



WE ARE UPHAM'S

2022 ANNUAL REPORT

OUR MISSION



Since 1971, Upham's Community Care (UCC) offers high quality, affordable primary health care and elder care to the residents of North Dorchester and its surrounding neighborhoods in Boston, Massachusetts. This includes family medicine, women's health, behavioral health, nutrition, elder care, urgent care, dental and vision care, WIC, PACE (Program of All-inclusive Care for the Elderly), and Home Health Care, all tailored to meet the cultural, language, and access needs of a vibrant and diverse community.

Boston health care partners include Boston Medical Center, Mass General Brigham, and Boston Children's Hospital. UCC is a registered 501(c)3 nonprofit organization.

REFLECTING ON 2022



Dear Friends,

Welcome to Upham's Community Care!

After months of reflection, collaboration, and planning, we are excited to share the news that, in 2022, we announced our new organizational name, **Upham's Community Care**. Upham's Community Care now encompasses the services of Upham's Corner Health Center, Upham's PACE (Program of All-inclusive Care for the Elderly), and Upham's Home Care.

For over 50 years, Upham's has been committed to providing quality health care to all people. While our name has changed to reflect the broad scope of the care, programs, and services we provide, our commitment to serving our patients and community members remains unwavering. This dedication is reflected daily by our staff as they work diligently to ensure that care is equitable and accessible to all.

And we continue to work deeply in our Dorchester community and with other partner organizations to provide response and resiliency programming to children, youth, and neighbors, especially our community members impacted by violence, including through our Violence Intervention & Prevention Program and Neighborhood Trauma Team.

As part of our JEDI (Justice, Equity, Diversity, Inclusion) initiative, we have partnered with YW Boston to develop a timeline and host a series of efforts, including committee development, surveys, conversations, focus groups, etc., to further our commitment to fostering a more just environment for all.

On behalf of our Board of Directors and myself, thank you for your continued support of Upham's.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jagdeep R. Trivedi".

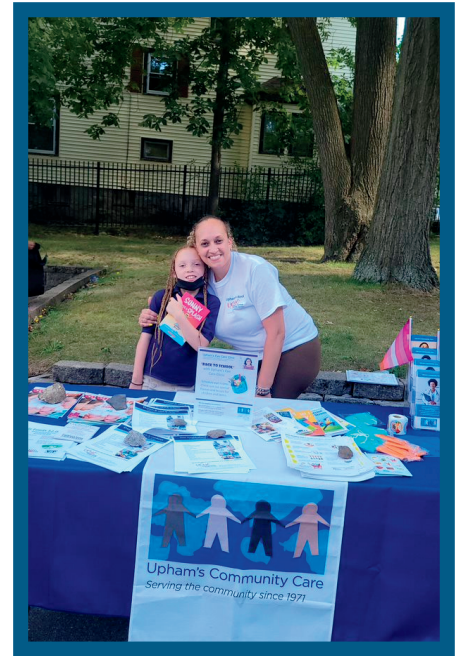
Jagdeep R. Trivedi
Chief Executive Officer



A YEAR IN REVIEW: HEALTH CENTER

During the fall and into December, we proudly prepared for and hosted the Health Resources and Services Administration (HRSA), for an Operational Site Visit.

To complete the compliance assessment, the auditors toured the Health Center's service sites at 415 and 636 Columbia Road (while making general observations about patient service, physical environment, and signage); reviewed Upham's policies and procedures and other documents; and, engaged in meetings with many staff members as well as the Board of Directors.



"Each consultant (clinical, financial, and administrative/governance) had many words of praise for [our] systems and protocols in place to serve our patients and our community, with detailed compliments about the quality improvement program (with alignment to strategic organizational goals), after-hours access, financial policies, and collaboration with other agencies." - CEO Jay Trivedi

In addition to the care services provided by the Health Center staff, this year brought a strengthening of its systems. We introduced an improved patient communications system, WELL, to better reach our patients through data coordination and voicemail and text messaging.



Of course, COVID-19 remains with us, and we continue to provide resources to our pediatric and adult patients and community members, including testing, vaccinations, and antiviral medications.



OTHER HEALTH CENTER HIGHLIGHTS

- Regained (pre-COVID-19) consistent ranking as a Top 10 OCHIN-using health care site for performance on five core clinical quality measures. We are currently ranked 8 out of 144 OCHIN-using sites in the United States!
- Participating in the National Hypertension Control Initiative with a focus on increased learning, collaboration, and providing home blood pressure monitors to patients.
- Primary Care and Eye Care coordination to ensure annual eye exams for diabetic patients resulted in an increase in exam rates from 25% (December 2020) to 50% (November 2022).
- Since 2017, Upham's has sustained Level 3 Patient Centered Medical Home (PCMH) recognition from the National Committee for Quality Assurance, with a distinction in Behavioral Health for integrating behavioral health care into a patient-centered primary care setting.
- Upham's was 1 of 3 Massachusetts health centers to receive the HRSA Gold Health Center Quality Leader in 2022.

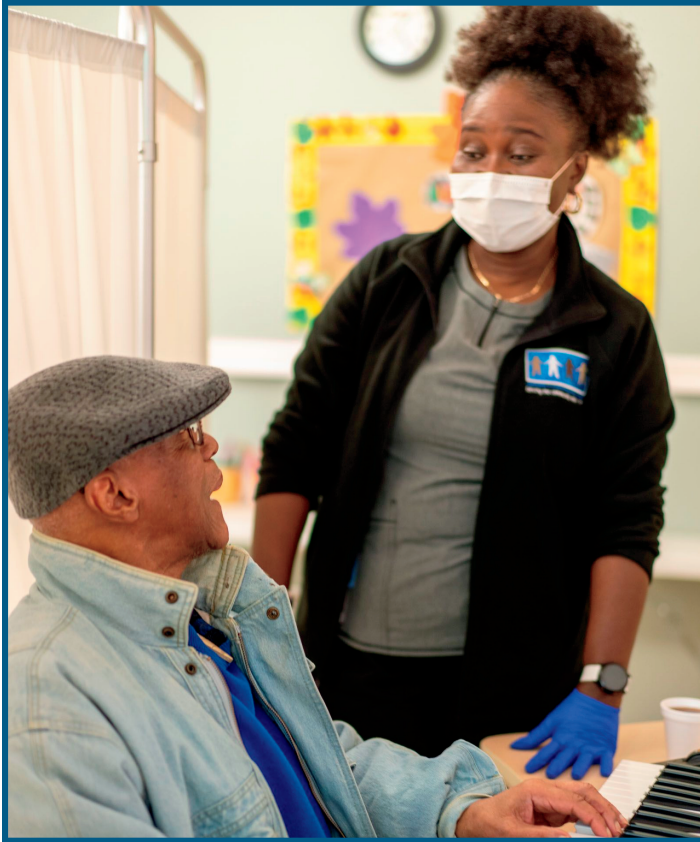


A YEAR IN REVIEW: HOME HEALTH CARE

In 2022, though staffing shortages plagued the health care industry, our Home Health Care team diligently continued to provide care to some of our most vulnerable patients and community members. At all times and with kindness and compassion our staff work to ensure the dignity of each person in our care. In homes, at bedsides, and often with family members, our staff take the extra moment for a conversation or phone call, pet care, or simply to hold a hand.

We are proud to announce that, in 2022, the Massachusetts Department of Public Health performed its periodic and unannounced survey (inspection, record reviews, home visits) of our program and found no deficiencies. And, our Home Health Aide team joined their Home Health Care colleagues at our offices at 547 Columbia Road, above our WIC (Women, Infant & Children) program to better accommodate program growth.





A YEAR IN REVIEW: PACE

Program of All-inclusive Care for the Elderly

Our PACE program is proud to provide exceptional care, services, and programming to our participants. We served 315 individuals in 2022, with 233 participants over the age of 70, and three over the age of 100!

In 2022, PACE continued to manage COVID-19 concerns while increasing our Day Center attendance: we averaged 55 participants per day for a total of 13,413 attended center days. Center activities included: a walking club, cooking demonstrations, music and games, Spanish language practice, gardening, BBQs, and holiday gatherings.

PACE transportation services are an essential part of our program. Our drivers serve as the vital link between participants and our care teams.



42,190 transportation trips in 2022,
with an average of **134** trips per
participant:

35,630
For PACE Day Center Attendance

4,160
For Medical Appointments

2,400
For Medication, Supplement &
Durable Medical Equipment
Delivery



PACE staff and participants preserve dignity and hope amid a senior housing crisis in Boston

In the summer of 2022, our PACE program was given three months' notice that Landmark Assisted Living Facility at Longwood in Boston, an essential housing and support infrastructure for vulnerable older adults, would be closing its facility. This imminent closure would impact 30 of our 315 participants, most of whom had resided at Landmark for more than three years.

Many of these PACE program participants had very few social supports from family or friends. Without leverage or alternative housing options, they were at risk of ending up prematurely in nursing homes or having to relocate out of Boston, away from their medical, behavioral health, and social service providers. PACE was their only avenue for advocacy, and our team became their champions.

“The collaborative team approach at PACE provides our clinicians a wealth of knowledge about each participant, not only in regard to their medical health but also to their behavioral, functional, nutritional, and emotional well-being,” remarked Nancy Roach, Chief PACE Program Officer. “This holistic and deep understanding of each person allowed our team to suggest an appropriate housing setting for each participant affected by the closure.”

Our PACE social workers, home health aides, medical assistants, and community resource specialists worked tirelessly to keep our participants safe and secure housing for them. Twelve of the 15 people we identified as appropriate for independent housing now live in senior housing with PACE services while the remaining three moved to area rest homes.

These participants had the courage to place their faith in their care teams and in turn, the efforts of PACE staff offered them a sense of dignity and hope that had been missing since the day they received their notice to vacate.

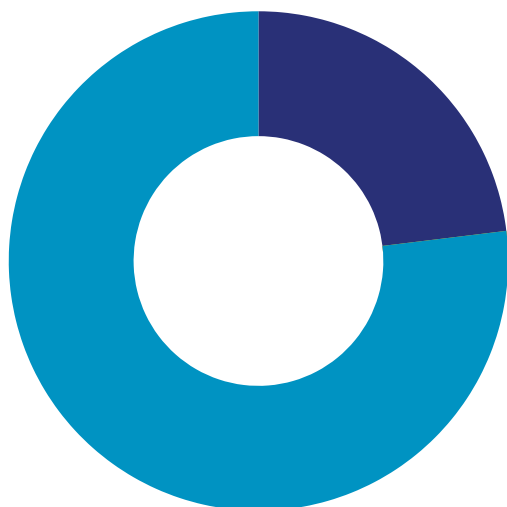
Statement of Financial Position

Unaudited Financial Data*



Assets 2022 YE

Current Assets	\$13,411,971
Fixed Assets	\$5,947,686
Other Assets	\$265,350
Total Assets	\$19,625,007

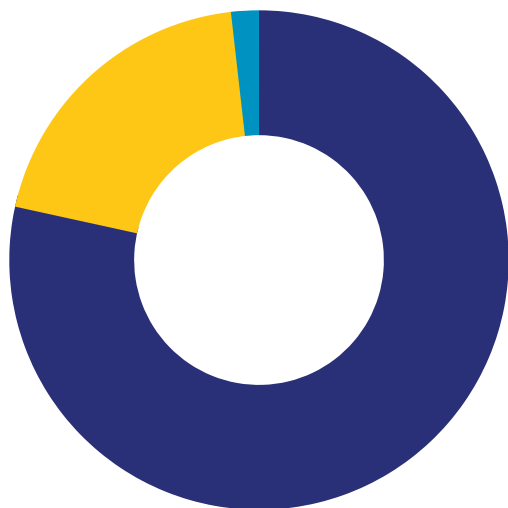


Liabilities & Net Assets

Current Liabilities	\$4,528,188
Long Term Debt	\$
Total Net Assets	\$15,096,819
Total Liabilities & Net Assets	\$19,625,007

Statement of Activities

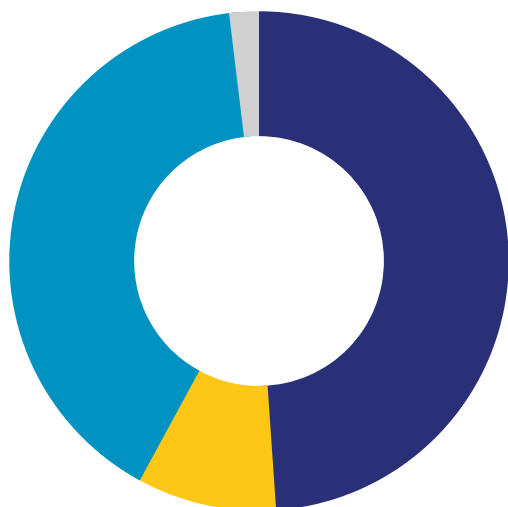
Unaudited Financial Data*



Income

Patient Service Revenue	\$44,627,543
Grant and Contracts	\$11,250,156
Rental and Other Income	\$1,023,015

Total Income \$56,900,714



Expenses

Salaries	\$27,303,365
Payroll & Fringe	\$5,031,617
Operating Expenses	\$22,421,429
Other Expenses	\$1,070,491

Total Expenses \$55,826,902

Change in Net Assets \$1,073,812

2022 GRANT RECAP & HIGHLIGHTS

In 2022, we received a total of **\$7,125,156** in grant funding. Here are a few examples of what new grant funding supported this year.

Liberty Mutual Foundation

\$100,000

Upham's received funding from Liberty Mutual Foundation during both 2021 and 2022 as part of their COVID-19 Relief Initiative to help mitigate mental health challenges for low-income residents, such as those served by Upham's, as a result of COVID-19 and the economic challenges.

MassDevelopment Community Health Center Grant

\$50,000

The MassDevelopment Community Health Center grant supported the health center to upgrade our medical exam room diagnostic equipment and furnishings. More specifically, the funding went towards primary care exam room furniture at the 415 Columbia Road building, including diagnostic wall units, exam room desks and stools, an accessibility exam table, and a pediatric exam table.

Public Health Funds grant from Mass General Brigham: \$225,000

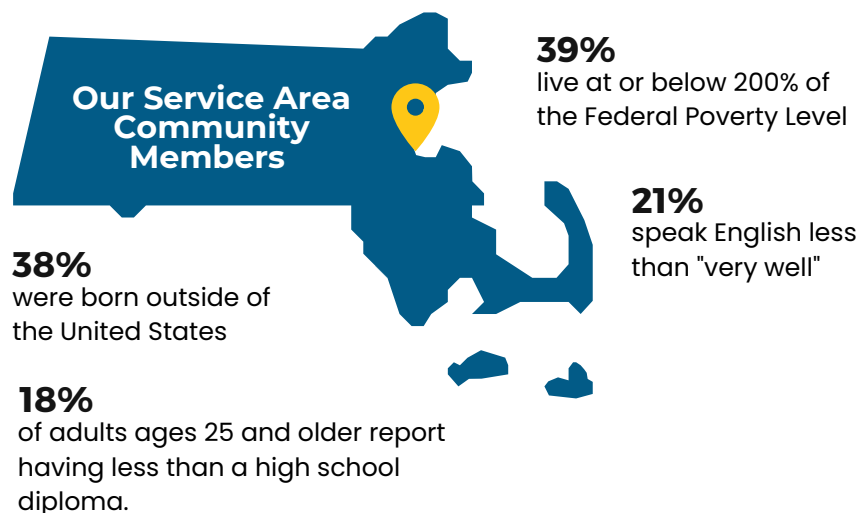
The Mass General Brigham Public Health Grant is intended to continue improving delivery of non-clinical, upstream supports while also improving the coordination of primary care and behavioral health services. Upham's utilized this funding to: 1) Improve integration between Primary Care and Support Services/Case Management by implementing a system where there will be a Community Health Advocate on call every day; 2) Streamline the process of getting patients and community members the services they need; 3) Support infectious disease, public health, and primary care behavioral health integration activities; 4) Measure the type and volume of social support services in demand within our local community, as well as implement a system of ongoing monitoring; 5) Continue to provide direct support through individual visits, case management, group sessions, public events, etc.; 6) Establish a workflow for Primary Care Providers and patients to refer or self-refer to the Support Services department; 7) Improve our Infectious Disease control program, create targets for Hep C treatment, and provide more direct support to primary care providers; 8) Work to identify partnerships with community-based organizations offering a level of support unavailable at Upham's while continuing to identify stronger linkages to external entities. With this funding, Upham's continue to work to increase the number of our patients who receive and complete the Social Determinants Of Health screening.

20 Upham's by the Numbers

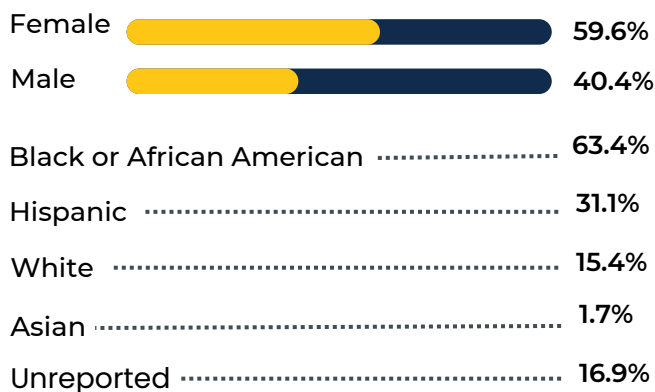
22 Data and details about those we serve

FAST FACTS

- Upham's first provided patient services in January 1973 at 500 Columbia Road.
- Awarded a Section 330(e) grant from HRSA in August 2015.
- Employs over 500 people.
- Accepts both public and private insurance and doesn't turn away anyone for inability to pay.
- Offers medical interpreter services both onsite with trained or certified multilingual staff and through an on-demand language line.

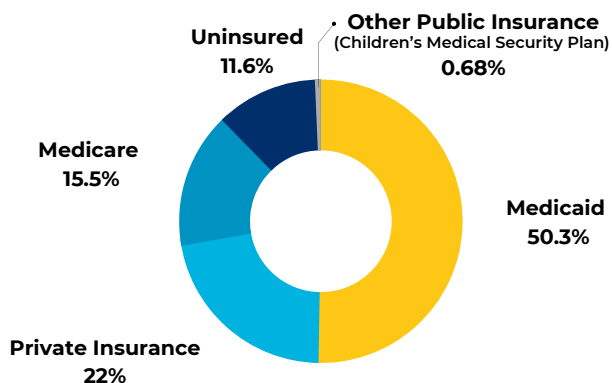


PATIENT IDENTIFICATION



11,265 Total # of Patients	5,669 WIC	9,784 Home Health Visits
43,283 Health Center Visits	75,597 HHA	315 PACE Participants

INSURANCE



Primary Care
35,883

(29,689 clinic visits,
6,194 virtual visits)



Behavioral Health
4,326

(substance use: 402 clinic
visits, 468 virtual visits)



Eye Care
4,622



Dental Care
7,029



Prescriptions
Filled
64,592



Upham's Corner Health Committee, Inc.
Board of Directors

Margaret Leahy Wirth, Chairperson

Althea Garrison, Vice President

Tanya Cabral, Secretary

Toney Jones, Treasurer

Christopher Beares, Esquire

Troy Byner

Maria Figueroa

Clara Lennox, MD

Dai Morehouse

Jagdeep Trivedi

Chief Executive Officer

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