

Psychiatric Pilot Program Partnership



CHCB Mental Health Impact by the Numbers in 2017

2,467 CHCB patients received counseling

9,868 counseling visits provided at CHCB

1,687 patients received psychiatry

7,019 psychiatric visits provided at CHCB

“We found a partner in CHCB who also recognized the need of this underserved population of individuals.”

-Heather Filonow, VNA Director of Community Care Services

■ When an opportunity presents to better care for our patients, you bet we take it! This year, CHCB was fortunate to be asked to partner with the Visiting Nurse Association (VNA), funded by the University of Vermont Medical Center, to provide psychiatric care to homebound individuals. This pilot program now allows us to increase psychiatric access to existing patients who were not previously able to travel to appointments.

These patients now receive monthly check-ins from CHCB psychiatrist Dr. Adam Greenlee. VNA case managers and social workers have been delighted with Dr. Greenlee’s integration into their patients’ care, noting that

patients appreciate someone taking the time to meet with them and listen to their struggles.

Heather Filonow, Director of Community Care Services at the VNA, oversees the program. According to Heather, her social workers and case managers noticed that many homebound clients were not receiving the psychiatric care they needed specifically because they were homebound. “We found a partner in CHCB,” she said, “who also recognized the need of this underserved population of individuals.” Together, the VNA and CHCB have started the first program of this kind in the Burlington area. So far, the program is serving 20 individuals who were

already mutual patients of CHCB and the VNA. One VNA at-home-care social worker said that her client “couldn’t recall the last time a doctor sat with her for an hour and really listened to her concerns about her depression.”

Heather already sees many positive impacts of the Psychiatric Home Visits Program, including improved health outcomes and satisfaction for patients, reduced emergency room and hospitalization usage, and increased support for VNA staff in their work with clients. “The collaboration between the VNA and CHCB to develop and implement this program has been full of energy and forward thinking,” she said. “We look forward to continuing to work together to support the health and wellbeing of our community.”

A Note from Alison

"It's been here all along..."

- Alison Calderara, CHCB CEO



■ Every few months, I attend a Patient Forum at one of eight CHCB sites. Sitting in a waiting room, I hear firsthand the everyday concerns of Vermonters. "Jack" is struggling with a disabling chronic disease after decades of working as a carpenter. "Marie" is grateful for affordable prescriptions. "Nick," at 80, is healthy, active and wants to stay that way. "Sarah" hopes for more evening hours so she doesn't have to take unpaid time from work. Common

themes emerge from Vermonters across all walks of life. Patients want telephones answered, systems that are easy to navigate and a hand up with support during tough times. Mental health and substance abuse services should be accessible and confidentially interwoven into primary care. A long-lasting, trusting relationship with a provider who treats you with dignity and respect is the heart of patient care and motivation to change. Sitting in these

waiting rooms, I hear the real work of health care reform. Investing in what Vermonters need, when and where they need it, isn't radical. It's been here all along in primary care that is deeply rooted in Vermont communities. As CHCB stakeholders, I invite you to join with us as we continue to build on this success and the health care Vermonters need for the future.

- Alison

Upholding a Proud Tradition of Inclusivity

"They were going to make sure from day one that I had the support system that I needed."

-Jessica, CHCB Patient

■ Jessica had experienced gender dysphoria for most of her life. Thankfully, when she began actively living in her gender identity, Dr. Rachel Inker was there to help see her through the transition.

"I remember talking to a friend of mine and explaining, 'So, this is the thing...' And my friend said, 'Call CHCB, they've got you covered,'" Jessica recalls. "The staff walked me out of there with a lot of papers at my first appointment, offered to set me up with a social worker, asked what

they could get for me. They were going to make sure from day one that I had the support system that I needed. Thankfully I have an amazing support system at home, but they weren't going to let me leave until they knew that I was satisfied with the care I was receiving."

CHCB has always welcomed patients of all orientations and gender identities, but also recognizes the importance of offering an additional level of comfort and confidentiality for members of the LGBTQ community.



In addition to Dr. Inker's all-ages Transgender Health Clinic that's operated out of our Pearl Street Youth Health Center since 2010, we recently launched the Be You Clinic at our Riverside location. Offering comprehensive, compassionate care to all members of the LGBTQ community, the Be You Clinic continues to expand CHCB's proud tradition of inclusivity.

Health Access for Winooski Kids

"This is something we're simply doing for the love of the children."

- Dr. Theresa Hetzler, CHCB Pediatrician

■ This past October, CHCB opened our School-Based Health Center (SBHC) at the Winooski School District elementary/high school campus in partnership with University Pediatrics. CHCB Pediatrician, Dr. Theresa Hetzler, now visits the Winooski Schools once a week.

Winooski School Nurse, Elizabeth Parris, noted that before the SBHC, many parents had difficulty leaving work to pick up their sick children or did not have the transportation to go to a doctor's office. Additionally, some families did not have health insurance to pay for such appointments. The SBHC eliminates those barriers to treatment for students; they are seen quickly and treated for their symptoms, and kids without

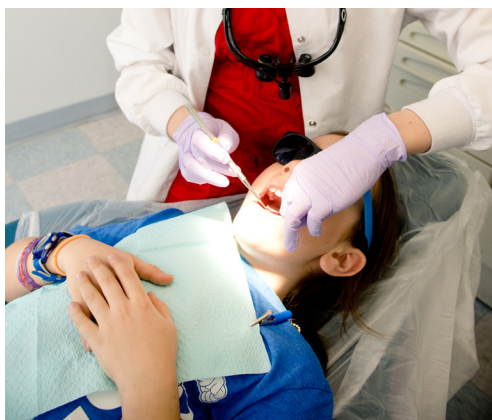
insurance are covered by CHCB's financial assistance programs. Parris said that having Dr. Hetzler at school makes the entire process easier. "Dr. Hetzler can write them a prescription, send it off to the pharmacy and then we can call the parents and say, 'Hey, your child has an ear infection. There's already a prescription waiting for you at the pharmacy.'"

The in-school program also alleviates attendance issues. As Dr. Hetzler points out, "Many kids miss school because they have to get to a doctor's appointment." This program keeps kids in school on those days in order to continue learning. Parris added, "The biggest value that we see is reducing the amount of tardies, early dismissals and absenteeism related



to acute medical issues. We want the students to remain in school and be able to access their education as much as possible."

The Winooski School-Based Health Center increases student access to health care and learning, and represents the patient-centered, integrated approach that CHCB is proud to represent. Dr. Hetzler aptly summarized, "This is something we're simply doing for the love of the children."



■ We would like to thank our wonderful donors for contributing over \$100,000 towards the expansion of our School-Based Dental Center! The expansion includes a new third operatory chair which allows us to see more children during the school year, as well as get those kids in for more timely preventative appointments and

Donor Dollars at Work

Expanding Access for Our Youngest Patients

restorative procedures. We were also able to purchase a Panorex x-ray unit which allows our dentists to provide more comprehensive dental services to Burlington students.

We have long been proud of our School-Based Dental Center (SBDC) which opened at the Integrated Arts Academy in 2004 in order to serve children in this diverse community who arrived at school without a Dental Home. Since then, roughly 700 students per year from all over the Burlington School District have been bussed to and from the SBDC. Each year, new kindergartners are identified by school nurses as potential patients because they are low-income and/or

uninsured and lack a Dental Home. For these young students, the CHCB School-Based Dental Center is often their only source of oral hygiene education as well as preventive and restorative care, all of which help to prevent lifetime poverty stigmas by creating beautiful smiles.

As the only such program in the Burlington School District, we know the addition of another operatory chair and Panorex x-ray unit will be monumental in providing dental care access to the young patients in our community. Thank you, again, for the generous contributions that made this possible!