



KP Transformation Accelerator Community Health Center, Inc. Site Visit

Site Visit Details

- **Site Visit Date:** January 17, 2018
- **Location:** Middletown, CT
- **Site Visit Highlights:** Opportunity to observe and speak with front line teams about their care team model and their experience on the care team; unstructured time to ask your specific questions in areas that matter most to you; learn about their successes and challenges on several topics related to care delivery transformation and managing population health. Some topics include a deep dive into team-based care; using data for clinical decision making; and the role of leadership, innovation, and quality improvement in making their organization a national leader in care delivery transformation.
- **CCI Lead Contact:** Angela Liu, (843) 367-5947
- **CHC Lead Contact:** Patti Feeney, (860) 347-6971 ext. 3732

Organization Description

Community Health Center (CHC), Inc. is a private, non-profit Federally Qualified Health Center that provides a full range of comprehensive primary care and social services to all, particularly to those that are uninsured, underinsured, or part of key populations such as patients with HIV/AIDS. CHC practices the “future course of healthcare delivery” by integrating preventative care, treatment, and chronic disease management into patient visits. CHC operates 14 primary care hubs accounting for more than 200 service locations that serve over 145,000 patients within Connecticut.

CHC is nationally recognized for their commitment to implementing innovative care models and cutting-edge technology in their sites. In addition to pioneering and advocating an integrated preventative healthcare model within their clinic sites, CHC provides telephonic translation services for patients, houses a nurse residency training program, and was a leader in migrating to an entirely electronic health record. The Weitzman Institute (WI), CHC’s research and development arm, emerged as natural extension of this work. WI studies the impact of primary care on the underserved, develops educational modules (such as Project ECHO) on care transformation, and provides training for the next generation of health professionals and students.

Site Visit Travel Logistics

Note: The information below is for travel estimates, planning, and budgeting purposes. More details, including contacts and food recommendations will be sent after registration.

- **Airport:** Bradley International Airport (BDL), Windsor Locks/Hartford, CT
- **Accommodations:** Middletown Inn, 70 Main St, Middletown CT 06457, 860-854-6300

- **Weather:** In January, Middletown experiences average daily highs around 37°F throughout the month, rarely exceeding 52°F or dropping below 23°F. Be sure to bring a warm winter coat and be prepared in case of snow/ice. [See here](#) for more detailed weather information.

Learn More

For more information about CHC and WI's work, please see:

- **Community Health Center, Inc. Website:** <https://www.chc1.com>
- **Weitzman Institute Website:** <https://www.weitzmaninstitute.org>
 - **Clinical Workforce Development:** <https://www.weitzmaninstitute.org/NCA>
 - **Project ECHO:** <https://www.weitzmaninstitute.org/project-echo>
 - **Residency Programs:** <https://www.weitzmaninstitute.org/Our-Residency-Programs>

Interactive Learning Experience Site Visit Agenda

JANUARY 17, 2018

TIME	TOPIC	PRESENTER(S)
8:30am – 8:45am	Welcome and Introductions	Community Health Center, Inc. Staff and Faculty CCI Staff and Faculty
	CCI Health & Wellness Services Greater Baden Medical Services	La Clinica Del Pueblo Family and Medical Counseling Services Mary's Center
8:45am – 8:55am 2 minutes each	Health Centers Introductions Expectations for the day and burning question	Health Center Team Leads
8:55am – 9:15am	Response and Reflections CHC, Inc./Weitzman will address questions, ideas, and expectations for the day	CHC, Inc. Facilitated discussion with CHC, Inc. panel
9:30am – 10:30am	CHC, Inc. Tour; Space, design, and aesthetics as fundamental to a model of effective and respectful care in the community <ul style="list-style-type: none"> • Set up • Patient flow • Team space utilization • Complex patient care • Quality improvement activities • The use of data/dashboards 	Guided Tour of CHC, Inc. Middletown, CT site
10:30am – 10:45am	BREAK	
10:45am – 12:00pm	Community Health Center, Inc.'s Model of Care <ul style="list-style-type: none"> • Review of Team Based Care structure by CHC Clinical Staff • The Imprint and Scope of the clinical team; Nurse, Medical Assistant, etc. 	CHC, Inc. Staff and Faculty
12:00pm – 12:30pm	LUNCH	
12:30pm – 2:00pm	Topic Focus Zones with CHC Staff Small-table discussions and Q&A with front-line staff on role optimization, tasks, workflow, structure, challenges, data, quality of care and prevention focused on specific goals: <ul style="list-style-type: none"> • HIV • UDS Measures • Diabetes • HTN Control 	Each table will have content experts/staff from CHC as well as a facilitator to guide/time discussion

2:00pm – 2:45pm	Open Q&A Facilitated Discussion	Health Centers/ CHC, Inc.
2:45pm – 3:00pm	BREAK	
3:00pm – 3:30pm	Health Center Huddles Identify key take-aways/prepare to share with the room	Health Centers
3:30pm – 3:50pm 3 minutes	Take-Aways & Next Steps Share take-aways and next steps with group	Health Center Team Leads
3:50pm – 4:00pm	Preparing for Next In-Person Convening & Final Thoughts	CCI

Attending Participants

Name	Title	Company
Claudia Bonilla	Health Center Operations Director	CCI Health & Wellness
Bernadette Anderson	Nursing Director	CCI Health & Wellness
Marcela Campoli	Clinical Quality Director	CCI Health & Wellness
Angela Liu	Program Coordinator	Center for Care Innovations
Alexis Wielunski	Program Manager	Center for Care Innovations
Patricia Grimes	Nurse Practitioner	Family & Medical Counseling Service
Latasha Currie	Medical Assistant	Family & Medical Counseling Service
Wenona Posey	Clinical Office Manager	Family & Medical Counseling Service
Mia Thompson	Intake Coordinator	Family & Medical Counseling Service
Sheila Owens Collins	CMO	Greater Baden Medical Services
Taneicole Lopez	Nurse Clinical Manager	Greater Baden Medical Services
Virginia Vasquez	Director of Operations	Greater Baden Medical Services
Marlene Fuentes	Director of Clinical Operations	La Clinica Del Pueblo
Luizilda DeOliveria	Director of Nursing	La Clinica Del Pueblo
Ricardo Fernandez	Chief Medical Officer	La Clinica Del Pueblo
Carolyn Shepherd	CCI Consultant	Leiberg-Shepherd
Bethany Sanders	Director of Quality Assurance and Outcomes	Mary's Center
Nathalie Gonzalez	Senior Manager of Quality and Outcomes	Mary's Center
Rosa Goyes	Associate Director Community Health Education, Training, & Research	Mary's Center

Thank you for attending today's visit. Please make sure you complete an evaluation form for today's site visit, so that we can improve in the future!

