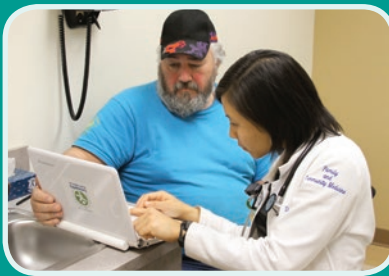
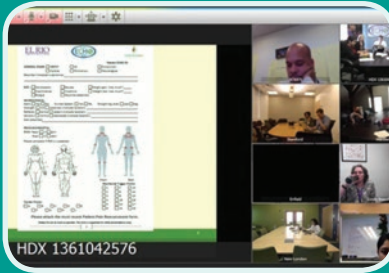


A quarterly publication featuring news on CHC's Service Expansions, Innovations, Partnerships and Special Events



Community Health Center, Inc. Grows Weitzman Institute Nationally

CHC's **Weitzman Institute** recently received a number of foundation grant awards and contracts that have expanded its reach on a national level. Likewise, CHC's Nurse Practitioner Residency Program has expanded to health centers in the Pacific Northwest.

The Weitzman Institute explores health care system redesign and promotes innovations that improve quality, both within CHC's base of 130,000 patients, and with providers throughout the US and abroad.

In the Fall of 2013, Weitzman Institute laid roots in the mid-Atlantic when the state of Delaware contracted with the Institute for the Westside Family Healthcare network to begin participating in CHC's Project ECHO® Pain Management, a weekly telehealth program that provides front line primary care providers with the support and expert advice they need to gain confidence in managing complex health conditions. Building on the success of this relationship, five additional Delaware health centers are now joining in Project ECHO® Buprenorphine—another of CHC's ECHO programs. The health centers include Thresholds, Inc., Kent Sussex Community Services, Brandywine Counseling & Community Services, Inc., Connections Community Support Programs, Inc., and Horizon House of Delaware. These partnerships are funded in-part by Delaware's Department of Health and Social Services.

The Institute was recently awarded a \$393,000 grant by The Nicholson Foundation to support a project that will engage providers and practice teams from FQHCs and teaching hospitals in New Jersey in a quality improvement initiative focused on improving pain management and opioid addiction treatment. The project will employ two evidence-based quality improvement strategies; the Institute for Healthcare Improvement's Breakthrough Series Collaborative (BTSC) that will help participating health centers adopt best practices for pain and buprenorphine treatment, and CHC's Project ECHO®. The participating health centers include Henry J. Austin Health Center, Capital Health Family Health Center, and St. Francis Hospital Outpatient Clinic in Trenton; St. Peter's University Hospital Outpatient Clinic and St. Peter's University Hospital How Lane Community Health Center in New Brunswick; and Project Hope in Camden.

Closer to home, Weitzman Institute will be creating and implementing the New England eConsult Network with ProHealth Physicians of Connecticut, and Penobscot Community Health Care of Maine. eConsults are clinical consultations between a primary care provider (PCP) and a specialist taking place via a secure electronic messaging. The Institute received a \$500,000 grant from the Jessie B. Cox Charitable Lead Trust to undertake this project.

In 2007, CHC launched the first-in-the nation formal **Nurse Practitioner Residency Training Program (NPRTP)**, to support new nurse practitioners as they enter the complex world of primary care in community health centers. CHC is in the process of expanding this program to forward thinking health centers in Washington State, Yakima Valley Farm Workers Clinic and Columbia Basin Health Association. The near and long-term shortage of primary care providers, coupled with the predicted aging of the current physician workforce and the increasing demands for primary care by newly insured patients under the Affordable Care Act, calls for new and innovative approaches, like NPRTPs.



Pain Management



Buprenorphine



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.



Kudos For Our Clinical Leaders & Staff!



Dr. Daren Anderson, MD, Chief Quality Officer

As thousands of people gain health insurance through the Affordable Care Act, the question now is what sort of healthcare they will be able to access. CHC is recognized for being ahead of the curve in innovating and improving healthcare delivery. Our clinical staff is led by providers who've been recognized for their exemplary leadership, some of who have 35 years of experience treating CHC patient population, and a new twist on behavioral health care—animal-assisted therapy.

CHC Chief Quality Officer Receives Prestigious Primary Care Leadership Award

At the 6th Annual **Primary Care Summit**, hosted by the **Connecticut Center for Primary Care** on November 21, 2013, **Dr. Daren Anderson**, CHC's Chief Quality Officer, was presented with the **Primary Care Leadership Award** for his exemplary leadership in quality improvement in primary care.

Dr. Anderson, a board-certified internist, joined the staff of CHC in September 1998 and served as a primary care provider and Chief Medical Officer before becoming the organization's first Chief Quality Officer. Dr. Anderson has implemented change at all levels of CHC's statewide primary care organization, using research, quality improvement tools, and change processes to develop safe, highly reliable, clinically effective systems of care. He is also the recipient of numerous research awards to test and study improved methods of healthcare delivery.

Honoring Dr. Lecce

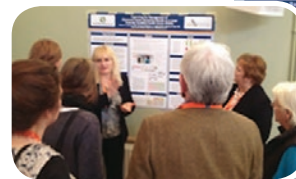
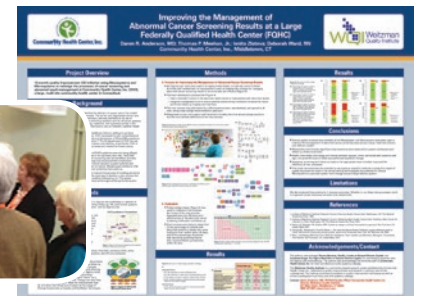
2013 was a banner year for **Dr. Carl Lecce**, a family practitioner who has been with CHC of Middletown since 1978. In September, CHC celebrated Dr. Lecce's 35th anniversary as the epitome of the true family doctor, caring for several generations of Middletown residents, with particular care for the most underserved of our community. Then in October, the **Middlesex County NAACP** honored Dr. Lecce with its **Community Service Award**.



Dr. Carl Lecce, MD, Family Practitioner

WQI Team Presents Quality Improvement Success Story in Sweden

In late February, **Deb Ward**, Senior Quality Improvement Manager, Weitzman Institute and **Ianita Zlateva**, Director of Research and Evaluation, Weitzman Quality Institute, attended **The International Clinical Microsystems Festival**; an annual global gathering of healthcare improvers from twelve nations. Held in Sweden, it creates an intensive learning environment through the sharing of ideas and experiences and exposure to best practices.



The team presented CHC's quality improvement initiative that redesigned the process of abnormal cancer screening notification and follow up agency-wide. The pilot test ultimately found measurable and clinically significant improvements on patient notification and follow up of abnormal tests. The team's poster presentation was left behind at **Jonkoping Academy** to be used as an educational tool for students. Jonkoping Academy is Sweden's foremost institute for primary care research and education in the field of quality improvement.

Four-Legged Approach to Behavioral Health Care at Community Health Center's School-Based Health Center

Cooper, a 6-year-old black Labrador Retriever, is the newest staff member at the school-based health center at Roosevelt School in New Britain. Cooper is a **Pet Partners®** registered therapy dog working with **Lauren Crowley**, a therapist and social worker with CHC's school-based health services program.

The pair work together two days per week in the school, meeting with behavioral health patients as part of an **Animal-Assisted Therapy (AAT)** program which uses trained animals to enhance an individual's physical, emotional and social well-being, thus improving self-esteem, reducing anxiety and facilitating healing.

In February of 2013, Lauren testified at the State Capitol (on behalf of Cooper) for a bill to facilitate the development and implementation of a state-wide assisted therapy program (SB 654). The bill was passed, making it the first of its kind in any state.



Grant Awards Improve Access to Care and Necessary Services

Federal Grant Helps CT's Opioid Dependent Population Get the Treatment They Need

CHC's **HIV, Hep-C and Suboxone Program** was recently awarded a 3 year grant from the **Substance Abuse and Mental Health Services Administration (SAMHSA)**, totaling more than \$750,000 to institute a ground breaking project that will expand access to opioid substitution therapy to opioid dependent patients across the state, while simultaneously linking them to primary care and behavioral health services.

The project, **"TEACH-BMT" (Technology-Enhanced Access to Coordinated Healthcare and Buprenorphine Maintenance Therapy)** will utilize the Project ECHO® videoconferencing model to support and train providers and their staff to become certified buprenorphine prescribing teams. Statistics show that opioid use in Connecticut is concentrated among persons between the ages of 20 and 44, and that heroin use predominately affects males and Hispanics. In general, individuals who are unemployed, live in metropolitan areas, have lower education, or who are on probation or parole tend to have higher rates of substance dependence or abuse. These demographics and characteristics reflect the population CHC serves, making CHC a prime source for these patients to receive treatment.



Community Foundation Grant 'Reaches Out' to Domestic Violence Victims

New Horizon Domestic Violence Services recently received a \$5,000 grant from the **Community Foundation of Middlesex County** for the **"Reach Out" Campaign to Victims and Families of Domestic Violence in Middlesex County**. This grant was made possible by the generosity of the **Sari A. Rosenbaum Fund for Women & Girls**. The **"Reach Out"** campaign includes the development and marketing of a new website for New Horizons.



On an annual basis New Horizons provides services and shelter to over 1,000 women and children. The shelter itself is one element of a comprehensive approach to intimate partner violence (IPV) that also includes community education, support groups, individual counseling, and consultation by CHC's clinical team.

CHC Offers 'Rewards To Quit' Program through Federal Grant

In October 2013, CHC's **Weitzman Institute** launched the **Rewards To Quit** research study, which is funded through a grant from the **Centers for Medicare & Medicaid Services**, and conducted by the **Connecticut Department of Social Services**. This study offers a 50% chance for all qualified enrollees to earn up to \$350.00 while receiving free smoking cessation services.

CHC is offering the Rewards to Quit program for the next two years at all 13 sites. In order for people to enroll, they must be a patient of CHC, over 18 years of age, smoked within the past 30 days of signing up and have active Medicaid insurance. Once established in the program, the participants are randomized and notified which of the two groups they have been placed in. One in which participants can receive up to \$350.00 by successfully engaging in the services offered or the control group that is only offered free services. All participants are guaranteed access to one-on-one and/or group counseling, medicines to help you quit and 24-hour phone service for counseling and information on quitting.



Federal Grant Allows CHC to Establish Center for New Britain Teen Girls in Need

The Community Health Center of New Britain was recently one of eight organizations in the country to receive a five-year, \$250,000 **Healthy Tomorrows** grant from the **Federal Maternal and Child Health Bureau and the American Academy of Pediatrics**. The funding will help CHC and its partners—the **YWCA of New Britain**, **New Britain High School**, **Spanish Speaking Center**, and the **City of New Britain**—establish a teen center, **House of Teens**, where girls can access much needed health services, while also becoming leaders and advocates for a healthier city.

House of Teens is the brainstorm of a group of teens who saw a need for a special place designed by and for teens, where they can get the services they want and need, such as family planning, stress reduction, fitness, nutrition education, counseling and referrals for follow-up care. Once the center opens in early 2014 staff from the Community Health Center, the YWCA, and other partners expect to serve approximately 50 teen girls per year who will be referred by New Britain High School guidance counselors.



