From Lori Abrams Berry, Executive Director

I am happy to report a year of tremendous achievement and growth for Lynn Community Health Center. Our organizational commitment to Integrated Care has continued to deepen, improving the quality of care we provide.

This year marked a significant expansion of the Integrated Care Project, a unique model in which medical and behavioral health providers practice together in one location, co-managing patient care. This patient-centered approach delivers point-of-care behavioral health services, minimizes stigma, increases care coordination, and efficiently improves access to needed care, resulting in increased quality and improved clinical outcomes.

We have also worked hard toward our goal of becoming a Patient Centered Medical Home, supporting high risk patients with multiple and complex needs with teams that include nurse care managers and social workers in addition to medical and behavioral health providers.

Our work has paid off, as the health center received two important designations this year. We have been recognized as a “Patient Centered Medical Home” by the National Committee for Quality Assurance and as a “Primary Care Medical Home” by The Joint Commission. Both of these honors recognize the health center’s commitment to creating an environment that is patient-centered and involves a closely coordinated, interdisciplinary team.

I want to express my gratitude to the staff and board members of Lynn Community Health Center who have made these achievement possible. It is their vision, dedication, and hard work that makes Lynn Community Health Center such a remarkable organization.

Health Center continues expanding and improving space

Following the completion of the new Stephen D. Hayes Building in 2012, Lynn Community Health Center continues to expand and improve our facilities to meet the unabated demand for our services. For the third year in a row the health center has seen more than 400 new patients per month. We now care for more than 40% of the Lynn Community.

Renovation of Primary Care and OB/GYN Space
The health center staged a two-part renovation of our main building, funded in part by a gift from Partners HealthCare.

In December 2012 we completed the expansion and renovation of the former Urgent Care suite for our new “Green Team,” the first primary care team to become a fully integrated medical and behavioral health team. Innovations piloted by this team included a “warm handoff” project to introduce patients to a behavioral health provider during a medical visit; a project to increase the number of providers using the electronic prescription refill system; and weekly team meetings for case review.

In May of 2013 the health center completed an expansion and renovation of the OB/GYN department. The new space now has nine exam rooms and two behavioral health rooms to provide our unique model of Integrated Care. A new meeting room will be utilized for patient education sessions, group visits, and team coordination meetings. Improvements to the space also include a more accessible and attractive waiting area separate from the other waiting rooms to minimize exposure of pregnant women to sick patients and a more functional nursing station for nurses and clinical assistants.

Expansion of School-Based Health Care
Children who are healthy, both physically and emotionally, are better prepared to learn and succeed in school. The health center has a strong commitment to the health and well being of Lynn’s children, and has partnered with the Lynn Public Schools for many years to bring health and mental health services into the schools.

This year, with a combination of federal and private funding, the health center renovated 5 of 6 of our existing School Based Health Centers. We also expanded the program, adding two new SBHCs at Harrington and Connery Elementary Schools and behavioral health services at Cobbet Elementary School. Harrington and Connery were both identified as “Level 4,” or poorly performing schools by the State of Massachusetts in 2010, and this fall both were released from this designation. We believe that our partnership with these schools played a small but meaningful role in this achievement.

We look forward to continued work with Lynn Public Schools in the coming year.
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Financial Report Fiscal Year 2012

Revenue
- Net Patient Service Revenue $31,201,632
- Elder Service Personnel Reimbursement $18,441,193
- Grants and Contracts $13,500,113
- Net assets released from temporary restrictions used in operations $2,102,254
- Other Revenue $347,414
Total Revenue $65,592,606

Expenses
- Salaries and Wages 41,157,194
- Employee Benefits $10,090,662
- Medical Expenses $7,361,611
- Occupancy $3,135,494
- Administrative and General Supplies and Expense $935,086
- Purchased Services $1,494,439
- Transportation $89,041
- Depreciation and Amortization $1,180,058
Total Program Expense $65,443,585
- Interest Expense $467,159
- Insurance $227,093
Total Expense $66,137,837

Service Statistics

Total Number of Visits: 230,715  Total Number of Patients: 37,213

Ethnicity

- Hispanic 57%
- White 19%
- Black 10%
- Asian 5%
- Other 1%
- No Report/Unknown 8%

Age

- Ages 0 to 9 32%
- Ages 10-19 14%
- Ages 20-29 21%
- Ages 30-49 32%
- Ages 50-64 15%
- Over 65 5%

Economic Status (% of poverty level*)

- Below 100% 61%
- 101-150% 8%
- 151-200% 12%
- 201-300% 10%
- Over 300% 7%
- Unk 10%

* a family of 4 living at poverty level earns $23,550 a year or less
Lynn Community Health Center staged two community events last year promoting healthy living as an important part of well-being. During National Health Center Week 2012, staff and friends of Lynn Community Health Center staged Lynn’s first-ever “flash mob” in the downtown area with over 100 dancers. A video of the event won a contest sponsored by the National Association of Community Health Centers (photo below).

In February we continued to promote healthy living with a gospel concert in our Atrium celebrating Black History Month. Gospel singer Doreen Murray and her interfaith choir performed, after which she talked about the positive impact music can have on our health (photo right).

Staff Development a priority at LCHC

Lynn Community Health Center has a talented and dedicated staff that has grown to more than 500 employees in the past two years. We are fortunate to offer opportunities for staff growth and development at many levels. Some of the projects this year include:

**Conflict Resolution Training:** The health center has made it a priority to give employees the tools they need to address conflict in the workplace. With a grant from the Federal Mediation and Conciliation Service, almost 300 employees completed a full day training over the past year with consultant Comma Williams, who also worked with us to develop a standard conflict resolution process. In addition eight employees were trained as trainers, and will continue to provide leadership in this area.

**Interpreter Training:** The health center offers bilingual employees the opportunity to become certified medical interpreters through a certificate program in collaboration with North Shore Community College. This year 18 staff graduated from the program.

**Lean Six Sigma Training:** Volunteers from the General Electric Developing Health Initiative have been training health center clinical leadership in the Lean Six Sigma performance improvement methods, and have mentored our staff in implementing improvement projects on several teams.

**Baby Café brings new moms together**

Lynn Community Health Center’s Baby Café is a free drop-in center offering breastfeeding support and assistance from professionals and other moms. The group began in April and regularly hosts up to twelve women and babies.

The Baby Café is open every Tuesday and Thursday from 10:30 a.m.—noon. Any woman who is pregnant or breastfeeding is welcome to drop in, chat with other moms, and relax in a safe atmosphere. Professional lactation consultants are available to consult on all aspects of breastfeeding and its impact on daily life – from starting to stopping and all the variations in between.

All are welcome. It is not required that participants be patients of Lynn Community Health Center.

Health Center working toward meeting federal “Meaningful Use” guidelines

The goal of Meaningful Use is to promote the spread of electronic health records to improve health care in the United States. To create an incentive for health care providers to implement and use electronic records in a meaningful way, the Center for Medicare and Medicaid implemented a funding program that helps providers defray the cost of implementing and updating their electronic health record applications. The program is part of the Health Information Technology for Economic and Clinical Health (HITECH) Act, which falls under American Recovery and Reinvestment Act (AARA) of 2009.

Thanks to a grant from the Partnership for Community Health, a joint venture between Partners HealthCare, Neighborhood Health Plan, and the Massachusetts League of Community Health Centers, Lynn Community Health Center is working toward meeting Meaningful Use Standards.

**Singing, dancing for community health**

Lynn Community Health Center staged two community events last year promoting healthy living as an important part of well-being. During National Health Center Week 2012, staff and friends of Lynn Community Health Center staged Lynn’s first-ever “flash mob” in the downtown area with over 100 dancers. A video of the event won a contest sponsored by the National Association of Community Health Centers (photo below).