

Health Center welcomes new Chief Medical Officer

Dr. Scott Early knew in Junior High School that he wanted to be a doctor. His commitment to community health care was cemented even before he went to medical school. As a member of the Jesuit Volunteer Corp after college, he worked at a community health center in rural Louisiana. "I had my first experience with health disparities in our country, and how challenges such as poverty and discrimination contribute to poor health."



Dr. Early went to Dartmouth Medical School, then completed his residency at the University of Washington Group Health Cooperative. Since his early experience in Louisiana, he has remained committed to expanding quality healthcare to those who need it the most. In addition to spending most of his career serving in community health centers, he has also volunteered for medical relief teams for victims of Hurricane Katrina and the 2010 earthquake in Haiti.

Dr. Early joins the Lynn Community Health Center team at a very challenging and exciting time in the field of healthcare. "Since Massachusetts enacted healthcare reform, our community health centers have seen exponential growth," he says. "At the same time, we face a severe shortage of primary care physicians to meet this growing demand."

Dr. Early is well prepared to meet these challenges. He comes to the Health Center from Caritas Christi, where he served as Vice President for Family Medicine. He is best known as the founder and long time Director of the Family Medicine Residency Program at the Greater Lawrence Family Health Center, which is recognized as one of the best Family Medicine Residencies in the country. He is also well regarded nationally for his leadership in the conceptual development of the Patient-Centered Medical Home and of Teaching Community Health Centers, both of which are very much a part of the national health care reform agenda.

One of his first projects at the Lynn Community Health Center will be to lead a three-year Patient-Centered Medical Home demonstration project, funded by the Massachusetts Department of Health and Human Services. The intent of the project is to improve the quality of patient care, while

What is a Patient-Centered Medical Home?

The patient-centered medical home model is a way to improve health care by transforming how primary care is organized and delivered. The model encompasses five key elements:

- **Patient-centered:** It is relationship-based, focusing on the whole person. Providers respect each patient's unique needs, culture, values, and preferences. They support patients in learning to manage their own care at the level the patient chooses. They also recognize that patients and families are core members of the care team.
- **Comprehensive care:** It is comprehensive, meeting physical and behavioral health needs including prevention and wellness, acute care, and chronic care. The model recognizes a team of providers must work together. This team might include physicians, advanced practice nurses, physician assistants, nurses, pharmacists, nutritionists, social workers, educators, and care coordinators.
- **Coordinated care:** It coordinates care across all elements of the broader health care system, including specialty care, hospitals, home health care, and community services and supports.
- **Superb access to care:** It delivers accessible services with shorter waiting times for urgent needs, enhanced in-person hours, around-the-clock telephone or electronic access to a member of the care team, and alternative methods of communication such as email and telephone care.
- **A systems-based approach to quality and safety:** It is committed to quality, safety, and patient satisfaction. Practitioners engage in ongoing evaluation and quality improvement activities.

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SAVE THE DATE: APRIL 30, 2011

Concert to benefit LCHC Capital Campaign

On April 30, 2011, the Boston Gay Men's Chorus will hold a benefit concert at the Lynn Auditorium. Proceeds will benefit the Lynn Community Health Center's Capital Campaign.

The event is being organized by a group of community leaders, chaired by David Solimine, Jr. "This is a celebration of community," he said. "Lynn is a multicultural city with a wealth of character and diversity. The Chorus' mission to promote a more tolerant society through the power of music reflects our vision for our community. We are proud that the proceeds will benefit the Health Center, which provides care for more than one third of Lynn residents."

"We are incredibly honored that the organizers of this concert have chosen to benefit the Lynn Community Health Center's building project!" said Lori Abrams Berry, Executive Director. "Support from this concert will help make it possible for the health center to expand primary care, dental and behavioral health services. We will be able to serve 7000 new patient, in addition to more than 34,000 people who rely on us for care."

Tickets are already on sale at the Lynn Auditorium (www.lynnauditorium.com). Use promotional code "lhc" and receive a 10% discount!

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reducing long-term costs. This is achieved by facilitating partnerships between the patient, all of his or her providers, and, when appropriate, the patient's family (*see sidebar on page 1 for more information*). "The current model encourages providers to schedule a visit for every issue, because that is the only way to get paid," says Dr. Early. "A more integrated approach would allow us to care for more patients in the time that we have, at a greater convenience for them and a lower cost for the overall system."

Asked about his long-term goals he says, "They are very simple. I want to see the Lynn Community Health Center become the best community health center in the United States."

Mark Your Calendars

Spring GLEE

Boston Gay Men's Chorus
Hosted by Lucia Lighting
A benefit concert for the
Lynn Community
Health Center
April 30, 2011

LCHC Fall Gala

Honorees

Gary L. Gottlieb, MD, MBA
President and CEO
Partners HealthCare
and
Robert Norton
President and CEO
North Shore Medical Center
November 3, 2011

Call 781-596-2502
for information!

Contact Us

LCHCbeat is produced by
the Lynn Community
Health Center
Development Office.

Cindy Steger-Wilson
Director of Development

Debbie Smith Walsh,
Community Relations

Clare Hayes
Campaign Associate

781-596-2502

LCHC Dental Clinic designated a national “Center of Excellence”

The Lynn Community Health Center is one of five health centers nationwide to receive a “Center of Excellence” award from the DentaQuest Institute and the National Network for Oral Health Access.

Since 2009, the Lynn Community Health Center Dental Clinic has worked with NNOHA and the DentaQuest Institute’s “Safety Net Solutions” program. The Health Center received technical assistance to improve the delivery of community-based oral health care that is both effective and financially sustainable.

“The Lynn Community Health Center was chosen because of the exemplary commitment to practice improvement

exhibited by the organization’s administrative and dental leadership team,” said Dr. Mark Doherty, Executive Director of the DentaQuest Institute. “Throughout the project, the dental team worked hard to implement policies and procedures designed to reduce chaos, such as new no-show policy, a more effective emergency policy, and several scheduling changes.”

After implementing the recommendations of Safety Net Solutions, Lynn Community Health Center saw increases in both access to care and financial sustainability.

Celebrating Partnership

A new collaborative by LCHC, Project COPE, and Willow Laboratories

Three Lynn-based organizations have joined together to form a unique partnership that integrates a full range of substance abuse services including primary care, behavioral health, and drug screening all in one place. An open house celebrating the new venture was held on in October.

The Health Center has opened a new, fully licensed primary care clinic at 280 Union Street, across from its main site. The clinic provides comprehensive primary care services, and is open to all. The staff are skilled in treating patients with dual diagnosis—patients who experience a combination of behavioral health and addiction issues. Dr. Yvonne Smikle, the family physician who has had an established practice in that location for several years, has joined the Lynn Community Health Center medical staff and continues to be the full time primary care physician at the new clinic. Dr. Kimberly Roberts, a Psychiatrist with a specialty in Addictions, and Mary Lee Ambrose, RN join her to provide comprehensive primary care and behavioral health services.

This clinic is integrated with the Project COPE behavioral health clinic allowing the sharing of both space and resources. COPE’s services include full diagnostic substance abuse evaluation services, as well as individual, couples, family, and group counseling for adults and adolescents. The clinic also offers specialty groups including anger management, relapse prevention, and short-term behavioral addiction treatment.

Patients of both agencies will benefit from the immediate proximity to Willow Laboratories, a leader in the field of drug abuse testing. This past September, Willow celebrated its 15th

year in operation and has been at the current 280 Union Street location since 2003. Willow’s main model is developed around working closely with addiction treatment providers to create drug testing formats that are advantageous and resourceful for the provider and their patients.

“This multi-agency collaboration provides an incredible resource for patients with very complex needs,” said Andy Epstein, RN, MPH, Special Assistant to the Massachusetts Commissioner of Public Health. “Programs like this one that integrate mental health and substance abuse services with primary medical care make for better care, and provide cost savings, through disease management and prevention. This is truly a model for the future.”



Pictured left to right: Mark Kennard of Project COPE, Congressman John Tierney, Lori Abrams Berry of LCHC, Brian Strasnick of Willow Labs, and Representative Steven Walsh.



269 Union Street
Lynn, MA 01901

Phone: (781) 581-3900
Fax: (781) 596-3966
TTY: (781) 598-1050
E-mail: info@lchcnet.org

WWW.LCHCNET.ORG

LCHC reaching out to patients using new technology

The Lynn Community Health Center is using text-messaging to engage young people who have ongoing health care needs. This Fall we completed a pilot program with 25 pregnant women funded by Partners HealthCare Center for Connected Health.

A recent finding by the Nielsen Company showed text messaging as a preferred form of communication among teens and young people, who send and receive up to 100 texts a day. The goal of the program is to use this familiar medium to reach out to patients with complex needs and limited support systems.



The pilot program engaged a group of 25 pregnant women under the age of 24. Each woman received between one and four text messages per week from their clinical team. The messages were designed to

encourage patients with positive reminders and educational messages. Text messages were offered in English or Spanish, and each message included a phone number to reach the OB clinical team.

Some of the messages patients received were: "Hi, it's your OB team reminding you to count your baby's kicks. Call us @ (781) 581-3900 if there is a change in frequency," or "Your OB team is checking in. Have you scheduled your ultrasound? It's baby picture time! Let us know if we can help."

Results of patient surveys and review of the data showed women who got text messages from their clinical team received the recommended level of pre-natal care 9% more than other pregnant women who did not get text messages.

"The text messaging program gives patients constant reminders of the fact that we care and are only a phone call away," says Leanne McDermott, RN. The health center hopes to expand this program to other high-risk patients in the future, such as those with diabetes.