



**2018**

# FENWAY HEALTH

## Fenway At A Glance

### OUR MISSION We provide high quality, comprehensive and affirming care.

The mission of Fenway Health is to enhance the wellbeing of the lesbian, gay, bisexual and transgender community and all people in our neighborhoods and beyond through access to the highest quality health care, education, research and advocacy.

#### PATIENT STATISTICS FISCAL YEAR 2017

**159,500** Patient visits

**29,500** Total patients

**2,200** Patients living with HIV

Fenway medical providers saw over **26,500** patients who made more than **84,000** visits.

Our Behavioral Health department cared for **4,800** people who made over **43,000** individual therapy, group therapy and psychopharmacology visits last year.

**6,000** patients made **25,000** visits to our Dental program.

Our eye care providers saw nearly **5,000** patients who made more than **7,000** visits.

Providers at the Borum cared for over **1,600** young people who made **6,600** visits.

### OUR HISTORY Health care should be a right, not a privilege.

For more than forty-five years, Fenway Health has been working to make life healthier for the people in our neighborhood, the LGBT community, people living with HIV/AIDS and the broader population. Fenway was founded in 1971 as part of the free clinic movement by students who believed that “health care should be a right, not a privilege.” In its early days, Fenway was a drop-in clinic providing free blood pressure checks and STD screenings.

Two years later, Fenway obtained permanent space and incorporated as a freestanding health center with a staff of one volunteer doctor, one nurse and one intake worker. Today, Fenway Health has a budget of \$75 million, a staff of approximately 500 and a patient base of nearly 30,000.

In 2001, Fenway started The Fenway Institute, an interdisciplinary center for research, training, education and policy development focusing on national and international health issues. In 2009, Fenway Health moved into the Ansin Building at 1340 Boylston Street in Boston’s West Fens neighborhood, the largest LGBT health care, education and research facility in the nation.

The Sidney Borum, Jr. Health Center became a part of Fenway Health in 2010. The Borum serves at-risk youth, including LGBT young people, homeless teens and young adults, those struggling with substance abuse, involved with gangs or doing sex work.

Fenway Health entered a historic partnership with AIDS Action Committee of Massachusetts in 2013 that has allowed the two organizations to work more closely together and improve delivery of care and services to people living with HIV/AIDS. The new partnership strengthens advocacy, prevention and research efforts at both organizations.

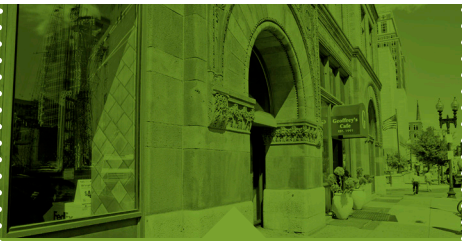
In 2016, Fenway added Family Medicine, providing services to patients of every age group. That same year, the Massachusetts Health Policy Commission named Fenway: South End the first practice in the state to achieve Patient-Centered Medical Home PRIME Certification for integrating behavioral health in primary medical care. Fenway’s Ansin Building Practice followed quickly, attaining PRIME Certification in early 2017.

# INTEGRATED CARE At Fenway, we treat the whole person.

Fenway has helped pioneer a philosophy of integrated care that looks at each patient as a whole person and our staff works as a team to meet the needs of everyone who comes through our doors. Fenway Health cares for our community from three Boston locations:



**The Ansin Building**, a 10-story, 100,000 square foot health care and research facility. It is the largest building ever constructed by an organization with a specific mission to serve the LGBT community.



**Fenway: South End**, a private practice setting for medical and behavioral health care, women's health, and pharmacy services conveniently located for those who live and work in Boston's South End and Back Bay neighborhoods.



**The Sidney Borum, Jr. Health Center**, quality health care for young people ages 12 to 29—many of whom are LGBT, HIV-positive, living on the streets, using drugs or alcohol, engaging in sex work or gang involved—who may not feel comfortable going anywhere else.

## BREADTH OF SERVICE

Family medical care

Behavioral health

Dental care, including cleanings, oral health screenings, x-rays, fillings and aesthetic consultations and tooth whitening

Eye care, including exams, diagnosis and management of common eye diseases and consultations for eye wear

Women's health

OB/GYN care

Transgender health

Digital imaging, including mammography

LGBT family and parenting

HIV/AIDS care and services

Care and services for LGBT and other at-risk youth

Financial assistance programs

Health education and outreach

Complementary therapies

Specialty care, including podiatry and geriatric care such as bone density screening

Two pharmacy locations

**Over 1,000 patients** visited our Financial Assistance department. Under Fenway's health insurance enrollment program, patients without insurance can be enrolled in coverage under MassHealth, Commonwealth Care and Health Safety Net.

**Approximately \$1,400,000 in free and discounted medication** was given to patients in need by the Fenway pharmacy's two branches. The pharmacies also offer a free home delivery service for homebound patients and others unable to pick up their medication. Together, the two locations fill well over 500 prescriptions per day.

**Nearly 600 babies** have been conceived through Fenway's Alternative Insemination (AI) Program since its start in 1983, believed to be the first of its kind in the United States. In fiscal year 2016, the AI program saw 44 new pregnancies and 32 births. In addition to insemination, the AI Program offers social and emotional support for LGBT parents and prospective parents through a variety of workshops and groups.

**More than 3,200 transgender patients** currently receive care at Fenway Health locations, an increase of over 1,500 patients since 2007. The Transgender Health Program continues to expand to comprehensively address the needs of our rapidly growing transgender and gender non-conforming patient base.

**Over 800 patients** were brought into care through Fenway's Substance Abuse Treatment Program, which treats those struggling with substances like alcohol, cocaine and crystal methamphetamine. We never turn anyone away for lack of ability to pay, and many patients in the Program are referred into other services at Fenway.

**Over 200 survivors of domestic violence, sexual assault, hate violence and police misconduct** were helped by the Violence Recovery Program (VRP) at Fenway Health. The VRP offers individual and group counseling to LGBT survivors. VRP staff also conducts outreach and educational sessions to community groups and professional groups about LGBT violence issues on a local, state and national level, including providing technical assistance and training to the Boston Police Department, District Attorney's offices, hospitals, health centers, social service agencies and community and school groups.

Fenway's LGBT Helpline and Peer Listening Line for LGBT Youth answered **3,150 calls**, providing resources, support, and a friendly ear to people from across North America and all walks of life.

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# RESEARCH AND EDUCATION

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## Fenway operates the nation's first community-based HIV research program and has conducted long-term epidemiological research since 1985.

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In 1994, the US National Institute of Allergy and Infectious Diseases selected Fenway as one of eight sites—and the only community based health center—to recruit participants for the nation's first HIV vaccine trials. Fenway also plays a prominent role in both the HIV Prevention Trials Network (HPTN) and the HIV Vaccine Trials Network (HVTN).

In 1997, Fenway participated in the nation's first report on lesbian health, commissioned by the Institute of Medicine and sponsored by the National Institutes of Health and the Centers for Disease Control and Prevention. Fenway's Lesbian and Bisexual Women's Research Forum has become a lightning rod for promoting dialogue and change around complex public health issues affecting women, most recently addressing the specific issues of sexual minority women of color. Fenway's research in lesbian health has been recognized as a significant contribution to the field.

In 2007, The Fenway Institute worked with the American College of Physicians to publish The Fenway Guide to LGBT Health, the first American medical textbook to address the specific health care needs of LGBT people. The Fenway Institute was also funded by the National Institutes of Health as a Population Research Center on LGBT Health. Fenway is the first community-based organization to be awarded such a grant.

In 2010, The Fenway Institute was one of only two U.S. sites involved in the iPrex study, which demonstrated that taking a daily dose of anti-HIV oral medication provides protection against HIV transmission in HIV negative gay and bisexual men and transgender women. Called Pre-Exposure Prophylaxis, or PrEP, this approach could help lower HIV infection rates worldwide.

Faculty from The Fenway Institute were key members of the Committee on Lesbian, Gay, Bisexual, and Transgender Health Issues and Research Gaps and Opportunities at the Institute of Medicine (IOM) of The National Academies that advanced the future of LGBT health research with the 2011 release of The Health of Lesbian, Gay, Bisexual, and Transgender People: Building a Foundation for Better Understanding. This historic report will guide the National Institutes of Health, the U.S. Congress and other federal agencies as they design and fund research projects aimed at documenting and addressing LGBT health disparities improving the health of LGBT populations.

In 2011, The United States Health Resources and Services Administration awarded The Fenway Institute a grant to create the National LGBT Health Education Center. The multi-year grant will allow Fenway to train health center providers, administrators and staff in how to better serve and care for LGBT patients.

Through its collaborative relationship with a sister health center in Chennai, India, Fenway has an unparalleled opportunity to conduct research in the part of the world with the fastest growing rates of HIV infection.

In 2013, the LGBT Aging Project became a program of The Fenway Institute. The LGBT Aging Project is dedicated to ensuring that lesbian, gay, bisexual and transgender older adults have equal access to the life-prolonging benefits, protections, services and institutions that their heterosexual neighbors take for granted so that they can age with the dignity and respect they deserve.

The National LGBT Health Education Center at The Fenway Institute provides educational programs, resources, and consultation to health care organizations with the goal of optimizing quality, cost-effective health care for lesbian, gay, bisexual, and transgender (LGBT) people. The Ed Center is comprised of a multi-disciplinary team of clinicians, educators, and public health professionals with expertise in LGBT health research and care.

The Center for Population Research in LGBT Health at The Fenway Institute supports and stimulates research to fill critical knowledge gaps related to the health of sexual and gender minorities, strengthening the foundation for culturally competent treatment and behavior change models. Its scientific vision is to create an infrastructure that will support the collaborative work of LGBT health researchers and integrate intellectual and methodological expertise in the interdisciplinary fields of LGBT health and population research. The Center supports the work of collaborating scientists and partner organizations by creating opportunities to meet and plan further research, formalizing a mentorship process for junior scientists, making datasets available for further studies, and creating a platform for ongoing communication and shared projects among the group.



# HIV TESTING AND CARE

Fenway Health has been a community resource and safe space since the early days of the AIDS epidemic. Our health center saw the first HIV/AIDS cases in New England and, in 1985, was awarded the first HIV counseling and testing contract by the Massachusetts Department of Public Health. Today, Fenway remains one of the largest confidential HIV counseling and testing sites in the state and is New England's largest provider of outpatient HIV/AIDS care.

**Nearly 16,000 HIV tests** were administered by Fenway staff in fiscal year 2017.

**100% of all those who test positive for HIV** are triaged into care and services here at Fenway.

**Nearly 10,000 patients seeking HIV tests** in fiscal year 2017 identified as men who have sex with men (MSM), with the remainder describing their HIV risks as heterosexual sex, injection drug use or occupational exposure. The highest incidences of new HIV infections diagnosed at Fenway were among MSM between the ages of 20 and 49.

## LOCATIONS

**Fenway Health Ansin Building**  
1340 Boylston St Boston MA 02215

**Fenway: South End**  
142 Berkeley St Boston MA 02116

**The Sidney Borum, Jr.  
Health Center**  
75 Kneeland St Boston MA 02111

## APPOINTMENTS

**Medical** ..... 617.927.6000

**Behavioral Health** ..... 617.927.6202

**Dental** ..... 617.927.6127

**Optometry** ..... 617.927.6190

**Fenway: South End** ..... 617.247.7555

**Sidney Borum, Jr. Health Center** ..... 617.457.8140

**Información En Español** ..... 617.927.6460

## HOSPITAL AND ACADEMIC AFFILIATIONS

Fenway Health is affiliated with Beth Israel Deaconess Medical Center. All physicians hold faculty appointments at Harvard Medical School. Research affiliations include Massachusetts General Hospital, Brigham and Women's Hospital, and Brown University Medical School.

## PAYMENT

Fenway accepts most insurance plans as well as Medicare and Medicaid. Other government-sponsored programs are available for those who qualify. No one is denied care based upon ability to pay.

## MORE INFORMATION

For more information, visit [fenwayhealth.org](http://fenwayhealth.org) or call us at **617.927.6350**.  
For information about research studies, call **617.927.6450**.

## SUPPORT OUR WORK

We are reimbursed for only 63% of what it actually costs to provide care to our patients. The ability to help anyone who walks through our doors, regardless of their ability to pay, has been of critical importance to us ever since we were founded. It is something we need to continue, and with your support, we can. To learn more, call 617.927.6350 or visit [fenwayhealth.org](http://fenwayhealth.org) and click on "GIVE."

**JOIN US ONLINE**

-  [fenwayhealth.org](http://fenwayhealth.org)
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