From Lori Abrams Berry, Executive Director: A Model for the Future

Lynn Community Health Center opened its doors in 1971 with a vision for a healthy community and a determination to carry it out. This fundamental commitment has anchored us as we have grown over the years to meet our patients’ needs in a rapidly changing healthcare environment.

Our country now grapples with a health care crisis that touches everyone. Health care spending consumes significant percentages of public, private, and personal resources, yet the United States is ranked 37th in the World Health Organization’s ranking of global health care systems. It is imperative that we reduce costs while improving the quality of care.

Community Health Centers are seen as a vital part the solution to these issues. I am proud that Lynn Community Health Center is considered a leader through innovative programs that offer high-impact, low-cost care. The key to this is better access to primary care and better care coordination. This year we launched three initiatives that will serve as models for the future:

- **Our Patient Centered Medical Home (PCMH) Initiative**, in collaboration with the Massachusetts Executive Office of Health and Human Services, is based on providing care by a team of primary care physicians, nurse practitioners, physician assistants, nurses, clinical assistants and other health care professionals. The goal is to provide care coordination for all of the services needed, including referrals for specialty and inpatient care, and to engage patients and their families as active participants in their care and in maintaining their health.

- **Our PCMH teams are also piloting an Integrated Care Project**, funded by Blue Cross Blue Shield of Massachusetts. This takes care coordination to a new level by making behavioral health providers integral members of the primary care team.

- **Another way we are supporting the medical home model is through a Complex Care Management Program**, funded by Partners HealthCare. This program is designed for patients with multiple and complex chronic diagnoses and mental health issues that require extra coordination. A team of nurses and community health workers meet regularly with patients in addition to their primary care visits to educate and support them as they learn to manage their conditions.

I am fortunate to work with a board and staff who offer vision and determination to deliver the very best care to those we serve. Focusing on a patients overall health and well-being, rather than treating illness, not only saves money, it is the right thing to do.

Sincerely,

Lori Abrams Berry
Executive Director

Innovative Design: Expansion Creates a Medical Home in the Heart of Our Community

This year saw the completion of a major expansion of our facilities in downtown Lynn. Our new Stephen D. Hayes Building has enabled us to significantly expand access to care by giving us space to add six new primary care physicians and six new behavioral health therapists, and double our dental space to include 12 operatories.

Our new space is designed to support the Patient-Centered Medical Home model that will be implemented throughout the organization. Collaborative work spaces, integrated teams, and community rooms are designed to support patient-centered care.

Our care for our patients extends to our commitment to the community where they live. Forty percent of the residents of Lynn rely on the health center for their care. We are a central player in the economic health of the city as well. Since moving into our existing space in 1993, the health center has been a key component of the City’s center, providing a steady source of jobs for local residents, and creating a workforce and client base that support local businesses. Our new building has created over 100 new jobs over the past year and a half, including jobs in construction and permanent health care positions.

**Dr. Sharlene Selvaratnam coordinates care for her patients under our new patient-centered medical home model.**

**Dr. Kelly Holland leads a team that is implementing the Integrated Care Project.**
2011-2012 Board of Directors

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Financial Report Fiscal Year 2012

Revenue
- Net Patient Service Revenue $27,534,838
- Grants and Contracts $12,154,449
- Net assets released from temporary restrictions used in operations $1,399,166
- Other Revenue $374,824
Total Revenue $41,463,277

Expenses
- Salaries and Wages $22,681,960
- Employee Benefits $5,732,750
- Medical Expenses $5,898,114
- Occupancy $2,752,518
- Administrative and General Supplies and Expense $845,035
- Purchased Services $1,481,699
- Transportation $83,080
- Depreciation and Amortization $896,624
- Insurance $206,553
- Provision for Uncollectible Accounts $545,122
Total Expenses $41,454,553

Service Statistics

Total Number of Visits: 238,850
Total Number of Patients: 36,483

Economic Status (% of poverty level*)
- Below 100% 61%
- 101-150% 12%
- 151-200% 10%
- 200%-250% 6%
- >250% 6%
- Unk 11%

Not reported/Unk 10%
Ethnicity
- Hispanic 57%
- White 17%
- Black 10%
- Asian 5%
- Other 1%

Age
- Ages 30-49 32%
- Ages 20-29 21%
- Ages 10-19 14%
- Ages 50-64 15%
- Ages 65+ 5%
- Birth to age 9 13%

Senior Management

Lori Abrams Berry
Executive Director

Mark Alexakos, MD
Chief of Behavioral Health

Debra Bergman
Director of Development & Communications

Bob Dempkowski
Deputy Director

Maria Escalera
Director of Practice Management

Lisa Ewing
Chief Information Officer

John Flick
Operations Director

Scott Early, MD
Chief Medical Officer

Andrea Gaulzetti, RN
Chief of Clinical Operations

Kim MacLeod
Chief Financial Officer

Joyce Reen, RN
Associate Director of Nursing

*Family of 4 living at poverty level earns $23,050 a year or less
Integrated School-Based Health Care
Reaching More Lynn Students

Our focus on integrating primary and behavioral health care is especially important in schools, where mental health issues often impede successful learning. We have 20 behavioral health specialists who work in the schools each week. This year we welcomed Cindy Moore, NP, as our new Director of School Based Health Services. She was attracted to the job because of the work we are doing with integration. “The care students receive here is like nowhere else,” she said. “In most cases, finding pediatric behavioral health specialists takes time, and the waiting lists are long. Here we work hand in hand. The students benefit tremendously!”

Cindy joins our program at a time of exciting growth and expansion:

- Funding from the Affordable Care Act allowed us to make some significant improvements to the space and equipment available in our six school-based health centers. This fall students are experiencing newly renovated spaces that include new medical, office, and computer equipment.

- We opened a seventh SBHC at Harrington Elementary School, home to 639 students. At an open house in October, teachers and administrators admired the new space, and agreed on the incredible benefits of having behavioral health and health care on site. “I thank them every day!” says the school social worker.

“Developing Health Initiative” Supports Patient-Centered Medical Home

Lynn Community Health Center has been chosen by GE Foundation to become part of its “Developing Health Initiative” to increase access to primary care to underserved people in our community.

This initiative has two components. A $250,000 grant is funding a program to improve clinical outcomes among children with asthma. This group is being cared for by a team of medical and behavioral health specialists using the patient-centered medical home model.

In addition to generous funding, the health center is benefitting from dedicated GE Developing Health Volunteers. They have contributed to our organization on many levels, from providing high-level training in LEAN and Six Sigma performance improvement techniques, to expanding our marketing expertise, to collecting books for our Reach Out and Read Program. It has been a wonderful year and we look forward to year two!

Dental Clinic Expansion Increases Access to Care for Those Most in Need

Oral health is an integral part of overall health, and dentists often see early signs of serious health conditions. In response to the tremendous need for access to oral health in our community, Lynn Community Health Center doubled the size of our dental clinic.

A vital part of our expansion project, the new dental clinic has increased in size from six to twelve operatories. Locating it in the new building on the same floor as primary care has enabled closer communication among dentists and other healthcare providers. This is especially important for patients with complex medical and behavioral health issues.

Since opening in February 2012 the clinic has seen an average increase of almost 700 visits per month!

What Is Happening In Our New Space?
Exciting Programs and Events!

- Dental Clinic Expansion Increases Access to Care for Those Most in Need
- “Developing Health Initiative” Supports Patient-Centered Medical Home
- Integrated School-Based Health Care Reaching More Lynn Students
- Dental Clinic Expansion Increases Access to Care for Those Most in Need
- “Developing Health Initiative” Supports Patient-Centered Medical Home

Cooking Matters helps families learn to prepare healthy affordable meals.

HomeLink Help Desk provides housing and food assistance on site, as well as referrals to local resources.

Sixty patients who have completed one year of group therapy celebrate with Juana De Gonzalez, LMHC.

Staff and patients celebrated Black History Month in February.
Private donations are of critical importance to the services we provide and the people we serve. We want to thank the following individuals, corporations, and foundations who provided unrestricted or program support last year.

$100,000 and up
Blue Cross Blue Shield Foundation of MA
General Electric
Neighborhood Health Plan
Partners HealthCare

$25,000 to $99,999
Alfred E. Chase Foundation
Institute for Community Health
Susan G. Komen for the Cure
North Shore Community Health Network
Verizon

$5,000 to $9,999
DentaQuest Foundation
First Jobs
William and Cynthia Mantzoukas

$1,000 to $4,999
Blue Cross Blue Shield of Massachusetts
City of Lynn Community Development Block Grant
Dr. Kristen Cotter
Mr. and Mrs. Richard Holbrook
Alex and Krista Finigan
Junior Aid Society
The Pink Angels
Dr. Christian and Mrs. Deborah Semine
Dr. and Mrs. Raymond Smith

$999 and under
Mr. and Mrs. Thomas F. Antonucci
Stephan Beauchaine
Dr. and Mrs. Bruce Beckwith
Dr. James Broadhurst
Cambridge Savings Bank
Dr. and Mrs. Louis Casale

Marilyn Cassidy
Muriel Clement
Coldwell Banker Residential Brokerage
Community Credit Union
Mr. and Mrs. Robert Conlon
Christine Cowden
David Coyle
Councillor Brendan Crighton
Nina Davis
Juana De Gonzalez
Stephanie Duchin
Thomas Egan
Mr. and Mrs. Theodore J. Emple
Carol Fazio
John and Valerie Feehan
Robert Fioccoprile
Charlotte Freedberg
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Patricia Hanifey
Dr. Beverly and Mr. Jordan Hagedus
Drs. Bimal and Sharda Jain
Mr. and Mrs. Glenn Johnson
William Jones
Dr. and Mrs. Alexy Kochowiec
Mr. and Mrs. Steven Landry
Edward and Rachel L. Leeds
Drs. Marc and Andrea Levine
Scott and Kim MacLeod
Phyllis McCarthy
Terence McGinnis
Lynn McKnight
Gloria Mersha
Donna Donahue and Allan Risley

Lyne Spencer and Mr. Jeffrey Musman
Dr. Maury McGough and Mr. Richard Holliday
Mary-Beth Muckian
North Shore Labor Council
Robert Ogan
Old North Church of Marblehead
Alexandra Patz
Andrew Principe
Victoria Pulos
Donna Ramos
Mr. and Mrs. Mario Ricciardelli
Dr. and Mrs. Riad Riskalla
Robert Griffin and Roseann G. Russell
Joyce Sadler
Kiri Sain
Ellen Bruce and Mr. Richard Segan
John Serafini
Nancy Sherman
Mr. and Mrs. Arnold Shuman
Dr. and Mrs. Marc Sibella
Dr. and Mrs. Lawrence Simons
Dr. Eugene Smith
John Coleman and Deborah Smith Walsh
Dr. Jane Snyder
Cynthia and Andrew Steger-Wilson
Sterling Machine Company, Inc.
Stibler Associates, LLC
Kimberly Summers
Mr. and Mrs. James Taylor
Dr. Keith Taylor
The Drumlin Group
Honorable Peter and Dr. Gail Torkildsen
Marta Zora

Gifts In Kind
(including books, clothing, baby items, auction items, equipment)
Charles and Christine Allen
Esme Allen
Bernard’s Jewelers
Boston Marriott Peabody Hotel
Joyce Calogero
David and Rene Caputo
City Wine Tours
Mr. and Mrs. David Connolly
Christine Cowden
Deschamps Printing C. Inc.
Alice Devoe
Eastern Bank Charitable Foundation
William Eaves DMD
Fast Frame
Alex and Krista Finigan
First Congregational Church
Mr. and Mrs. Charles Foley
Hammersley’s Bistro
Marc Hayes
Nancy Hughes
Juvenile Aid Society
Colin and Adrienne Kellihier
Kristen Lamb
Dr. Norma I. Lopez and John Marinelli
Lucia Lighting and Design
Mark and Karen Meyer
Muscular & Sports Therapy Center
Nahant Public Library
Carol Noble
Andrea Noble
Mr. and Mrs. Andrew Oliver
Carol Pilarski-Remis
Mike Porter
Alex Ricciardelli
Gary Ritter and Mary-Manning Ritter
Salem Waterfront Hotel
Cindy Schatz
Annamarie Shu
Mr. and Mrs. George Shube
Dr. and Mrs. Raymond Smith
Mr. John Coleman and Mrs. Debbie Smith Walsh
Sovereign Bank
Swampscott Public Library
Dr. Keith Taylor
The Flower House
Turkey Shore Distilleries
Whole Foods Market

“Building for the Future: Forty Years and Growing” Celebrates Partnership

This year our signature fundraising event honored Gary Gottlieb, MD, President and CEO of Partners HealthCare and Robert Norton, President and CEO of North Shore Medical Center for their supportive partnership over the past ten years.

Inaugural “Women for Lynn Community Health Center” Recognition Breakfast

The health center held its inaugural “Women for Lynn Community Health Center” recognition breakfast on April 4th in recognition of the work we do to support the health and well-being of women and girls.

Pictured (left to right): Honorary Co-Chair Carol Noble; LCHC Executive Director Lori Abrams Berry; Honoree Jackie Jenkins-Scott; Congressman John Tierney; Honoree Paula Shorts; Attorney General Martha Coakley; and Honorary Co-Chair Magnolia Contraseras.

Volunteers and donations make the day special for families at our annual “Baby’s First Christmas Party.”