

Codman Square Health Center Connection Fall 2011

Expansion Has Begun



Pictured above from left to right: HHS Secretary JudyAnn Bigby, Codman Square Health Center CEO Sandra Cotterell, Codman Academy Foundation Chair Mary Weber, BMC President & CEO Kate Walsh, Senator Jack Hart, City Councilor Charles Yancey, MHC President Joe Flatley, City Councilor Tito Jackson, CSHC Board President Stephen Weymouth, Mayor Thomas Menino, Governor Deval Patrick, Codman Academy Executive Director and Co-Founder Meg Campbell, and CSHC Co-Founder and Codman Academy Co-Founder Bill Walczak. Sheriff Andrea Cabral, Emcee, pictured in back.

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Groundbreaking Ceremony

The Codman Square Health and Education Center expansion is on its way! With support from Governor Deval Patrick, Mayor Tom Menino and a number of other elected officials, we broke ground on our \$18 million dollar expansion project on Wednesday, October 26th. In partnership with Codman Academy Foundation, we will expand our capacity to provide healthcare, social services, the arts, and education to the Dorchester community through our new four-story wing. This building will symbolize the innovative vision of bringing healthcare and education together (recognized by Boston through its first Mayoral Prize for Innovation in Primary Care last year) and will serve as a marker for a new phase for Codman Square, as the culture of health and wellness is continued to be fostered in the ever vibrant and diverse Dorchester community. Construction of the expansion is set to finish next fall.

Men of Boston 2011

Thank you to all who helped make this year's Men of Boston Cook for Women's Health event a great success. Celebrities and politicians rubbed elbows with close to 1,000 attendees while enjoying sumptuous servings from 30 restaurants.

We want to recognize Carney Hospital, Partners HealthCare and Shawmut Design and Construction for signing on as our Executive Chef sponsors. We extend our thanks to all of our corporate sponsors, celebrity chefs, magnificent restaurants, host committee, Board, and our guests. The proceeds from our annual event will be used toward our women's health initiatives and improving women's healthcare.

Plans are already underway for next year's Men of Boston event which is scheduled for Thursday, September 27, 2012. We look forward to your continued support of the Health Center's women's health initiatives.

Visit www.menofboston.com for a full gallery of photos from this year's event.



Improving the Patient Experience

There have been a lot of initiatives started recently to improve our patient experience at the Health Center. One of those changes is our effort to improve our current registration process.

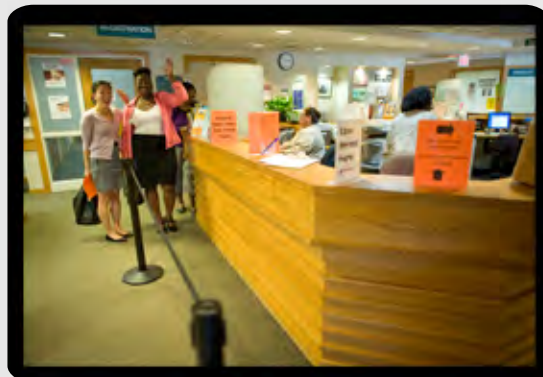
Changes in registration that have already been put in place:

- Urgent Care now has its own registration. All patients who present for Urgent Care can now be registered in Urgent Care, creating a more pleasant and streamlined experience.
- The front lobby's intake area has undergone physical modifications to allow for better patient flow and privacy.

Upcoming changes in registration:

- Registration will be conducted over the phone prior to patients' appointments.
- An express lane will be available for all eligible patients who registered over the phone.
- Patients will now be required to validate insurance and registration before booking an appointment.

Additionally, on August 31st we launched a new software system known as CPS that improves overall performance, reporting, and the registration process.



Enhancing Health Care in Our Schools

This summer the U.S. Department of Health and Human Services awarded a \$147K grant to support our school-based health center at TechBoston Academy (formerly Dorchester High School and Dorchester Education Complex). Now in our 16th year, we operate a school-based health center onsite at TechBoston, providing services 5 days a week during the school year. This satellite clinic provides comprehensive primary healthcare, including full dental services, as well as special programs such as, Baby Think It Over (pregnancy prevention), Prom Boot Camp (weight loss), an annual health fair, flu clinics, a peer health leadership group for students, and STI/HIV awareness days. Dr. Ricardo Guevara, dentist at the Clinic notes that "my favorite part of our School-Based Health Center is knowing I can provide dental services for the students that they have not previously received, and with the help of this grant I have been able to expand and increase my services to students who need dental work." Funds were supplied by the Affordable Care Act and are being applied to updating outdated equipment and to improving capacity and efficiency of medical services at the school.

"I love working with the students here at TechBoston and know we make a huge difference in their health being so close to where they are everyday. The grant we received this summer is helping provide a lot of necessary improvements to our facilities so we can continue the work we do here for the students."

- Jane Tuitt, RNC

Ambassadors

DotWell's successful Skills for Life Program provides youth with the opportunity to learn lifelong financial skills, to progress through leadership training and mentoring programs, and to gain solid career skills in tax preparation.

This year the Program was expanded by creating a cadre of Skills for Life "Ambassadors," a smaller cohort of high school students who have successfully completed the first year's Skills for Life program. These high performing students are trained as Ambassadors in their senior year to go into schools and their communities to teach fiscal education strategies to their peers and serve as peer leaders and educators promoting financial literacy. Bianca Hilaire, one of this year's three Ambassadors, said "I gained an understanding of taxes and money management, subjects that most view as puzzling and difficult. In learning these things, I was also given the tools to spread financial education to my community and to help low-income families do their taxes for free." DotWell continues its work in empowering and educating the youth and in turn the community in Dorchester.

Lean Team

Codman Square Health Center has joined with many other successful organizations in adopting the "Lean" concept: a method of improving the efficiency of organizational processes.

Introducing our Lean Team: Maria Charlesman (Unit Coordinator), Gail Ruan-Ells (RN Internal Medicine/Pediatrics), Jo-Ann Winbush (Director of Operation), Carmen Vazquez (Technical Support), Martina Tam (AmeriCorps member), and our site sponsor and champions Gabriel Vonleh (COO) and Ethan Brackett (MD, family medicine).

Over the next few months, the Lean Team will be attending "Lean" trainings at the MassLeague on how to involve the entire staff in identifying and eliminating inefficiencies in processes. During this time, the team will focus on the implementation of our new phone system and improving the process of prescription refills over the phone. As part of the Lean process, the Team will have a bulletin board across from the Pharmacy where we encourage you to write your ideas, feedback and observations on how to make further improvements!

Message from CEO Sandra Cotterell

Dear Friends,

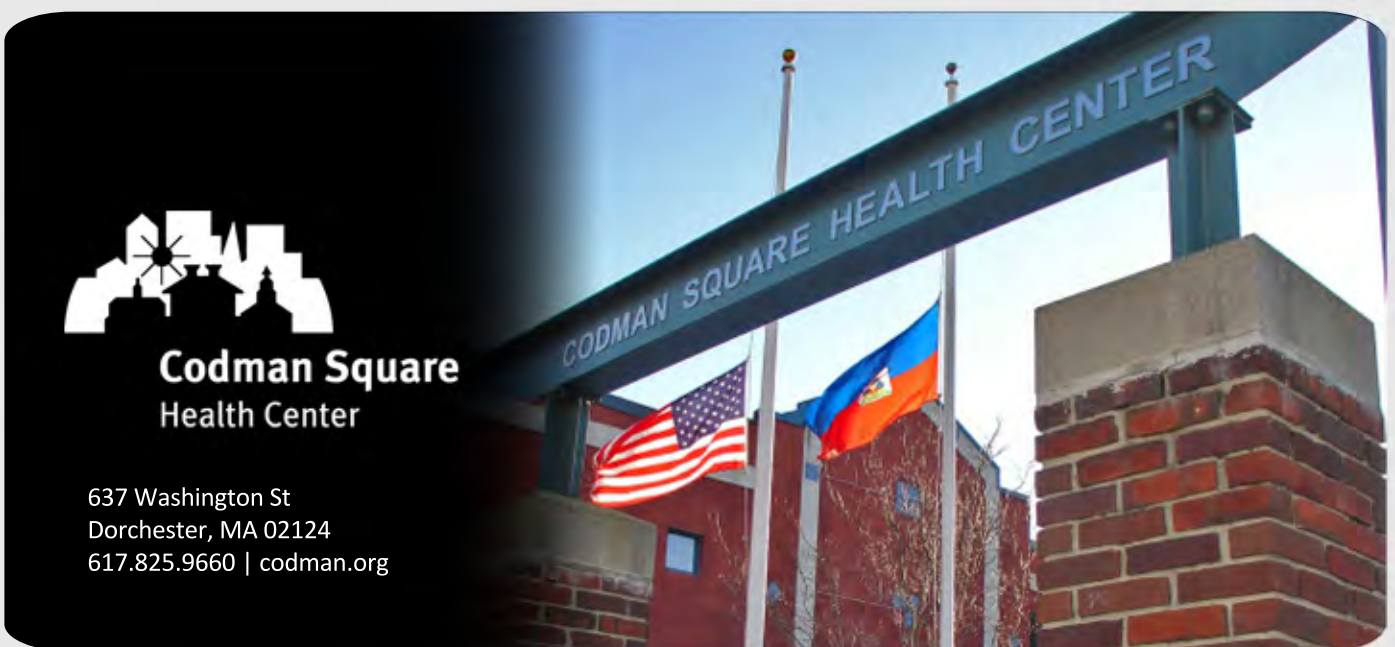
This summer and fall have flown by, and we have been busy here at the Health Center with a number of great events and big milestones. I have enjoyed settling in to my role as CEO and having the opportunity to work even more closely alongside our wonderful Board members, all of whom have been so supportive throughout this challenging economic season. With their support, along with numerous community partners, Governor Patrick, Mayor Menino, and most importantly a committed staff, we were recently able to break ground on our new expansion, the Codman Square Health and Education Center. The expansion will be finished in just a year's time and will be a symbol of the vision that was humbly cast when Codman Square Health Center was founded 32 years ago in the basement of the Great Hall. This new facility, in partnership with Codman Academy, will allow us to expand our reach and provide enhanced healthcare and education to our community.



In addition to all of our work, and in anticipation of preparing for our expansion, I was excited to take part in this year's Men of Boston Cook for Women's Health event in September. It is always a wonderful evening to enjoy some of the best food Boston has to offer and this year we were especially excited to welcome our great lineup of celebrity chefs. Our sponsors were exceptional this year and helped to make it our most successful event to date.

The New Year is already quickly approaching and I am excited to see what 2012 will bring to our community here in Codman Square. Our revived motto for this year is "Codman Can" and we know that no matter what challenges we face, we will be able to overcome and continue to improve upon the great care that we offer to our ever-growing vibrant community.

Sandra Cotterell, CEO



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