Codman Square Health Center Connection

Winter 2014

Increasing patients' use of the affordable, convenient Codman Square Pharmacy, run in partnership with Eaton Apothecary, is just one of ten different organizational goals for 2014.

GOALS FOR 2014

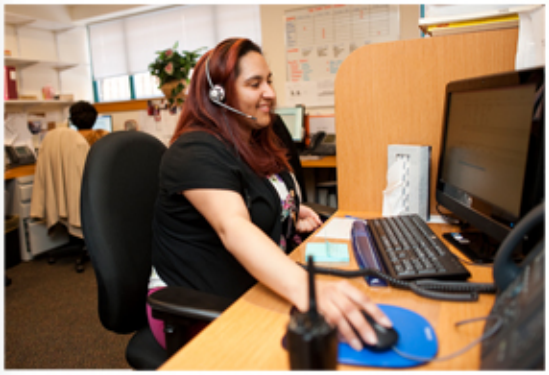
Website Redesigned
page 2

Dorchester Winter Farmers' Market
page 2

Sweet Intimacies as a Family Doctor
page 3

Codman Discovered in a Surprising Place
page 4

Valentina Award Recipients
page 4



One of Codman's friendly call center staffers takes a patient call. Continuing to improve our patient access is one of our ten goals in 2014.

Codman Square Health Center is off to a running start in 2014 in large part to implementation of our annual goals. Every year our management team meets to determine a set of goals to achieve in the upcoming year. Coming off the recent completion of our Community Health Needs Assessment and the commencement of our five year Strategic Plan, we have developed ten specific goals this year in the following categories: Patient experience; Business practice; Staff experience; and Financial. Each and every department and staff member is a part of this effort and we are working together to continue the high standards we hold ourselves to on behalf of our patients and clients.

Having recently received our Level III (the highest) Patient-Centered Medical Home accreditation, we are working to:

- Enhance our patient experience through such efforts as an upgraded phone system and providing a written medical plan after visits;
- Continue to advance our stellar customer service, through additional customer service and leadership development trainings for staff; and
- Improve access to insurance choices, prescriptions at our internal pharmacy, as well as patients' personal medical teams.

WWW.CODMAN.ORG GETS A REDESIGN

On the heels of a brand new expansion and Codman's recognition as a Level 3 Patient Centered Medical Home, Codman Square Health Center has now launched a new, more patient-centered website. Over the course of 2013, in partnership with Dorchester House Multi-Service Center, Codman developed enhanced features and new goals for the website in order to offer patients and other stakeholders more value from visiting.

New features include:

- A simplified mobile version of the website
- Easier navigation to patient programs and services
- Integration of our Provider Directory into department pages
- Improved web security

These and many other changes have helped to create a more user friendly website for the community to access information on our services. Additionally, the new website was built with a lot of flexibility so that additional features could be added down the road with ease.

WINTER FARMERS' MARKET RETURNS FOR 3RD YEAR

As a co-sponsor of the Dorchester Winter Farmers' Market, Codman Square Health Center, represented by CEO Sandra Cotterell, was able to welcome the Market to our community for the 3rd consecutive year. Boston's first winter farmers' market, the Dorchester Winter Farmers' Market, continues to improve upon its offerings. Live music, food trucks, and art activities for kids are just a few examples of how the Market, run by the Dorchester Community Food Coop, takes advantage of all the space it has in The Great Hall. Each week it offers something unique to draw in new customers, beginning with the famous Mei Mei Food Truck and a live brass band at its season opening to local singer/songwriter Bethel Steele providing songs at their second market. The wide range of local vendors this year allows shoppers many different options: there are multiple places to purchase produce, returning merchants for meat, cheese, fish, and bread, and this year brings new vendors in Mi Padre Pedro for guacamole and salsa, Union Square Donuts, Lala's Harvest local jams, and Baking with Joy for sweet breads.

One program the Farmers' Market once again offers its customers is the Boston Bounty Bucks program. Bounty Bucks allows SNAP customers to receive up to $10.00 of free food when they use their SNAP card at the Dorchester Winter Farmers' Market. The hope is that with this program the Market can continue to reach an increasingly diverse group of shoppers from the neigbhorhood.

"We have a mix of shoppers at the market--representing the racial and ethnic groups that make Dorchester such a rich community," states Jenny Silverman, Project Manager at Dorchester Community Food Coop. "We are concentrating on groups that make Dorchester such a rich community," states Jenny Silverman, Project Manager at Dorchester Community Food Coop. "We are concentrating our outreach on the neighborhoods surrounding Codman Square to ensure that everyone knows about the market and the value opportunity through SNAP." Jenny, alongside Dorchester natives Joy and Shaquille, sees the Farmers Market as an opportunity to ultimately benefit the health of individual shoppers and the community. Their longterm goal is to establish a permanent Food Co-op in Dorchester that will provide good jobs for community residents and will focus on affordable pricing for natural foods that meet the needs of our community. Currently they still face the perception that the food is too expensive, but with the benefits of the Bounty Bucks program, weekly specials, and the benefits of organic foods--more nutrients and fewer pesticides and chemicals, contributing to the local economy and sustainable agriculture--the hope is to transform the way our community looks at food and goes about shopping for food.

Be sure to visit the market on Sunday afternoons from 12noon to 4pm in the Great Hall until March 30th.

SWEET INTIMACIES AS A FAMILY DOCTOR

By Pamela Adelstein, MD

My last patient scheduled during my evening session is a man whose wife I also see. They like the latest appointment of my day. I finish later those nights, because we spend a fair amount of time together, talking about the interface of their health with the daily details of their life and marriage, in ways so compassionate and loving. I have the privilege of being a guest.

He has well-controlled hypertension and insomnia. He doesn't understand why he needs medication to control his blood pressure when his habits are so good. He eats well, exercises, but has a strong family history of high blood pressure.

She is 6 months pregnant, after a long time of infertility. Pregnant after seeing my ob-gyn colleague; she made an appointment a few months ago just to surprise me with their happy news. Tonight she is radiant.

He holds onto everything and mulls everything over.
She lets it go.

He is a political junkie, watching all the political shows and channels.
She pays just enough attention to be informed.

He worries about how he will raise his son even while he is still in utero.
She will take it one step at a time.

He gets worked up about his beliefs and passions.
She knows what she believes in, and is calmly secure in this.

He likes to relax in the living room - saving the bedroom for the proverbial sleep and sex.
She likes to relax in the bedroom.

They like to read the Bible before bed together.
The are proud of how they communicate with each other.

Together, they lovingly talk about each other, gaze at one another with a soft look in their eyes, smile and laugh easily as we share a moment together, being present.

HOLIDAY MEALS FOR PATIENTS

Thanks to the generosity of Partners HealthCare this winter season Codman was able to provide a number of families with a holiday meal this season. Codman received a $500 hunger assistance mini grant from Partners HealthCare, which enabled the distribution of $25 gift cards for area supermarkets to twenty of the neediest families in time for the holidays.

Pictured (left to right): Molly Mariano, Codman Square Health Center; Jacqueline Rue, Codman Square Health Center; Rejean Aymer; and Kingsley Okoye.

WAITING ROOM KITS FOR CHILDREN

In November City Year Boston provided Codman Square Health Center's Pediatric Department with 300 waiting room kits to be distributed to children waiting to see their doctor. The small kits included simple games and crafts including crayons, notebooks, a puzzle and matching game. The kits were a welcome gift to present patients to help make their time at Codman a little easier and more enjoyable during the holiday season.

Pictured (left to right): Yahaira Infante, MA at CSHC; Angel Carrasquillo; and Alex Quintela, City Year Boston.

CODMAN IS DISCOVERED IN A SURPRISING PLACE

Kerline Tofuri took her semi-annual trip to Haiti at the beginning of the winter only to be surprised to find her employer's name on the wall at a local hospital. Ms. Tofuri grew up in Haiti and makes regular trips to visit her hometown where she helps oversee an adult education program, a child sponsorship program and a small business loan program (http://jounouvo.pidonline.org). Now working at Codman as a family advocate, she enjoys returning to her home country to continue to care for her community there and visit friends and family. During Ms. Tofuri's travels in Haiti in December she visited the Hôpital Universitaire de Mirebalais in Mirebalais, Haiti where she discovered Codman Square Health Center's name on the wall of supporters and donors who made the hospital possible.

"It was a pleasant surprise as I did not expect to see Codman's name on the wall among the donors," stated Tofuri. "I was proud to tell my friends this was the place where I work. Being in Mirebalais and given the great need and importance of this teaching hospital in Haiti, Codman's name on the wall reaffirms for me that Codman is in fact committed to individual health—and that Codman is also a caring and true partner committed to community development and the wellbeing of Haitians here in the Greater Boston area and in Haiti as well."

Codman Square Health Center proudly donated its medical records storage cabinets unit to the Hôpital Universitaire de Mirebalais in the summer of 2012.

2ND ANNUAL VALENTINA AWARD RECIPIENTS

The second annual Valentina Service Awards were presented at the Codman Square Health Center Holiday Party on January 11th, 2014. These awards were developed to honor staff members that exhibit characteristics around providing excellent service to our patients and the organization. This year's 1st place winner was Patricia Marshall John and the 2nd place winner was Lisa Hamblin. Patricia will receive $2,500 for her to spend time with family relaxing and doing something special, and Lisa will receive a week of PITA time for rest and relaxation purposes.

Patricia Marshall John was recognized for her continual focus, patient centricity, professionalism, teamwork, innovation, and customer service. Patricia is always going above and beyond for her clients. She takes extra steps and never gives up until she has accomplished her goal of patient satisfaction. Patricia is able to recognize the urgency of her patient's cases, and she always acts upon the principal of helping those that cannot help themselves. Patricia has implemented Behavioral Health orientation sessions as a new practice for the department and is the go to person for Behavioral Health as she has a vast array of knowledge about the community and available resources.

Lisa Hamblin was recognized as the "voice" of the Executive Department. She handles all types of calls that come into the organization. Lisa works with everyone at Codman to tackle an issue and get the job done. It does not matter if you are a senior leader or a staff person, Lisa treats everyone the same. She never steps out of character, remaining professional at all times. Her commitment and approach to all matters is whatever it takes to do the right thing and look after the concerns of the Health Center.

Codman Square
Health Center

637 Washington St
Dorchester, Massachusetts 02124
617-825-9660 | codman.org