

## Delivering Babies into a Whole New World

**“...the CHCB Maternal/Child Health Team  
is one of the best examples  
of comprehensive wrap-around care that a patient in our community can get.”**

Dr. Lincoln Heath

■ *Dr. Lincoln Heath works in CHCB's Maternal/Child Health Program. His focus and passion is OB and Prenatal Care.*

I remember the mix of excitement and apprehension I had starting work as a doctor providing obstetrical and prenatal care at CHCB. I worried some of the women I'd care for—many from around the world—might not prefer a male doctor due to cultural and religious reasons. This major barrier, or so I thought, would make it difficult to provide good care.

The diversity of patients we see in our program each day is amazing; there isn't another waiting room in the state filled with people of such different cultures, ethnicities, life experiences, and economic circumstances. Our Maternal/Child

Health Team is uniquely equipped with talented staff and resources to address any challenge that may arise. Whether it's a Behavioral Health Clinician providing counseling, a dietitian working to review blood sugar testing due to a new diagnosis of gestational diabetes, or a medical provider working to manage tuberculosis in pregnancy, the CHCB Maternal/Child Health Team is one of the best examples of comprehensive wrap-around care that a patient in our community can get.

Today, I've come to realize that some of the most gratifying parts of my job are overcoming enormous differences with patients, building connections, and helping women through one of the most challenging and rewarding experiences of their life.



## Helping Mom and Baby

### CHCB's Maternal/Child Health Program:

- OB/prenatal care and delivery
- Care for newborns and children after delivery
- Education from certified lactation consultant and dietitian, if requested
- OB clinical social work support including counseling and case management
- Connection to other CHCB services such as dental care and interpreter support
- Pediatric specialty care



## A Note from Greg

**"I have learned very quickly CHCB is a special place, and I'm all the more excited to join the team here."**

Greg Robinson, CHCB CEO

■ I write you today as CHCB's new Chief Executive Officer, having taken the torch from Jack Donnelly, who retired in June after eight years of impressive service and accomplishment to the organization. I have since had the pleasure of meeting the CHCB family, including staff that brings an overwhelming commitment and energy to our patients and each other. This has also included many CHCB community supporters and donors, people I've found to be very knowledgeable and invested in our mission of health to the community. In short, I have

learned very quickly CHCB is a special place, and I'm all the more excited to join the team here.

This summer, we welcomed GoodHEALTH into the CHCB fold. This is an extraordinary team of doctors, nurses, and professionals, and we are excited to complement the already superb care there with additional services for patients, such as expanded behavioral health care. CHCB has recently finalized plans to create a Warming Shelter in Burlington this winter, a place for our most vulnerable residents

experiencing homelessness to escape the cold nights and get connected to CHCB wrap-around services. More about this exciting initiative to follow.

Looking forward, over the next few months we will finalize plans for Population Health Alliance, a new partnership with HealthFirst, an independent association of primary care providers. This is a monumental step for local community health, and will mean better coordination of care, lowering costs and improved efficiency of primary health care throughout Vermont. Simply put, CHCB will be leading an effort with the goal of working together with other primary care providers, the state, policy-makers, and patients to make our community healthier for all.

I invite you to personally reach out to me with questions or comments about these new developments at [ceo@chcb.org](mailto:ceo@chcb.org). Many thanks for your support of our important work, from all of us at CHCB.

## Black Watch Premier Burlington Soccer Team

■ CHCB is proud to announce our sponsorship of Black Watch Premier Burlington (BWP-B), a youth soccer foundation helping to cover the cost of scholarships, uniforms, and logistical support for families. CHCB is a practice that, at its heart, emphasizes the values of family medicine—and we especially love caring for kids. Supporting BWP-B is a natural extension of our nonprofit mission, keeping the community healthy for generations to come.

"Both of our organizations are committed to the health and well-being of our constituent families and look forward to a vibrant, shared relationship with the Burlington community," commented BWP-B Director, Jesse Cormier. "We are proud

as a partner with CHCB to serve everyone regardless of socioeconomic status, race, religion, creed, and to serve all families looking for quality health care and the best

soccer experience possible," Coach Cormier added. "In the end, I think organizations like these make our community better, stronger, and more viable for everyone involved."





# Welcome Home: CHCB's Case Management Teams Help Meet the Needs of Refugee Patients



■ The greater Burlington area is home to an expansive New American population, and CHCB's Nursing and Social Work Case Management teams play an integral role in helping members of our community adjust to their new home.

"We had a Congolese woman who had a severe language barrier and was unable to communicate an issue with her blood pressure medication," explains Megan O'Brien, a Family Nurse Practitioner in CHCB's Refugee Health Team. "Thanks to nurse case management and in-home visits using an interpreter, they were able to clarify her dosing and refill schedules, getting her on the right track."

Whereas Nurse Case Management helps coordinate patient care, Social Work Case Management serves as a bridge between patients and resources in the community such as housing agencies and transportation services.

Caseworker Jackie Sandoval works extensively with CHCB's refugee population. "Our top activities with refugees depend on their culture—for example, Nepali patients tend to request more care giving needs, whereas Somalians tend to need more trauma support and access to disability support due to exposure to war zones," Jackie shared.

Another key difference is that Nurse Case Management services are available to patients in their home. At present, Social Work Case Management services are only available on-site at CHCB; however, with additional funding, CHCB hopes to add a community health worker to the team to guide refugee patients with day-to-day tasks that can be overwhelming, like navigating the bus system.

## The Path to Wellness for Vermont's Newest Arrivals



**Vermont Arrival**  
coordinated through the Vermont Refugee Resettlement Program.

**Infectious Disease Control** intake at UVMHC to determine if any conditions exist that require immediate, specialized medical intervention.



**Referral to CHCB**  
with a CHCB LEP Specialist to demonstrate the health care CHCB can provide and facilitate an introduction to western medical processes.

### First Appointment

with their provider to establish health status, immunizations, emotional health and more. Follow-up appointments are made, referrals to specialty care, or introduction to behavioral health clinician to treat psycho-social disorders.



**Establish Health Care Home with CHCB** by beginning

routine appointments and social work case management for housing details, Medicaid issues, disability applications and more.

# Please Donate Your Toiletries!

Many of us take simple over-the-counter basics for granted. Here at CHCB, these items are an important part of staying healthy. Specifically for our homeless children, teens and adults, these hygiene items bring individuals into care, increase motivation to reach health goals, and celebrate achievement. Has that travel-sized shampoo or body wash been taking up room under your sink? Put them right to work! The best sample-sized items to donate are:

- Lip Balm or Chapstick
- Sunscreen
- Bug spray
- Hand Sanitizer
- Shampoo and Conditioner
- Deodorant
- Body Wash
- Feminine Hygiene Products
- Band-Aids
- Tissue Packs
- Razors and Shaving Cream
- Toothbrush and Toothpaste
- Handwarmers
- Over-the-Counter Medications in small containers such as Tylenol, Motrin, Imodium, cough syrup, triple antibiotic cream or vitamins

We are always looking for helpers to organize drives for these small items that will make a big difference for the Vermonters we serve. If your community group, church or school is interested in hosting a drive, please contact Kim at [kanderson@chcb.org](mailto:kanderson@chcb.org) or (802) 264-8193.



South Burlington High School student Prakriti delivered the results of her toiletries drive.



Edmunds Middle School students coordinated a drive to collect toiletries for CHCB.



# Wish List

Your donations go straight to work with these specifically-needed items:

## **Durable Medical Equipment: Walkers and Canes    \$500**

With recent Medicare cutbacks, it's getting harder for our patients to purchase needed walkers and canes.

## **Laptops/iPads for Behavioral Health/Psychiatry (2)    \$1,400 each**

Our behavioral health clinicians and psychiatric providers would like to start providing services to shelters and other sites, and this technology would allow for us to do this more easily.

## **Breastfeeding Accessories    \$1,000**

New moms need personal help and confidence to breastfeed successfully and we have licensed lactation consultants who are there to help. All we need to complete the picture is help from donors with minor equipment and accessories, such as breast pumps for working moms and new tubing and bottles for donated pumps.

## **Story Books for Children Therapy    \$200**

We've noticed that many children for whom we provide counseling don't have books to read at home. Taking into consideration all of the many benefits of reading, it would also make us so happy to introduce our youngest patients to classic titles like "The Giving Tree" and "Goodnight Moon."

## **Water Cooler    \$150**

Help keep our staff hydrated between caring for patients! We'd love a water cooler for health and convenience.

## **Dental Equipment**

Our dental financial assistance programs ensure access to services for everyone, from low-income kids to homeless adults and newly-arrived refugees. Equipment donations go right to work investing in healthy smiles and a preventative dental home for everyone.

- Water Distiller \$2,000
- X-Ray Unit \$4,457

## **Children Play Areas    \$3,000**

The waiting room doesn't have to be uneventful for our kids and parents; rather, it can be a special time when they can play and learn healthy behaviors to take with them as they grow. We'd like to purchase more educational toys and activities for our waiting rooms at various sites.

## **Survival Fund    \$2,000**

CHCB purchases and provides a critical basis of wellness necessities in the form of toiletries, grocery cards, bus passes and pharmacy cards, to name a few, for patients who are in desperate need.

To make a donation or learn more, please contact Kim at [kanderson@chcb.org](mailto:kanderson@chcb.org) or (802) 264-8193







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