

INSIDE

2 News from Within
2 Did You Know?
2 Twig of Westchester Gift

2 Health Care Reform Impact
2 Dental Van Launched
3 Focus on Schools

3 Grant Update
3 National Recognition for Open Door
3 BodyWorks Program

3 A Testimonial
4 Reach Out & Read
4 Clinical Partnerships Create Health Careers

OpenDoors

SPRING 2010 ▶ ISSUE 1

THE NEWSLETTER FOR OPEN DOOR FAMILY MEDICAL CENTERS

Elvis Costello Benefit Concert Raises Over \$400,000



Above: Elvis Costello in concert
Left: L to R: Douglas and Laurie Fromme, Stan Grossbard, Dawn Zi

L to R: Lorraine Mohr, Tricia Agosta, Carol Essert, and Diane Beveridge



Photos: Lynda Shenkman



L to R: Randy and Kathy MacDonald, Hyewon Kim and Paul Grundy, Dan Pelino

With several guitars and his signature hat, Mr. Costello held sway for a spectacular concert.

Kathy Perkal and Mary Scully, co-chairs of the 2010 bi-annual benefit concert, and their incredibly hard working committee hit a home run for our Medical Home. The concert grossed over \$400,000. In an intimate solo performance at the Performing Arts Center, Purchase College on April 15, Elvis Costello made 1400 fans feel as if he was singing just to them personally. With several guitars and his signature hat, Mr. Costello held sway for a spectacular concert. The evening's honorees were Dr. Paul Grundy, Director of Healthcare Transformation at IBM and President of the Patient-Centered Primary Care Collaborative, and Congresswoman Nita Lowey.

We couldn't have done it without the support of our sponsors: Hudson Health Plan; George Comfort & Sons, Inc; Roberto Coin; R&M Woodrow Jewelers; Greenwich and Pace BMW; Cohanzick Management, LLC; Ralph's Wine and Spirits; and our lead media sponsor, the Peak 107.1. Did we mention Jimmy Fink who once again was the voice of the night as our MC?

What's most rewarding, however, was the significant support from our volunteers, guests and biggest fans, which made it a success through ticket purchases and donations, ensuring a very successful evening. We simply couldn't have done it without you.

SAVE THE DATE: Upcoming Golf Event:

Save the Date! Join us for a round of golf at Open Door's

Third Annual Golf Outing on Tuesday, October 5, 2010 at the GlenArbor Golf Club in Bedford

Hills. We'll honor Norman Nichols, former Open Door Board member. For more information, please contact Desta Lakew at (914) 502-1416.



A WORD FROM THE CEO



The United States has just experienced a very intense debate about health care that many of us will not soon forget. Americans spend far more dollars per capita than other nations, yet we have tens of millions of people without access to coverage. Our outcomes are not measuring up. In terms of world rankings we're 37th on the list, after nations like Greece and Cuba. While the privileged get the very best care in the world, within our borders there are too many

Americans who are forced to go without care until it's too late. At community health centers like Open Door all across the country, we understand disparities in a direct and personal way. With more than half of our patients lacking any type of health coverage, we know all too well what happens when health care is a luxury item; the roof over your head, the food on your table and the shoes on your children all take priority.

An important part of our move forward in health

care is the push for a more efficient and cost effective model of care. Based on the common sense idea that a patient should have a trusting relationship with their primary care provider to address health care needs, the Patient-Centered Medical Home model is hardly common in medical practice today. Implementing the model means rethinking the way patients come through the office and strategizing as medical teams to find the most efficient, cost effective, and top quality

way to make sure needs are being addressed. Utilizing electronic medical records becomes as important as nurturing doctor-patient relationship. Open Door was one of a handful of medical practices that achieved the highest level certification by the National Committee for Quality Assurance. We can be proud to say that in us all people can have a place where they know they will be seen regardless, of their ability to pay, a place they can accurately call their medical home.

And we can also be proud of the people who stand with us and believe in our values and our mission. This sort of overwhelming support was most grandly displayed at our spring benefit concert. As community health centers and medical homes take center stage in the national health care landscape, we hope to see you there.

Linda Scully

In The Family

News & Notes from within the Open Door Network

OPEN DOOR WELCOMES TWO NEW FOUNDATION BOARD MEMBERS



Mark Kleiman, a resident of Ossining, NY, is the founder of Factorial Partners, an investment partnership in Mount Kisco. Prior to starting Factorial Partners in 2005, Mr. Kleiman was a portfolio manager and partner at Neuberger & Berman, Inc. From 1986

to 1991, he was an investment banker at Salomon Brothers, Inc. where he focused on leveraged buy-outs as well as mergers and acquisitions. Mr. Kleiman earned his MBA from Stanford University in 1986 and an AB from Princeton University in 1982.



Laura Mogil, a resident of Briarcliff Manor, NY, is an account executive at Harrison Edwards, a Public Relations and Advertising agency in Bedford Hills, where she represents a variety of clients in the fields of healthcare, law, pub-

lishing and the arts. She joined Harrison Edwards in 2009. Ms. Mogil is also a freelance writer whose articles have been frequently published in The New York Times, Westchester Magazine, Westchester Home, and Westchester Parent. She also serves as the Co-Chair of the Briarcliff Committee for the Arts. Prior to joining Harrison Edwards, she was a publicist at Thompson & Bender and ran LJM Public Relations. Ms. Mogil earned her M.A. in Art History from Duke University in 1984.

DENTAL MOBILE UNIT LAUNCHED

Photo: John Vecchiolla



Mobile dental services will serve 1,200 in Mt. Kisco. Open Door's official floss cutting ceremony to launch its mobile unit was attended by Lindsay Farrell, Dr. Janet Bozzone, Carola Bracco (Executive Director of Neighbor's Link), Mayor J. Michael Cindrich, Brian Skanes (Executive Director of Boys & Girls Club of Northern Westchester), and Dr. Jere Hochman (Bedford Central School Superintendent).

This event also served as an opportunity for Open Door to recognize its important community partnership with the Boys & Girls Club of Westchester and Neighbor's Link

Did You Know?

Nearly **800** patients receive their care at Open Door each day.

Over **40,000** patients are treated annually at Open Door Family Medical Centers for a total of 178,000 patient visits a year in 2009.

Over **13,000** of these are children.

1,031 expectant mothers received pre-natal care and treatment at Open Door in 2009.

Over **600** babies were delivered by Open Door at Phelps Memorial Hospital in 2009.

We reached over **20,000** people through our community outreach and education programs.

Over **93%** of our patients have incomes at or below 200% of the federal poverty level, earning incomes of less than \$44,000 for a family of four.

53% of our patients have no health insurance of any kind.



L to R: Jane Mickatavage, Lindsay Farrell, Kim Woodward

Twig Donation To Open Door

Open Door received a generous gift of \$106,173 from The Twig of Westchester on April 6, 2010 at a ceremony hosted by The Twig. "When United Hospital closed, we knew it would be imperative to give additional funding to the local charities that would pick up the 'healthcare-related slack,'" said Maureen Gomez, co-president of The TWIG. "No two organizations have done more for community healthcare than Open Door and The Carver Center. We look forward to a continued partnership with these two fine organizations."

These funds, originally intended to build an Emergency Room at United Hospital before it closed,

will benefit Open Door's Port Chester location and community health initiatives at the Carver Center.

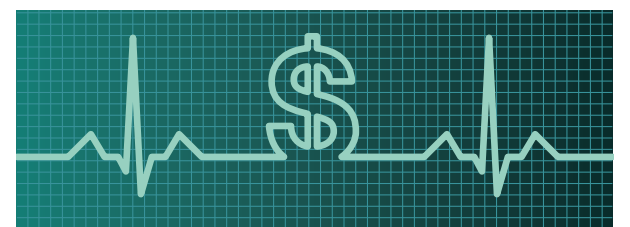
"We are fortunate that organizations like The TWIG recognize how important it is that working families have the security that access to quality, affordable care brings. We are committed to the health and welfare of the Port Chester community and we're delighted that The Twig shares our commitment," said Lindsay Farrell, President and CEO of Open Door Family Medical Centers. "Open Door is honored to receive these funds which will allow us to continue to provide access to quality health care to families throughout Port Chester."

Health Care Reform Results in Unprecedented Investments in Community Health Centers

Community health centers like Open Door are the backbone of primary care delivery for thousands of working poor.

The Federal government through the Patient Protection and Affordable Care Act and the Reconciliation Bill has made an unprecedented investment in community health centers, dramatically expanding their capacity to deliver primary health care to a rapidly growing population. This investment, to the tune of \$11 billion over the next five years, will put community health centers like Open Door on track to handle the projected 20 million individuals nationally expected to seek the primary and preventive care that health centers provide.

So what does this mean for Open Door? The funding will allow health centers like Open Door to expand their service delivery infrastructure to accommodate the growing number of patients. Over the last five years alone, Open Door's patient population has more than doubled. This funding could not come at a more crucial time and will go a long way to alleviate chronic



concerns around unpredictable funding streams and increased demand for services that health centers are currently facing.

Community health centers like Open Door are the backbone of primary care delivery for thousands of working poor and uninsured families. They are nationally recognized to reduce health disparities, provide cost effective and efficient care in the communities they serve.



Grant Update

Twig of Westchester County	\$106,173
John P. and Constance A. Curran Charitable Foundation	\$20,000
United Way of Westchester and Putnam	\$12,000
Delta Dental	\$5,000
TD Charitable Foundation	\$5,000

L to R: Pam Ferrari, Francia Ortiz, Adam Kintish (TD Bank), Anita Wilenkin, and John Sylianou (TD Bank)

Focus on Healthy Lifestyles in the Schools

Several initiatives are underway to address obesity and asthma across the Port Chester School District.

Open Door's School Based Health Centers have been buzzing with activity. It's all about teaching our kids about healthy lifestyles! Several initiatives are underway to address obesity and asthma across the Port Chester School District.

► **Healthy lifestyle education** for overweight and obese students with co-morbidities like asthma, diabetes and hypertension. The Healthy Life Styles group at Port Chester Middle School has students focusing on nutrition, body image, and physical activity.

► **Teaching kids** about managing their asthma at Edison Elementary School included Asthma Night for parents. By identifying and educating asthmatic students and their parents, more students are now carrying their asthma medication in school and taking their medication prior to exercise and so avoiding asthma attacks!

► **At John F. Kennedy Elementary School**, forty 4th and 5th grade students stay active through games run by our health education team during recess. Capture the flag, handball, soccer and relay races keep them moving!

► **No Junk Food Week** run in partnership with the Port Chester School District had our health education team busy with lunchtime lessons in the cafeterias at each of the schools in the district. Our Future Healthcare Leaders in the high school worked with local grocery stores – Stop & Shop and La Placita Supermarket – to promote No Junk Food Week.



Stephen Porr, AmerCorps member, teaches nutrition at school-based health center



Open Door Receives National Recognition as Medical Home

Open Door received the highest level of Recognition as a patient-centered medical home by the National Committee for Quality Assurance (NCQA). It means that we are a medical practice that

consistently treats patients according to the best available scientific evidence according to the principles defined by the largest primary care groups in the country, including the American College of Physicians, The Academy of Family Physicians and the Academy of Pediatrics. This is significant as only 12% of medical practices in the country qualify.

In a medical system where patients are often confronted with a complex and confusing health care system, having a personalized, coordinated and comprehensive care when they

need it makes all the difference in health outcomes. Patients are at the center of their care team and communication is based on trust, respect and shared decision-making.

The *medical home* concept is not new, and is sometimes confused with institutional care or nursing homes. It is a way for physician led medical practices to integrate health care services for patients, ensuring that patients receive the right care at the right time. It broadens access and reduces the risk that their medical problems get worse or require a hospital visit. Supported by a robust health information technology system a medical home is able to track patient test results, review medicines and follow up with providers involved in the care of the patient. That's what Open Door provides every day to every patient.

Healthy Teens & Strong Families



Open Door launched the BodyWorks program. Developed by the U.S. Department of Health and Human Services Office on Women's Health, this initiative teaches parents and caregivers of adolescents how to improve family eating and activity habits. AmeriCorps members and Open Door Patient Advocates have been trained by the Office on Women's Health to provide health education and tools for families to embrace and take the first few steps to healthy lifestyles for their families.

"I have used the hands-on tools provided through the BodyWorks program to create small, spe-

cific behavior changes with my own family. It's already had a major impact on our health and wellbeing," says AmeriCorps member, Paula Monteil, who introduced the concept to her colleagues at Open Door and secured free staff training.

The program launched through the Women Organized around Wellness (WOW) outreach program includes 6-8 sessions with topics ranging from changing habits, healthy eating, serving size, soda & fast food, physical activity, setting goals on meal planning, shopping for meals, cooking and eating together, your environment, how media affects body image and food choices.

A Testimonial: "Open Door Provides Life Care"

"It is very difficult to get comfortable with your health care providers and not feel like just another number. At Open Door, you actually feel like you are a person of value. If my children have a problem, I don't have to worry about making an appointment. I know that Open Door is there and they will care for my children, regardless of whether they have an appointment or not. This is a huge weight lifted off my shoulders," says Daniel Polanco, father of three and a patient at Open Door.

"It has made my life very easy as far as helping making my children grow up healthy and make healthier choices. The choices they make regarding their health will affect their lives forever. It is much more than just health care; you can call what Open Door provides 'life care'."

Daniel Polanco with son Daniel





OPEN DOOR

FAMILY MEDICAL CENTERS

165 Main Street
Ossining, NY 10562

- Open Door Mount Kisco
- Open Door Ossining
- Open Door Port Chester
- Open Door Sleepy Hollow
- School-Based Health Centers
 - Thomas A. Edison Elementary School
 - John F. Kennedy Magnet School
 - Port Chester Middle School
 - Port Chester High School

Make a Difference, Get Involved Today!

We can't do it without you. Your generosity helps support our mission. You have the power to make a difference in lives of the thousands of uninsured men, women, and children in our community. Make your tax-deductible gift today to ensure that our services are available to all of those who need them. Or call us to volunteer your time (914) 502-1410.

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OUR MISSION

Open Door Family Medical Centers is a private, non-profit organization, registered 501(c)(3) with the Internal Revenue Service. Our Mission is to provide quality health care and human services at affordable prices to the community, particularly the economically disadvantaged. We can't do it without the generosity of our community. Please consider supporting the work we do!

BOARD MEMBERS

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- David Ross
- (Non-voting member)

www.opendoormedical.org
development@ood.org
914.502.1410
Visit us on Facebook

Everyone's Reading, Are You?

Everyone's reading to our youngest patients. With the expansion of the Reach Out & Read program across all of our sites, over 1,200 books were distributed to children in our waiting rooms in the last three months and volunteers spent over 200 hours reading. This spring our friends at the Junior League on the Sound will be painting a mural on the walls of our Port Chester reading corner and we can't wait for you come in to see it! Contact us at (914) 502-1410 to schedule a visit.

Nat Pedley reading with Katherine Sanz



Clinical Partnership Creates Pipeline for Health Careers

Eleven and counting! That's how many graduates of Monroe College's Allied Health program have joined Open Door's clinical team. Open Door's unique partnership with Monroe College, now in its second year, is the only clinical campus that Monroe College has in Westchester County. The

program offers students a 12-14 week clinical rotation experience at Open Door's Ossining and Port Chester centers.

"Students receive hands-on experience. They see first hand how a community health center works. It allows them to interact with providers and patients.

They are eager to learn, come prepared and enjoy being part of the team here on site. Not only do they benefit from this experience, but we do as well. I've hired nine graduates of the program and they have all been great additions to the staff," says Louise Peterson, site manager for Open Door's Port Chester center.

"The clinical experience at Open Door is superior. Monroe College student interactions with their preceptors are excel-

lent. Students express their admiration for the cooperation among staff members and the quality of the experience is heightened by the hands on teaching provided" says Dr. Desmond Poyser, the on-site clinical instructor for the program. "They have an opportunity to serve in medical records, laboratories, the main reception, as well as all medical units including women's health, obstetrics and prenatal units."