



## 2010 Annual Report

Community health centers across the country are poised to meet the challenges of health reform. This landmark initiative puts a major emphasis on delivering care, especially to underserved populations, through health centers. In fact, it is projected that the number of health center patients in the country will double, from 20 to 40 million people.

In 2010, demand for our quality, affordable and compassionate services continued at a rapid pace. Nearly one in nine individuals in our service area entrusted Community Health Center of Cape Cod with their care. That's more than 11,000 patients - adults, children and entire families.

Throughout the year, our efforts were focused on how our patients utilize services across our care continuum, as well as taking strategic steps to ensure that we are able to address the community's health needs for the long-term.

#### ADOPTION AND IMPLEMENTATION OF 2010 – 2013 STRATEGIC PLAN

This three-year plan reiterates our mission to improve the health of the community through a thoughtfully deliberated program of service expansion and infrastructure investment. It underscores our commitment to excellence and emphasizes collaboration, access, cultural diversity, information technology, and leadership.

#### PATIENT-CENTERED CARE

Our services are delivered with an emphasis on the patient, not just their health condition. Care is organized in consideration of patients' beliefs, preferences, lifestyles, language, and cultural traditions. The Health Center is a complete "medical home"; we treat the whole person. With a focus on prevention and overall good health, our primary care, dental care and behavioral health services are complemented by case management and patient navigation, prescription assistance, and referrals to specialty and other needed services.

#### MASHPEE EXPANSION

The Health Center was honored to be one of only eight community health centers in Massachusetts to receive funding for a major capital improvement project from the Patient Protection and Affordable Care Act. The \$6 million grant will allow us to undertake a 22,000 square-foot expansion of the Mashpee location. In addition to expanding our core primary care, dental and behavioral health services, we will add a pharmacy and optometry, radiology and mammography, and walk-in services. There will also be space for specialty services and human service providers such as food pantries, veterans' and immigrant organizations.

#### SHARED MEDICAL VISITS

As the shortage of primary care providers continues to grip our region, shared medical visits, or group visits, were introduced as a way of improving access and reducing wait times for appointments. In a shared visit, several patients meet with an entire health team, which includes the doctor, nursing staff, behavioral health counselors, and patient educators. There is discussion tailored to the interests of group and time for one-on-one visits with the doctor if necessary. During recent shared visits, patients were enthusiastic about their care and access to services. They like the additional time they spend with the doctor and that all of their issues can be addressed in a single visit. Most of all, they learn from the experiences of other patients. Shared visits have become a powerful support system for patients and an efficient way of delivering care for the Health Center.

#### EXPANSION OF DENTAL

The demand for the Health Center's dental services outpaced capacity almost since the service was introduced in 2008. By mid-2010, plans were under way to undertake a modest expansion of the existing dental clinic. Before the project began, we learned about the federal funds for the Mashpee expansion (which will increase the dental clinic from three chairs to 10!). The expansion plans were put on hold, but an operational plan was quickly implemented to expand access by adding evening dental and hygiene service hours. The dental clinic now sees an additional 32 patients a week.



*David Tager, MD  
examines a patient*



*Hygienist Linnea Allen*

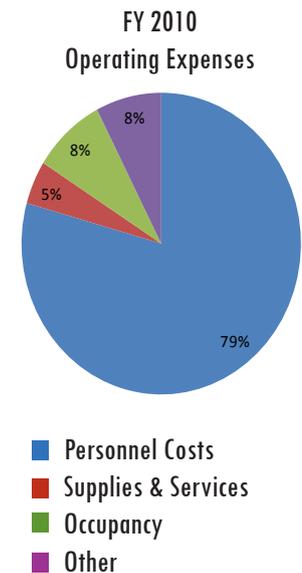
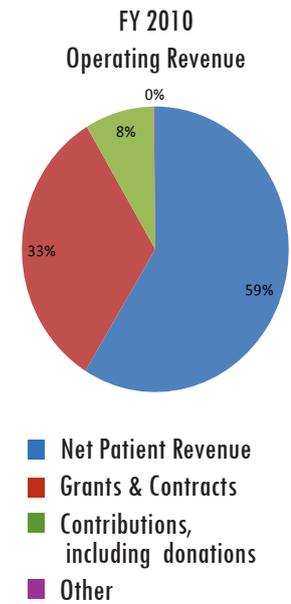


*Left, Emily Davern, Melonie Kelly, Megan Luizzi, & Valerie Cross at the Women's Wellness Evening*

# Financial STATEMENTS

STATEMENT OF OPERATING ACTIVITIES  
FOR YEAR ENDED JUNE 30, 2010 AND 2009

<b>Operating Revenue and Support:</b>	<b>2010</b>	<b>2009</b>
Net Patient Service Revenue	\$ 4,451,482	\$ 3,296,143
Grants/Contracts	2,471,414	2,254,091
Contributions, including Donations	637,237	635,259
Interest and Other Revenue	12,550	17,009
<b>Total</b>	<b>7,572,683</b>	<b>6,202,502</b>
<b>Operating Expenses:</b>		
Personnel and Related Costs	6,010,673	4,389,620
Medical Supplies and Services	352,156	237,567
Occupancy Related Expenses	637,628	519,597
Other Operating Expenses (professional fees, phone, postage, maintenance, office supplies and minor equipment)	575,881	761,263
<b>Total</b>	<b>7,576,338</b>	<b>5,908,047</b>
<b>Changes in Net Assets From Operations</b>	<b>(3,655)</b>	<b>294,455</b>
<b>Other Revenue (Related to Capital Campaign)</b>	<b>482,726</b>	<b>193,680</b>
<b>Change in Net Assets</b>	<b>479,071</b>	<b>488,135</b>



# Service & Demographic STATISTICS

AS EXCERPTED FROM THE 2010 UNIFORM DATA SYSTEM REPORT

Total patients served.....	8,749
Patient visits.....	46,900
Medical visits .....	30,282
Dental visits .....	8,535
Behavioral health visits .....	9,897
Family Resource Center families .....	263

% INCREASES OVER PREVIOUS YEAR

Total patients served .....	up 25 %
Patient visits .....	up 27%
Medical visits .....	up 26%
Dental visits .....	up 19 %
Behavioral health visits .....	up 74%
Family Resource Center families .....	up 127%

## Philanthropy PROGRAM

Over the years, we have developed a loyal corps of supporters who are extremely vested in the Health Center's future and success. While we regularly research prospects and identify and cultivate new donors, we are gratified that over 88 percent of our donors give on a regular basis. We believe this commitment is due to the strength of our mission and the excellent reputation of our providers and staff.

In Fiscal Year 2010, we raised more than \$1.1 million in support of the Health Center. This included gifts and grants from individual donors; local and national foundations; and local businesses and community groups; as well as proceeds from special events. In these days of rising costs and declining reimbursements, donated funds become even more vital to our ability to deliver care. In addition to providing support for day-to-day operations, generous donors assisted the Health Center's dental clinic, School Based Health Center at Barnstable High School, early cancer detection programs, Specialty Network for the Uninsured, and Family Resource Center for Behavioral Health.

The news about the federal funds to expand the Mashpee site was met with enthusiasm and action. The Development Committee quickly convened to establish the course for the upcoming capital campaign. In addition to the \$6 million grant, the Health Center will need to raise an additional \$3 million to fund the full costs of the project.



Founder William McDermott,  
MD and former member of the  
Board of Directors  
Jean Stewart

### Development COMMITTEE

Michael Bihari, MD  
Robert Chandler  
Joe Clerico  
James Franklin  
Margaret Gifford

Herbert Gray, MD  
Rudolph Hunter  
Bernard Maney, MD  
Edward McGuire  
Robert McIntire, MD

Joel Peterson  
Daniel Shearer  
Jean Stewart, RN, MSN

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Brenda Swithenbank

Anita M. Thacker

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William M. McDermott, MD

### Administrative Staff

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Chief Development Officer

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Chief Financial Officer

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Dir. of Behavioral Health

Melonie Kelly, RN  
Dir. of Clinical Services

Megan Luizzi  
Program Dir., Women's  
Health

John Mancini, DDS  
Dir. of Dental Services

Joanne Mazar  
Dir. of Human Resources

Katy O'Connell  
Chief Information Officer

### Locations & Contact Information

#### **Bourne**

123 Waterhouse Road

#### **Falmouth**

210 Jones Road (Homeport), Suite 22

#### **Hyannis**

Barnstable High School

#### **Mashpee**

107 Commercial Street

#### **Development Office**

766 Falmouth Road  
Madaket Place, Suite A8

#### **Mailing Address**

107 Commercial Street, Mashpee, MA  
02649

**508 477-7090**

**508 477-5990 (Development Office)**

**[www.chcofcapecod.org](http://www.chcofcapecod.org)**