

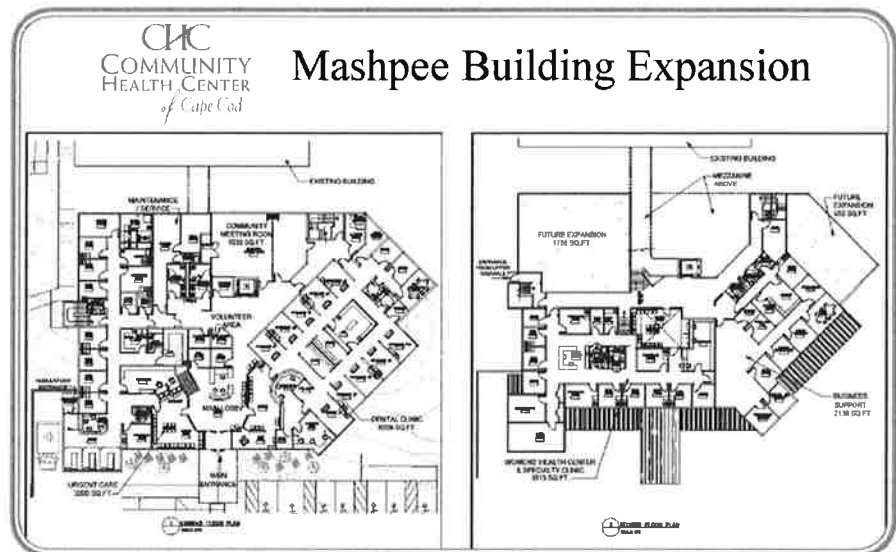
HEALTH CENTER AWARDED \$6 MILLION GRANT *Mashpee Site to Expand*

With the award of a \$6 million Facilities Improvement Grant from the federal government, plans are under way for a major expansion of the Mashpee location.

The expanded facility will offer additional primary care exam rooms, a new 10-chair dental suite, counseling and mental health rooms. There will also be additional space for women's health and cancer prevention services, as well as space for support and administrative services. New services will include a federally-subsidized pharmacy and a walk-in service.

The expanded facility will increase the Health Center's capacity from 11,000 patients to 18,000.

Chief Executive Officer Karen Gardner explains that preliminary plans are already in place for the 22,000 square-foot expansion and once the necessary approvals are secured, the project is ready to go. "We submitted our application more than a year ago, which required detailed design and construction plans. We'll review the plans to make sure they still ad-



dress our space and programmatic needs, obtain approvals, and hope to break ground in spring of 2011." Occupancy is expected in September 2012.

Approvals are required from the Town of Mashpee and the Cape Cod Commission.

The total cost of the project will be \$9 million, therefore the Health Center will need to raise \$3 million to complete the project. "We're confident that our generous community will respond enthusiastically to this public-private partnership," says Ms. Gardner.

The Health Center was one of only eight community health centers in Massachusetts to receive funding, which comes from the Patient Protection and Affordable Care Act.

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CHIEF EXECUTIVE OFFICER'S REPORT

Two thousand and ten was an amazing year for Community Health Center of Cape Cod! Taking a moment to reflect on the past 12 months, I am filled with an overwhelming sense of pride, gratitude and excitement!

With health reform and the strong reputation of our staff, we welcomed over 200 new patients every month in 2010. We proudly serve as the medical home for over 11,000 of the 85,000 individuals within our service area. Patients and their families are not only provided with excellent care, but access is expanded to dental and behavioral health care at a time when these services are being reduced in the community.

Following a year long strategic planning process, we emerged stronger than ever, with a firm plan for program expansion and investment in our infrastructure. Our dedicated staff and volunteers worked harder than ever to "close the gaps" and assist with connections to transportation, medication, health education, financial counseling, and many other programs to reduce barriers to health care. Through this period of high growth, a challenging economic environment and continual change, we came away as a stronger, more compassionate health center. In the words of a family member of one of our patients, "I knew when I walked in the front door that this was no or-

dinary doctor's office". In fact, our overall patient satisfaction ratings are well above 96%!

We look forward in 2011 to planning for the next phase of our growth, a 22,000 square foot addition to our Mashpee location. The federal government, through the Affordable Care Act, has recognized the significant role of community health centers in providing comprehensive, cost effective health care targeted to the needs of the community. I am honored by the investment that this legislation, our staff, volunteers and all of you have made in Community Health Center of Cape Cod! My best wishes for a happy, healthy holiday season and New Year!

Karen L. Gardner

BOARD CHANGES

As three valued members leave the Board of Directors, three new members are welcomed.

Directors who have stepped down include Patricia Harris, who has served since 2007; M. Judy Tarr, who joined the Board in 2005 and was active on the strategic planning and human resources committees; and Robert X. Chandler, who was on the Board since 2004. He served as Treasurer for four years and was active on the Development Committee.

Incoming directors include Patricia Avila, Falmouth; Gary Dellaposta, Mashpee; and Ellen Dent, Pocasset.

The Board has elected new officers: David Peterson, President; Rudolph Hunter, Vice President; Levi Adams, Treasurer; and Anthony Ross, Clerk. Former Board President Michael Bihari, MD will remain on the Board.

Mr. Peterson expressed thanks to Dr. Bihari for his leadership over the last six years. "We wouldn't be where we are today without the guidance and vision of Dr. Bihari. His unwavering commitment has helped us to make affordable health care a reality for many in our community. We look forward to his continued service on the Board as we enter this next exciting phase."

BOARD OF DIRECTORS

<i>President</i>	Patricia Avila
David V. Peterson, Jr.	Nancy Barnett, MD
<i>Vice President</i>	Michael Bihari, MD
Rudolph R. Hunter	Jill Collins
<i>Treasurer</i>	Gary M. Dellaposta
Levi C. Adams	Ellen Dent
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Anthony Ross	Anita M. Thacker

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William M. McDermott, MD

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David S. Tager, MD, Chief Medical Officer
Karen L. Bissonnette, CFRE, Chief Development Officer
Paul Chizek, Chief Financial Officer
Alice Cook, LICSW, Director of Behavioral Health
Melonie Kelly, RN, Director of Clinical Services
Megan Luizzi, Program Director, Women's Health
John Mancini, DDS, Director of Dental Services
Joanne Mazar, Director of Human Resources
Katy O'Connell, Chief Information Officer

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Mashpee, MA 02649 508 477-5990
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A DAY AT COMMUNITY HEALTH CENTER OF CAPE COD

As a “medical home”, staff and providers at Community Health Center of Cape Cod care for approximately 230 patients every day at their locations in Bourne, Barnstable High School, Falmouth and Mashpee. From an annual wellness check-up to a family counseling visit to an emergency tooth extraction to a diabetes support group, “we address all of our patients’ needs,” says Chief Executive Officer Karen Gardner.

CHC is one of 1,200 community health centers across the country and home to 11,000 patients. Community health center patients receive quality, affordable, primary and preventive care, as well as dental and mental health

care and supportive services such as case management, insurance enrollment assistance, interpreter and transportation services, and prescription assistance. Services are available to all, regardless of insurance status or ability to pay.

While community health centers serve all in need, the focus is on those in low income and underserved populations. For instance, at CHC, 60 percent of patients have income below the federal poverty level; almost 50 percent are covered by MassHealth or Commonwealth Care; 30 percent have Medicare; and 10 percent have no insurance at all. This last number is far lower than the rest of the nation because of the insurance reform measures that were

enacted in Massachusetts in 2004.

As health care reform takes hold in all states, it’s clear that community health centers will play a central role in the nation’s ability to successfully implement this initiative. It is expected that the number of people who receive care at community health centers will double from 20 million to 40 million across the country.

An emphasis on patient-centered care and improved health outcomes is sure to be in the forefront. With programs already in place and demonstrated success, Community Health Center of Cape Cod is ready to meet the challenges that lay ahead.

IMPROVED ACCESS



Registration Assistant Jesse White welcomes a new patient. Between 200 and 250 new patients are registered every month.



Hygienist Amanda Allen takes time to reassure a young patient.

Because so few private practitioners accept public insurances, CHC’s dental services are limited to children and those covered by Health Safety Net or have no insurance .

CHC’s dental clinic has been in high demand since it opened in August 2008. The Mashpee expansion will increase the number of chairs from three to 10.

Although Massachusetts insurance reform has provided nearly all Cape Codders with some form of health insurance, those who are covered by MassHealth, Commonwealth Care or Medicare still have difficulty finding a primary care provider.

Outreach/Enrollment Specialist Joan Dowd is a familiar face at community events. She provides insurance enrollment assistance and helps connect people with housing, employment and social resources.



QUALITY CARE



The Health Center's physicians are board certified in internal medicine, family practice, gastroenterology, pediatrics, gynecology, and psychiatry. The skilled and compassionate provider team also includes nurse practitioners, physician assistants, dentists, social workers, and counselors.

Anna Hallemeier, MD and Robert Cohen, MD care for children and adults in Mashpee.

The medical home model offers a continuum of services for patients. Primary care provider Lisa Taylor, MD and Psychiatrist Ken Terkelsen, MD consult frequently throughout the day.



Care is provided by teams of caregivers and staff. Each day starts with a team meeting. Nurse Maliqua Gomes and Medical Assistant Paul Burr review the patients they expect for the day.



Electronic medical records (EMR) enable caregivers to track important health indicators to monitor patients' health status. Technical Specialist Steve Leclair assists Nurse Kirsten McNamera with the EMR.

CHC works closely with Cape Cod Healthcare. The computer system interfaces with Falmouth and Cape Cod hospitals so that test results and other patient information can be readily accessed.



Counselor Heidi Wright, LMHC, sees a patient who is in for a visit with her primary care provider.



A patient navigator and case manager work one-on-one with patients who have chronic conditions like heart disease or diabetes. They ensure coordination between patients' CHC providers and specialists and help patients develop the skills to manage their disease.

Left, Patient Navigator Sandy Reichel, Community Health Worker Danielli Lemos and Nurse Case Manager Gail Dress at a conference on chronic disease management.

MANAGING CHRONIC DISEASE

REDUCING HEALTH DISPARITIES



ECONOMIC IMPACT



The Healthy Immigrant Families initiative uses cultural traditions to help families stay healthy. Project Director Lee Wotherspoon and Community Health Worker Danielli Lemos recently presented programs at local supermarkets to offer food shopping guidance.

CHC is a significant economic force in the region. With approximately 125 employees and a budget of \$8.2 million, payroll dollars and the purchase of goods and services help fuel the local economy.



CHC is committed to providing culturally appropriate care, in accordance with patients' language and cultural norms. Patient Registration Assistant and Interpreter Pedro Fortes assists a patient with his eye exam.

Some of the dental staff, left to right: Samanta Ribiero, Dental Receptionist; Dr. Michelle Arria, Dentist; Dr. John Graves, Dentist; Karla Bortz, Dental Assistant; Sherri Andrews, Dental Assistant; and Linnea Allen, Dental Hygienist.



Barnstable High School has a student population of 2,100, and a large concentration of Portuguese-speaking students. CHC's School Based Health Center has bi-lingual staff to assist them. Program Director Megan Luizzi and BHS Principal Patrick Clark prepare to greet parents at an Open House prior to the new school year.



CHC helps to keep the local workforce healthy, like this Casey Landscape employee who recently became a patient.

For patients without health insurance, sliding scale fees at CHC are based on their income.

CHIEF DEVELOPMENT OFFICER'S REPORT

Happy holidays from all of us at the Health Center!

I would like to extend my thanks to retiring Board Treasurer, Bob Chandler, who has been an invaluable asset to us, especially to our fundraising efforts. Serving on our Development Committee, he shared his experience, personal connections and innovative strategies. Bob's efforts led to multiple major donations, particularly for our 2006 building campaign. We are so grateful to have an advocate, mentor, volunteer, and, most of all, a friend like Bob working so hard for the Health Center.

Our Holiday Appeal should have arrived at your home around Thanksgiving and now we give

thanks for your support. Your donations to our Annual Fund provide access to services for vulnerable members of our community. For many, this will be the most wonderful gift this holiday season! If you haven't had a chance to mail in your Annual Fund gift, you can make a gift anytime on our safe, secure website at www.chcofcapecod.org.

In conjunction with our upcoming Mashpee Expansion Project, we have launched a \$9 million capital campaign. As you have read in this newsletter, we were awarded \$6 million towards this project. We need to raise an additional \$3 million to complete it.

If you would like to support this effort or have questions or com-



Bob and MK Chandler at the 2010 Summer by the Sea party.

ments, please feel free to call me at 508-477-5990. We have a number of naming and special recognition opportunities available.

Thank you again to all of our wonderful supporters! We are so fortunate to have such a kind and generous community. Best wishes for a happy, healthy, and peaceful holiday season!

Karen L. Bissonette, CFRE

SUMMER BY THE SEA JUNE 12, 2010



Kim & Chris LeBoeuf, of Falmouth, enjoy the party.

Soggy weather prevailed at both events, but failed to dampen the spirits of more than 130 people who attended the Summer by the Sea party at MacDougalls' Cape Cod Marine Service on Falmouth Harbor.

A field of 104 golfers enjoyed the Pocasset Golf Club's outstanding course.

These events raised nearly \$120,000 to support the daily operations of the Health Center.

Some of the Committee, from left, Jim Franklin, Connie Wilsterman, Miriam Nelson, Chair Jean Stewart, Jan Ferraro, & Tracey Wrede.



GOLF TOURNAMENT OCTOBER 4, 2010



Dr. Bernard and Ruth Maney and daughter Marion. Ruth Maney runs the putting contest every year.

BE A FAN OR SEND A TWEET -

As directed in the recently completed strategic plan, the Health Center has launched social media as an education and ongoing communication tool for patients, supporters, and the community at large.

The new Facebook and Twitter pages are updated at least twice a week with relevant news, links, events, and information. According to Chief Development Officer Karen Bissonnette, "We think this will be an effective way to improve communication and awareness of our services and programs within our community, especially among our more tech-savvy and adolescent patients".



Information is posted about current services such as flu and other specialty clinics at the Health Center, healthcare news, stories and local articles of interest, latest accomplishments, and links to relevant websites. "Fans" will also find photos from and information about special education events,

such as the recent Women's Wellness Evening, as well as fund-raisers such as the Annual Golf Tournament.

The Health Center welcomes insight and feedback from the community and urges patients and donors to stay engaged with us via Facebook and Twitter. The success of social media is tracked by looking at the day-to-day trends in the pages' growth and new "fans" and "followers."

Ms. Bissonnette explains, "You can find us on Facebook at Community Health Center of Cape Cod and on Twitter at CHCofCapeCod, and tell your friends to join the conversation too!"

ART SHOW WITH SOUTH CAPE ARTISTS JULY 22, 2010



The South Cape Artists from left, Sandy O'Connor, Roseanne Williams, Fred Luconi, Linda Young, Mary Jane Conary, Eleanor Appleyard, Rebecca O'Donnell, Candice Ronesi, Bill Noble, and Joan Ledwith.

A reception and art exhibition were held to acquaint the Mashpee community with the work of both the Health Center and the South Cape Artists.

The South Cape Artists are a group of professional artists from the greater South Cape area in Mashpee.

The artists donated a portion of the proceeds of the evening to the Health Center.



From left, Health Center CEO Karen Gardner, organizers Christina and Joel Wilder, and Chief Development Officer Karen Bissonnette.



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If you prefer to receive your newsletter electronically and would like to receive periodic updates from the Health Center, please provide us with your e-mail address at spearsall@chcofcapecod.org.

ANNUAL MEETING NOVEMBER 17, 2010

In addition to hearing operational and financial reports, learning more about the major facility expansion to take place at the Mashpee location, and staff service awards, the Founders' Awards and the President's Award were presented at the 2010 Annual Meeting.

Seventeen staff members were recognized for three and five years of service.

The Founders' Award recognized the Massachusetts Medical Society and Alliance Charitable Foundation for its philanthropic support of the Health Center and

for its membership's participation in the Specialty Network for the Uninsured (SNU). The SNU is a group of physicians and surgeons who provide services to uninsured or underinsured patients of the Cape's community health centers at low or no cost. Garry Brake, MD, and Douglas Mann, MD, both of Falmouth, were specifically recognized for their participation in the SNU. Together they have cared for more than 600 patients since 2005.

The President's Award was presented to the Health Center's outgoing treasurer Robert X. Chandler for his crucial financial and development leadership through the Health Center's significant growth during uncertain economic times.



Left, William McDermott, MD; Sheila Kozlowski; Milene Chioatto; Karen Gardner; & James Cavanaugh, MD.



Karen Gardner presents Dr. Brake with the Founder's Award.