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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.



We're Here to Help

GET
OBAMACARE

CHC is proud to be part of an historic event, as the Marketplace opened for business on October 1st. Now uninsured and under insured can enroll in healthcare coverage, regardless of pre-existing conditions, age, employment status, or income. There is now an insurance plan available for every one. CHC's Outreach and Enrollment Team—which includes three certified application counselors who are trained and well versed on the Affordable Care Act, commonly known as ObamaCare, and the varied plans offered by Access Health CT—have hosted enrollment fairs at some of our larger sites (more of these events are planned for upcoming months) and meet with our uninsured patients in person to assist with the application process.



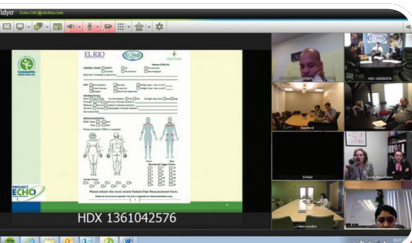
Shown above, from left to right: CHC's outreach team—Marie Yardis, Shannon Bali, Margaret Flinter, Marianne Martinez and Stefan Kostolitz—at first enrollment fair on October 1. Mark Masselli welcomes patients to the fair. Shannon and Stefan assisting a patient with enrollment.

The public response to enrollment opportunities under CHC's guidance has been very positive, as uninsured patients and community members alike have turned out in droves at enrollment fairs in Middletown, New Britain, New London and Meriden to receive hand-on assistance with the application process and have their questions answered. The fairs brought in hundreds of people, and many have been successful in enrolling in either Medicaid or one of the Access Health CT plans.

Our success has positioned CHC as the go-to source; not only for those needing insurance, but from news outlets looking to us as experts on the application process. We have received feedback from community members, business leaders and elected officials that our outreach is making a positive impact on their cities and towns.

We've seen wives come in to enroll husbands; daughters helping their mothers; young families struggling to make ends meet; and self-employed folks who currently spend more money annually on health-care than rent. The process can be challenging and time consuming, especially when enrollment fairs are filled to capacity, or the Marketplace website experiences glitches, making wait times longer than anticipated, but we hear from those who are waiting patiently "I have nowhere else I would rather be today."

Delaware, California Contract with Community Health Center, Inc. for Chronic Pain Treatment



State officials and business leaders viewed a live session of ECHO® during a press conference announcing the partnership.

Project ECHO® Uses Technology to Break Through Geographic Boundaries

CHC's successful telehealth program—**Project ECHO®**—has expanded across state lines. Project ECHO® (Extension for Community Healthcare Outcomes) is an innovative program that uses video-conferencing to link primary care providers to specialists to expand access to specialty care for underserved patients.

Primary care providers from **Westside Family Healthcare**—a state-wide community health system in Delaware—are now participating in CHC's weekly Project ECHO® Pain Management program. Their participation is fully supported by Delaware Health and Social Services' (DHSS) Division of Public Health (DPH), Delaware Prescription Drug Action Committee (PDAC), and Delaware Telehealth Coalition.

"The goal of Project ECHO® is to increase the competency of Delaware health providers to manage complex pain conditions," said **Dr. Gerard Galluci**, DHSS Medical Director. "Pain management is an important area of focus for the health care community and the project also helps build our capacity to utilize innovative technology for new treatment options."

Additionally, healthcare providers from **Open Door Community Health Centers**, which serves the north coast of California, are also participating in Project ECHO® Pain Management.

CHC first became involved in Project ECHO® in 2011 when it joined a Hepatitis-C (HCV) program led by Dr. Sanjeev Aurora and his expert faculty at the University of New Mexico School of Medicine. In 2012, CHC replicated the program by creating its own ECHO® for use among its 13 health centers that includes HCV and HIV care, opioid addiction management, chronic pain management and quality improvement coaching. The pain management program launched in early 2013 and was the first to break geographic boundaries by partnering with El Rio Community Health Center in Tucson and expert faculty at Integrated Pain Center of Arizona. Later in 2013, CHC launched ECHO® for quality improvement coaching with expert faculty from Sheffield Teaching Hospitals in Sheffield, UK.

Learn more about Project ECHO® and how to participate by visiting <http://quality.chc1.com>

From CHC to Yale and Back to CHC—Telemedicine-Based Eye Exams Enhance Access, Reduce Costs

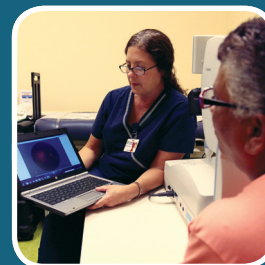
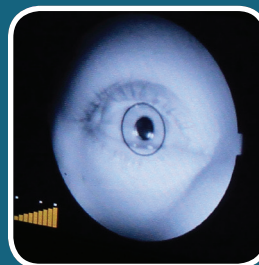
The U.S. Agency for Healthcare Research and Quality's (AHRQ) Health Care Innovations Exchange recently highlighted a telemedicine-based program between CHC and the Yale Eye Center as one of their featured Innovations that improves access to specialty care in federally qualified health centers.

Through a partnership with the **Yale Eye Center/Department of Ophthalmology**, in 2009 CHC launched a diabetic retinopathy (DR) screening program within its primary care centers to improve screening, detection and referral rates for its patients living with diabetes. Diabetic retinopathy is the leading cause of acquired blindness in U.S. adults.

Even though CHC's patients receive comprehensive medical, dental and behavioral healthcare they often face challenges accessing specialists due to insurance status, unreliable transportation, inefficient referral systems, or long wait times. To minimize these barriers CHC developed a comprehensive "eConsult" annual screening process for patients who are at risk for diabetic retinopathy. This telemedicine procedure uses specially designed retinal imaging equipment—trained medical assistants take digital images and send them electronically, via a secure server, for evaluation by ophthalmologists at Yale Eye Center.

When the program began in 2009 only 10 percent of CHC's 3,900 patients with diabetes were up to date on retinal screenings. In 2012, 63% of diabetic patients received a referral. Similarly, the percentage of diabetic patients who actually receive the examination has also increased from 10% to 45% in the same time period.

This telemedicine program has enhanced access to retinal screenings, reduced costs of individual patient visits by roughly 64%, and increased patient convenience and satisfaction. As a result of the positive impact of this program, the Connecticut legislature passed a bill in 2012 in which Medicaid will reimburse for healthcare services delivered via telemedicine technology.



CHC Celebrates 20 Years of School-Based Services

Recently, CHC celebrated 20 years of school-based health care with the grand-reopening of its first-ever school-based health center at **Macdonough Elementary School** in Middletown.

During an open house event on September 19th, Macdonough Principal **Jon Romeo** stated "The strength of Macdonough School is centered on extraordinary partnerships between our school, our families, and our community. The Community Health Center's School-Based Health Center is a wonderful example of this type of collaboration. The school and the community coming together to support families; it's what makes our school so special!"

The renovations were made possible by a grant CHC received under the Affordable Care Act from the Department of Health and Human Services. Prior to the renovations, health services were offered in different areas of the school. The new space accommodates all services in one area. CHC renovated this space to reflect the current model of care that is evident in all main sites. The space includes fully integrated primary care (medical, behavioral health and dental), as well as dedicated work space (or "Pod") where providers can easily interact with each other and discuss patient care. The clinic, which first opened in 1993, provides medical, behavioral health and dental services for more than half of Macdonough's 250 students.



CHC Trains the Next Generation

Post-Docs and Nurse Practitioners of 2013

On the evening of August 22, 2013 we congratulated our 2nd class of Post-Doctoral Psychology residents and 7th class of Nurse Practitioner residents on the completion of their respective residency training programs at CHC. In the true spirit of professional collaboration and integration we combined both residency graduation ceremonies and celebrated the groups together. Family, friends, preceptors, supervisors and co-workers gathered with the residents at Community Health Center of Middletown to celebrate their accomplishments. Each resident received a certificate of completion and gift. The Post Doc supervisors and NP Residency preceptors were invited to share stories about the residents and each resident had an opportunity to express their gratitude and speak to the group about their experience in the programs.

The 2012-2013 post-doctoral residents: **Andrew Daren, Brooke Lloyd, Jennifer Bumpus** and **Amy Wicker**. Of the four graduated post-docs, CHC is pleased that two will be staying on as full-time employees—Brooke Lloyd will be at CHC Middletown and Jennifer Bumpus will be at CHC of Meriden. Amy Wicker and Andrew Daren have both accepted positions in the New York City area.

This year, 3 of the 8 residents will be staying on at CHC. **Amanda DeCew** will be working in our Waterbury site, **Krishna Kothary** will be in our New London site and **Elizabeth Scott** will be part of our WYA program. The other 5 residents have pursued opportunities across the country; **Jackie Jones** is in Vermont, **Tanya Theriault** is in Texas, **Jessica Johnson** is in Tennessee, **Ellie Wytychak** is in Washington and **Stephanie Fassu-Noulahe** is in California.

We wish our residency graduates the best as they begin their careers as primary care providers and behavioral health providers. On September 1st, CHC welcomed the newest (2013-2014) class of nurse practitioners and post-doctoral residents.

Community HealthCorps Class of 2013

In June 2013, CHC bid farewell to the fourth class of AmeriCorps Community HealthCorps service members. The 2013 class was recognized for their efforts to improve and expand upon the services provided by the organization at its care sites across Connecticut. Though most of the members were based out of CHC's Middletown and New Britain locations, their activities took them across many parts of the state where their actions left of positive and lasting impact on the communities they served.

Spread across a variety of departments and programs, the group split time between day-to-day operations at CHC and service projects in a number of underserved communities. Some of the major group efforts included Stand Down 2012 at the Veteran's Home in Rocky Hill, Help-Portrait 2012 in Middletown, the CHC Meriden 5k: Race for Mental Health, and Mission of Mercy in Bridgeport. The HealthCorps Navigators also took part in several builds with local Habitat for Humanity chapters, and participated in March of Dimes' March for Babies and American Cancer Society's Relay for Life.

During the nationally-observed AmeriCorps Week in March the group focused on Connecticut's homeless population and engaged in a week of community service geared towards people without permanent or stable housing. A massive community meal for the underserved at the Church of the Holy Trinity in Middletown kick started the week, and projects at Shelter Now in Meriden, Master's Manna in Wallingford, St. Vincent de Paul's Soup Kitchen in Middletown, and the Open Door Shelter in Norwalk made for a week full of service that was surely appreciated by those affected.

The future is bright for this class as they have moved onto a number of different challenges including a few who have stayed on at CHC, while others have entered into graduate programs in medicine, nursing, social services and law. CHC welcomed a new class of service members in September 2013, who will surely make a similar impact on CHC's communities.



Shown above from left to right:
Mark Masselli, Brooke Lloyd, Tim Kearney,
Allan Stebinger, Dave Guggenheim,
Julie Nash, Victoria Ramos, Kerry Bamrick,
Andrew Daren, Amy Wicker, Jennifer
Bumpus, Margaret Flinter.



Shown above from left to right:
Stephanie Fassu-Noulahe, Elizabeth
Scott, Krishna Kothary, Amanda DeCew,
Tanya Theriault, Margaret Flinter, Ellie
Wytychak, Jaclyn Jones, Jessica Johnson.



AmeriCorps volunteer at Habitat for
Humanity; participate in March of Dimes
March for Babies; host the first Help
Portrait event; clean up a playground at
Shelter Now during AmeriCorps week; and
assist our dental staff at Mission of Mercy.



National Health Center Week Spotlights Transformation of Health Care in Our Communities

CHC recognized National Health Center Week 2013 in August as a way to raise awareness about the mission and accomplishments of America's health centers. This year's theme **"Celebrating America's Health Centers: Transforming Health Care in Our Local Communities"** showcases the access to cost effective, high quality health care that community health centers make available to all, but particularly to the uninsured, underserved and special populations across the country. Community health centers serve more than 22 million people nationwide; CHC cares for 150,000 patients across Connecticut. Health centers are leaders in the prevention and management of chronic illness, and offer integrated services like medicine, dentistry and behavioral health.

To celebrate, CHC sites across that state hosted events that brought patients and the community together to take advantage of free offerings of health screenings, assistance with insurance, healthy food demonstrations, family-friendly activities and more.



CHC and Veterans Stand Together at a "Stand Down"



The Connecticut Department of Veterans Affairs in Rocky Hill provided services to more than 1,200 homeless and needy veterans during the 21st annual "Stand Down 2013", 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 CHC.

CHC staff members, including **Dr. Margaret Drozdowski Maule**, Dental Director, assisted more than 100 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 answering questions about CHC's comprehensive services offered at our various sites across the state. This year our new Outreach and Eligibility Associates were on hand to talk to the veterans about the Affordable Care Act and answer questions about how to enroll come October 1st. We also had a very special guest stop by the CHC booth for a blood pressure screening—**Governor Dan Malloy**!



Commissioner **Linda Schwartz**, RN, DrPH has been involved with Stand Down since the very beginning, when she worked as a volunteer at the event. After this year, she will leave the department and the event she has helped to grow and sustain over the years to take on a new position at the federal level. **Mark Masselli** and **Margaret Flinter** presented her with a special "Shining Star" award for the tireless work she does for our country's veterans, not only as the Commissioner, but previously, as a nurse in the U.S. Army. "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 Schwartz said. "Stand Down is a place where needy and homeless veterans can receive the help that they need. We are grateful that CHC returns year after year to provide much needed dental services."