

The Extra Mile at CHCB

“I don't know where I'd be **without this place.**”

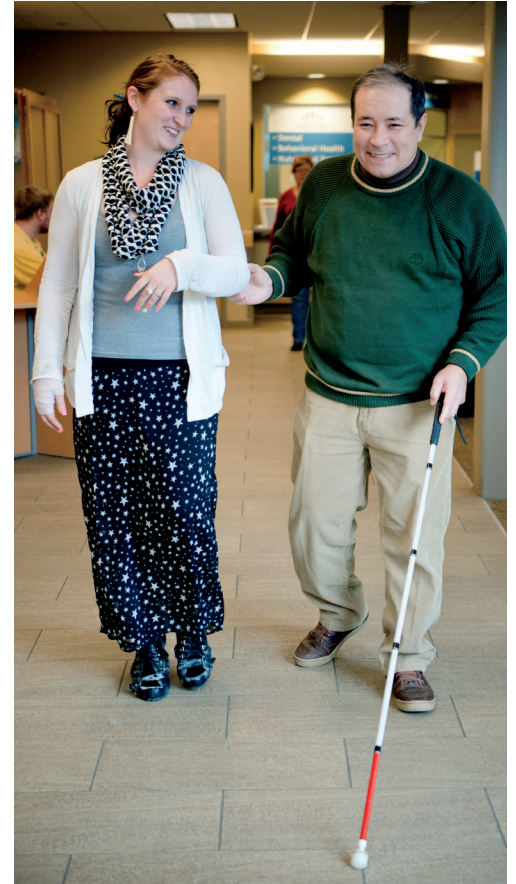
■ He could barely remember what the optometrist had just said about repairing his vision—Fernando was that nervous. It had been three years since he had become functionally blind.

“I was technically homeless,” Fernando commented, having resorted to living in a tent on a local campground in Shelburne. “I was trying to navigate social security and get my life back in order.” Not long ago, Fernando was a local private contractor—a career involving as much business savvy as craftsmanship. Work all but evaporated after the economy took a turn, and worse, he lost his sight. He was in a rough patch, but as luck would have it, Fernando was connected to CHCB.

“From the start, Patient Support Services staff was the face of the health center for me—kind, professional, and very knowledgeable.” Fernando was connected to health insurance, given assistance filling out applications and linked to other benefits such as food stamps. “It was everything,” he said “to get me on my feet.” At his first medical visit, Fernando’s nurse took a special interest in his living circumstance, and by the end of the visit his provider connected him to a CHCB caseworker.

“My caseworker helped me in so many ways, from getting an apartment to navigating social security and things like medication assistance. I came in today with a stack of mail which I’m unable to read; she even helped me organize it. I don’t know where I’d be without this place.”

At his second visit with the optometrist, Fernando’s CHCB provider arranged



for a Nurse Case Manager to sit in, bringing her medical background to help with the consultation. He was amazed at the end of the visit when she’d compiled a list of important questions about a potential vision surgery, the procedure and the risks. This “extra mile” is what Fernando describes as the overall theme of his experience with CHCB.

Today, Fernando has a new job and apartment, doing better than he has in a long time.

“It wasn’t luck that I have found the best doctor I’ve ever had in my life, the best nurses and caseworker. This is an amazing place.”

Cost-effective health care treats the whole patient. Here’s how CHCB lifts barriers to healthy and productive lives:

eligibility assistance

health insurance applications, prescription assistance, benefits assistance **social work**

case management

housing assistance, assistance with disabilities, social

services navigation **nurse**

case management

chronic disease education & monitoring, coordination between multidisciplinary health services, medication reconciliation **nurse**

care coordination

hospital discharge follow-up,

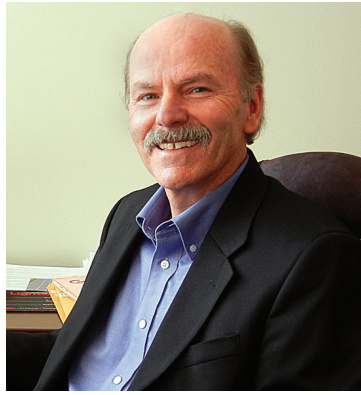
medication guidance **support**

systems

transportation assistance, translation services

“I am pleased and privileged to have been part of this great organization...”

Jack Donnelly, CHCB CEO



Also, at the end of 2015, we signed our final contract to build a new home in the South Hero village center for the Keeler Bay Health Center. This construction project is now under way (thanks to our mild winter) and is headed for completion in late 2016. This also fulfills one of our important strategic objectives.

Jack's Last Note

Dear CHCB Friends,

As I am retiring in June, this is my last note to all of you as CEO at CHCB. I am so pleased and privileged to have been part of this great organization for the past eight years, and very proud of what has been accomplished by the wonderful staff who works here.

Most recently, in January of this year, we fulfilled one of

our longstanding strategic goals with the opening of the South End Health Center at 789 Pine Street in Burlington. The new health center will take a little while longer to reach full capacity, but we started seeing medical patients right on schedule. In March, we will extend our Psychiatry and Behavioral Health services to the new South End Health Center, and we are already making plans to offer dental services there in late 2016.

Both projects will increase access to services for all members of these communities and will, of course, extend the CHCB service safety net to new neighborhoods, and to more of those who need us. I want to express my sincere thanks to all of our donors whose continuing generosity helps to fund our services and to offer our patients the best and most comprehensive care available anywhere. Thanks for being part of CHCB!

The Last Five Years – A CHCB Retrospective

Under Jack Donnelly’s tenure as Chief Executive Officer, CHCB has greatly expanded its reach and impact to our community. Here is a look at the last five years and what’s ahead for CHCB:

2012



Keeler Bay Health Center

In 2012, CHCB established its first rural practice in Grand Isle—the Keeler Bay Health Center—ensuring access to care for three towns after the sole family physician in the area retired.

2013



Bringing on The Community Health Team

Working with Vermont’s Blueprint for Health, CHCB created its own

2011



Riverside Health Center

In 2011, CHCB re-opened as the state-of-the-art Riverside Health Center in Burlington’s Old North End after receiving the first federal expansion grant in Vermont and thanks to an incredible show of community support. Doubling the size of the old facility, 5,000 more community members have been welcomed into a new health

care home in just three years—a growth spurt of 38% for CHCB.



Patient Centered Medical Home Accreditation

Also in 2011, CHCB was accredited as a Patient Centered Medical Home, enhancing our model to emphasize care coordination and team communication to reduce cost and improve quality outcomes.



Caring for the Mind and Body

CHCB's Combined Family Medicine-Psychiatry Provider

Some days at CHCB, you'll find Dr. Adam Greenlee caring for patients with physical chronic conditions like hypertension or diabetes—other days, he's focused on the mind, treating mood disorders or anxiety. If this sounds like two different fields of medicine, it's because it is: Dr. Greenlee is both a Primary Care Physician and a Psychiatrist, having graduated from a combined Family Medicine-Psychiatry Residency Program. He is, in fact, one of only 10 in the U.S. for his graduating year.

Growing up in rural Pennsylvania, as Dr. Greenlee explained, he was inspired by his grandfather, the community's sole physician. Upon learning his last name, local community members would share personal anecdotes of his grandfather's care and the impact it had on their families. "In this way," he said, he "came to understand the power of healing and community that can come of medicine."

Dr. Greenlee followed in his grandfather's footsteps, also studying medicine at the University of Pittsburgh, with an interest in rural practice. He noticed that a shortage of mental health providers created the greatest challenges for local

primary care physicians. "Seeing this situation play out over-and-over led me to seek alternative training opportunities to fill the gap." Dr. Greenlee's dual "physicianship" was born.

"Perhaps more important than my skill-set, meshing with the mission, programs and culture here is a large part of my personal philosophy. This organization is filled with individuals united in providing quality, comprehensive, and empathic care. I imagine a CHCB patient introduced to a relative of any of the employees here saying, "Your relative works at CHCB? Let me tell you what they did for me."

Community Health Team, a staff committed to ensuring no patient falls through the cracks of our health care system.

2015



Taking Homeless Health Care to the Next Level

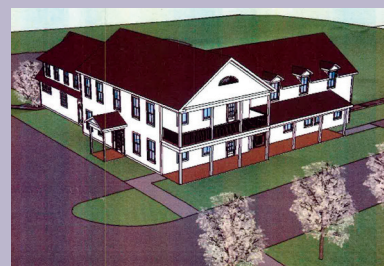
This year marks the 12th anniversary of our two downtown health centers serving the homeless—the Safe Harbor Health Center and Pearl Street Youth Health Center. Our model of care fosters powerful partnerships to expand our innovative supportive housing programs. CHCB is working alongside Champlain Housing Trust to bring our expertise in intensive case management and health services to Harbor Place, a transitional housing shelter, and Beacon Apartments, permanent housing for chronically homeless individuals.

2016



A New Frontier – South End and South Hero

CHCB brought in the new year with the introduction of the South End Health Center, our first site in Burlington's South End District. And coming soon, we are upgrading our presence in the Grand Isle community by moving to a new site in South Hero.



2014



Psychiatry – Another Step Forward

In 2014, Dr. Harris Strokoff arrived to fill a newly-created role of Medical Director of Psychiatry and Behavioral Health. He has since grown the psychiatry practice at CHCB to include an additional psychiatrist, three psychiatric nurse practitioners, and CHCB's first-ever psychiatric walk-in clinic.



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For the love of wine & food, welcome back Salud!

You're invited to our premiere auction of upscale wines, craft beers and unique experiences. Guests will indulge in small gourmet plates from Vermont's best chefs, paired with delicious wines.

Special Note: Auction wines personally selected
by Jason Zuliani from Dedalus Wine Shop.



Fourth Annual

Salud

Proudly Co-Chaired by Patrick Robins,
Lisa Schamberg and John Crabbe

Presented by
Burlington
Health and Rehabilitation Center
Managed by **Genesis HealthCare**®

Thursday, April 7 at 6:30 pm
The Essex Culinary Resort & Spa

Tickets: www.chcb.org/donate/salud2016

Benefitting the Community Health Centers of Burlington. For sponsorship opportunities or event questions, please contact Kim Anderson at kanderson@chcb.org or 802-264-8193.

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All CHCB programs and services are accessible to people with disabilities. This newsletter is available in alternative formats upon request.

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