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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.



A New Era in Chronic Pain Management Dawns Telehealth Program Connects CHC Providers with Nationally Recognized Pain Specialists in Arizona

On January 3rd, 2013, providers at Community Health Center locations across Connecticut and in Arizona met for the first time with a team from the nation's leading chronic pain management organization—**Integrated Pain Center of Arizona (IPCA)**—via video-conferencing to discuss complex issues they had with patients suffering from chronic pain and learn new ways to treat their patients. Chronic pain affects nearly 40% of CHC's patient population.

The IPCA team—who had been granted access to the patient's electronic health record ahead of the session—examined the medical history of each person and the current hurdles they were facing. They then advised the CHC providers on alternate treatment methods they could employ to bring much needed relief to the patients, and knowledge to the doctors.

In all of the cases the providers learned something new from the IPCA team—which is the ultimate goal of this telehealth program called **Project ECHO for Chronic Pain Management**. On a weekly basis experts will engage providers via video-conferencing to share their knowledge and suggest alternate methods and give the providers the tools they need to not only treat the patient but to also turn the provider into an expert at chronic pain management. In a year's time, if the program is successful, CHC hopes that it will have a team of primary care providers, comprised of a medical and behavioral health care provider—at each of their 13 sites.



Integrated Pain
Center of Arizona

Community
Health Center, Inc.

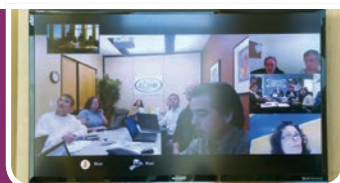
ELRIO

Modeled after CHC's successful Project ECHO telehealth program for Hepatitis C and HIV, **Dr. Daren Anderson**, Vice President, Chief Quality Officer at Community Health Center, Inc., and his team developed Project Next Steps—**Project ECHO for Chronic Pain Management**, with the idea that effective chronic pain management requires expertise from a variety of disciplines. "There is no single approach to managing chronic pain," Dr. Anderson said. "This format will bring together experts in pharmacology, behavioral health, primary care and alternative therapies, offering myriad solutions to this complex issue, based on the needs of each individual patient—and the broad range of expertise from multiple clinicians."

"The expectation is that with ECHO the PCP will have the ability to meet all their patient's needs for effective pain management, without having to send them on to other pain specialists," said **Dr. Bennet Davis**, President of Integrated Pain Center of Arizona. "Specialists are often in short supply, or cannot be easily accessed by patients who are uninsured or underinsured. We will use these weekly sessions to not only assist in treating complex patients, but to further educate the primary care providers."

This program will help foster change in the current health care landscape. If successful, **Project ECHO for Chronic Pain Management** could decrease utilization of specialty referral services, surgery, imaging and other laboratory services, excessive or inappropriate medication prescribing, and emergency room visits for pain complaints, among others.

The Project ECHO for Chronic Pain Management Telehealth Program is funded in part by grants from the Pfizer Foundation, the Mayday Fund, the Cox Foundation, and The Wallace Research Foundation.



Community Health Center Hosts Top Health Care Leaders from the United Kingdom and Sweden

During the month of October, CHC hosted two teams of quality improvement leaders from one of the UK's top hospitals, and Sweden's leading University for Health Sciences. The two visits resulted in lively conversations about health care reform and how the U.S. health care system currently compares to other countries; and CHC's approach to improving healthcare across its state-wide primary care organization.

Both symposiums allowed for CHC and its guests to explore experiences and results each organization has had with improving healthcare and to take a closer look at each organization's innovative approach to quality improvement—called Clinical Microsystems. This approach has resulted in improved management of chronic illnesses such as hypertension and diabetes, and improved cancer screening rates. CHC also presented preliminary data on improved outcomes stemming from its eConsults and Project ECHO telehealth programs.

Jönköping Academy is a collaborative center for practice based research and education in the field of quality improvement and leadership; it is Sweden's foremost institute for primary care research. They have been working closely with Dartmouth Institute to develop a new practice based Master's program in Improvement Knowledge and Leadership.

Sheffield Teaching Hospitals is a network of five hospitals across the Sheffield area of the UK, named the best hospital system in the UK. They treat over 1 million patients each year and boast the best outcomes in specialty care in the country. The organization recently merged with Community Health Services, which means they now provide many of the same elements that CHC provides, including health promotion, public health, community health services and primary care.



CHC leaders with the Jönköping Academy team.



CHC leaders with the Sheffield Teaching Hospitals team.

CHC Hosts Inaugural Help-Portrait Event in Middletown

Smiles were in abundance at CHC on Saturday, December 8th, as a number of our HealthCorps Navigators and several staff members hosted the health center's inaugural **Help-Portrait** event. Members of the Middletown community were invited to 675 Main Street, where high-quality portraits were taken—entirely free of charge—between 10am and 4pm. We were fortunate enough to have two photographers—**Jesse Goldman** and **Daniel Robles**—who volunteered their expertise throughout the day, and the result was 66 people having their photograph taken over six hours. Everyone seemed to be content with how their sessions had gone with the photographers, and especially excited to see the final copies of their portraits.

Founded by celebrity photographer Jeremy Cowart in 2009, Help-Portrait is a community of photographers coming together across the world to use their photography skills to give back to their local community. The movement is entirely volunteer-driven, and going into 2012, Help-Portrait events had already taken place in 1,700 locations across 60 countries. Over 200,000 portraits have been given, and that number is steadily rising.

CHC is proud to have hosted an event and is already looking forward to next year's Help-Portrait, which will take place on Saturday, December 7th, 2013!



CHC's HealthCorps Navigators (pictured here) helped to make this inaugural event a huge success! Photo by Daniel R.



1. FIND SOMEONE IN NEED
2. TAKE THEIR PORTRAIT
3. PRINT THEIR PORTRAIT
4. AND DELIVER THEM



Increasing and Improving Access to Care for Connecticut's Kids

Affordable Care Act Funding Allows for Improvement and Expansion of School-Based Health Centers in Middletown and New Britain

In December, Health and Human Services (HHS) Secretary **Kathleen Sebelius** announced awards of more than \$80 million to 197 school-based health center programs across the country, made possible by the Affordable Care Act. CHC has been awarded \$451,370 of that funding to be used towards much needed renovations of the school-based health centers located in Middletown's **Macdonough Elementary School** and New Britain's **Smalley Academy**.

Macdonough Elementary School is the first school-based health center CHC opened 20 years ago. Currently, services are offered in different sections of the school. A new space has been identified within the school that can be renovated to accommodate all services in one area. The renovation will reflect CHC's current model of care that is seen in its main sites. The space will include fully integrated primary care (medical, behavioral health and dental), as well as dedicated work space (or pods) where providers can interact with each other easily and share knowledge.

The health center at Smalley Academy in New Britain currently requires the students and providers to enter the school's hallway to move between the reception area and the medical exam room. Renovations will be made to improve this layout and contain the health center behind one main door.

These recent grants are the third in a series of awards provided by The Affordable Care Act, which is providing \$200 million in funding from fiscal years 2010–2013 for the School-Based Health Center Capital Program (SBHCCP).

CHC Celebrates Grand Opening of School-Based Health Centers at Dual Language & Arts Magnet Middle School in Waterford and Marine Science Magnet High School in Groton

CHC recently hosted open house events at its two newest school-based health centers at Waterford's **Dual Language & Arts Magnet Middle School** and **Marine Science Magnet High School** in Groton. Both centers offer on-site medical and behavioral health care to the school's students, in addition to mobile dental service twice a year. They are the first that CHC has opened in each city and brings the total count of school-based health centers operated by CHC across the state to 33. CHC also provides mobile dental services to more than 100 schools across the state.

The centers provide comprehensive primary care, including immunizations, complete physical examinations, medication management, intervention for acute chronic illnesses and long-term chronic care, as well as behavioral health care—with little interruption from the school day. Students without health insurance receive free services and are provided assistance in determining their eligibility for a public health insurance program, such as HUSKY. Regular mobile dental visits include services such as cleanings, oral health education and X-rays when needed.



Shown below: Marine Science Magnet High School school-based health center grand opening ribbon cutting ceremony.



Sharing Knowledge and Setting Examples

CHC Providers Published in National Medical Journals

Providers at CHC have been busy not only treating patients, but sharing their knowledge in the form of peer reviewed journals. Since the beginning of 2010, CHC providers have been involved in studies that have led to results and findings good enough to be published in dozens of medical journals.

Our experts have shared their findings on several topics including the Affordable Care Act, reducing health disparities, telemedicine, electronic health records, diabetes, diabetic retinopathy, hypertension, chronic kidney disease, improving perinatal outcomes through diet and fitness, bipolar disorder, family-centered wellness in Latino children, the effects of media exposure on preschooler's diets, nutrition and skin carotenoids in preschoolers, proton pump inhibitors in elderly patients, primary care education and nurse practitioner residency programs.

Medical professionals and researchers seek out journal publications to further exemplify their expertise in their fields. By publishing their articles in these professional journals, they become a source for academics and a go to resource for those seeking expert opinions or other facts.

To view/download PDF versions of these publications, please visit this link:

www.chc1.com/Transformational/PresPub.html





Building Healthier Communities, One Event at a Time

OCTOBER:

"The Clothesline Project" Heightens Domestic Violence Awareness

Despite great advances in public awareness, one out of four women will experience domestic violence in her lifetime. During the month of October—**National Domestic Violence Awareness Month**—New Horizons Domestic Violence Shelter hosted **"The Clothesline Project"** to bring awareness to how many women in our community have been victimized.

The Clothesline project was on display in the 2nd floor reception area of the Community Health Center of Middletown, October 22–26. The display included dozens of T-shirt that were artfully decorated with thoughts and emotions of victimized women who have been sheltered at New Horizon's over the last few years. This project started on Cape Cod, MA, in 1990 to address the issue of violence against women.

NOVEMBER:

Diabetes Awareness and Education Events at Community Health Centers of Meriden and New Britain

In recognition of **Diabetes Awareness Month**, which is observed in November, Community Health Centers of Meriden and New Britain hosted free educational events. The public was invited to learn more about diabetes, get their questions answered by doctors and pharmacists and discover how they can create easy, healthy meals. Free retinal screenings were also offered.



These events are targeted at educating our patients on the impact diabetes has on one's life and to provide them with the opportunity to learn more about the management of diabetes, focusing on medication adherence and dietary options.

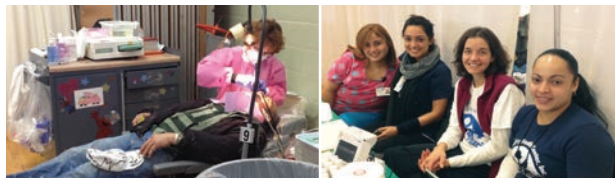
DECEMBER:

6th Annual Danbury Project Homeless Connect

Community Health Center of Danbury participated in the 6th annual **Danbury Project Homeless Connect** on Friday, December 14th, by providing dental cleanings to approximately two dozen of the community's most vulnerable citizens. In addition, several others received oral cancer screenings, oral health education; behavioral health screenings and referrals; blood pressure screenings, diabetes and nutrition education; and information on qualifying for insurance. Gently used hats, gloves and scarves were also given away to those who needed them.

Project Homeless Connect is aimed at improving the lives of individuals and families who are homeless or at risk of becoming homeless. The event is one-stop housing and service fair bringing together over

sixty area agencies to deliver on the spot help to those persons who are in need of assistance.



Community Health Center of New Britain Hosts Children's Christmas Party

Community Health Center of New Britain hosted their annual **Children's Christmas Party** on Wednesday, December 19th. Five hundred of the community's less-fortunate children were invited to meet with Santa, have their picture taken and receive a toy gift donated by Toys for Tots™.

The health center was transformed into a winter wonderland featuring over a dozen Christmas trees, lighted deer, angels and snowmen, stained glass windows and holiday music. In addition to meeting Santa—who arrived by fire truck—children could also make an ornament to hang on their Christmas tree, poinsettia plants donated by a local business were raffled off, and parents will received a booklet of the staff's favorite healthy holiday recipes.

Memorial Service and Candlelight Vigil Held on National Homeless Persons' Memorial Day

In recognition of **National Homeless Persons' Memorial Day** on December 21 a memorial service and candlelight vigil was held in memory of the areas' homeless residents who passed away in 2012, and to bring awareness to the plight of the homeless in the city. Community leaders and homeless individuals spoke at the event, held at The Church of the Holy Trinity in Middletown and co-hosted by CHC's Wherever You Are Healthcare for the Homeless (WYA) program and St. Vincent de Paul of Middletown.

Each year since 1990, on December 21—the first day of winter and the longest night of the year—homeless service providers, in more than 150 communities across the country, conduct similar services to recognize the need for political advocacy and efforts to end homelessness. National Homeless Persons' Memorial Day was created by the National Coalition for the Homeless, National Health Care for the Homeless Council and National Consumer Advisory Board.

Midnight on Main 2012

The 2nd annual **Midnight on Main** New Year's Eve festival, held on December 31, 2012, attracted more than 10,000 people to Main Street, Middletown and featured first-rate musical talent, magic, comedy, board games, speed chess, film, dance, and much more. CHC acted as the host sponsor while The City of Middletown, Centerplan Companies, Pratt & Whitney, Wesleyan University, and the Downtown Business District were among the top contributors, along with 20 other local sponsors helping to fund the event.

Thanks to the support of the event sponsors, local civic groups, organizations and 300 volunteers for making Midnight on Main 2012 a huge success!