

“I want to congratulate Omni Family Health on their 35 years of service to the Kern County community. Though your dedication and commitment, you provide needed medical services in underserved locations that without your presence, many families would not have access to quality health care.”

Doug Hayward
Kern Health Systems
OMNI FAMILY HEALTH
SERVICE CENTER LOCATIONS

Brimhall
1014 Calloway Dr. Bakersfield, CA 93312

Oildale
525 Roberts Lane Bakersfield, CA 93308

Panama Lane
4600 Panama Lane Bakersfield, CA 93313

Rosedale
3409 Calloway Dr Building 300 Bakersfield, CA 93312

Buttonwillow
277 E. Front St. Buttonwillow, CA 93206

Delano
1215 Jefferson St. Delano, CA 93215

Delano
1001 Main St. Delano, CA 93215

Lost Hills
21138 Paso Robles Hwy Lost Hills, CA 93249

Ridgecrest
1133 N. Chelsea St. Ridgecrest, CA 93555

Shafter
320 James St. Shafter, CA 93263

Shafter
659 S. Central Valley Hwy Shafter, CA 93263

Taft
1100 Fourth St. Taft, CA 93268

Tehachapi
161 N. Mill St. Tehachapi, CA 93561

Wasco
1201 7th St. Wasco, CA 93280

omnifamilyhealth.org