

CHC Receives \$250,000 Grant From Aetna for Study to Improve Coordination of Health Care

Research aimed at improving patient health, enhancing patient experience and lowering costs

CHC has been awarded a \$250,000 grant from health care benefits company Aetna to conduct a two-year study aimed at improving the coordination of health care for low-income and underinsured patients at community health care clinics and similar safety-net health care providers.

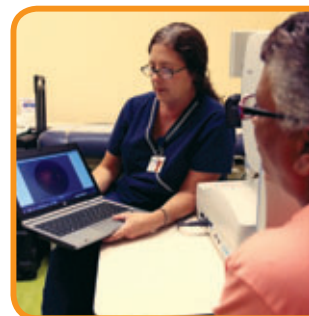
Care coordination is a central component to many health care reform efforts to improve patients' health, patients' experience of care and at the same time lower costs. Care coordination is typically defined as a patient-centered, interdisciplinary approach where all of a patient's needs are managed across providers and settings in an integrated, cost-effective manner.

"According to a study published in the *Annals of Internal Medicine*, primary care providers for Medicare patients typically share patient care for their caseload with 299 other providers with whom they should coordinate care," said **Daren Anderson, MD**, vice president and chief quality officer of CHC. "Clearly, closely coordinated care is an important strategy to make sure patients have all their health needs addressed and don't receive conflicting instructions, duplicated tests or unnecessary treatments.

"Currently, there are very few tools available to assess the quality of care coordination in various settings, and there are none that are specific to our setting," Anderson said. "Aetna's grant will enable us to address these issues and provide tools to health centers nationwide that are working to improve health outcomes, enhance patient experience and reduce costs." Anderson and his research team will test the care coordination measures they develop at a cross-section of CHC sites across the state.

"The results of CHC's study have implications for similar safety-net settings in the United States," said Gillian Barclay, DDS, Dr. P.H., vice president of the Aetna Foundation, which will provide ongoing support for the study. "The more precisely we can envision what coordinated care looks like and how best to weave it into the everyday delivery of health care, the closer we can get to an optimal delivery of care that produces the best outcomes at the lowest cost."

Improving health care through better integrated and more closely coordinated care is one of the Aetna Foundation's three program areas. In the past two years, Aetna and the Aetna Foundation have directed more than \$2 million in grants for projects in the United States and the United Kingdom to advance integrated health care and measure the effectiveness of different integrated health care models.



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— Daren Anderson, MD
Vice President and
Chief Quality Officer of CHC

**Community
Health Center, Inc.**

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.



The Ordinary Extraordinary Town and the TIME of the TERRIBLE TYPICAL TROUBLE



CHC Uses Animation to Tell the Story of How the Organization Came to be 40 Years Ago

“Once upon a time, in a land not so far away, there was a town where the people worked to make it the very best place to live. There were schools and stores and homes, and most of the time, the people were very happy. But they had one problem... There weren't enough doctors to take care of everyone when they got sick. And sometimes, people didn't have enough money to get help when they needed it.”

The Ordinary Extraordinary Town and the Time of the Terrible Typical Trouble is a three-minute animated story that illustrates how 40 years ago, a group of Middletown activists and students from Wesleyan University came together, inspired by the idea that ‘Health Care is a Right, Not a Privilege,’ to start a free health care clinic to help their friends and neighbors. Through tremendous support and encouragement from the local community, in four decades Community Health Center, Inc. has grown to over 200 locations, serving more than 130,000 patients statewide.

“When we started this project, we thought how do we spread the message about what we've been doing over the last 40 years while engaging young people and inspiring them? This story is a way that we can reach out to the youth of America with a simple proposition that if we all work together we can really make a difference in our own community,” said Mark Masselli, President and CEO of Community Health Center, Inc.

“When we started planning the 40th anniversary for Community Health Center, we were thinking a lot about how it got started, and the people who came together around a need in their community, inspired to make a difference, to me was like a fairytale,” said Jen Alexander, author of the fairytale and founder of KidCity Children's Museum in Middletown, CT. “The fact that they had been able to achieve what they wanted and made a difference for their friends and neighbors is a dream come true.”

The animation was drawn by Fablevision, of Boston, MA, “Our mission at Fablevision is to find kindred spirits who are trying to change the world and who understand that the power of storytelling can truly change the world,” said Paul Reynolds, CEO of Fablevision. “This particular approach to using storytelling, which was a nod to School House Rocks, to make it more of a children's story is brilliant because we know that type of storytelling is very accessible and can do more emotional heavy lifting that a PowerPoint could ever do.”

Community Health Center will be distributing story book and coloring book versions of the fairytale to schools throughout Connecticut this fall, in an effort to teach our youth that they can make a difference in their community and to inspire the next generation of community leaders, health care providers and thought leaders. To watch the animation please visit www.chc1.com and click on the Terrible, Typical Trouble banner on the home page. In early October, the animated fairytale was recognized in three Prestige Film Award categories. The film was given Gold Awards in both the “non-profit” and “animation/fund-raising” categories along with a Silver Award in the “Health/Medicine/Science” category. The Prestige Film Awards is an international contest that demonstrates exceptional achievement in craft and creativity and CHC is proud to acknowledge this honor and tell their story in an extraordinary way.



CHC Celebrates the Graduation of Two Dynamic Groups of Residents

The final week of August was all about celebrating at CHC as we congratulated our Postdoctoral Psychology residents and Nurse Practitioner residents for completing their respective residency training programs at CHC.

CHC Graduates its First Class of Post-Doctoral Psychology Residents

On Thursday, August 23 CHC's first class of post-doctoral residents—**Katie Carhart, Erica Preston, Heather Barron and Donna Demanarig**—were joined by their families, mentors and the leadership team for an intimate ceremony and celebration on the rooftop of the Middletown building. CHC is thrilled to announce that all four post-doctoral residents will be staying on as full time employees.

On-Ward and Up-Ward for CHC's Nurse Practitioner Residents

Just a couple days later on August 25, the nurse practitioner residents celebrated their graduation ceremony. Family, friends, preceptors and co-workers gathered with the residents to celebrate the occasion with a dinner ceremony. Preceptors were invited to share stories about the residents—**Jane Anichini, Dacia Johnson, Amber Richert and Nicole Seagriff**. The celebration came to a close with a special video that highlighted the past 12 months at CHC and included well wishes from staff members who worked with the residents over the year. CHC is pleased to welcome Amber Richert to a full-time position at our New Britain site, and Nicole Seagriff to a full-time position at Day Street CHC in Norwalk. CHC wishes Jane Anichini and Dacia Johnson success on their future endeavors, as they both return to their home cities of Chicago and Iowa City respectively, to pursue careers at local community health centers. We are confident that their Patient-Centered mind-set will remain a staple in their future practice and quality of care.



Shown above, top photo: CHC's first class of postdoctoral Psych Residents celebrate with peers and program mentors. Bottom: Class of 2012 NP Residency graduation.

Accolades for CHC Staff

CHC is proud to employ a talented group of health care professionals. Over the years our staff has published many articles in peer reviewed journals; eleven have been published since the beginning of 2011. To download and read any of these articles, please enter the following URL into your browser: <http://www.chc1.com/Transformational/ResearchInnovations.html>.

CHC's Model of Care Featured in *Journal of Health Care for the Poor and Underserved*

Daren R. Anderson, MD, VP and Chief Quality Officer and **Nwando Olayiwola**, MD, MPH, FAAFP, Chief Medical Officer recently co-authored and published an article in the *Journal of Health Care for the Poor and Underserved*. The piece, titled “Community Health Centers and the Patient-Centered Medical Home: Challenges and Opportunities to Reduce Health Care Disparities in America”, describes a new, enhanced model of primary care delivery known as the Patient-Centered Medical Home (PCMH) being adopted nationwide by innovative, high quality health centers. The PCMH model presents unique opportunities for health centers to improve outcomes, reduce healthcare disparities, and become more patient centered, by emphasizing improved access, patient empowerment, coordination of services, and use of technology to improve health outcomes.

The article outlines current disparities in access to quality health care that continue to affect the nation, and presents the Patient-Center Medical Home (PCMH) model as a viable solution to reduce these disparities. PCMH is featured notably in the Affordable Care Act, yet only a few practices have successfully adopted the model. The philosophy of community health centers is aligned in many areas with the PCMH model, making them ideal candidates for the transition to a medical home.

As CHC operates in its 40th year, the importance of community health centers and enhanced models of primary care such as the PCMH model are more imperative now than ever when it comes to serving the under and uninsured. “There is a substantial body of evidence demonstrating that providing access to good primary care may be the most effective intervention at hand to reduce disparities,” said Dr. Anderson. “State and federal policy should focus on providing training, guidance, and payment mechanisms that support PCMH. By taking these steps, the U.S. can achieve the goal that every American receives patient-centered care that is equitable, affordable, and effective.”

“With their roots in community activism and their emphasis on access, quality, and cultural competency, CHCs are ideal locations to implement and promote the utility of this new model of care,” stated Dr. Olayiwola. “In addition to many system changes, there is an equally challenging cultural change required to implement and embrace the PCMH practice model which involves a strong health care team working together to ensure that patient education, care coordination, and preventative care are all provided by a well-organized team.”

Bernadette Thomas, APRN, Appointed to Serve on Panel for Prestigious National Kidney Disease Education Program

CHC's newly appointed Chief Nursing Officer, **Bernadette Thomas**, APRN, DNP, MPH, has been named to the Coordinating Panel of the National Kidney Disease Education Program (NKDEP) of the National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK).



Bernadette Thomas

Dr. Thomas was selected to join a work group of more than 35 health care professionals from across the country that are actively engaged in improving chronic kidney disease detection and treatment within their own organizations and health care settings. The group's work is aimed at improving outcomes for the more than 20 million Americans suffering with this disease. Coordinating panel members meet annually to provide input into the strategic direction of the program, review messaging and materials, and assist with the dissemination and promotion of NKDEP materials and resources. Thomas will participate in her first annual meeting this December.

She has been leading quality improvement efforts to innovate the meaningful use of electronic health records to better manage chronic disease at Community Health Center. With support from NIDDK her program to improve blood pressure goal attainment among adults with CKD and Type-2 Diabetes Mellitus is building a model for wider application in efforts to improve and assess chronic disease management, and reduce health disparities among the patients served by CHC.

Established in 2000, NKDEP's chief objective is to reduce the morbidity and mortality caused by CKD and its complications. The program aims to improve detection of chronic kidney disease, facilitate identification of patients at greatest risk for progression to kidney failure, promote evidence-based interventions to slow progression, and support the coordination of Federal responses to kidney disease.

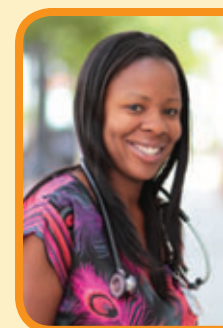
Dr. Olayiwola Shares Her Experience and Voice as Panelist at BlogHer 2012

Nwando Olayiwola, MD, MPH, FAAFP, CHC's Chief Medical Officer and Johnson & Johnson's official spokesperson for their text4baby™ program, served on a panel at the 2012 BlogHer social media conference in New York City on August 3, 2012. The session, which was sponsored by Johnson & Johnson (J&J), was titled “The State of the World's Mothers: Working Together to Save and Improve Lives,” and panelists included Dr. Olayiwola, who wore several hats as J&J spokesperson, chief medical officer of CHC, and mother of two; Sharon D'Agostion, VP, Corporate Contributions for J&J; Carolyn Miles, CEO, Save the Children; and Brian Sirgutz, Sr. Vice President, Huffington Post. The group spoke about the state of global motherhood in the U.S. and around the world and how J&J and its partner organizations are addressing some of the challenges with programs like text4baby™.

“All too often, women are likely to forego care during pregnancy due to certain barriers, particularly if they fall into certain socioeconomic classes,” explained Dr. Olayiwola to her fellow panelists and conference attendees. “Social media tools, like text4baby, help to provide information to women who've been disenfranchised by our health care system.”

text4baby™ is a tool aimed to help keep mothers and their babies healthy through pregnancy tips sent directly to cell phones. Under the service, mothers-to-be who text “BABY” to 511411 will receive weekly text messages, timed to their due date or their baby's birth date. The messages, which have been vetted by government and nonprofit health experts, deal with nutrition, immunization and birth defect prevention, among other topics. The messages will continue through the baby's first birthday. During her pregnancy, Nwando used the service and found the program to be extremely helpful. She encouraged all of her pregnant and new mother patients to also use it.

BlogHer.com was founded in 2005 and is now the largest community of engaged, influential and info-savvy women who blog, with over 50 million unique visitors per month. BlogHer's annual conference is the world's largest conference for women in social media, attracting thousands of bloggers and consumers from around the globe each year.



Nwando Olayiwola

Dr. Manohar Recognized by the Connecticut Multicultural Health Partnership for His Work In Health Equity

Velandy Manohar, MD, psychiatrist at Community Health Center of Middletown, was conferred the Member Partnership Award, presented by the Connecticut Multicultural Health Partnership in late June, during a ceremony at Water's Edge Resort in Westbrook.

The Connecticut Multicultural Health Partnership (CMHP) Member Partnership Award was developed to recognize an outstanding member whose leadership and community works have helped to mobilize and unify community and peers to address Health Equity and Standards on Culturally and Linguistically Appropriate Services (CLAS). Dr. Manohar was nominated by his peers for the contributions he has made towards the elimination of disparities in access to care and health outcomes.

Dr. Manohar was asked to join the CMPH as a charter member in 2008. He has served on the Consumer Driven Initiative Committee, where he helped to develop the grant program to support the adoption of the Ask Me 3 program to enhance engagement of patients in the assessment and treatment process.

“At CHC, we are very proud to have a provider as committed and global thinking as Dr. Manohar on our staff. He is looked upon by several of his colleagues as a compassionate mentor who can be counted on as an advocate for social change,” said Sr. VP and Clinical Director Margaret Flinter, APRN, PhD. “He is constantly encouraging fellow clinical staff to participate in community efforts that will improve the quality of services for our patients.”

“Dr. Manohar has been a tireless advocate for mental health parity for patients in Connecticut, speaking up for some of the most disenfranchised and vulnerable patients and communities,” said Dr. Timothy Kearney, Director of Behavioral Health at Community Health Center. “I know I can speak for everyone here at CHC by saying this recognition is well deserved. Congratulations, Dr. Manohar.”



Velandy Manohar



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Healthy Change

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FALL 2012



CHC Provides Dental Care for Hundreds of Veterans During Connecticut Department of Veterans' Affairs 20th "Stand Down"

The Connecticut Department of Veterans Affairs in Rocky Hill provided services to more than 1,000 homeless and needy Veterans during the 20th annual "Stand Down 2012", on September 21. This event provides Connecticut Veterans with free services, assistance and information from federal and state agencies as well as local businesses and organizations, like Community Health Center.

CHC staff members, including **Margaret Drozdowski Maule**, DMD, MBA, Chief Dental Officer, assisted more than 200 veterans with oral cancer screenings, dental cleanings and restorative procedures. CHC primary care providers, behavioral health providers and Access to Care staff were available to assist dozens of additional vets by offering other services such as depression screenings.

"Stand Down has become a proud Connecticut tradition and we are grateful to be able to partner with organizations like Community Health Center to bring much needed services to a vulnerable population," Commissioner Linda Schwartz said. "Stand Down is a place where needy and homeless veterans can receive the help that they need. Where else in Connecticut can you go to court and get a case settled and your license renewed, get a haircut, your teeth cleaned and an eye examination all in the same day?"