We Are Upham’s
2018 Annual Report
We are Upham’s - Our Mission

Upham’s Corner Health Committee is committed to providing high quality, low cost, culturally sensitive community-based health and social services to the residents of Dorchester and the adjacent neighborhoods.
Dear Friends,

Fulfilling the mission of Upham’s Corner Health Committee (UCHC) is a testament of the founding members of our organization, the commitment of our staff, and the voice of our patients. It is with that unified front I believe our organization has the opportunity to create a unique legacy in our community that our patients and neighbors deserve and that others in the Commonwealth can look up to.

I am consistently inspired by our staff’s dedication to improving the health of our patients and our community. Their work over the course of the past year demonstrates this dedication to the transformation in healthcare, which emphasizes better patient outcomes at a lower cost through integration and better coordination in care.

This past year we experienced many accomplishments and faced greater challenges. These are the experiences that make us who we are; uniquely great. I am always encouraged and motivated to celebrate our accomplishments and face our challenges with courage and tenacity. By creating clear goals we can stay focused on, we have the opportunity to continue our long legacy as a vibrant health center and lay the foundation for ensuring equitable opportunities for all those we serve.

I hope you enjoy reading about the past year’s activities, community engagements, patient spotlights, and some of the recognition received by UCHC.

I extend my appreciation to all of the staff, Board members, and supporters of UCHC who commit to our organization and mission, allowing us to continue the hard work for our community.

Sincerely,

Jagdeep Trivedi
Chief Executive Officer

“Surround yourself only with people who are going to lift you higher”. - Oprah Winfrey
Keeping Families Healthy in Boston

Our primary care nutrition department received funding from Children’s Hospital and Kohl’s Cares to pilot a new Healthy in the City model. This model expands upon our Fitness in the City program for pediatric patients and their families by including an enhanced family-centered approach to managing overweight and/or obesity. It extends across the health center and into the local community. This model supports food access activities, group education classes, as well as family and staff engagement, partnerships for physical activity opportunities, and resource coordination.

Upham’s Corner Awarded Ryan White HIV/AIDS Funding

The Health Resources and Services Administration’s (HRSA) Ryan White HIV/AIDS Program provides a comprehensive system of HIV primary medical care, essential support services, and medications for low-income people living with HIV who are uninsured and underserved. UCHC is now entering its second funding cycle for the Ryan White Part A grant.

Recognition from HRSA

Upham’s Corner was one of only four community health centers in Massachusetts to receive the very prestigious National Quality Leaders Award from the Health Resources and Services Administration (HRSA).

This designation is reserved for community health centers that exceed the national clinical quality benchmarks, including Healthy People 2020 goals, chronic disease management, preventive care, or perinatal/prenatal care.
Addressing Food Access in Upham’s Corner

In 2018, we received funding from Boston Children’s Hospital which helped our nutrition staff and community health advocates make a difference for many of our patients. The funding, which was renewed and increased, allowed the health center to sponsor a visit from the Fresh Truck during Health Center Week, as well as participation in this year’s annual Art and Health Street Festival. Patients were given food vouchers to use on the Fresh Truck Mobile Market.

Finally, food vouchers were distributed throughout the summer so patients could shop at the Farmers Market, boosting their buying power and increasing the amount of food they were able to buy.

Upham’s Corner Farmers Market

The Boston Foundation funded UCHC in their efforts to launch the Upham’s Corner Farmers Market. The market ran from July to October. The market was a collaborative effort with neighborhood based non-profits, the City of Boston and Upham’s Corner staff.

Dorchester North/Mattapan WIC Program

The Food and Nutrition Service (FNS), Northeast Regional Office presented the Upham’s Corner WIC Program with the Gold Loving Support Award of Excellence. This award is in recognition of the program’s outstanding support for WIC families and their breastfeeding journey. The WIC Breastfeeding Peer Counselors play a key role in empowering WIC mothers toward self-sufficiency by helping them pave a pathway forward to long-term success.

In 2018, a total of 90 WIC local agencies across all seven FNS regions qualified for an award. This year, 78 agencies were selected for a Gold award and 12 of those were selected for a Gold Premiere award.
Upham’s Corner Receives Innovations Award

The Upham’s Corner Senior Care Options (SCO) program was one of three health centers that received the Commonwealth Care Alliance’s first ever Consumer Centered Innovations Award in Quality Programs. Senior Care Options (SCO) is a health care program for people over age 65 who have both Medicare and MassHealth Standard or just MassHealth Standard. This award was designed to promote collaborative quality improvement initiatives for primary care practices to better serve their patients. Through these innovative initiatives, projects are developed to increase patient engagement particularly for those with complex medical, behavioral, and social needs.

VIP Receives Award from the Suffolk County District Attorney

This year, we were awarded the Suffolk County District Attorney Daniel F. Conley’s 2018 Community Reinvestment Grant. These funds allowed us to expand our annual events aimed at connecting youth to positive out-of-school-time activities throughout the year. The funding enabled us to provide more youth with school supplies and job readiness materials.
The mission of the Upham’s Elder Service Plan/PACE (Program of All-Inclusive Care for the Elderly) is to provide comprehensive and continuous health and social services that support the independence and nurture the spirit of disabled elders. In cooperation with the community and family caregivers, PACE provides interdisciplinary care with compassion, respect for dignity, and sensitivity to cultural differences. PACE has always encouraged Participants and their Caregivers to feel empowered to voice their preferences about their care and about the issues that matter the most to them.

In the summer of 2018, Upham’s PACE had the opportunity to collaborate with Community Catalyst’s Center for Community Engagement on a project titled “Portraits of Medicare-Medicaid Enrollees”.

Community Catalyst is a non-profit organization whose mission is to organize and sustain a powerful consumer voice to ensure that all individuals and communities can influence the local, state, and national decisions that affect their health.

Community Catalyst received a grant allowing them to bring together a group of policy experts, researchers, health consumer leaders, health care providers, entrepreneurs, and consumers to talk about “What’s Next for Medicare -Medicaid Enrollees at a forum in Washington, D.C.

The Medicare-Medicaid population includes older adults, people with disabilities, and people with complex chronic conditions, many of whom are failed by a health care system that often provides insufficient, poorly coordinated and ineffectively delivered services.

11 Million Americans rely on both Medicare and Medicaid for their health

Francine
I am: “Honest, Active, Great”
“After getting throat cancer eight years ago, what matters to me most is getting the right care from people who care. They saved my life.”

Bernice
I am: “Loving, Happy, Kind, Healthy”
Community Catalyst enlisted dually eligible Upham’s PACE Participants on this project. Community Catalyst showcased the Upham’s PACE Participant portraits and statements during the conference where the discussion of “What’s Next” ensued.

This project “Portraits of Medicare - Medicaid Enrollees” featured consumers from across the country and represented people in marginalized or low-income communities with complex medical needs and/or severe disabilities. Seven Upham’s PACE Participants’ stories and photographs were highlighted.

We were honored to have our participants spotlighted. Upham’s Corner Health Committee has always had an ongoing commitment to serve the Medicare - Medicaid population.

We recognize that this is a national conversation that needs to continue and evolve and through collaborations with organizations such as Community Catalyst. This project allowed our participants to be granted a voice to help move this important agenda forward.

Chris
I am: “A Survivor, Happy, a Country Boy in the City”
“What matters most to me is survival, memories, my two new knees and one new hip! I’m like the phoenix rising again.”

Petra
I am: “The same person you see everyday”

Fernando
I am: “Extroverted, Conspicuous, Active in My Rights as a Gay Person, Against the Stigmatization of HIV”
“What matters to me in my health most is first to get my anti-epileptic medication, and these days, to keep working on my ataxia, because we have great physical therapy and it’s helping me move my leg much better.”
Upham’s Corner is Awarded Upham’s Corner Business of the Year

UCHC was named “Business of the Year” by Upham’s Corner Main Street. Mayor Martin Walsh presented the award to Jay Trivedi, CEO, during a trolley tour through the business districts. The Mayor visited each district and presented individual volunteer and business awards in each. UCHC was honored to receive the award and continues to be an active participant in the Upham’s Corner neighborhood, supporting both residents and businesses.

Grant Targeting Transgender and LGBTQ Issues

UCHC was awarded a Targeted Grant from Eastern Bank. These grants were in celebration of the Bank’s 200th anniversary and to honor its first depositor, Rebecca Sutton. Targeted Grants were designated to support organizations addressing a range of issues that disproportionately impact women, such as sexual assault, domestic violence, human trafficking, health care, pay equity, senior management and board representation, all of which were issues of concern to Ms. Sutton.

Funds received from the Targeted Grant award will be used to identify and understand the unique needs for high-quality health care for all women, and access to healthcare for transgender women. It will also help increase our LGBTQ capacity and awareness through targeted marketing, community outreach efforts, and distribution of LGBTQ specific educational materials.
We are Upham’s - A Life Line

It has not been easy for a young single mother raising three children alone, especially when she was the sole caregiver, and on top of that, dealing with her own physical and health limitations. This young woman came into the clinic following an accident, looking for help. She was afraid and worried that her health would deteriorate. She also felt a disconnect communicating with her doctor. She was immediately connected to a Behavioral Health (BH) Coordinator at the clinic who provided support and also acted as an intermediary reaching out to her clinics and providers who helped coordinate her care. This coordinator made all the difference by helping manage her care along with the care for her children without feeling alone.

Working with her coordinator allowed her to remain on a transplant list despite injuries sustained from the accident, helping her apply for disability and put other support services in place. The coordinator kept the lines of communication open, offered ongoing support and was the lifeline that the patient needed to remain hopeful. The coordinator will continue to support this patient until her health improves and she is able to manage on her own.

We are Upham’s - Just in Time

Maricarm Devieux, a Home Care Nurse, made a visit to a patient on Christmas Day who had been discharged from a rehabilitation center. After carefully reviewing his medications, she noticed that one of his important cardiac medications was missing. It was Christmas Day and most pharmacies were closed. Nurse Devieux reached out to the on-call physician at Boston Medical Center and they found that the best option was for the patient to return to the facility he was discharged from to obtain the medication that he needed.

We are Upham’s - Thinking Outside the Box

A mother walked into Urgent Care with her baby who was ill. Dr. Claudia Clarke ordered some labs. After the mother and baby had left UCHC, the test results came back indicating that the baby had a serious illness that needed immediate attention. Despite many efforts by different staff, they were unable to reach the mother.

The Community Advocate team developed an outreach plan and were able to go to the mother’s home that same day, deliver instructions on what she needed to do for obtaining care for the baby, and then followed up. We are glad to report that the baby was treated successfully and both are now patients of the health center.
## Statement of Financial Position*

Unaudited

<table>
<thead>
<tr>
<th>Assets</th>
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<tbody>
<tr>
<td>Current Assets</td>
<td>$9,353,619</td>
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<tr>
<td>Fixed Assets</td>
<td>$5,493,269</td>
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<tr>
<td>Other Assets</td>
<td>$251,295</td>
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<tr>
<td>Total Assets</td>
<td>$15,098,183</td>
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<table>
<thead>
<tr>
<th>Liabilities and Net Assets</th>
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<tr>
<td>Current Liabilities</td>
<td>$4,622,704</td>
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<tr>
<td>Long Term Debt</td>
<td>$652,921</td>
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<tr>
<td>Total Net Assets</td>
<td>$9,822,558</td>
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| Total Liabilities and Net Assets | $15,098,183 |

* As of December 31, 2018

## Statement of Activities*

Unaudited

<table>
<thead>
<tr>
<th>Income</th>
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<tbody>
<tr>
<td>Patient Service Revenue</td>
<td>$36,279,123</td>
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<tr>
<td>Grants and Contracts</td>
<td>$4,030,182</td>
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<td>Rental and Other Income</td>
<td>$556,200</td>
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| Total Income                    | $40,865,505 |

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<tr>
<th>Expenses</th>
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<tr>
<td>Salaries</td>
<td>$20,331,826</td>
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<td>Payroll and Fringe</td>
<td>$4,308,635</td>
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<tr>
<td>Operating Expenses</td>
<td>$15,589,015</td>
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<tr>
<td>Other Expenses</td>
<td>$1,029,228</td>
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| Total Expenses                  | $41,258,704 |

| Net Income                      | $(393,199)  |
Total Number of Patients: 10,276
Total Visits (FQHC): 60,203*
Primary Care Visits: 28,131

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<thead>
<tr>
<th>Department</th>
<th>Number of Patients</th>
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<tbody>
<tr>
<td>Adolescent Health</td>
<td>1,201</td>
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<tr>
<td>Behavioral Health</td>
<td>6,271</td>
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<tr>
<td>Dental</td>
<td>7,815</td>
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<tr>
<td>Podiatry</td>
<td>469</td>
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<tr>
<td>Mammograms</td>
<td>876</td>
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<tr>
<td>Nutrition</td>
<td>1,075</td>
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<tr>
<td>Optometry</td>
<td>3,136</td>
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<tr>
<td>Women's Health</td>
<td>2,137</td>
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<tr>
<td>Urgent Care</td>
<td>8,629</td>
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<tr>
<td>Social Services</td>
<td>463</td>
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* Total number of visits (FQHC) is equal to the sum of primary care visits and departments above.

We are Upham's - Impact in the Community

Patient Ages
Largest Age Group
50% - 25 to 64

<table>
<thead>
<tr>
<th>Age Bracket</th>
<th>Number of Patients</th>
</tr>
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<tbody>
<tr>
<td>Under 1</td>
<td>149</td>
</tr>
<tr>
<td>1-3</td>
<td>425</td>
</tr>
<tr>
<td>4-6</td>
<td>451</td>
</tr>
<tr>
<td>7-12</td>
<td>995</td>
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<tr>
<td>13-19</td>
<td>1173</td>
</tr>
<tr>
<td>20-24</td>
<td>782</td>
</tr>
<tr>
<td>25-64</td>
<td>5057</td>
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<tr>
<td>65-79</td>
<td>920</td>
</tr>
<tr>
<td>80+</td>
<td>265</td>
</tr>
<tr>
<td>No registered age</td>
<td>59</td>
</tr>
</tbody>
</table>

Patient Gender
Males: 4,021 (39%)
Females: 6,255 (61%)
We are Upham's - Board of Directors

Officers
Margaret Leahy Wirth, President
Althea Garrison, Vice President
Dai Morehouse, Treasurer
Tanya Cabral, Secretary/Clerk

Andrea Burton, At-Large
Maria Figueroa
Clara Lennox, At-Large
Winifred Picket
Rafael Rivera
Carol Shamshak

Jagdeep Trivedi, Chief Executive Officer

Executive Committee
Corporate Officers
At-Large Members

Quality Committee
Margaret Leahy Wirth, Chairperson

UESP/PACE Committee
Dai Morehouse, Chairperson
Tanya Cabral

We are Upham's - Affiliates
Upham’s Corner Health Center, Urgent Care, Pharmacy
415 Columbia Road, Dorchester, MA 02125
PH: 617-287-8000 (Connecting all departments) ~ Pharmacy PH: 617-265-1310

Upham’s Home Health Care/Visiting Nurses
415 Columbia Road, Dorchester, MA 02125
PH: 617-825-9206

WIC (Women’s, Infants and Children Nutrition Program)
547 Columbia Road, Dorchester, MA 02125
PH: 617-825-8994

Upham’s Elder Service Plan
Dorchester PACE Center/Savin Hill, 1140 Dorchester Avenue, Boston, MA 02125
Roxbury PACE Center/Dudley Square, 36 Dearborn, Boston, MA 02119
Jamaica Plain PACE Center/Jackson Square, 125A Amory Street, Boston, MA 02119
PH: 617-288-0970 (Connecting all locations)

Upham’s Dental and Eye Clinic
636 Columbia Road, Dorchester, MA 02125
PH: 617-825-9839