



"The primary care community has realized that we've gone far from the exam room to a lot of bureaucracy and fragmented, expensive, duplicative care. The patient-centered medical home model gets primary care providers back to the exam room, where the focus is on the patient."

Dr. J. Nwando Olayiwola,
chief medical officer of
Community Health Center, Inc.

Community Health Center, Inc. Awarded Highest Level of National Patient-Centered Medical Home Recognition



Community Health Center, Inc. has received the highest level of recognition by the National Committee for Quality Assurance for Physician Practice Connections® Patient-Centered Medical Home Program™. This recognition acknowledges CHC's adoption and implementation of the patient-centered medical home model across its 11 centers offering primary care in Connecticut. CHC has the largest number of sites in the state recognized by the program.

PPC-PCMH recognition, which is valid for three years, is awarded in three levels. To receive Level 3 recognition, CHC had to demonstrate the ability to meet the program's key criteria for a medical home: written standards and measurements for patient access and communication; electronic charting tools to organize clinical information; electronic prescription management; evidence-based care management for chronic conditions; patient self-management support; systematic tracking of test results and referrals; measurement and reporting of clinical and service performance; and the availability of an interactive website (MyCHC.com) that allows for electronic care management support.

"The patient-centered medical home promises to improve health and health care," said NCQA President Margaret E. O'Kane. "This recognition shows that Community Health Center, Inc. has tools, systems and resources to provide its patients with the right care at the right time."

"This recognition reflects our ongoing efforts to deliver an advanced level of coordinated care," said Mark Masselli, CHC president and CEO. "We have always provided team-based care and built strong relationships with patients. But through improvements and innovations like electronic medical records; a new website where patients can access their records, communicate with doctors and more; and Language Line—which provides medical translation in more than 170 languages—we have built a medical home that empowers patients and improves health outcomes."

"Empowering patients and improving outcomes."

"This new model of care benefits everyone," said Dr. Daren Anderson, vice president and chief quality officer at CHC. "Patients are more satisfied with their experiences, the patient-provider relationship is strengthened, and providers see their patients taking an active role in managing their health."

The PCMH program standards are aligned with the joint principles of the American College of Physicians, the American Academy of Family Physicians, the American Academy of Pediatrics and the American Osteopathic Association. For a full list of primary care medical practices and clinicians affiliated with practice sites in Connecticut that have been recognized by the program, visit recognition.ncqa.org.

Welcome Home.

Community Health Center, Inc.
Nationally recognized as a patient-centered medical home.

Focused on long-term, collaborative relationships between providers and patients, coordinated care and technology to meet each patient's unique needs.

Our patients are like family.
Welcome Home
www.chc1.com

Bristol | Clinton | Danbury | Enfield | Glastonbury | Meriden | Middletown
New Britain | New London | Norwalk | Old Saybrook | Stamford

The Sixth Annual Weitzman Symposium

National Health Care Leaders Share Innovative Strategies

In June, prominent health experts and policy makers from across the country addressed **The Sixth Annual Weitzman Symposium**, held at Wesleyan University, topic **Designing the Moment: Remodeling Health Care**, focusing on innovations that are achieving far better patient outcomes and experiences, improved safety and information, and reduced cost.

Presenters included **Garth Graham**, MD, MPH, deputy assistant secretary for minority health, U.S. Department of Health and Human Services; **Melinda Abrams**, MS, vice president, The Commonwealth Fund; **Carl Morris**, MD, MPH, program director, Group Health Family Medicine Residency Program; **Tim Ferris**, MD, medical director, Mass General Physicians Organization (MGPO), associate professor, Harvard Medical School; **Eric Weil**, MD, medical director, MGH Care Management Program; and **Jay Parkinson**, MD, MPH, co-founder of Hello Health and Future Well.

Many viewpoints were considered throughout the one-day event including those of federal policy and large integrated health systems. Speakers also addressed the need to organize and deliver transformational care to medically and socially complex populations.

More than 150 healthcare leaders attended the symposium, including CEOs and COOs of hospitals, medical centers and community health centers, researchers, policy makers, foundation heads, primary care delivery specialists, health directors and interested community members. In keeping with the innovation theme, Community Health Center, Inc. (CHC) streamed the talks live via Ustream, Twitter, Facebook, Android and iPhone users could view the broadcast as well.

The Symposium was hosted by the Weitzman Center for Innovation in Community Health and Primary Care, a division of CHC, in collaboration with the Center for Community Partnerships.

To watch video of the Symposium or to download the speaker's materials, go to www.chc1.com and click on the **Weitzman Symposium** banner at the top of the page.



Clockwise from left: Over 150 health care leaders attended the Symposium; Margaret Flinter kicks-off the Symposium; Michael Roth, President of Wesleyan University, welcomes the Symposium to Wesleyan; Tim Ferris, MD, Medical Director at Mass General speaks about transforming Primary Care; Carl Morris, MD, MPH, Program Director, Group Health Family Medicine Residency Program and Melinda Abrams, MS, VP, The Commonwealth Fund, speak about sustainable medical homes."

Below: Mark Masselli and Margaret Flinter in the studio recording an episode of "Conversations on Health Care" for WNPR.



Conversations on Health Care WNPR Now Featuring CHC's Fresh Perspective on Health Care Reform and Innovation

Co-hosts Mark Masselli and Margaret Flinter of Community Health Center, Inc. (CHC) bring *Conversations on Health Care* to life each Sunday afternoon on Connecticut Public Radio. Launched locally at WESU in 2009 and now broadcast on several WNPR stations, the show examines health care's most pressing topics through in-depth interviews with health care leaders from around the globe. *Conversations* also highlights mobile health technology innovations that are transforming the health care landscape, and features a "bright idea" about how to make wellness an everyday part of our community.

At the forefront of building Connecticut's health care system for those in need, Masselli, CHC president and CEO, and Flinter, APRN, Ph.D., senior vice president and clinical director of CHC, each bring decades of experience in overcoming the barriers that block access to care. Masselli added, "Health care in America is at the intersection of economics, health care design, technological advancement and consumer engagement. We will explore whether this confluence brings us a system that improves health care for all, or continues the status quo."

Broadcast from WESU on the Wesleyan University campus, and underwritten by CHC, *Conversations* is part of WNPR's Health Forum. Airing each Sunday at 4:00 p.m., *Conversations* may be heard on 90.5FM Hartford/New Haven; 89.1FM Norwich/New London; 88.5FM Stamford/Greenwich; 91.3FM Southampton, New York; 99.5FM Storrs/Mansfield. The show streams live at cpbn.org or may be heard anytime afterwards on chcradio.com; full transcripts are also available at chcradio.com.





CHC “Tops Off” New State-of-the-Art Facility

Ceremony Marks the Revitalization of Middletown’s North End and Brings Several Generations Together

On May 11, more than 100 guests helped celebrate Community Health Center, Inc.’s (CHC) topping off of its new three-story, 48,000 square-foot Middletown facility. Mayor Sebastian N. Giuliano, several dignitaries from Middletown, students from Macdonough Elementary School and long-time residents of the North End were invited to sign the final beam—bedecked with an American flag, balloons and a pine branch for luck—which was then raised to complete the steel structure. Located at the corner of Main and Grand Streets, the eco-friendly building will open in March 2012.

Mark Masselli, CHC president and CEO, Margaret Flinter, APRN, Ph.D., senior vice president and clinical director of CHC, Michael Roth, president of Wesleyan University, and Larry McHugh, president of the Middlesex County Chamber of Commerce expressed warm regard in their remarks to the community and excitement about the improved services the new health center will provide.

“Community Health Center has been committed to providing integrated health care to Middletown’s underprivileged and underinsured citizens for decades. This new construction marks the beginning of the North End’s renaissance,” said Masselli. “Inviting long-time residents of the North End and Macdonough Elementary School students to sign the beam symbolizes CHC’s commitment to building healthy communities.”

When complete, CHC of Middletown will offer its PCMH model of care which integrates medical, dental and behavioral health care services under one roof, expand its primary care services and extend its reach to more underserved individuals in the Middlesex County area. When the health center opens next spring, CHC’s investments will help stimulate the economy by adding many full-time staff, including six health care providers.

Funding for the \$17 million project was provided by the State Bond Commission, the U.S. Department of Health and Human Services under the Affordable Care Act, CHC and private financing sources.

Above, left: Mark Masselli and Margaret Flinter of CHC, Michael Roth, President of Wesleyan University, Mayor Sebastian N. Giuliano, Larry McHugh, President of Middlesex Chamber of Commerce and students from MacDonough Elementary School pose with the last steel beam before it was hoisted into place. Above, right: Steelworkers secure the beam in place.



Above: Students from MacDonough Elementary School sign the beam.



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.





**Community
Health Center, Inc.**

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Healthy Change

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SUMMER 2011



CHC's AmeriCorps Volunteers Do Good Deeds Across Connecticut

Community HealthCorps is a national AmeriCorps program that promotes health care for America's underserved while developing tomorrow's health care workforce. During AmeriCorps Week in May, a national service week for AmeriCorps members and alumni nationwide, 12 HealthCorps members from Community Health Center, Inc. (CHC) demonstrated their commitment to service. Together they cycled and walked across Connecticut and led service projects throughout the state as a final year end project.

Here's a recap of the week's events:

Sunday, May 15, Enfield. Participants readied the Common Grounds Rotary Garden for planting. This organic garden provides area food relief agencies with fresh, high-quality produce and gives residents opportunities for community service, education, camaraderie and enjoyment of nature.

Tuesday, May 17, New Britain. The HealthCorps team assembled vegetable and herb container gardens, distributed them, free, to public housing complexes in the New Britain area plus made them available for pickup by the public. The Boys and Girls Club of New Britain hosted the event; founded in 1891, the club provides a nurturing environment for 24% of the 10,651 youth enrolled in the New Britain public school system.

Wednesday, May 18, Meriden. HealthCorps members joined Beat the Street Community Center youth to prepare their vegetable garden. A collaborative effort with My City Kitchen, the garden empowers children with healthy eating habits, enhanced self-esteem, a sense of belonging and basic life skills.

Thursday, May 19, Middletown. Residents savored a free barbecue hosted by the HealthCorps team at the Luis Lopez Community Garden. Attendees in turn donated non-perishable food items to St. Vincent de Paul of Middletown, which offers a community soup kitchen and helps connect people to basic support services and emergency funds.

Friday, May 20, Clinton. The Clinton community and the HealthCorps team celebrated the completion of the statewide tour with a free Recess Rocks™ Block Party at the Liberty Square Green. Recess Rocks™ is an in-school enrichment program that combats childhood obesity and enhances learning with fun, low-cost, non-competitive exercise and kinesthetic learning. Residents also enjoyed face painting, a bounce house, nutritious snacks and a farmers market.

"The combination of our AmeriCorps week project and Recess Rocks™ is really exciting," said Danielle Oester, a Community HealthCorps member and Recess Rocks™ movement instructor. "Both initiatives are focused on building healthy communities by engaging people and instilling healthy, sustainable habits."



Clockwise from top: CHC's HealthCorps members; Community members pick up their free container gardens planted by HealthCorps members during service at Meriden CHC; a HealthCorps member passes out fresh fruit to community members at the Middletown barbecue; The HealthCorps team feeds dozens of community members at the Middletown barbecue; HealthCorps members lead a free Recess Rocks™ session at the "Recess Rocks" the Block Party" in Clinton.

 *Healthy Change*

SUMMER 2011 | CHC, Inc.