

Changing Lives



EDWARD M. KENNEDY
Community Health Center

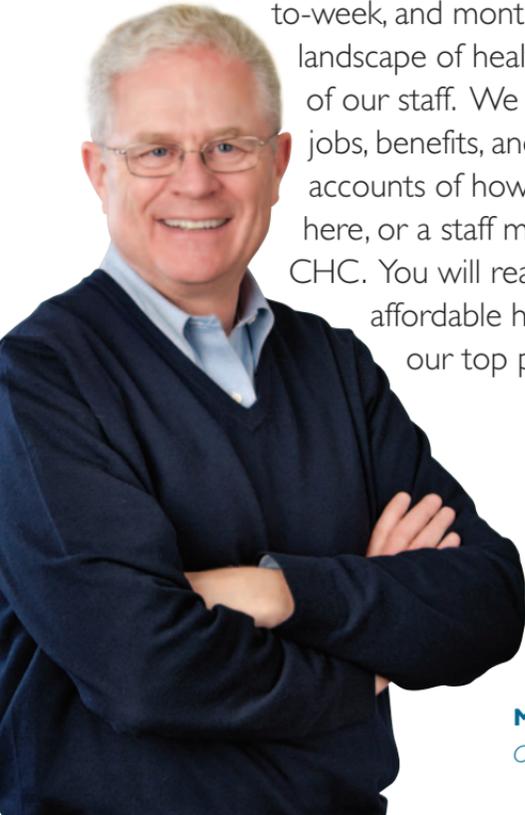
We help people live healthier lives

Annual Report **2013**

We help people live healthier lives. Through this Annual Report, we at the Edward M. Kennedy Community Health Center (Kennedy CHC) share our mission, vision, and values with our patients and the communities we serve. Day-to-day, week-to-week, and month-to-month, we are creating a new history within the new landscape of health care. We are changing lives – the lives of our patients and of our staff. We provide care for our patients; and for our staff we provide jobs, benefits, and the opportunity to make a difference. I have heard many accounts of how a patient's life has been transformed by their experience here, or a staff member's life has been changed by working here at Kennedy CHC. You will read just a few of these stories in this report. Accessible, affordable health care is the hot topic right now, but it has always been our top priority.

We are a
Community

Matt Hogan,
Chair, Board of Directors



As health care shifts and changes, and more emphasis is placed on prevention and wellness in primary care, Edward M. Kennedy Community Health Center is at the forefront of modeling innovative strategies to care for our patients. We are creating better systems that deliver better care, and we are engaging our patients in their own healthcare. We are changing patients' lives.



Health Center

Toni McGuire,
President and CEO

We use the latest technologies to provide the best care possible including electronic dental records and digital x-rays. As an accredited residency site for the Lutheran Medical School Advanced General Dentistry program, we are able to expand access to oral health services.

We Solve Problems



A generous grant from the DentaQ us to replace our broken panoramic





Elead didn't know what was wrong. He had a terrible pain in his mouth. His primary care provider referred him to our Dental Department. Elead had a panoramic x-ray, enabling a full view of his upper and lower jaw. What the dentist saw was a rare benign tumor that if left untreated can cause abnormalities of the face and jaw. Elead was able to see our oral surgeon, Dr. Richard Szal, and within two weeks, his tumor was successfully removed. Elead is thankful that all of his treatment was handled quickly and easily, and in one location, so he could return to school, where he is studying information technology.

 **First dental check-up? By age one, or 6 months after the first tooth comes in.**



 **Good oral hygiene begins with a free toothbrush and floss for each patient.**



Dr. Richard Szal

32
dentists, dental
hygienists, dental
assistants, and lab
technicians provided

32,080
dental services to

10,579
dental patients



quest Foundation enabled
x-ray machine last spring.

Christopher's team includes Maria Cruz, his community health worker; Denise Barry, RN, his clinical care manager; Maydee Morales, his case manager; and Dr. Gina D'Ottavio.

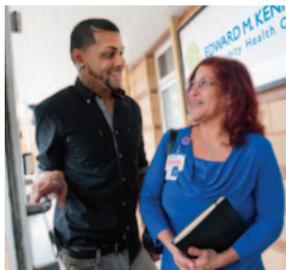
Christopher found out his HIV status the day he was released from the Worcester County House of Corrections. Ramon Medina, a Kennedy CHC staffer who provides counseling and testing at the jail, and coordinates the reintegration of HIV+ individuals back into the community, immediately contacted Maria Cruz, a Kennedy CHC community health worker. Maria picked up Christopher and brought him directly to Kennedy CHC to meet his medical case management team, and begin treatment.

We are Your Team



“Maria speaks to me in a loving and caring way. She helped me understand the importance of treatment and medication to continue having a happy, healthy life.”

Dr. Gina D'Ottavio





By working with his team, Christopher receives the education and support he needs to manage his complex medications; schedule many appointments; monitor and control his symptoms; and make recommended lifestyle changes. He is engaged as an active partner in his healthcare.



Christopher is pursuing night school to become a certified handyman while working at a local motel during the day. Work is helping him move his life forward.



 Evidence shows that the team-based approach to managing diseases such as diabetes, cardiovascular disease, asthma and HIV, is a “best practice” to improve patients’ health and save healthcare dollars.

Denise Barry, RN

Stuart Pynn is a visiting nurse, one of our Board members, and a patient at Kennedy CHC. After being treated for stage III melanoma in his mid-twenties, Stuart decided to become a nurse. “The team of providers not only assisted me in becoming cancer-free, but showed me how the attitude and consideration of the provider greatly impacts the overall quality of life of the patient.” After learning about Kennedy CHC through volunteer work in the Great Brook Valley community, Stuart chose us as his healthcare provider because of the friendly and committed staff he encountered here. “There is a lively feeling in the health center that tells me people are excited to be working to improve the overall health of the community.”



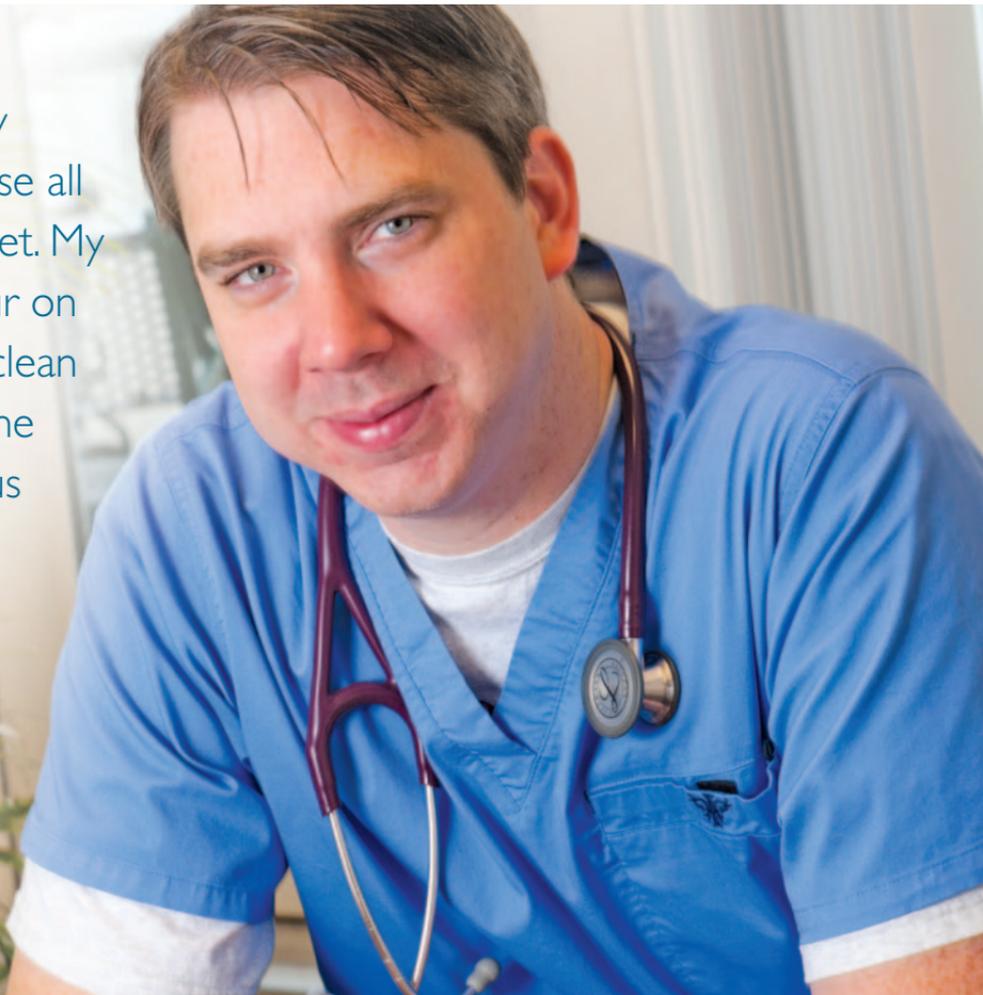
Edward M. Kennedy Community Health Center accepts most major insurance plans, including Blue Cross Blue Shield, Connector Care plans, Delta Dental, Fallon Community Health Plan, Harvard Pilgrim Health Care, MassHealth, and Tufts Health Plan.

51%

of our Board members are patients, and our Board reflects the patients we serve.

“I joined the Board to offer the perspective of a patient, who is also a nurse, and to learn how the organization will deal with the sweeping changes in healthcare.”

“I stay with Kennedy
CHC simply because all
of my needs are met. My
appointments occur on
time, the facility is clean
and modern, and the
staff is conscientious
and thorough.”



“It is really validating for me to be able to provide healthcare to my community. I feel like I’ve come full circle.” Christina Yon, RN, grew up in Sherborn on the Framingham line. She remembers when the original health center on Concord Street opened. Always interested in community nursing, it was perfect timing when Christina graduated from the Yale School of Nursing, and Kennedy CHC Framingham opened an expanded facility on Waverly Street. Christina is thrilled that her first professional nursing position enables her to give back to her community.

+ Coming soon: our new site, Edward M. Kennedy Community Health Center in Milford

Christina Yon, RN



Alvaro Marques likes helping people.

A former teacher from Portugal, he believes that education and healthcare are basic foundations of a decent society. Alvaro enjoys working as a receptionist, "because I am able to feel a connection with the patients. I welcome them and have conversations. Many come from other countries and I can help them feel comfortable here."



We are Growing

In October 2012, we opened our beautiful new facility at 354 Waverly Street in Framingham, significantly increasing access to healthcare services for MetroWest communities.



An avid photographer, Alvaro has added his own photographs from around the world to the collection of artwork displayed in our facility through a collaboration with The Art Connection.

The Art Connection

connects community-based organizations with donations of uplifting professional artwork to enrich the lives of those we serve.



Our Donors & Funders

July 1, 2012 - June 30, 2013

\$500,000+

Edward M. Kennedy Community Health Center Fund
of the Greater Worcester Community Foundation

\$250,000+

MetroWest Health Foundation
The Harry and Jeanette Weinberg Foundation, Inc.
The Health Foundation of Central Massachusetts

\$100,000+

The Partnership for Community Health

\$25,000+

DentaQuest Foundation

\$10,000+

Blue Cross Blue Shield of Massachusetts
Massachusetts Development Finance Agency
Alice C. A. Sibley Fund of the Greater
Worcester Community Foundation
Tom's of Maine Dental Health for All
United Way Women's Initiative

\$5,000+

Central Massachusetts Agency on Aging
Project Bread

\$2,500+

Greater Worcester Foundation Mini-Grant
Fuller Foundation Small Capital Grants
of United Way of Central Massachusetts
United HealthCare

\$1,000+

Martin Cohen
Innovative Cost Solutions, LLC
NextGen Healthcare
St. Vincent Hospital

\$500+

Bowditch & Dewey Attorneys
First Congregational Church
of West Boylston
Senior Whole Health

\$100+

Celticare
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Sue Schlotterbeck
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Valerie Zolezzi Wyndham

Gifts In Kind

The Art Connection
Boston Medical Center HealthNet Plan
Framed in Time
Framers Workshop
Framingham Lions Club
Polar Beverages
Reach Out and Read
Lion's Club (Framingham)
Emma Biggert

Special thanks to the U.S.
DHHS Health Resources Service
Administration, the Commonwealth
of Massachusetts, and Boston
Public Health Commission for
their continued support. Thank you
also to UMass Memorial Health Care
for other supplemental funding.

Board of Directors

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Joseph Stolberg
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Veronica Crespo
Angel P. Hampton
Michael Pagano
Stuart Pynn, Jr.
John Riccio
Deborah Sanchez

Statement of Earnings

For the year ended June 30, 2013

Revenues

Net Patient Service	\$20,822,577
Grants and Contracts	\$7,873,862
Donated Goods and Services	\$769,120
Interest, Management Fees, and Other	\$467,086
Contributions	\$151,058

Total Revenues **\$30,083,703**

Expenses

Salaries and Wages	\$16,901,972
Payroll Taxes and Employee Benefits	\$3,409,915
Supplies	\$3,483,612
Purchased Services	\$1,895,511
Depreciation and Amortization	\$1,338,776
Occupancy	\$1,083,113
Office Expense	\$1,010,782
Provision for Bad Debt	\$605,042
Interest Expense	\$361,176
Pass-through Expenses	\$323,428
Communications	\$227,828
Professional Fees and Other	\$100,846
Insurance	\$70,365

Total Expenses **\$30,812,366**

Change in net assets from operations **(\$728,663)**

Non-Operating Revenue

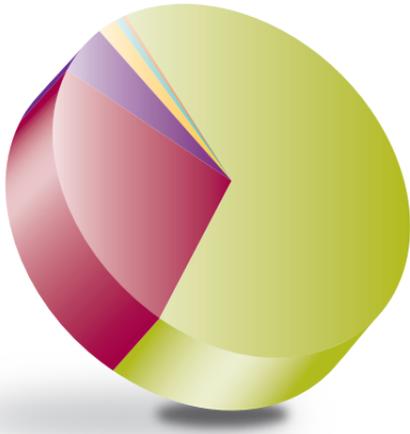
Capital Grants	\$1,506,754
Loss on Disposal of Property and Equipment	(\$873)

Total Non-Operating **\$1,505,881**

Change in Net Assets **\$777,218**

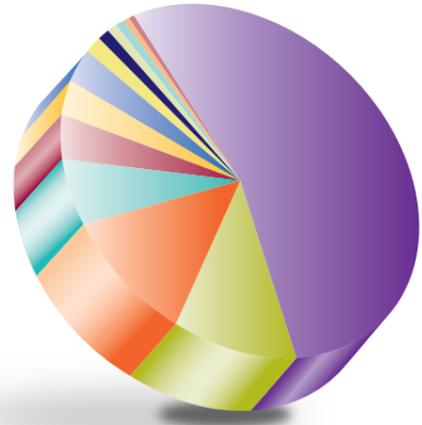
Revenues

- Net Patient Service, 66%
- Grants and Contracts, 25%
- Non-Operating Revenue, 5%
- Donated Goods and Services, 2%
- Interest, Management Fees and Other, 1%
- Contributions, <1%



Expenses

- Salaries and Wages, 55%
- Payroll Taxes and Employee Benefits, 11%
- Supplies, 11%
- Purchased Services, 6%
- Depreciation and Amortization, 4%
- Occupancy, 4%
- Office Expense, 3%
- Provision for Bad Debt, 2%
- Interest Expense, 1%
- Pass-through Expenses, 1%
- Communications, 1%
- Professional Fees and Other, <1%
- Insurance, <1%



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www.kennedychc.org



We help people live healthier lives

Kennedy CHC is accredited by The Joint Commission (TJC). TJC accreditation signifies the Health Center's commitment to providing the best health care possible. Kennedy CHC is licensed by the Massachusetts Department of Public Health, and is certified as a minority organization by the MA Supplier Diversity Office (formerly SOMWBA).