



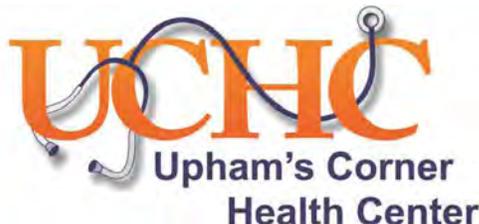
2017 Annual Report

Upham's Corner Health Committee

*Focusing on health and wellness
through collaboration*



Upham's
ELDER SERVICE PLAN



Upham's Corner
Health Center





Our Mission

Upham's Corner Health Committee is committed to providing high quality, low cost, culturally sensitive community-based health and social services to the residents of Dorchester and adjacent neighborhoods.

"I am especially grateful to the WIC staff that have supported and assisted me. They have all shared true caring and given me great support and advice whenever I asked and needed it." - WIC patient

CEO Letter



Dear UCHC Community,

At a time of uncertainty in our society, our political climate, the economy, and most of all the health care system, Upham's Corner Health Committee (UCHC) is constantly finding ways to adapt to this fast changing landscape while staying focused on our mission: to serve those most in need. 2017 was a busy year for the organization:

- The Homecare department had a successful audit by the Department of Public Health.
- The Pharmacy underwent a successful Part D audit with no findings or penalties.
- The PACE division was the first in Massachusetts to successfully pass through the new Program Audit by CMS.
- The Behavioral Health department continued to transform with more integrated clinical positions.
- The Primary Care department demonstrated improved performance in key clinical measures.

In the past year, UCHC has worked to: drive improvements in our electronic health record systems across divisions; support multiple department quality improvement projects; expand Urgent Care hours on Saturday; prepare for Massachusetts' implementation of Accountable Care Organizations; establish Immigration Physicals for the community; hold Customer Service trainings for leaders, managers, and front line staff; form partnerships with multiple agencies and organizations; improve on-boarding and training.

All of these changes have been made with invaluable feedback and commitment from staff. As an organization, UCHC is particularly driven in its commitment to change from the ground-up.

It's a truism that the only constant is change. We can certainly expect more change in 2018 and beyond. I know that with the hard work of our staff, Board of Directors and our supporters, we will continue to adapt to the environment and drive our place as a cornerstone of the community.

Once again, I thank you all for your hard work, passion, and commitment to fight for those we serve.

Respectfully,

A handwritten signature in black ink, appearing to read 'Jagdeep Trivedi', written over a light blue horizontal line.

Jagdeep Trivedi
Chief Executive Officer

“Change will not come if we wait for some other person or some other time. We are the ones we've been waiting for. We are the change that we seek.” President Barack Obama

Year In Review

Helping Chronically Homeless Find the Meaning of Home

During the past year, the UESP/PACE program has been involved with Mayor Walsh's initiative to end chronic homelessness. These one-day surge events are where selected homeless individuals, their case managers, Boston Housing Authority and many service organizations gather together to process these individuals through the complicated system of obtaining housing. At the conclusion of the surge, individuals have a key to an apartment and wrap-around services to get them started. When matched with PACE, an all-inclusive care model, they are provided with a care team that will provide them with necessary health care and social services. The interdisciplinary team of a PACE model works together with participants to ensure they are receiving all the care they need to make them successful in being "homeowners."

As UESP/PACE worked with these participants, the interdisciplinary team found that even though participants were given housing, they were often missing some of the basics when moving in: pots, pans, utensils, toiletries and clothes. On many occasions, PACE staff would put out a call for these items. Staff would rally and make contributions to these individuals, all with the intent to make them true success stories. The PACE program continues to participate in these successful events. PACE continues to look for ways to outfit these apartments so that as individuals move in they can truly feel as if they are finally home.



284

participants enrolled in UESP/PACE.

Relief for Caregivers and Participants Respite Program at PACE

UESP/PACE has a Respite Unit located in our Supportive Housing location at 125 Amory Street in Jamaica Plain. This unit has proven to be a place for comfort and relief to participants and their caregivers.

UESP/PACE provided respite for several caregivers to support them in their caregiver role. In addition to the respite services the unit was also used by participants for oversight of pre- and post-op procedures such as cataract surgery and colonoscopies. In the past, the only option was to provide respite in a nursing home facility at a financial cost to the program, an emotional cost to caregiver and participant, often with a detrimental effect on a participant's health. The respite unit has proven to be a viable alternative to a temporary nursing home placement.

19

participants enrolled through the Surge. All are doing well.



Engineering A Patient Back to Health

Joe Gaffney is a brilliant engineer living with Multiple Sclerosis. He had been bed-bound for several months following knee surgery, needing assistance with his recovery, especially issues with skin care.

It is the collaborative care provided by Boston Senior Home Care, Dot House Health and Upham's Home Health Care that assists Mr. Gaffney in his recovery. This team coordinates with Mr. Gaffney's family and friends and fills in the gaps in care as needed. The loving and skillful care Mr. Gaffney receives from Upham's Home Health Aides is particularly important.

Mr. Gaffney is a remarkably wise and patient man who knows his care needs, far better than anyone. He can direct a new staff member to assist with a hooyer transfer while thanking them for their effort. He has re-designed much of his medical equipment and could write the book on body mechanics. Mr. Gaffney engineers new and better ways to live with MS and teaches us all along the way.



Working to Keep Seniors Safe

Our Senior Care Options program works closely with our Home Care department and helps to protect our patients from elderly neglect. One of our patients had multiple chronic conditions and was in and out of the hospital. The SCO case manager and geriatric support coordinator visited her and noticed that she could no longer get around safely, food was sparse and she was in need of more assistance than her family could provide. With all parties working together, she was placed in a long-term facility that can take care of her, keep her safe, healthy and happy.

23% of patients are over the age of 65.



Finding Refuge at Teen Clinic

A 16-year-old patient, a recent immigrant, was new to the clinic. In her short time in America, she had already faced tremendous challenges. Her new living arrangements in Boston proved to be unstable, and, more importantly unsafe for her. She quickly found herself facing homelessness, and was surrounded by peers with many high-risk behaviors. When she first came to the clinic she had found refuge in a foster home but was feeling her life was over rather than just beginning.

The staff embraced this patient, understood the level of sensitivity and provided the support that she needed. First, she received primary care addressing her many health needs and then was connected to our behavioral health department to help her deal with the trauma she endured. The behavioral health clinician introduced her to a local gym where she could take fitness classes for free. Now she works there as an instructor. She has made great strides physically, academically and socially. She is in the process of writing a book documenting her experiences in this country. This young woman is an excellent example that the work we do every day makes a lifetime impact.

An Everlasting Gift



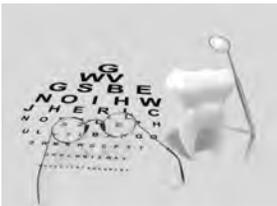
A single mom living in the South End and her 10-year-old daughter have been coming to UCHC for many years for their healthcare. With the mom fighting a serious battle against cancer, and facing a daunting prognosis, her hope to provide a memorable Christmas to her daughter seemed impossible.

When the Community Advocates heard of her plight, they and fellow nurses, providers and other health center staff exemplified the holiday spirit by donating their time, money and resources. Through their efforts they were able to bring this mom and young girl a memorable and unforgettable Christmas. There were gifts, food and most importantly kindness and love shared generously and spontaneously with this family. This family's "Merry Christmas" was delivered by the special elves at UCHC.



A young girl from an immigrant family asks to use her doctor's stethoscope to listen to her mother's heart. She states emphatically that she too is going to be a doctor when she grows up.

Routine Exams Make Lifesaving Discoveries



The Health Center's Dental and Eye Care Clinics are in a building located at 636 Columbia Road. The staff and clinicians go about their busy days servicing patients and residents. This year they both had patients where those services turned into life changing events for those patients.

A female patient of Cape Verdean descent was seen at the dental clinic for a routine dental appointment. During her appointment, she complained of poorly-fitted dentures. The dentist caring for her evaluated her and found an abnormal growth on the left side of the patient's tongue that was rather large. The patient thought it was due to her dentures not fitting properly. The appearance of the lesion led to the suspicion of oral cancer which resulted in a referral to an oral surgeon. The biopsy revealed that the mass was a very dangerous type of oral cancer that can spread to other parts of the body. After diagnosis, the patient received radiation and chemotherapy treatments with the majority of the mass being removed. A year following her diagnosis and treatment, she was seen at the dental clinic and she is now cancer-free.

During a recent eye exam Dr. Cohen and Dr. Hanley noticed a condition that was impacting a patient's vision. The patient was experiencing double vision, indicating a serious eye problem. They ruled out a tumor and aneurysm and quickly went to work. They attached prisms to her glasses which shifted her eyes so that the double vision was gone. They worked collaboratively with Boston Medical Center to determine the diagnosis and treat the issue. The patient can see clearly now and the problem has been resolved thanks to the doctor's treatment plan. At UCHC, even routine activities can have impactful outcomes.

In the Community



The Violence Intervention Prevention (VIP) Program organizes programs and activities throughout the year at the health center as well as builds relationships with neighbors, businesses and residents. VIP staff can be found cleaning up Stanley Playground in the spring, organizing “Fair Foods” twice a month, presenting job readiness workshops in local middle and high schools and hosting a variety of activities at the health center. The VIP program is part of the fabric of Upham’s Corner, helping to keep it safe and intervening to provide support to the community when violence strikes.



City Collaborations

UCHC has always been an integral part of the Upham’s Corner community.

This year, we were fortunate enough to be involved with the city’s “Imagine 2030” campaign and participated in key meetings imagining the future of the neighborhood. We were recipients of a city grant that upgraded our exterior building signs on Columbia Road.

We have also been part of the solution to help house chronic homeless seniors. We look forward to continuing and building upon this strong partnership.





Arts & Health Street Festival

A collaboration between Upham’s Corner Main Street and the Health Center brought together health, wellness and the arts to the Upham’s Corner outdoor street festival.

Over 40 local non profit organizations and 15 Up Vendors participated in this year’s festival. Local businesses and entertainers also took part in the day’s events. We look forward to continuing the tradition and hosting another Arts and Health Festival in 2018.



Community Outreach

There are many members of our staff who are continually present in the community. Our WIC program and Community Health Advocates can be found at farmers’ markets, DTA Offices, health fairs and many child friendly events. During 2017, staff participated in “Love Your Block” a day dedicated to beautifying neighborhoods, career fairs, the Annual Upham’s Corner Tree Lighting ceremony and important community meetings.

Look for our team throughout the year to learn about our programs and services.

Health Center Highlights

Awards and Recognition



- **Dr. Adalgisa Alfonso** was named president of the Massachusetts Hispanic Dental Association.
- Pediatric Nurse, **Charlotte Badler**, won a Writer’s Award for an article written for the American Academy of Ambulatory Care Nursing member newsletter.
- **Bettina Brea** received the James W. Hunt, Jr. Community Health and Public Service Scholarship Award by the Massachusetts League of Community Health Centers.
- **Dr. Adam Burrows** was appointed to the board of directors of the National PACE Association’s Board as the next Chair-Elect.
- **Dr. Zuzana Mendez**, Interim Dental Director received an award for her ongoing support and contribution to the Dominican community.
- **Santiago “Sammy” Rosario**, PACE Transportation Supervisor, received an award from the Massachusetts League of Community Health Centers for Outstanding Employee Award.
- **Nichele Thompson** on behalf of PACE, accepted the Boston University School of Social Work 2016-2017 Field Placement Agency Award.

Staff Training and Professional Development

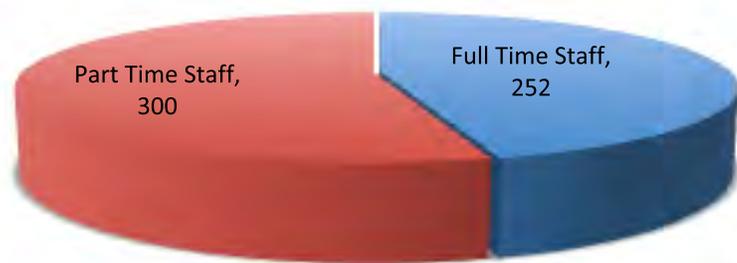


Boston Public Health provided a workshop on dealing with trauma following disasters to help staff deal with family members and patients who were affected by the damage of the hurricanes. The staff who attended are pictured to the left.

Staff attend ongoing training programs for professional development including but not limited to national trainings along with individualized trainings and topics.



Number of Staff



Wellness Grant



Number of Staff Participants (total): 196

Walking Challenge/Steps Taken: 489,540,000

Kickball Participants: 30

Keeping Our Staff Healthy and Well

UCHC received a wellness grant in 2017 to establish a committee to offer wellness programs to our staff.

During our first year we introduced a walking challenge, intramural sports and a workshop series focusing on nutrition.



UCHC Services

Behavioral Health/Social Services
Dental
Eye
Family Medicine
Family Planning
Health Education
Home Health Care/Visiting Nurse
Infectious Disease Management
Nutrition
Pediatrics
Primary Care
Urgent Care
Women's Health/OB ~ GYN

Buckle Up Boston Car Seat Program
Community Health Advocates
Diagnostic Testing (X-Rays, Mammograms)
Fair Foods Site
Insurance and Benefits
Lab Services
Pharmacy
Senior Care Options
Substance Use Treatment Program
Upham's Elder Service Plan/PACE Program
VIP (Violence Intervention Program)
Women, Infant and Children's (WIC)



**16,985
WIC
Visits**



Income Statement

For Year Ending December 31, 2017 (Unaudited)

ASSETS

CURRENT ASSETS:	\$8,937,948
FIXED ASSETS:	6,020,198
OTHER ASSETS:	251,295
TOTAL ASSETS:	\$15,209,441

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES:	\$4,051,123
LONG TERM DEBT:	740,956
TOTAL NET ASSETS:	10,417,362
TOTAL LIABILITIES & NET ASSETS:	\$15,209,441

Statement of Activities
Upham's Corner Health Committee Inc.
For the Year Ending December 31, 2017 (Unaudited)

INCOME

PATIENT SERVICE REVENUE:	\$31,503,210
GRANTS AND CONTRACTS:	3,421,420
RENTAL AND OTHER INCOME:	465,733
TOTAL INCOME:	\$35,390,363

EXPENSES

SALARIES:	\$19,209,748
PAYROLL TAX AND FRINGE:	3,888,588
OPERATING EXPENSES:	15,453,989
OTHER EXPENSES:	155,499
TOTAL EXPENSES:	\$38,707,824

NET INCOME/(LOSS)	\$(3,317,461)
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2017 Patient Profile - FQHC

ACTIVE REGISTERED

AGE*

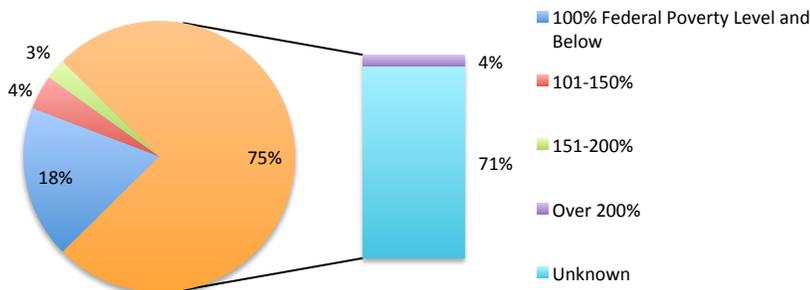
	FY 2017
Under 1 Year	250
1 - 3 Years	495
4 - 6 Years	540
7 - 12 Years	1,108
13 - 19 Years	1,403
20 - 24 Years	917
25 - 64 Years	6,121
65 - 79 Years	998
80 + Years	274

SEX

Male	4,785
Female	7,321

* Patient ages as of 6/30/2017

Income of Patient Base

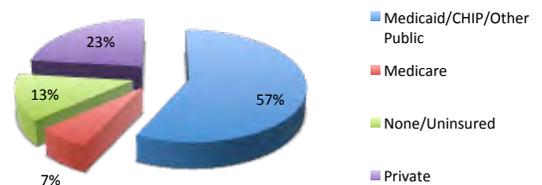


28% of our patients self report living between 100 and 200% of the federal poverty level (FPL).



Male: 39%
Female: 61%

Insurance Sources



2017 Patient Visit Summary

HEALTH SERVICES	FY 2017
Adolescent Health	910
Behavioral Health	4,600
Dental	7,207
Health Education/Infectious Disease	1,078
Mammograms	918
Nutrition - Clinic	1,017
Optometry	3,119
Podiatry	502
Primary Care	26,031
(includes pediatrics, pulmonology, dermatology, nursing, nursing care management, family planning, immunization only, and lab visits).	
Social Services	830
Urgent Care	9,183
(includes urgent care nursing visits)	
Women's Health	2,458
(includes OB nursing visits and BH)	
TOTAL PATIENT VISITS	57,853
HOME CARE	14,403
(includes Home Care nursing, social work, physical therapy, occupational and speech therapy visits)	
HOME HEALTH AIDE VISITS	72,338
ACTIVE REGISTERED PATIENTS/PARTICIPANTS/MEMBERS	
(Persons having an encounter within 12 months)	
Primary and Specialty Care	12,283
(including dental only patients)	
Elder Service Plan/PACE	278 (average monthly census)
Health Center Deliveries (OB)	128
Home Care Patients	501
Senior Care Option	315 (average monthly census)
WIC Program	3,338
Pharmacy Prescriptions Filled	58,538

FQHC - FY2017 patient visits: 57,853

Board of Directors

Officers

Margaret Leahy Wirth, President
Althea Garrison, Vice President
Dai Morehouse, Treasurer
Tanya Cabral, Secretary/Clerk

Andrea Burton, At-Large
Maria Figueroa
Clara Lennox, At-Large
Winifred Picket
Rafael Rivera
Carol Shamshak

Jagdeep Trivedi, Chief Executive Officer

Executive Committee

Corporate Officers
At-Large Members

Personnel Committee

Margaret Leahy Wirth, Chairperson
Althea Garrison
Dai Morehouse

Quality Committee

Margaret Leahy Wirth, Chairperson

UESP/PACE Committee

Dai Morehouse, Chairperson
Tanya Cabral

Affiliations



Thank you to all staff who contributed to the creation of this Annual Report.



Upham's Corner Health Center, Urgent Care, Teen Clinic, Pharmacy

415 Columbia Road, Dorchester, MA 02125

PH: 617-287-8000 (Connecting all departments) ~ Pharmacy PH: 617-265-1310

Upham's Home Health Care/Visiting Nurses

415 Columbia Road, Dorchester, MA 02125

PH: 617- 825-9206

WIC (Women's, Infants and Children Nutrition Program)

500 Columbia Road, Dorchester, MA 02125

PH: 617-825-8994

Upham's Elder Service Plan

Dorchester PACE Center/Savin Hill, 1140 Dorchester Avenue, Boston, MA 02125

Roxbury PACE Center,/Dudley Square, 36 Dearborn, Boston, MA 02119

Jamaica Plain PACE Center/Jackson Square, 125A Amory Street, Boston, MA 02119

PH: 617-288-0970 (Connecting all locations)

Upham's Dental and Eye Clinic

636 Columbia Road, Dorchester, MA 02125

PH: 617-825-9839