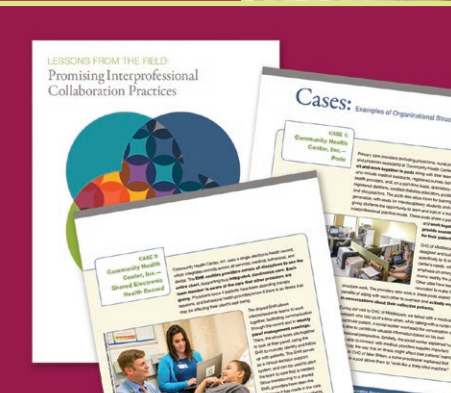




A quarterly publication featuring news on CHC's **Service Expansions, Innovations, Partnerships and Special Events**



Recognizing Excellence and Dedication

Community Health Center, Inc. (CHC) Selected to Provide Technical Support and Training to Health Centers Across the Country

CHC has been awarded the **Health Resources and Services Administration's (HRSA) National Training and Technical Assistance Cooperative Agreement (NCA)** focused on Clinical Workforce Development. With \$1 million in funding over the next two years, CHC will engage health centers across the country in developing team-based primary care practice models, and health professions training programs at both the pre-professional and post-graduate level. CHC is one of 19 NCAs in the country.

CHC will provide education, information, and training to community health centers in establishing post-graduate nurse practitioner and post-doctoral clinical psychology residency programs; in developing a systematic approach to engaging students and trainees from academic partners in the health center for a portion of their education and training; and in implementing or advancing their team-based model of practice.

CHC is inviting participants from community health centers across the country to participate in interactive, cutting-edge webinars via "Zoom", and interprofessional learning collaboratives utilizing the Project ECHO® model of learning. Those interested in learning more should contact the NCA team via email at NCA@chc1.com.

CHC Featured as a Best Practice in Robert Wood Johnson Foundation Whitepaper on "Interprofessional Collaboration"

CHC was recently featured in a Robert Wood Johnson Foundation (RWJF) report highlighting how the country's top health systems utilize interprofessional collaboration (IPC) to achieve better health outcomes for their patients. The report, **Lessons from the Field: Promising Interprofessional Collaboration Practices**, explores best practices of more than 20 hospitals, academic health centers, and community health centers, and delves into case studies from seven organizations that are leading the way in adopting a culture that embraces interprofessional collaboration. RWJF created a companion film to the report, featuring three of the organizations, including CHC. The video can be viewed here <http://bit.ly/RWJFLessons>

CHC is pleased to be listed among these seven organizations, which also include Intermountain Healthcare, Salt Lake City, Utah; Aurora Health Care, Milwaukee, Wisconsin; and University of Pennsylvania Health System, Philadelphia, Pennsylvania.

In an interview with **Mark Masselli**, CHC's President and CEO and **Margaret Flinter**, CHC's Senior VP and Clinical Director, talked about the variety of approaches taken by the organization to establish a culture of interprofessional collaboration across all aspects of the practice, including effective team communication and organization structure. The report explored in depth CHC's utilization of shared electronic health records (EHR) and the successful integration of Project ECHO® to assist primary care providers in treating complex conditions.

CHC Trains the Next Generation of Healthcare Professionals

At the end of each summer CHC celebrates the graduation of another class of residents (both nurse practitioners and post-doctoral psychologists), making room for a new class to train on a model of primary care consistent with the Institute of Medicine (IOM) principles of healthcare and the needs of vulnerable populations. At graduation ceremonies in August, CHC congratulated 10 nurse practitioner residents and six post-docs on successful completion of their respective programs. Six of the nurse practitioners and four of the post-docs have remained on staff at CHC. Four of the NPs headed to healthcare organizations in Colorado, Maryland, Pennsylvania and Washington.

Additionally, this year CHC is remotely hosting programs at four federally qualified health centers across the country—Yakima Valley Farm Workers Clinic (WA), Thundermist Health Center (RI), Morris Heights Health Center (NY), and Waiānae Coast Comprehensive Health Center (HI). Remote hosting of residency programs includes leadership, administration, didactic curriculum, tools and materials, and evaluation of the program by CHC's program managers. They also provide support to on-site leaders in precepting and operational components of the program.

The 2015–2016 class includes 10 nurse practitioner residents and eight post-docs to be trained at CHC sites. CHC launched a psychiatric nurse practitioner program this year, which welcomed one resident.

Grant Award Round-Up



\$1.2 Million Federal Grant Commitment for Nurse Care Coordination Program

CHC received a federal grant from the **Health Resources and Services Administration (HRSA)** to improve patients' health outcomes by expanding nurse care coordination to its state-wide network of health centers over the next three years. The project has three primary goals: to improve and expand the Interprofessional Collaborative Practice environment by developing CHC's complex care management program; to build RN leadership skills and experience; and to build RN student competencies in Interprofessional Collaborative Practice. This project will be strengthened by collaborations with Quinnipiac University and Middlesex Hospital Homecare, and will also facilitate interprofessional education opportunities with nursing, pharmacy and medical students.



\$274,422 Grant from Connecticut Health and Educational Facilities Authority will Increase Access to Mental Health Services for Children and Adolescents

CHC received grant funding in the amount of \$274,422 from **Connecticut Health and Educational Facilities Authority (CHEFA)** to launch Project Extension for Community Healthcare Outcomes (Project ECHO®) Behavioral Health (Project ECHO®/BH) in its school-based clinics. This project, which is being administered by CHC's Weitzman Institute, is designed to increase access to high quality behavioral healthcare for children within their schools. Currently in planning and development stages, Project ECHO®/BH is slated to kick-off in January 2016. The program will enroll 100 primary care and behavioral health providers, serving 5,000+ children in rural and underserved regions across the state, where access to mental health services is limited. The grant funding will allow CHC to conduct the Project ECHO®/BH intervention over two years.



\$995,000 HHS Grant Will Upgrade New London Dental Facility

CEO, **Mark Masselli** announced that CHC received a \$995,000 grant from the **U.S. Department of Health and Human Services (HHS)** for improvements to CHC's dental clinic at One Shaw's Cove. The award will significantly enhance the experience of more than 5,000 dental patients annually. Recognizing the dental health needs of the population, in 1995, CHC constructed a full dental suite staffed by two dentists and one hygienist. While regularly updated, the dental program has not had a complete upgrade in 20 years. This grant will allow CHC to replace equipment and significantly modernize the dental lab. The dental facility will see enhancements to handicap accessibility, including the construction of a ramp and automatic doors, and improvements to the parking lot.

CHC is the only provider of comprehensive dental care in New London to low income, uninsured and publicly insured residents. CHC of New London was established in 1992 in response to requests for help from the city as well as public health, community and state officials. Today, one in four residents of New London receives primary care services from CHC.

Norwalk Dental Specialists Donate \$178,000 in Services to Day Street Community Health Center Patients

Day Street Community Health Center is pleased to recognize six dental specialists and one general dentist from the greater Norwalk area who donated their time to see 150 dental patients from CHC who required specialty care. Over the last three years, these dentists provided more than \$178,000 of in-kind services.

Many of the dental patients that come to CHC have no insurance or very limited coverage. When patients are faced with insurance barriers, they will forego the specialty treatment they need. In February 2012, after learning about the desperate need for specialty dental care for CHC's patients, a group of dentists, led by **Dr. William Fessler** (who operates a private family practice in Norwalk) devised an agreement and plan to help these patients. The dentists include **Dennis L. Pipher**, DMD and **Alan B. Rosenthal**, DMD of Endodontic Associates of Norwalk; **Kevin S. McLaughlin**, DMD and **Naushad R. Edibam**, DMD of Norwalk Oral and Maxillofacial; **Anjanette W. Gjertsen**, DDS, MS, Microendodontics of Southern Connecticut and **Jenny Mathews**, DDS, MS, PhD Periodontist.



10th Annual Weitzman Symposium on Innovating Healthcare

2015 marked the 10th annual Weitzman Symposium on Innovation in Community Health and Primary Care. This year, in a totally virtual format, participants and speakers joined via Zoom video conferencing. The event focus **"A Decade of Innovation: From Brilliant Ideas to Sustained Transformation"** looked back at the first nine years of the Symposium highlighting innovative ideas that led to sustained change. Speakers and topics included:



- **Kavita Patel**, MD, MS, Fellow and Managing Director at the Center for Health Policy at the Brookings Institute where she leads research on delivery system reforms, healthcare cost, physician payment and healthcare workforce productivity.
- **Sharon Schindler Rising**, MSN, CNM, FACNM, Founder of the Centering Model of Group Healthcare, who has led the development of the group model of healthcare in obstetrics, pediatrics, and chronic disease management in the U.S. and internationally.
- **Hal F. Yee, Jr.**, MD, PhD, Chief Medical Officer; Chief Deputy Director, Health Services, Clinical & Medical Affairs, Los Angeles County Department of Health Services; an early pioneer of the "eConsult" approach to connecting primary care providers and specialists.
- **Karan Singh**, MBA, Co-founder, Ginger.io, a mobile health program that uses smartphones to improve health outcomes. It allows providers to track their patients' progress in real time.
- **John Moore**, MD, PhD, Co-founder, CEO twinehealth, a startup focused on improving the experience, clinical outcomes, and costs of chronic disease care.
- **Daren Anderson**, MD, VP/Chief Quality Officer, and Director, Weitzman Institute of CHC, Inc., on a "hot spotting" approach to transforming care for our most complex patients that incorporates multiple innovations to achieve the best outcomes.

Kudos to CHC Staff

Yvette Highsmith-Francis, CHC's Vice President, East Region, was honored for her extraordinary leadership, outstanding achievements, and contributions to the New Britain community at the biennial **Women in Leadership** Luncheon, hosted by YWCA New Britain. More than 500 women have been celebrated since the event's inception in 1985. The award is given to women who work in business, nonprofit, education, and government, or attend high school or college in central Connecticut.

Dr. Robert Dudley, a pediatrician at Community Health Center of New Britain, has been nominated as the **Vice President of the CT Chapter of the American Academy of Pediatrics**. Active in CTAAP for more than 20 years, Dr. Dudley has been a member of the executive board for the past four years, also serving on the School Health Committee and as the chapter facilitator for the national Community Access to Child Health (CATCH) grant program.

Katie Melko, a Dental Hygienist for CHC's mobile dental program, is **2016 President Elect of the Connecticut Dental Hygiene Association (CDHA)**. The CDHA represents the interests of dental hygienists and supports the advancement of the dental hygiene profession by promoting the highest clinical, educational and ethical standards. Katie is also currently President of the Waterbury Dental Hygienist Association.

CHC's **Race for Mental Health Committee** received the **"Exceptional Agency Partner Award"** from the **United Way of Meriden and Wallingford (UW)** at the annual Campaign Awards and Recognition Celebration. This award recognizes agencies that partner with UW, and go beyond what a typical agency-United Way relationship is. The race has raised \$27,000 over the last three years, tripling UW's preventive mental health programming for first responders.

**Community
Health Center, Inc.**

Community Health Center, Inc. is a private, non-profit agency. Since 1972, we have been building a world-class primary healthcare 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 Builds Healthier Communities One Event at a Time



CHC Meriden Race for Mental Health

May 2, 2015

CHC saw its largest turnout so far for the 3rd annual Race for Mental Health. The race raised \$10,000 for the United Way of Meriden-Wallingford and its behavioral health beneficiaries.

Bikers Ride Out Against Domestic Violence

May 17, 2015

35 motorcycle riders from across the state rode through Middlesex County during the inaugural "Victory Over Domestic Violence" ride to show their support for victims of domestic violence during an organized charity ride benefiting New Horizons Domestic Violence Service.

Middletown Memorial Day Parade

May 25, 2015

CHC's AmeriCorps members put on quite a display with the float they designed and built in honor of our Gold Star Families. Their work was recognized with a first place trophy presented by the Council of Veterans.

Day Street CHC Health & Wellness Fair

May 27, 2015

Norwalk and Stamford staff hosted the first-ever Health & Wellness Fair at the Day Street clinic. The family-friendly event was held to introduce the community to CHC's comprehensive primary care services and innovations such as the patient portal. Staff representing Behavioral Health, Medical, Dental, Nutrition and Access to Care participated in the event.

National Health Center Week

August 9–15, 2015

CHC hosted free, family-friendly health fairs across the state during National Health Center Week 2015. Hundreds of community members turned out to learn more about CHC's services and meet with clinicians.

Stand Down

September 18, 2015

CHC participated in Connecticut's annual Stand Down at the Veteran's Home in Rocky Hill. Staff provided free dental care to over 70 veterans.

Middlesex Chamber of Commerce Business Expo

September 28, 2015

CHC participated in the annual Business Expo, this year highlighting school-based health services with a fun, interactive game, "Fishing for School-Based Health Center Facts," that received a lot of attention from event-goers.

Walk to End the Silence of Domestic Violence

October 24, 2015

New Horizons, in partnership with the Middletown Police Department, held a community walk against domestic violence, in memory of Baby Aaden. This inaugural event drew over a hundred participants. This fundraiser benefits the shelter and its programs.

Help Portrait

December 5, 2015

As part of the national movement, photo shoots were held at the Middletown and New Britain sites. Over 75 families attended and had their portraits taken by renowned photographers who donated their time and talents.

