January 2012
South End Community Health Center

The past year was filled with many major initiatives at the South End Community Health Center which resulted in significant growth that continues to make our health care provider more accessible to everyone. Among the more than 42 sites in the United States of Massachusetts, we are designated as part of the national Patient Centered Medical Home Initiative (PCMH), which Dan Simon recently reported in March.

We received over $408,100 in federal funding to begin construction on the Dr. Gerald Hass Center at the Blackstone School, which will include a school-based health center, medical and dental services, and expanded capacity for specialized health care services.

The opening and dedication of this new site is in honor of Dr. Gerald Hass, a past board member and leader in the health care industry for decades.

With funding from the Boston Medical Center, we completed installation of a state-of-the-art electronic medical records system (EMR) partnered with Partners HealthCare in addition to our OB/GYN partnership with Brigham and Women’s Hospital.

We implemented a 340 B Federal Pharmacy Program, partnering with Walgreens to give patients easy access to affordable medications.

We were one of 42 sites in the Commonwealth of Massachusetts to be designated part of the national Patient Centered Medical Home Initiative (PCMHI), which Dr. Dan Simpson explains in detail.

Despite ongoing financial challenges, we finished the year with a small net income. The coming year promises to be one of continued opportunity as we expect to see significant growth in annual visits.

We regret any errors of omission and are grateful for every dollar contributed to SECHC.

Statement of Financials

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Funding Sources

- Public Grants and Contracts 3%
- Private Grants and Contracts 4%
- Individual Giving 22%
- Individual Giving 16%
- Corporate Giving 10%
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January 2012
Dear Friends and Neighbors:

The past year was filled with many major initiatives at the South End Community Health Center which resulted in significant growth and will continue to make your health our priority.

We are one of 42 sites in the State of Massachusetts to be designated part of the national Patient-Centered Medical Home Initiative (PCMH), which Dr. Dan Simpson explains in detail.

We were one of 42 sites in the Commonwealth of Massachusetts to be designated part of the national Patient-Centered Medical Home Initiative (PCMH), which Dr. Dan Simpson explains in detail.

We received over $482,000 in federal funding to begin construction on the Dr. Gerald Hass Center at the Blackstone School, which will include a school-based health center, medical and dental services and expanded capacity for children’s health.

The opening and dedication of this new site in honor of Dr. Gerald Hass at the old school center will take place in April.

With funding from the Boston Medical Center, we completed installation of a state-of-the-art electronic medical records system (EMR) partnered with their own EMR/IT partnership in addition to our QI/QR partnerships with Brigham and Women’s Hospital and Partners in Care as we continue to move into the future, partnering with Imagine to bring our patients easier access to affordable medications.

Our annual Health Care News event gave us the opportunity to integrate one of SECHC’s most valued supporters—one of the Bank of America’s—and we had many successes thanks to event co-chairs Hill Holliday CEO Karen Kaplan and our own Dr. David Urion who was also in attendance along with our President & CEO, Karen Mullin.

But as the nonprofit and community health centers, we also experienced some disappointments and setbacks financially. We were hopeful we would receive Federally Qualified Health Center grant status and funding but learned that the new access initiative would not be funded by the federal government due to the budget impasse in Congress.

Despite ongoing financial challenges, we finished the year with a small net income. The coming year promises to be one of continued opportunity as we expect to see significant growth in our mental health care effort and, if the federal government does fund the new access initiative, the new resources would not be funded by the federal government due to the budget impasse in Congress.

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We regret any errors of omission and are grateful for every dollar contributed to SECHC.

Sincerely,

Kevin Lee Hepner
President & CEO

Gove Rnin G Boa Rd

“Dr. Gerald Hass Center at the Blackstone School, which will include a school-based health center, medical and dental services and expanded capacity for children’s health.”

“I would like to thank all of our most loyal supporters—Anne Finucane of Bank of America—and was a fundraising success thanks to event co-chairs Hill Holliday CEO Karen Kaplan and our own Dr. David Urion who was also in attendance along with our President & CEO, Karen Mullin.”

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The Boston Globe
**QUALITY**

Drives expert care, services and prevention

We not only respond to the health needs of the community, but do our best to be on the leading edge of emerging issues, anticipating what our patients need to prevent illness, improve the quality of their lives and remain healthy.

**HOMELAND SERVICES**

For over 21 years, Ann Herrenko has worked as outreach and care coordinator for SECHC, overseeing the care of more than 100 medically underserved patients to the needs of homeless women, pregnant and new born patients inclusive every year to 2011, by coordinating Pennsylvania and Maryland programs, Dr. Okpokwasili-Johnson joined our team as Director of the Homeless Services Program at SECHC.

Dr. Okpokwasili-Johnson, who trained locally at the Massachusetts General Hospital and at the Psychiatric Residency Program. She brings a strong interest and commitment to child mental health services for children and youth at our health center site and at the Blackstone School. The Hass Center received a $488,500 grant from the federal government to make capital improvements to this space.

**OUR PEOPLE**

No conversation about SECHC is complete without applauding our staff. Each day, the 400 individual SECHC staff bring their passion, skills and commitment to our patients. They are the driving force behind everything that is excellent, compassionate and insightful at our health center. We are extremely fortunate to employ a group of people who work together admirably each day to call them "colleague".

**PANEL CENTERED MEDICAL HOME COMES TO SECHC**

Patient Centered Medical Home is the next generation of health care that encourages residents to we provide and measure outcomes by tracking and targeted services in response to our ever-growing need. In 2011, we added a Walk- In Clinic in order to respond to the needs of patients and the community for easier access for same day visits. We also initiated this program in response to the Department of Neighborhood Development and the Hass Center to open a space for our homeless residents. This 60-bed residence will serve youth to support programs and initiatives that are excellent, compassionate and insightful at our health center.

**MURAL KICK-OFF**

Mayor Thomas M. Menino helped us to open this space April 2012.

**REMEMBERING HARRIET**

An anchor institution in the South End.

We at the heart of the community’s bustling energy and proud to be a cross roads for many important initiatives and activities.

**CHILD MENTAL HEALTH**

In 2011 under the direction of Roy Welden VP for Behavioral Health, SECHC launched a pilot program to provide mental health services to children. The program is focused on supporting children, youth and families to improve in patient care. Referrals for home based therapy come to the clinic. The program is focused on supporting children, youth and families to improve inpatient care. Referrals for home based therapy come to the clinic.

**DEPARTMENT OF HOMELESS SERVICES**

In 2011 our Dental program added over 1,200 new patients and increased inpatient care. Due to the State requirement that limits Mass Health dental care to community health centers for the neighborhood. In those years we experienced major expansion and outreach programs with many community organizations and public health entities, who otherwise would not have access to quality care. Through our collaborative financial support when we have most need.

**AN ANNUAL EVENT**

In 2011 under the direction of Roy Welden VP for Behavioral Health.

**DENTAL SERVICES**

Due to the State requirement that limits Mass Health dental care to community health centers for the neighborhood. In those years we experienced major expansion and outreach programs with many community organizations and public health entities, who otherwise would not have access to quality care. Through our collaborative outreach programs with many community organizations and public health entities, we continue to expand SECHC patients in need of dental care. In addition to our partnership with Boston University School of Dentistry in student and a professor from the Massachusetts for 10 years we expect to treat 500 homeless patients.

**AN ANNUAL EVENT**

In 2011 under the direction of Roy Welden VP for Behavioral Health.

**GREAT PERSPECTIVES**

In 2011 under the direction of Roy Welden VP for Behavioral Health.

**WE AND LANNIE**

We are pleased to welcome new dentalists to the team—Katie-Rose Wagner, DDS and Victoria Kaplan, DMD.

**THE ABSOLUTELY Installed**

Pictured from left to right: Angela Caggianelli, Pablo Hernandez, MD, Kate Sinis, MF, Deborah Beaufort, Center FYger, MPH, Cynthia Allen.

**HOMELAND SERVICES**

For over 21 years, Ann Herrenko has worked as outreach and care coordinator for SECHC, overseeing the care of more than 100 medically underserved patients to the needs of homeless women, pregnant and new born patients inclusive every year to 2011, by coordinating Pennsylvania and Maryland programs, Dr. Okpokwasili-Johnson joined our team as Director of the Homeless Services Program at SECHC.

Dr. Okpokwasili-Johnson, who trained locally at the Massachusetts General Hospital and at the Psychiatric Residency Program. She brings a strong interest and commitment to child mental health services for children and youth at our health center site and at the Blackstone School.

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SECHC is a major source of comprehensive health care services for Boston’s homeless and mentally ill and has the greatest number of enrolled Latinos of all of Boston’s community health centers. Nearly all of our patients face significant barriers with limited access to affordable, quality services to address their complex health needs. In 2011, over 15,000 registered patients accounted for 77,313 visits.

KIDS HEALTH WITH DR. JACK
Each month our own Dr. Jack Maypole takes time to dig deep and help our patients better understand what affects them in healthy and unhealthy ways. Dr. Maypole provides the community with current health news and information. As Director of Pediatrics at SECHC, Dr. Maypole has been the go-to guy for over 30 years for homeless families. In Dr. Maypole’s own words he is able to make his expertise available to a broader audience. This month’s health issue touched on “medical myths” we all hang on to, baby’s belly button binding, food allergies, teething pain. Dr. Maypole makes it possible to reach a bigger audience addressing issues such as children’s health, breast feeding or should we believe in horse milk? Our patients can now call them “Dr. Jack” direct to call them “Dr. Jack”.

DENTAL SERVICES
Due to the State requirement that limits Mass Health dental care to community health center programs. SECHC continues to be one of the few providers of dental services to adults in the South End and surrounding area. As a result of our dental program which went from 979 visits in 2010 to 2,123 visits in 2011. Our pediatric dental practice is the clinic and on-site dental services at the Blackstone School reach hundreds of children who otherwise would have no access to dental care. These clinic-based outreach programs with many community organizations and public health entities, we continue to stand as SECHC patients in need of dental care. In addition to our partnership with Boston University School of Dental Medicine, we will work closely to develop an oral health program to treat adult patients. We are pleased to welcome our newest dentists, to the team— Dr. Gerald Hass Center at the Blackstone School.

An anchor institution in our COMMUNITY
We greatly value our historic and esteemed place in the South End. We are at the heart of the community’s bustling energy and proud to be a cross roads for many important initiatives and activities.

PATIENT CENTERED MEDICAL HOME COMES TO SECHC
Patient Centered Medical Home is the next generation of health care that ensures that we provide and measure outcomes by tracking and improving the health of groups of patients. This complex health care system in which we operate, South End has sought to provide a new level of care, with a medical home which allows us to partner with patients to coordinate and manage their care. All of SECHC’s medical staff and nurses have become more involved with daily patient care, reaching out to patients who have taken out of care and emerging visits with a nurse to monitor patients. In the initial phase, under the leadership of Dr. Dan Simpson, we have begun to provide care in the coming months we are expanding the program to include other health conditions.

HOMELESS SERVICES
For over 30 years, Ann Hemenway has worked as outreach and care coordinator for SECHC’s homeless services program. Ann’s focus is on the needs of homeless patients in the South End. Ann’s work has included early diagnosis and treatment of breast cancer, providing skillful nursing care to recipients with complex needs and physical challenges.

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OUR PEOPLE
No conversation about SECHC is complete without applauding our staff. Each day, the 300 individual SECHC staff bring their passion, skills and commitment to our patients. They are the driving force behind everything that is excellent, compassionate and insightful of our health center. We are extremely fortunate to employ a group of people who work together as a family and are proud of them. Our team is proud of the shared mission we have in providing top quality care to our patients and families. We are management, proud every day to call them “colleagues”.
of our patients face significant barriers with limited access to affordable, quality services to address their health needs. In 2011, over 15,000 registered patients accessed for 77,115 visits.

WALK-IN CENTER
For our 40 years, SECHC has been a major source of community-based health care for the neighborhoods we serve. We measure success by outcomes and targeted services in response to ever-growing need. In 2011, we added a Walk-in Center in order to respond to the needs of patients and the community for easier access for same day services. We also instituted this program in response to the Department of Neighborhood Health Care program which recognizes the direct access value of community health centers to the community and will divert people from unnecessary and costly emergency visits. Picture from left to right: Angelica Coppoelli, Pablo Hernandez, MD, Katina Suit, MD, Deborah Beleau, Center Director, MPH, Odella Africa

DENTAL SERVICES
Due to the state requirement that limits Mass Health dental care to community health center sites, SECHC becomes one of the few sites of dental services to adult in the South End and surrounding area. As a result of our dental program, we have over 20,000 patient visits per year with over 11,000 new patients, with over 5000 patient visits by 71% from 923-8122. Our pediatric dental practice in the clinic and in the dental services at the Blackstone School reach hundreds of children who otherwise would have no access to care. Through our community dental outreach programs with many community organizations and public health entities, we continue to stand as SECHC patients in need of dental care. In addition, our partnership with Boston University School of Dentistry brings in students and a professor from the School of Dental Medicine to work with our pediatric patients. We are pleased to welcome as new dentists, to the team—Kathleen P. Costello (DMD) and Brian W. Wilson, DDS.

An anchor institution in our COMMUNITY

We greatly value our historic and external partnerships in the South End. We are at the heart of the community’s bustling energy and proud to be a cross roads for many important initiatives and activities.

KIDS HEALTH WITH DR. JACK
Each month, our Dr. Jack Maypole takes his stethoscope to the South End and visits with this community’s children. Dr. Jack August 2011 in his first few visits to SECHC asking the patients what they need. “Why do you have a headache? Do you feel like your teeth hurt? Do you feel pain in your stomach?” The patients’ answers are truthful

Health Care Home Program in the South End at the Blackstone School.

Child Mental Health
In 2011 under the direction of Roy Walden VP for Behavioral Health, SECHC launched an intensive home based therapy program which expanded services to pediatric patients. We are pleased to welcome two new dentists, to the team—Kathleen P. Costello (DMD) and Brian W. Wilson, DDS.

First Lady of Pediatrics at SECHC, Dr. Maypole has become the go-to guy for young children. Each month our own Dr. Jack Maypole hangs his shingle in the

World-renowned designer Betsey Johnson brought her clothing line of fabulous, effervescent personality to Boston on October 11 for the Blackstone School Fall Fashion Show to raise awareness and funds to support SECHC breast cancer and outreach and education efforts. Betsey is a self-proclaimed breast cancer warrior who participated in a weekend of events to support SECHC in her work. Thanks to over 500 attendees and Boston Blackstone School Students, SECHC raised $9,600 to support SECHC outreach and education efforts. Dr. Jennifer Lo uses the BHCHP model to treat patients wherever it is convenient for them. Patients are seen in the clinic, at home, in shelters or at community centers. Each month we are expanding the program to include other health conditions.

In 2011, the stage was set for the unprecedented transformation of this once underutilized and abandoned space into a vibrant community center. The South End has emphasized monitoring the care we provide and measuring outcomes by tracking results. In the complex health care system in which we operate, South End has become a center for a comprehensive approach to the health needs of our patients and families.

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Yearly highlights:

The past year was filled with many major initiatives at the South End Community Health Center which resulted in significant steps forward that continue to make our patients easy access to affordable medications.

We implemented a 340 B Federal Pharmacy Program, partnering with Walgreens to give our patients easy access to affordable medications.

We received over $488,500 in federal funding to begin construction on the Dr. Gerald Hass Center at the Blackstone School, which will include a school-based health center, medical and dental services, and expanded capacity for childhood mental health services.

With funding from the Boston Medical Center, we completed installation of a state-of-the-art electronic medical records system (EMR) and launched with them a new OB/GYN program, partnering with Internists to give our patients easy access to affordable medications.

Despite ongoing financial challenges, we finished the year with a small net income. The coming year promises to be one of continued opportunity as we expect to see significant growth in funding uses.

The opening and dedication of this new site in honor of Dr. Gerald Hass at the old health center will be April 2012.

We regret any errors of omission and are grateful for every dollar contributed to SECHC.

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