

## CHC Breaks Out the Bulldozers



### Construction of new, "green" CHC Middletown underway

The Community Health Center of Middletown will soon have a new home—a three-story, 48,000-square-foot, environmentally-friendly facility at 675 Main Street. On November 22, U.S. Sen. Chris Dodd joined CHC to break ground at the corner of Main and Grand Streets.

"I am delighted to be here to recognize what CHC has done for the state," said U.S. Sen. Chris Dodd at the groundbreaking ceremony. "These are tough days, and when you've lost your job or lost your retirement and find yourself in a health care crisis, you shouldn't be denied the ability to have access to a doctor and get help for you and your family. In our great America, we need to make sure that people can get the help they need when they need it, and that's what CHC is working to do."

Funding and support for the project has come from the U.S. Department of Health and Human Services under the Affordable Care Act, the State Bond Commission, the City of Middletown and private financing sources.

"About two years ago, we first started thinking about developing this new building, and it's become a reality with the help of the city of Middletown," said Mark Masselli, president and CEO of CHC. "It's those Main Street businesses, citizens of the town and politicians from both parties who come together that make CHC what it is and allow us to continue expanding to serve more people."

CHC has retained the services of Robert Olson & Associates Architects and PAC Group, LLC for the design and construction of the facility. The 14-month project has created 45 full-time construction jobs, and the expanded space will allow for 21 additional full-time employees, including six health care providers.

The new center, designed to Leadership in Energy and Environmental Design (LEED) standards, will bring all services under one roof, enabling CHC of Middletown to deliver care more efficiently and improve care effectiveness and health outcomes by increasing the number of patients who receive fully integrated medical, dental and behavioral health care from 31 to 75 percent.



Top picture, from left: Middlesex County Chamber of Commerce President Larry McHugh; CHC Chief Medical Officer Dr. Nwando Olayiwola; Dr. Carl Lecce, on-site medical director at CHC Middletown; CHC CEO and President Mark Masselli; Sen. Chris Dodd; CHC Senior Vice President and Clinical Director Margaret Flinter; Margaret Maule Drozdowski, dental director; Tim Kearney, behavioral health director; and Middletown Mayor Sebastian Giuliano.

Shown above and at right: Students from Macdonough Elementary School in Middletown helped break ground.



### Building a **WORLD-CLASS PRIMARY HEALTH CARE SYSTEM** focused on special populations.

Community Health Center, Inc. is a private, non-profit agency. Since 1972, we have been building a world-class primary health care system, that is committed to caring for special populations, and that is focused on improving health outcomes for our patients as well as building healthy communities. We bring many resources to this task but there are three critical components—First, is our commitment to excellence in the provision of primary care. But we are also engaged in Research and Development. We believe we have an obligation to improve primary care through both formal research, and through testing innovations in care delivery. Finally, we support the future leaders of primary care through our own health professional training initiatives.



# Norwalk's Day Street Community Health Center Opens Its Doors



From left: Margaret Flinter, senior vice president and clinical director of CHC; State Rep. Larry Cafero; State Rep. Peggy Reeves; Adele Gordon, director of CHC's Fairfield County sites; Norwalk Mayor Richard Moccia; Mike DiScala, president of M.F. DiScala & Company, Inc.; and Mark Masselli, CHC president and CEO.

## Former Norwalk Smiles now offering medical care

Norwalk Smiles, the dental home for more than 6,000 area residents since opening in 2007, has become the Day Street Community Health Center. Community members toured the new center on October 19 during an open house event, featuring a ribbon-cutting ceremony.

The center now offers comprehensive primary medical, dental and behavioral health services for all ages, as well as assistance with application for public insurance and other support programs. It also serves as the hub for mobile dental services offered at schools, Norwalk WIC and multiple Head Start and other community locations.

"The need for quality primary care services continues to grow across the state, particularly among the uninsured and underinsured," said Adele Gordon, director of CHC's Fairfield County sites. "This expansion allows us to extend our behavioral health services to adults and address the growing medical needs of Norwalk's residents through CHC's model of high-level, responsive, team-based primary care."

The expansion consisted of a renovation of 5,000 square feet of unoccupied space, doubling the health center's capacity. Construction began in June 2010 and created 15 temporary jobs. In addition, two new health care provider positions were created.

The expansion includes 11 new medical exam rooms, a behavioral health group room, a state-of-the-art medical and dental laboratory and a pod where teams of doctors, nurses and medical assistants can interact regularly, share knowledge and collaboratively brainstorm and problem solve.

# CHC Begins First-Ever Collaboration Between a Community Health Center and a Veterans Affairs Health System

## Pain management study may establish national model for managing chronic pain

CHC has received a \$453,000 grant from The Mayday Fund to support a new study, titled "Project STEP-ing Out: Sharing Best Practices in Pain Management Between Community Health Center, Inc. and VA Connecticut Healthcare System." The project will study the adaptation of the VA Stepped Care Model for Pain Management in a community health center setting. The goal of the study, which ends in November 2013, is to establish a model for managing chronic pain for CHC's 12 sites in Connecticut, as well as community health centers across the U.S.

"Approximately 40 percent of our adult patients have moderate or greater pain, and 20 percent have severe pain; however, seeing a specialist to get the care they need often isn't an option," said Dr. Daren Anderson, vice president and chief quality officer of CHC. "Many specialists don't accept state insurance or patients without insurance coverage. In working with the VA Connecticut Healthcare System to adapt their successful stepped care model, we will be able to provide our uninsured and underserved patients with improved chronic pain care using many of our existing resources."

Adaptation and implementation of the VA Stepped Care Model for Pain Management will occur in three phases. The VA Stepped Care Model for Pain

Management is a three-step approach that provides for management of most pain conditions in the primary care setting, with support from family and patient education programs. The second and third steps involve improving collaboration with multidisciplinary teams, including behavioral health specialists, pharmacists and providers of alternative and complementary treatments.

"This is truly an exciting opportunity to extend the VA's stepped pain care model into a community setting. I join Dr. Anderson in expressing my gratitude for this financial support and for the vision of The Mayday Fund and its trustees in appreciating the potential importance and impact of this initiative in transforming pain care in both the public and private healthcare setting," said Dr. Robert Kerns, the VA collaborator for this project and national program director for Pain Management for the Veterans Health Administration, as well as director of the VA Connecticut Pain Research, Informatics, Medical Comorbidities and Education (PRIME) Center.

To learn more about the study's three phases, visit the Press Room at [chc1.com](http://chc1.com).

# Building Healthy Communities

This fall, CHC extended its reach beyond the exam room and into the community even further. CHC hosted and participated in a number of events to increase awareness of its services and educate the public on important health and social issues. Ranging from an outdoor exhibition to cooking demonstrations, each event brought CHC closer to its vision of building healthier communities.



## Standing with Our Veterans

On September 10, CHC once again participated in the Connecticut Department of Veterans Affairs' annual Stand Down event for veterans in need. Attended by 1,200 veterans, the event at the State Veterans Home provided access to social outreach services. Staff offered information on CHC's many services and provided free dental and medical care on-site.

Attended by 1,200 veterans!

## Walk In Our Footsteps

New Horizons Domestic Violence Services—a program of CHC—helped end the silence on October 22 with "Walk In Our Footsteps," an outdoor exhibition to raise domestic violence awareness.

At right, from left: The Clothesline Project displayed more than 40 tee shirts with the artwork and words of adult and child victims. A line of 54 pairs of children's shoes, each representing a child who resided or participated in New Horizon's services over the past year. Cardboard silhouettes of children featured stories about children affected by domestic violence.



## Go Pink! Fest Benefits Breast Cancer Patients

CHC's Connecticut Breast and Cervical Cancer Early Detection Program hosted its first-ever Go Pink! Fun Fall Fest at Lyman Orchards on October 16. The day included activities, games and information on community services and resources available to breast cancer patients and their families. Proceeds from the festival benefitted the Connecticut Breast Cancer Coalition Foundation's (CBCCF) Emergency Fund, which provides financial assistance to breast cancer patients who need help with daily living costs.



At right, top photo, pictured from left: Nicole Jarjura, CRC patient navigator with CHC; AmeriCorps members Blake Cason and Heather Dougherty; Charise DiPierro, CHC program manager; Marie Rose, Connecticut Breast and Cervical Cancer Early Detection Program manager; AmeriCorps member Jaimie Turner; and Jodi Mangene, CHC patient accounts manager. Potato sack races were part of the day's festivities. AmeriCorps member Danielle Oester paints pumpkins with two attendees.



## Diabetes Days

In recognition of Diabetes Awareness Month, CHC hosted free educational events at its New Britain and Meriden sites in November. Attendees got their medication questions answered by pharmacists and watched healthy cooking demonstrations geared toward individuals with diabetes.

At right, from left: Diabetes Educator Hilda Cardona shared recipes for meals and desserts for patients with diabetes. Pharmacy students Ashley Underwood and Tom Baran discuss diabetes myths and facts.





## WINTER 2010-2011

# *Healthy Change*

### Inside this issue:

- CHC Breaks Out the Bulldozers
- Norwalk's Day Street Community Health Center Opens Its Doors
- Building Healthy Communities
- CHC Begins First-Ever Collaboration Between a Community Health Center and a Veterans Affairs Health System
- Domestic Violence Program Receives Mary Kay Foundation Grant

## Domestic Violence Program Receives Mary Kay Foundation Grant

### Funding will help New Horizons respond to increasing demand for services

In September, New Horizons Domestic Violence Services was chosen to receive a \$20,000 grant from The Mary Kay Foundation as part of the organization's annual \$3 million national domestic violence grant program. New Horizons is one of 150 domestic violence organizations participating in the program. The grant will provide critical support for New Horizon's clients, including rent payments, security deposits, utility payments, motel bills for emergency shelter, children's day care and camp needs and transportation costs.

"Programs to help domestic violence victims and their families require a lot of resources, and domestic violence is unfortunately not going away. It deserves serious attention and support. We are very grateful for The Mary Kay Foundation's assistance," said Michele Waldner, program director at New Horizons.

According to the second "Mary Kay Truth About Abuse" national survey conducted in March 2010, domestic violence shelters indicate the economic downturn has increased demand for services.

"In light of the economic downturn and alarming increases in domestic violence, The Mary Kay Foundation's mission is more critical than ever before. New Horizons has helped so many women and their families throughout Middlesex County. We know they will use these funds to benefit even more domestic violence survivors and their children and help end domestic violence," said Jennifer Cook, The Mary Kay Foundation board member.

**"This grant will help New Horizons continue to provide comprehensive domestic violence services to the more than 1,450 victims of abuse we work with each year."**

—Michele Waldner  
Program Director at New Horizons

