



A quarterly publication featuring news on CHC's **Service Expansions, Innovations, Partnerships and Special Events**

**"We see Project ECHO® as a tool to bring vitality back to primary care."**

—Mark Masselli  
CHC's President and CEO



## 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.



## CHC's Anderson and Masselli Address Primary Care Improvement at International Conference

Director of Community Health Center, Inc.'s Weitzman Institute, **Dr. Daren Anderson**, and CHC's President and CEO, **Mark Masselli**, were invited to give presentations on their expertise of primary care innovation as part of the first-ever convening of the Global ECHO® Community in Albuquerque, New Mexico, September 11–13. The conference brought together "ECHOists" from 22 states and six countries, and thought-leaders from organizations like GE, Robert Wood Johnson Foundation, Kaiser Permanente, and the Brookings Institute, to share best practices, and to explore emerging issues.

Project ECHO® (Extension for Community Healthcare Outcomes) started as an intervention to improve access to Hepatitis C treatment in rural New Mexico. It has now transformed into an international model for strengthening primary care and improving outcomes for underserved patients. CHC's Weitzman Institute has successfully replicated this program and holds weekly ECHO® sessions for the treatment of HIV/AIDS, Hepatitis C, chronic pain, and Buprenorphine maintenance treatment.

Mark delivered a TED-style talk focused on CHC's involvement as one of the first sites—and the first federally qualified health center (FQHC)—to successfully replicate the program. "We see Project ECHO® as a tool to bring vitality back to primary care. It's a way to create a culture of change—for making ongoing improvement part of how we do business," Masselli said during his talk.

Dr. Anderson participated as part of a panel of speakers comprised of early adopters of the ECHO® model, discussing methods for innovating and spreading ECHO® to make it available to larger numbers of providers, and how to best evaluate the outcomes. "The Weitzman Institute's work on the ECHO® model received international attention in Albuquerque," said Anderson. "We are working to turn ECHO® into a comprehensive platform for primary care redesign."



Dr. Daren Anderson participated as a panelist with other early ECHO® adopters from University of New Mexico's Project ECHO®, Florida/Caribbean AIDS Education and Training Center, and Toronto Rehab-University Health Network.

# Affordable Care Act Funding Bolsters Primary Care and Behavioral Health Services at CHC

CHC received a \$412,382 grant awarded under the Affordable Care Act, as part of a larger effort to expand primary care services at health centers across the nation to meet the demands of the ACA. With the grant dollars CHC is hiring new primary care providers focused on caring for new patients that are being enrolled as a result of the ACA, and has expanded clinical hours across the state to accommodate both new and existing patients.

In a separate ACA grant, CHC was awarded \$250,000 in funding as part of an initiative designed to support health centers in establishing or strengthening their behavioral health services. CHC is using these funds towards advancing the agency to a fully integrated care model, and to implement the SBIRT model of early intervention and treatment services for people with substance use disorders. The pilot program is being tested at CHC's New Britain, Meriden and New London sites.

Patients who are seen at one of the participating CHC sites will be screened by medical staff using SBIRT, for alcohol abuse, substance abuse and depression to determine underlying health issues that require further follow-up. Coupled with CHC's use of the immediate care ("warm hand-off") model, patients who screen positive for use disorders and depression can be seen immediately by a CHC behavioral health provider. Added screenings will also allow our behavioral health providers to refer patients with very complex needs to higher levels of care as-needed.



2013–2014 Post-Doctoral Residents



2013–2014 Nurse Practitioner Residents



2014–2015 Post-Doctoral Residents



2014–2015 Nurse Practitioner Residents



CHC's AmeriCorps Class of 2014 Graduates

## CHC Trains the Next Generation

*Fall is always a great time of year at CHC when we congratulate the graduating and incoming classes of Nurse Practitioner Residents, Post-Doctoral Psychology Residents and AmeriCorps HealthCorps service members.*

### Nurse Practitioner Residents and Post-Doctoral Residents

In late August, we congratulated our **Post-Doctoral Psychology residents** and **Nurse Practitioner residents** for completing their respective residency training programs at CHC. Family, friends, preceptors, supervisors and co-workers gathered with the residents in Middletown to celebrate their accomplishment. CHC wishes all graduates the best as they begin their careers as primary care providers and behavioral health providers.

#### *Where are they now?*

**2013–2014 Post-Doctoral Psychology Residents:** **Anna Hickner** has accepted a position with CHC working at the Fairfield county sites. **Eli Aroesty** has joined a private practice in CT. **Michelle Mirsky** is working for the Hospital of Central Connecticut. **Jordana Klein** has accepted a position with Solomon Schechter School in Westchester, NY. **Keri Marovici** is working at the Grove School in Madison, CT.

**2013–2014 Nurse Practitioner Residents:** This year, 4 of the 8 residents will be staying on at CHC, Inc. **Paulina Miklosz** will be working at our New Britain site, **Diana Paris** and **Charity Braden** will be at the New London site and **Virginia Frontiero** will be at the Meriden site. The other four residents have accepted positions across the country. **Kimberly Kurek** is in Pennsylvania, **Eliza Newman** is in Massachusetts, **Jennifer Osborn** is in California and **Mary Jepson** is in Oregon.

On September 1, CHC welcomed the 2014–2015 residents. This year's classes are the largest yet, with 6 post-doc psychology residents and 10 nurse practitioner residents. New this year, CHC's Nurse Practitioner Residency Program will be "remotely hosting" residents in the state of Washington at Columbia Basin Health Association (CBHA) and Yakima Valley Farm Workers Clinic (YVFWC).

### Community HealthCorps

In June 2014, CHC celebrated its 5th class of **AmeriCorps Community HealthCorps** service members' completion of service. At the graduation luncheon the members were recognized for all of their individual contributions to enhance and improve CHC's services to the community across the state.

Members served with a variety of programs across the state, including Wherever You Are (WYA), school-based health services, and prenatal in Meriden. They also worked on community events and service projects like Stand Down in Rocky Hill, Mission of Mercy dental clinic in Hartford, Help Portrait, a Healthy Food Fair held in conjunction with the 5K for mental health, and a bike safety day in New Britain.

Members of this class are all going on to do great things; some are pursuing further studies in public policy and medicine, some went on to work for non-profits and public health firms, and a few have stayed on to work at CHC. In September 2014, CHC welcomed a new group of 14 service members who will certainly continue to work to make positive changes in the community.



## CHC Retains Highest Level of Patient-Centered Medical Home Recognition for Another 3 Years

CHC is pleased to announce that for the second time, the agency has received the highest level of designation of **Patient-Centered Medical Home (PCMH)** by the **National Committee for Quality Assurance for Physician Practice Connections®**. This recognition acknowledges CHC's ability to uphold the standards of the patient-centered medical home model across its 13 primary care centers in Connecticut. PCMH recognition is valid for 3 years.

The PCMH model emphasizes partnerships between patients and their families, doctors, dentists and/or behavioral health providers. Each patient works with their own provider, who leads a team of nurses and MAs, that takes collective responsibility for that patient's care. The team is responsible for providing for all the patient's health care needs, arranging care with specialists as necessary, and coordinating care across the health care system.

To achieve this recognition, CHC had to demonstrate the ability to meet the program's 6 standards for a medical home: enhance access and continuity of care, identify and manage patient populations, plan and manage patient care, provide self-care support and community resources when needed, track and coordinate patient care, and measure and improve performance.

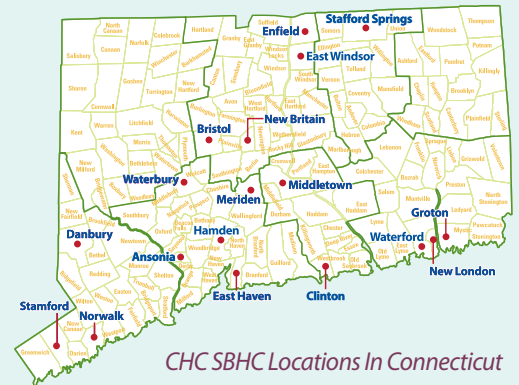


## CHC Opening New School-Based Health Centers in 2014–2015 School Year



The 2014–2015 school year is already proving to be a banner year for CHC's school-based health center program. A record number of new sites have opened, or will be opening before the end of the year, in cities and towns across Connecticut. The new school year began with clinics in **Bristol Technical High School**, Bristol's **Kaynor Technical High School**, **Metecomet Elementary School** in Bloomfield, **East Windsor High School**

and Meriden's **Venture Academy**, **Lincoln Middle School** and **Thomas Edison Magnet Middle School**. Additional locations are expected to open during the second half of the school year.



CHC SBHC Locations In Connecticut

## CHC Establishes Clinic at New London Homeless Hospitality Center



CHC has established a clinic at **New London Homeless Hospitality Center** where a primary care provider from CHC's New London site is seeing patients twice a week. The shelter currently houses 30 guests at night, and 100 additional guests utilize its services during the day, making this a prime location for CHC to provide healthcare. The clinic aims to assess the health needs of every shelter resident, provide prompt treatment for acute problems, update the indi-

vidual on necessary preventive care such as immunizations and screenings, and then connect the individual with one of our primary care sites for any on-going primary care needs.



## New Horizons Domestic Violence Services Launches Website



**New Horizons Domestic Violence Services**, which has provided shelter and assistance to victims of domestic violence in Middlesex County for more than 30 years, is pleased to announce the launch of a new website—**www.newhorizons-dv.com**—specifically designed to reach and assist victims of

domestic abuse. This work was made possible through a \$5,000 grant from the **Community Foundation of Middlesex County**. This grant is supported by the **Sari A. Rosenbaum Fund for Women & Girls**, **MiddleOak Fund** and the **Elizabeth Swaim Middletown Fund**.



# CHC Builds Healthier Communities One Event at a Time



## CHC of Clinton Open House—October 25, 2014

CHC of Clinton hosted a rockin' open house event with a special performance from **SteveSongs** of PBS Kids. After the concert, families toured the facility, met the staff, and learned about the services CHC provides.

## Hispanic Health Fair—October 18, 2014

Staff from **Franklin Street CHC** participated in the **Hispanic Advisory Council of Greater Stamford (HACGS) Health Fair** held at DOMUS in Stamford. They performed over 125 free blood pressure screenings and provided valuable information about CHC to attendees.

## Knock Out Domestic Violence—October 4, 2014

**New Horizons Domestic Violence Services** hosted the inaugural "Pledge-Per-Round" event at **9Round Fitness & Kickboxing** Middletown. Event goers made donations to participate in the 9Round workout. Over \$3,000 was raised to benefit New Horizons and the victims it serves.

## EDP Breast Cancer Road Show—October 2014

CHC's **Early Detection Program (EDP) for Breast and Cervical Cancer Screenings** partnered with **Middlesex Hospital** for their 2nd annual **Breast Health Road Show**, to create awareness within Middlesex County on the importance of breast screenings and to provide information to women who are underserved and/or unable to obtain insurance about eliminating barriers to care in regard to yearly breast screenings.

## Stand Down—September 12, 2014

CHC provided blood pressure screenings, oral cancer screenings, dental hygiene and restorative dental care to over 100 veterans at the annual **Stand Down** at **CT's Veterans Home** in Rocky Hill.

## National Health Center Week—August 10-16, 2014

CHC illustrated the impact health centers have on the communities they serve by hosting free, healthy activities and events for patients and community members at its Norwalk, Meriden, New Britain, Middletown, New London and Clinton sites.

## GE's Be Healthy Event, July 31, 2014

CHC staff members from Danbury and Norwalk attended **GE's Be Healthy** event at the Carver Center in Norwalk. The event was for elementary school students attending Carver's summer program. CHC staff members conducted sessions on nutrition, coping skills, stress and bullying.

## Mad Hatter's Testing Party Middletown—June 28, 2014

In honor of **National HIV Testing Day**, CHC's **Oasis Wellness Center** hosted a Mad Hatter themed HIV testing party on Middletown's South Green. 30 HIV tests and 40 Hepatitis C tests were administered over the course of the day. The family-friendly event also featured local artisans and food trucks.

## CHC Race for Mental Health, Meriden—May 3, 2014

The 2nd annual **Race for Mental Health** was a huge success this year with a 5k, 10k, kids fun run, health fair and cooking demo. Over \$7,000 was raised for United Way to distribute to its mental health care beneficiary agencies.

## CT Mission of Mercy, Hartford—April 25, 2014

CHC's dental staff, nurse practitioner residents and AmeriCorps members participated in this two-day, free dental care event, which is open to the general public. CHC provided a full scope of dental services and oral cancer screenings.

## CHC of Middletown's Community Easter EGGStravaganza—April 9, 2014

CHC's inaugural Easter event included photos with the Easter Bunny, smoothies, a magic show, jelly bean guessing contest, egg collecting, and seed planting. Over 200 children from the community attended.

