

# THE EXCHANGE



A publication of OneWorld  
Community Health Centers

Issue 1 2021

OneWorld in the  
Face of the Pandemic  
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Andrea Skolkin,  
Chief Executive Officer

# CEO MESSAGE



## OneWorld Loves Our Heroes

After a year of challenges, the last month of 2020 was one of celebration as we received the Covid-19 vaccine to administer to our OneWorld staff.

We are thankful to have been given the historic opportunity to be in the first phase of vaccine distribution.

The safety and health of our staff and patients is our top priority and we have been preparing for this moment. Our clinicians have been diligent in researching the vaccines with some even participating in clinical trials.

We are proud of the dedication of all of our staff. They provide our patients exceptional care and have shown themselves to be true heroes throughout this pandemic, stepping up to help with whatever is needed. From the long hours to ensure patients are cared for to delivering food and essentials to patient families – the heart with which our OneWorld staff services the community is a reflection of our mission.



As we look forward to administering the Covid-19 vaccine to the public we will ensure that our patients regardless of immigration status, income, race, ethnicity, gender identity, language, disability, LGBT-QIA and so many more have access to the vaccine.

Receiving the Covid-19 vaccine adds one more layer of protection against the disease. If we use all the tools we have, we stand the best chance of “getting back to normal.” Being vaccinated, wearing a mask, staying six feet away from others, avoiding crowds and washing your hands are the tools we must use to “get back to normal”. Our personal and organizational decisions are key in protecting yourself, your coworkers, your family and your community.



## Save the Date

January 25th - February 15th -

*KETV Virtual Onesies (and more) drive for OneWorld moms and babies*

May 1 - *Day of the Child in collaboration with Radio Lobo*

August - *Get Up Get Moving & Back to School Bash*

Fall - *Coats for Kids*

November 4th - *Milagro*

## OneWorld *Snapshot*

In partnership with our friends at KETV, American National Bank and B2B – Big Wheels to Butterflies we are collecting donations to help our tiniest patients and their parents. All expectant mothers who attend prenatal appointments earn “baby bucks” to spend in the Baby Boutique, or in this virtual environment, packages that we send to homes. These purchases give families a strong, healthy start. Every dollar donated will benefit our patients. You will help provide car seats, beds, pack and plays, blankets, socks/booties, baby care items, diapers, and of course, onesies! You can also choose to designate your dollars to the selections listed.

<https://www.oneworldomaha.org/onesies/>  
or text onesies to 41444 to donate

*Our little ones thank you!*



January 25 - February 15



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## At OneWorld All Are Welcome



*Dr. Kristine McVea, MD, MPH  
OneWorld Chief Medical Officer*

## OneWorld in the Face of the Pandemic

It has been a long road for healthcare workers facing this pandemic. We are not through it yet, but as the vaccine has begun to be administered there is an air of hope.

**“The vaccine is a sense of joy – a light at the end of the tunnel. My Covid story is going to end” said Dr. Kris McVea, Chief Medical Officer, OneWorld Community Health Centers.**

The fight started in back in March 2020 as medical reports of the Coronavirus became available. Through the leadership of Dr. McVea OneWorld began the process of increasing safety protocols to prepare for the virus hitting Nebraska. Screeners were placed at entrances to check all those incoming for potential Covid-19 symptoms.

All employees were required to start wearing masks and then masks were provided for patients. Increased environmental controls and air filtering devices were placed throughout all OneWorld clinics. In a short period of time telehealth services were up and running, drive-up Covid-19 testing and separated areas for well patient checks. Additionally, work from home procedures were established for staff to limit the number of people in clinic areas.

“I was very thankful we started all of the additional safety protocols when we did” said Dr. McVea. “The Monday following the requirement of all staff to be masked, we received our first Covid-19 patients coming through the doors.”

***“To hear someone scared, isolated and short of breath – has been hard on all frontline staff.”***

The first three months of the pandemic Dr. McVea lead on pure adrenaline. Organizing and training staff every other day and retraining as new information came from the CDC.

“Working long days without a day off, I was not sleeping well. It was a lot a responsibility. I didn’t want patients to die or employees to get Covid. I wanted to ensure we were doing everything possible to keep our community healthy.” OneWorld has seen how the pandemic cannot be taken lightly.

“Early on we had two young dads present with Covid” said Dr. McVea. “Neither of them had underlying health issues. They tried to stick it out too long at home and they both left behind young children. The toll of telling people bad news is very hard – it is a heavy burden to carry.” Weather in person or on the phone “to hear someone scared, isolated and short of breath. It has been hard on all frontline staff.”

“A few weeks ago a patient who I have been caring for the last fifteen years passed away. She had health issues and would come in to see me regularly. We all got to know her. She was very



positive and she was doing well. She died at home before she could get her Covid results back. That hit me very hard” said Dr. McVea.

“After everything we had worked on together to help her live a long healthy life.”

The toll of this pandemic on people, our nation and the world has been unlike anything most of us have seen. The suffering is hard to put into words. In our community, South Omaha in particular, has experienced increased suffering. People have been afraid to go to work, but many OneWorld patients have been left with no choice in order to provide for their families. Those who contracted the virus were often quarantined without pay and many have been laid off as businesses struggle. The demand for food and essentials among OneWorld patients and the

South Omaha area saw an increase in Covid during the holiday season and it was hard on families already struggling.

Beyond the financial struggles, anxiety, social stresses and isolation are taking a toll and there are children that cannot go to school and do not have online access at home. Parents are unable to help because they do not speak English well enough or they have not attended school themselves. Children we care for are not progressing at the same level as their peers in the community with more resources. They are anxious, bored, sad, and isolated. “I have been struck by how challenging it is for people who are already pretty marginalized and do not have many resources.”

***“As close as we have been with our patients this pandemic has brought us into people’s homes in a way we have never been before.”***

“We had a patient test positive for Covid-19 who was a member of a very large family. Our staff worked for hours with the mother figuring out ways to quarantine a family of twelve in a very tiny home with one bathroom. As close as we have been with our patients this pandemic has brought us into people’s homes in a way we have never been before” said Dr. McVea. It has really brought the challenges to a new light.

There are so many patients and people in the community around OneWorld clinics in tremendous need. “Our goal from a leadership level has been to take a long-term approach. It has been stressful, but I have been so inspired by our core leaders and feel a stronger sense of connection to our mission and a deeper trust in each other. I have been so proud of our team. I have seen people step-up and blossom into leaders.”

*Dr. Kristine McVea, MD, MPH  
OneWorld Chief Medical Officer*





***Actions just  
like this have  
helped us  
save many  
peoples' lives.***

During a recent snow storm after working a full shift one of our staff delivered a pulse oximeter to a patient's home. It was one of our winter days, and it was so slick the car would not make it up the driveway, so our employee walked and stood on the front porch in the cold waiting for the patient to come out to share the results. That patient was then sent to the hospital because how low the oxygen levels were. Actions just like this have helped us save many peoples' lives and get them the care they need.

To read more inspiring stories please visit [oneworldomaha.org](http://oneworldomaha.org)



# OneWorld Caring for the Community



Since the pandemic hit the OneWorld social work team has been providing crisis case management to patients, this includes:

- ♥ Continuous screening of food and resource insecurities
- ♥ Delivering of food and gift cards
- ♥ Collaboration with community partners
- ♥ Connecting patients to economic funding resources

The main priority is to make sure that our patient families have their basic needs and social determinants of health met, especially those who are Covid-19 positive. This holiday season the social work team invited OneWorld staff to contribute to families in need by donating gift cards. “This allowed more families to be served for an extended period of time” said Nikki West, CSW – OneWorld Social Work Supervisor. **“Many of our families are still trying to get their basic needs met, and these gift cards ensure that they have enough food to eat, gas in their car, clothing, baby items and more.”** Local faith communities also stepped up to help our patients during the holidays.

OneWorld patient family receiving food and essential supplies

Patients leave messages on their doors for OneWorld social workers delivering food to them. The translation from Spanish reads, “We are praying for you and your family.”





***“Grief is not linear. We will be grieving this pandemic for years to come.”***



Social worker days are filled with managing crisis calls. The team prioritizes tasks as they come in. Tackling issues that require immediate attention and working to ensure patients get connected to the most appropriate resources in a timely manner. Rent and utilities have been a struggle.

“Many of our patients do not qualify for government funded programs, so we are continuously searching for other funding sources in order to avoid eviction or disconnection of services.”

“I have worked closely with two Mothers’ who have lost their husbands due to COVID” said Nikki.

“They also contracted COVID. In a matter of seconds, they became single moms and widows.

“I witnessed them acknowledge their grief and heartache, lean into the support offered and become fiercely resilient. They attended an eight week support group where they were able to share their stories of hurt with other grieving adults while also celebrating the life of their husbands. It was a beautiful and humbling experience to be part of.”

One of the biggest things learned from this pandemic is “Grief is not linear” said Nikki. “We will be grieving this pandemic for years to come. Our patients will forever be affected. However, when grief is discussed openly and with empathy, it allows patients to become resilient with the knowledge they are not alone. Because of this, they trust us and our patients continue to call and request assistance when needed. They share their stories of heartbreak and personal setbacks. This allows us to use our voices to stand up for their social, economic and racial inequalities and to provide sound, compassionate care that is culturally sensitive.





**Filters 99% of particles  
Inactivates 99% Viruses  
\*Including\*  
Covid-19  
Influenza  
The Common Cold**

## Vector Vortex

Each dental room is now equipped with the Vector Vortex. This piece of equipment is designed to capture the aerosols generated during dental procedures. Once captured, it will filter 99.99% of particles and will inactivate 99% of viruses, including COVID-19, Influenza (the flu), and even viruses such as the common cold.

## Did you Know?



OneWorld Dental exam-rooms with Zipwall safety seals

### Get to Know Our Services



- OneWorld offers complete dental care for children, teens, adults and seniors.
- Four dental clinics and two school linked dental mobile clinics serve the community.
- Our clinics are leading the way with safety technology – filtering air and vapors keep employees and patients protected from Covid-19.
- 22,000 patients are seen in our dental clinics.
- A sliding fee schedule is used for patients that do not have dental insurance.
- Our Northwest Omaha dental clinic offers same day urgent dental care.
- Our dental care is top quality and accredited by the Joint Commission.

**Dental appointments  
402-932-7204**





# Thank you – Your Generosity

OneWorld would like to thank all of our donors for your support of our Covid work. We have tested more than 12,000 people with symptoms with an average of 38% positive rate. Thanks to your generosity we have been able to provide help to our patients' families and the community. From masks, face shields to gift cards, education about what to do when patients are positive and coordinating food, housing and more – your gifts are witness to the warmth of our community and commitment to vulnerable individuals, children and families. We are also grateful for the support that has been given for our employees. These donations have made an enormous impact in our teams' difficult and long days in caring for patients.

**DONATE ONLINE!**  
[oneworldomaha.org](http://oneworldomaha.org)  
click the DONATE button



Please clip & mail to:  
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Attn: Development  
4920 S. 30th St., Ste. 103, Omaha, NE 68107

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## Contribution For Care

Right here in Omaha, thousands of hardworking families cannot afford health care. Though OneWorld helps people enroll in Medicaid and the health insurance marketplace, we are finding that many of our patients do not qualify or cannot afford the premium. Our sliding fee scale ensures that all patients receive care regardless of insurance status. We offer our patients a trusted place to come when they need medical, dental, behavioral health or pharmacy services, and we can connect them with community resources. We also educate our patients about the importance of prevention and encourage them to take time for their health. Being here for our patients makes a big difference in their lives, but ***we need your help so we can continue to care for those who need us.***



**OneWorld**  
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## OUR MISSION

OneWorld Community Health Centers, in partnership with the community, provides culturally respectful, quality health care with special attention to the underserved.



**DONATE ONLINE!**  
[oneworldomaha.org](http://oneworldomaha.org)  
click the DONATE button

[OneWorldOmaha.org](http://OneWorldOmaha.org)

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*OneWorld Community Health Centers complies with applicable Federal civil rights laws and does not discriminate on the basis of race, religion, color, national origin, sexual orientation, national origin, age, gender identity, disability, immigration status or ability to pay.*



nebraska health+



SLIDING FEE SCALE