Family Health Center of Worcester

2013 Annual Report

Worcester’s Patient-Centered Medical Home
Dear Friends,

Thank you for your support for Family Health Center of Worcester during this past year. This has been a year of dramatic change and growth for our health center, with major capital renovations underway to expand services to better serve our patients and the community.

We are benefiting from the careful strategic planning of our board and the extraordinary efforts of our staff as we increase the number of medical and dental patients to be served by 24% over the next twelve months. We are building a new, state of the art primary care program with 20 additional exam rooms and conference space; adding a new vision eye/care service in collaboration with the Massachusetts College of Pharmacy and Health Sciences; expanding our dental program with 4 new operatories for hygiene and oral surgery; and expanding our pharmacy and social services to assure access for all of our patients.

We hope you will come and see the wonderful changes underway at our main health center site at 26 Queen Street. These improvements have been made possible through the generosity of our many supporters and friends. Your gifts are making an immediate difference in the lives of many vulnerable patients.

Our new patients will include residents of over 107 Massachusetts communities who choose Family Health Center of Worcester for the high quality care that we provide. We are Joint Commission Accredited to meet the highest standards of quality in the health care industry. We are recognized by the National Center for Quality Assurance as a Patient-Centered Medical Home, and coordinate care to meet the comprehensive health needs of our patients through a team-based approach to care. Our health center is home to many award-winning staff who are published experts in their fields and who share their knowledge in our Family Medicine, Family Nurse Practitioner, Dental, and Social Work Residency programs.

We invite you to become part of our family, and wish you good health.

Sincerely,

Frances M. Anthes

Frances M. Anthes, LICSW
President and CEO
Our Mission

Family Health Center of Worcester improves the health and well-being of traditionally underserved, low-income and culturally diverse residents by providing accessible, high-quality, comprehensive primary care, dental care and social services to individuals and families in the Greater Worcester area, regardless of insurance status or ability to pay.

Patient-Centered Medical Home

Recognized as a Patient-Centered Medical Home, Family Health Center of Worcester offers a team-based health care model that delivers coordinated, continuity care in partnership with patients and families. Our goal is to help you achieve optimal health.
Family Health Center of Worcester

We are your Patient-Centered Medical Home
During Fiscal Year 2013, Family Health Center of Worcester provided prenatal care for 546 pregnant women, and delivered over 300 babies in the local hospital. Family Health Center of Worcester is an accredited Centering Pregnancy site, with providers trained to offer the evidence-based prenatal care program for pregnant women. With the support of our partners at the United Way of Central Massachusetts, and the Greater Worcester Community Foundation, we were able to offer this program for 80 women with groups conducted in English, Spanish, Vietnamese, Portuguese, Albanian, and Twi.

In June 2013, we opened the first Baby Café in Central Massachusetts to support breastfeeding mothers with a certified Lactation Consultant and medical staff available to provide support. The Baby Café is open M, W, F, from 11am – 3pm to all women who are interested in learning more about breastfeeding and enjoying social time with other new Moms. The Baby Café is an evidence based model which was made possible by support from the MA Department of Public Health.

More than 18,000 individuals have chosen Family Health Center as their primary care medical home. Our patients have access to high quality, culturally competent, patient-centered primary medical care, dental care, behavioral health and mental health care at Family Health Center of Worcester. Our services also include same-day walk-in care, pharmacy, refugee and immigrant health services, homeless families program, HIV/AIDS comprehensive care program, O/B prenatal care and delivery program, lab, radiology (x-ray, ultrasound, digital mammography), health benefits advising, medical interpretation, patient navigation, care coordination for chronic diseases, medical case management, Suboxone treatment, Centering Pregnancy, Baby Café for breastfeeding, Women Infants and Children (WIC) nutrition program, teen health program, health education outreach, and school-based health services in the Worcester Public Schools.

We provide all services in a “Family Practice” model where every patient is seen in the context of his/her family, culture and community. We deliver care in 37 languages to meet the needs of our patients. Our services are delivered at 14 locations in Worcester and South Worcester County, including our main clinical and administrative site at 26 Queen Street, formerly the Worcester City Hospital.
Family Health Center of Worcester

Evidence Based Medicine for Healthy Pregnancies
Family Health Center of Worcester offers coordinated prenatal care and delivery services for all pregnant women. Our established providers are assisted by a team of experienced, professional Prenatal Advocates who provide interpretation, scheduling support, and labor and delivery support. In addition to individualized care, Family Health Center is an accredited Centering Pregnancy site and offers this evidence-based group prenatal care program to all pregnant women. With the support of our partners at the United Way of Central Massachusetts and the Greater Worcester Community Foundation, we were able to offer the Centering Pregnancy program last year for 80 women with groups conducted in English, Spanish, Vietnamese, Portuguese, Albanian, and Twi.

During FY'13, Family Health Center of Worcester provided prenatal care for 594 pregnant women, 63% of whom entered care during their first trimester. More than 300 patients delivered their babies with the help of our physicians and labor coaches at UMass Memorial Hospital.

In June 2013, we opened the first Baby Café in Central Massachusetts to support breastfeeding mothers with a certified Lactation Consultant and medical staff available on-site. The Baby Café is open Tuesdays from 1:30pm – 3:30pm and Fridays from 11am – 1pm to all women who are interested in learning more about breastfeeding and enjoying social time with other new Moms. The Baby Café is an evidence-based model supported by the MA Department of Public Health.
Established in 2009, Family Health Center’s Refugee Health Program helps newly arriving refugees address acute health care needs upon arrival in the USA. Initial infectious disease screenings are supported by the MA Department of Public Health. Family Health Center then assists all refugees to enroll in ongoing preventive care with a primary care provider and family dentist. These newcomer families have contributed to the rich diversity of our patient population.

During 2012, we completed 231 refugee health assessments and enrolled everyone in a medical home at Family Health Center of Worcester. Our local refugee families arrived mainly from Iraq, Burma, Bhutan, Congo, Central African Republic, Somalia, and Sudan. Often, they have spent years living in difficult conditions in refugee camps. To meet our patients’ needs, we now deliver care in over 37 languages with our staff of professional interpreters, and bilingual and trilingual patient care staff.

Refugee families often have complex health needs. In partnership with The St. Francis Community Health Care Foundation, Greater Worcester Community Foundation, 200 Foundation, and St. Vincent DePaul Society, we provide emergency food, clothing, infant care, and personal hygiene products for refugee families, as well as additional training for our staff to better meet the needs of our newest patients.
Family Health Center's Albanian Medical Interpreter, Dental Assistant, and Dentist work together to provide quality care.

Comprehensive Preventive and Restorative Dental Care
Our experienced team of dentists, dental hygienists, oral surgeons, and dental assistants provided family dentistry for 5,418 patients at 17,420 dental visits last year. We provide emergency dental care each morning, beginning at 7am, and regular dental appointments begin at 8am each day. Our facility includes state of the art digital surround panoramic x-ray to allow our staff to provide the best possible restorative dental care, dentures, crowns, and other procedures. We offer rapid access to appointments for pregnant women, people living with HIV/AIDS, homeless families, and individuals with chronic illness.

Family Health Center of Worcester’s Dental Department trains dentists to care for vulnerable, complex patients in a year-long Dental Residency Program in partnership with the Lutheran Medical Center of New York, the Massachusetts League of Community Health Centers, and The Health Foundation of Central Massachusetts. We provide school-based dental services in the Webster Public Schools for underserved children, in partnership with the United Way of Webster and Dudley; and dental services in the Southbridge Head Start program with the support of the George W. Wells Foundation.

Medicaid health insurance programs in Massachusetts do not provide full coverage for adult restorative dental care. We partner with the City of Worcester and UMass Memorial Health Care to provide dental services for uninsured adults, and to address oral infections in individuals waiting for heart surgery or cancer treatment.
The Lois B. Green Breast Health Center reduces breast cancer disparities among low-income women by offering the highest quality digital imaging available to screen and help diagnose breast cancer, provide patient education and assist patients to navigate treatment. In partnership with the Susan G. Komen For The Cure Foundation Massachusetts Affiliate, our breast health navigator conducted evidence-based outreach and motivational counseling to educate low-income, at-risk women and encourage screening. We have screened over 2,400 women and helped identify numerous cancers. Our skilled and compassionate radiologic technicians help women feel comfortable during the brief procedure, and provide patient education about the risk factors for breast cancer. We partner with Saint Vincent Radiologic Associates to read all digital mammography images.
We employ three full-time certified, bilingual, Health Benefits Advisors who are available to assist any individuals or families with questions about health insurance. Our advisors speak English, Spanish, Portuguese and Arabic, and Family Health Center's medical interpreters are available to assist individuals with other languages if needed.

Many individuals find the insurance enrollment process unclear or complicated to navigate, and are uncertain about eligibility requirements and necessary documentation to complete the application process and needed forms. Our Health Benefits Advisors assist patients who are unable to understand the letters they receive from insurance companies, which results in denials of coverage and delays in accessing care. Many individuals require assistance to understand how to request an exception, choose plans in the Commonwealth Connector, or successfully navigate insurance options. Our Health Benefits Advisors are here to help.

Last year, our advisors helped to submit 2,417 applications for health insurance for patients; assisted 8,047 individuals who were newly eligible for health benefits to explore their options for coverage, and assisted 5,129 individuals to submit annual re-determination forms for health coverage.
Experienced Medical Interpreters provide critical language access services so that all patients receive comprehensive health care in the language they best understand. Our staff of professional, full-time, certified Medical Interpreters assist patients who speak Albanian, Arabic, French, Kaba, Portuguese, Sango, and Vietnamese to complement Family Health Center’s 215 bilingual and trilingual staff members. Our Medical Interpreters are also certified Patient Navigators who assist patients to overcome barriers to care by refilling prescriptions, arranging transportation, scheduling appointments, verifying insurance, and supporting referrals for community based services. During the past year, 42% of all health center patients were best served in a language other than English.
Electronic Health Records

During 2013, we completed a three-year multi-million dollar project to convert all paper patient medical charts into electronic health records. Our state-of-the-art wireless technology allows providers to access patient health information from a portable computer tablet, document important information during a medical or dental visit, send prescriptions to the pharmacy electronically, and provide patients with a summary of their visit.

Family Health Center meets all Meaningful Use Standards for health care quality, which means that we are using our health information system to improve the health of our patients and monitor the quality of care for populations with chronic disease.

These advances in technology will improve patient access to health information through a “patient portal”, allowing patients to view their medical records easily and communicate with their providers electronically.
Fran Anthes, Jack Foley, and Congressman Jim McGovern welcome the neighborhood to Family Health Center.

Families enjoy the music and raffles during the health fair.
Family Health Center of Worcester

2012–2013 Annual Campaign Contributors

Presidents Circle ($5,000+)
Rachael Latto, In memory of Lois B. Green
Martha and Dr. Arthur Pappas

Family Health Center Partners ($1,000 - $4,999)
Warner S. and Mary F. Fletcher
Honee A. Hess and Phil Magnusson
Judith and Michael Pemstein
Robert Powers Insurance Agency, Inc.

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Paula R. and Eric M. Dunphy, In honor of Thomas D. Manning
Patricia A. Fletcher
Susan Mailman
Chris Schmandt and Kathy Rosenfield
Dennis Smith

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Jane and Edward D. Ashe, In memory of Rose M. Zecco
Dr. Tracy Kedian and Dr. Jeffery Baxter
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Rev. Louis G. Bond, In memory of Audrey Ince
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Paula and James Buonomo
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Kirk A. and Price Carter
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Family Health Center Supporters ($100 - $499)
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Family Health Center of Worcester

2012–2013 Annual Campaign Contributors

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Mary and John True
Charles Valade
Allen Fletcher and Dolly Vazquez
Meredith Wesby

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Barbara Bell
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Gregg and Dr. Lisa Carter  To honor the marriage of Mercedes Clingerman and George Hunt
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Linda and Rev. Walter Tilleman*
Daniel Tinsley
Margaret Traina
Annette Tsuji  In memory of Suzanne Patton
Lynn Tucker
Lynda Rowe and John Tagiuri
Wyatt Wade

*deceased

Your Patient–Centered Medical Home
Art in the City 2013

Donating Artists
Making our world a more beautiful place!

Michael Alfano
Bayda Asbridge
D. Christine Benders
Carol Bloomfield
Sally Bowditch
Don Bullens
Benjamin Burrows
Kathleen Cammarata
Chris Camosse
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Gifts In Memory of Rev. Dr. Walter “Wally” A. Tilleman
Friend and Former Chair of the Board at Family Health

www.ArtintheCity.org
Family Health Center of Worcester

2013 Art in the City

Volunteer Planning Committee

Dennis and Maureen Irish
Planning Committee Co-Chairs and Event Hosts

Honee A. Hess and Mary Keefe
Art Committee Co-Chairs

Edla Ann Bloom
Arielle Ganem Rosen
Kelly Hobson
Monica E. Lowell
Peter J. Martin
State Senator Michael O. Moore
Robina Pascacio
Marjorie Purves
Sharon Smith-Viles

With support from
FHCW Staff
Frances Anthes
Chanele Assencoa
Frances Lundblad
Georgianna Sgariglia
Noreen Johnson Smith
Kelly Walker

Celebrating 40 Years 1972–2012

More Art in the City photographs may be viewed on Family Health Center’s Facebook Page or at www.ArtintheCity.org
Family Health Center of Worcester

2013 Art in the City Corporate Event Sponsors

Champion of the Arts ($5,000+)
- Massachusetts League of Community Health Centers
- Neighborhood Health Plan
- Richard Carr & Associates Financial Services

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- Commerce Bank and Trust
- Public Consulting Group
- St. Vincent's Radiological Associates
- TD Bank
- Unum
- Worcester Telegram & Gazette

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- Bank of America
- Benefit Development Group
- Blue Cross Blue Shield of MA
- Carol Seager Associates, Inc.
- CeltiCare Health Plan of Massachusetts
- Cutler Capital Management
- Delta Dental of Massachusetts
- EasCare Ambulance Service
- Fallon Community Health Plan
- ggXTech, LLC
- National Association of Community Health Centers
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- NSTAR
- Nypro, Inc.
- People’s United Bank

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- Southbridge Savings Bank
- Tufts Health Plan
- Unibank for Savings
- United Healthcare Community Plan
- UMass Medical School / Commonwealth Medicine
- UMass Memorial Health Care
- Vital EMS
- Webster Five Cents Savings Bank
- YOU Inc.

Community Friends (up to $999)
- AdCare Hospital
- Becker College
- Central Mass. Area Health Education Center
- Clark University
- Coghlin Electric
- Fidelity Bank
- Harvard Pilgrim Healthcare
- Massachusetts College of Pharmacy & Health Sciences
- Masterman’s
- Quinsigamond Community College
- Reliant Medical Group
- Seven Hills Foundation
- United Bank Community Giving Program
- Worcester State University
- Worcester WIC Program
- ZurickDavis

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Supporting Community Health Through the Arts
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Cary & Nancy Corkin
Dr. Gregory A. and Donna B. Culley
Mary and Warner Fletcher
Honee A. Hess & Philip R. Magnusson
Quang Van Le
Shelley and Todd Rodman, Esq.

2013 Art Afficianados (up to $399)
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Gary S. and Ellen W. Brackett
Sylvia Carter
Anne M. Cataldo
Linda Cavaioni
Clark University
Allison Coleman
Tim and Joyce Cooney
Henry B. Dewey
Iliana D’Limas
Dr. Krista Farey

2013 Art Afficianados (up to $399)
Marianne E. Felice, MD
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Boynton Restaurant & Spirits
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Nancy Chang Restaurant
Joshua Craine
DCU Center
Dino’s Ristorante
Steve Donovan
EcoTarium
Edible Arrangements
Emerald Meats
Jonathan Finklestein
Flying Rhino Café
Francesco’s Italian Bakery
Grace Gorham
Donna Hamil Talman
Honee Hess
Highland Street Liquors
Keegan Hobson Photography
Dennis Irish
Jared Kuzia Photography

Lucky Finn Bugeye Schooner
Jon Lundstrom
Philip Magnusson
Mechanics Hall
Museum of Russian Icons
NBC Universal
New England Patriots
Nu Café
O’Connor’s Restaurant & Bar
On the Rise Bakery
Old Sturbridge Village
Beth Oram Photography
Price Chopper
Publick House
Red Cab Company
St. Vincent Hospital
Sharfmans Jewelers
Shaw’s
TK O’Malley’s
The Bean Counter
The Prints and the Potter Gallery
Wine Vine
Wooberry
Worcester Art Museum
Worcester Center for Crafts
Anonymous
Family Health Center of Worcester

2013 Art in the City Fund-A-Need Donors Supporting Mammograms, Centering Pregnancy, Dental Services, and Patient Transportation

Linda Amsden
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Audrey Smolkin and Robert Boatright
Tuyet Tran
Diane Tumbour
Sharon and Peter Viles
Dr. Linda Weinreb
William and Edith Witherell
Denise Wolak
Susan Wolak
Family Health Center of Worcester

2012 – 2013 Program Grants

**Federal Funding**
DHHS Bureau of Primary Health Care- Section 330 Federally Qualified Health Center and Goddard School Based Health Center
DHHS Bureau of Primary Health Care – Supplemental Patient Centered Medical Home Quality Initiative: Cervical Cancer Screening
DHHS – ACA Capital Development / Building Capacity
DHHS – HIV/AIDS Bureau – Special Project of National Significance
DHHS Ryan White Part C Early Intervention Services for People Living with HIV/AIDS
City of Worcester Community Development Block Grant
Community Healthlink Section 330 Homeless Families

**State Funding**
Executive Office of Health and Human Services
   Enrollment and Outreach Program
   Patient Centered Medical Home Capacity Building
Massachusetts Department of Education
   After School and Out of School Time Program
Massachusetts Department of Public Health
   Baby Café - Health Resources in Action
   Women's Health Network – Care Coordination
   Opioid Treatment Program
   Pregnancy Prevention Program
   Refugee Health Assessment Program
   Ryan White Part D MassCare
   School-Based Health Centers
   Women, Infants and Children (WIC) Nutrition
   UMass Memorial Medicaid Supplemental Funding

**Private Funding**
Blue Cross Blue Shield of Massachusetts Foundation - Connecting Consumers to Care Program
E. Rhodes and Leona B. Carpenter Foundation
CVS Caremark Foundation
Greater Worcester Community Foundation
   Discretionary Funds Dental Services for Uninsured
   Discretionary Funds Homeless Families
   Fairlawn Foundation FNP Residency
   Fallon OrNda Homeless Families
Jessie B. Cox Charitable Trust
Kraft Leadership in Community Health
Massachusetts Area Health Education Centers
Massachusetts Affiliate of Susan G. Komen for the Cure
Neighborhood Health Plan Enrollment
Neighborhood Health Plan Partnership for Community Health
Neighborhood Health Plan Shared Savings
Reliant Medical Foundation
Saint Francis Community Health Care Foundation
Saint Vincent Hospital Community Benefits
200 Foundation
UMass Medical School Family Medicine Residency
UMass Memorial Health Care Community Benefits
United Way of Central Massachusetts
   Fuller Foundation Capital
   Homeless Families Program
   Positive Directions Program
   Centering Pregnancy Program
United Way of Webster Dudley

Partnerships in Support of Community Health

25
Family Health Center of Worcester

Fiscal Year 7/1/2012 – 6/30/2013 Financials

ASSETS

Current Assets:
Cash and Cash Equivalents $2,207,485
Patient Accounts Receivable $1,884,920
(net of reserve for doubtful accounts of $128,000 at 6/30/13)
Contracts, Grants and Other Receivables $868,347
Pharmacy Inventory $150,534
Prepaid Expenses $127,995
Total Current Assets: $5,239,281

Property and Equipment, net of accumulated depreciation $2,073,178
Construction in Process $509,881
Total Assets $7,822,340

LIABILITIES AND NET ASSETS

Current Liabilities
Notes Payable to a Bank $20,823
Current Portion of Capital Lease Obligation $19,177
Accounts Payable $910,688
Accrued Expenses $1,915,466
Total Current Liabilities $2,866,154

Capital Lease Obligation, net of current portion $41,504
Total Liabilities $2,907,658

NET ASSETS

Unrestricted:
Operating $1,447,467
Board Designated $805,311
Capital Fund $90,171
Property and Equipment $2,321,254
Total Unrestricted $4,664,203
Temporarily Restricted $250,479
Total Net Assets $4,914,682

Total Liabilities and Net Assets $7,822,340

OPERATING REVENUES AND SUPPORT

$25,758,616
OPERATING EXPENSES $25,131,001
Changes in net assets from operations $627,615

OTHER REVENUE

Capital Grants $414,614
Interest Income $4,373
Total Other Revenue $418,987
Changes in net assets $1,046,602

NET ASSETS, beginning of year $3,868,080
NET ASSETS, end of year $4,914,682
Family Health Center of Worcester

2013 Leadership Team

Frances M. Anthes, LICSW, President/CEO
Gregory A. Culley, MD, VP of Medical Services
Jean Lefebvre, VP of Finance
Noreen Johnson Smith, MPH, VP of Dev. & Advancement
Helen B. Kantor, SPHR, VP of Human Resources
Susan Adams, Chief Information Officer
Martha Sullivan-Eberhard, D.D.S., Dental Director
Eric Roldan, MSW, Interim Director of Social Services
Quang Van Le, PharmD, Director of Pharmacy
Steven Malchman, Director of Medical Records & Compliance
Ivy Marinelli, Director of Revenue Operations
Lisa Carter, MD, Family Medicine Residency Director
Carol Parmenter, RN, Clinical Director
Valerie Pietry, MD, Associate Medical Director
Sara Shields, MD, Associate Director of Quality
Phillip Bolduc, MD, Associate Director of Special Populations
Tracy Kedian, MD, Associate Director of OB Services
Julie Wright, DNP, Director of Advanced Practice Clinicians
Miguel Olmedo, DNP, Family N.P. Residency Director
Oanh Nguyen, Director of the Worcester WIC Program
Photography Appreciation: The beautiful photographs included in this report were taken at Family Health Center and the Art in the City event by professional photographers Keegan Hobson and Jared Kuzia. They have been cropped and modified to fit the space available.

Omissions: We apologize if your name has been inadvertently omitted or is listed incorrectly. Please contact Noreen Johnson Smith, Vice President of Development and Advancement, at (508) 860-7996 so that we may make any necessary corrections. Thank you for your support of Family Health Center of Worcester.

Please visit us at 26 Queen Street, Worcester, MA 01610, or call (508) 860-7700 or visit us on the web at:
www.FHCW.org
www.ArtintheCity.org
Facebook.com/FamilyHealthCenterofWorcester