

Summer 2007

AROUND DIMOCK



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High Marks from JCAHO

Ambulatory and Behavioral Health Services pass "Joint Commission on Accreditation of Health Care Organization" (JCAHO) survey

Due to the coordination and leadership of Shaun Baran, Dimock's Chief Quality Assurance Officer, the JCAHO Committee, and everyone else who worked hard, prepared, and participated in our Joint Commission survey, Dimock has maintained its accreditation.

As you may know, the Joint Commission is a national accrediting body for healthcare organizations of all types and sizes. Being accredited illustrates that Dimock's services are of the same quality as much larger institutions, like Beth Israel Deaconess Medical Center or Boston Medical Center.

Dimock has multiple areas to work on as a result of the feedback obtained from the survey, and there will be meetings with each and every department in Health Care Services and Behavioral Health to discuss the roll out of new processes and procedures over the next two to three weeks. Child and Family Development will also be involved where the issues are relevant to the services they provide.

For example, the Joint Commission cited Dimock for not providing a formal annual staff training on issues like Fire Safety, Infection Control, and Basic Safety, and for having inadequate emergency plans for

several of Dimock's residences and group homes. We also were reminded that all patients and clients must have a nutritional assessment and a pain assessment in order to determine if a referral is needed.

Says Shaun Baran, "Essentially, Dimock was found compliant on approximately 95% of the Joint Commission standards. The next goal is to establish work plans to come into compliance on each of the non-compliant issues, and to monitor compliance via ongoing audits."

A Vote of Confidence from our President

In an e-mail message to staff, Ruth Ellen wrote, "I want to send my thanks for all the good work we all did over many months in preparation for the Joint Commission survey and, importantly, for the four days that the surveyors were here on campus. The Joint Commission surveyors recognized all the good work we are doing and gave us 'high marks' for that work. They truly understood and appreciated our programs, our mission and our services. They have given us important feedback that will help us deliver our services even more effectively. We can all be very proud of our work and Dimock. Thank you and congratulations to all!"

A Message from President Ruth Ellen Fitch



Renew and Rejuvenate

As we close out fiscal year 2007, I want you to know that each day I am reminded that you, the Dimock staff, are the back bone of this illustrious organization. Your dedication and commitment day-in and day-out are what makes the “Dimock Difference”. Your hard work on behalf of our patients and clients is what makes me proud to be your leader.

During this fiscal year, we continued to strengthen our leadership team by filling several key positions throughout the organization. In the Health Center, we are very fortunate to have the extraordinary talents of Dr. Myechia Minter-Jordan as our Chief Medical Officer. She has been on board since February of this year and you will read about her vision and plans for the Health Center in this issue.

In Behavioral Health, we filled three key positions: Dr. Colleen O’Brien (Director of Behavioral Health Operations); Andrew Woods-Dunham (Clinical Supervisor of the Detox); and Kit Harrison (Detox Manager).

In Child and Family Development Services, Dr. Gisela Morales-Barreto joined us at the end of March as our Chief of Child and Family Services.

Leadership and management are vital to the success of our organization. I am confident that with these additions to our team we will continue to deliver top quality services to our patients, clients, and to you, our employees.

As we approach the summer months, I encourage you to take care of your own health and that of your families. We have a beautiful campus filled with benches for you to sit outside and eat your lunch, read a book, or go for a stroll. Take the summer months to rest and rejuvenate as we gear up for Fall and fiscal year 2008.

Best regards,

Ruth Ellen Fitch
President & CEO

Around Dimock Summer 2007

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Ruth Ellen Kicks Off Institutional Renewal Program

Employees enjoy lunch while hearing about Ruth Ellen's recent trip to Israel during the first of a series of staff "Brown Bag Lunches"



Employees enjoy lunch

The first ever staff “Brown Bag Lunch” was held on Friday, April 13th in the 4th floor conference room of the Cheney Building as part of Dimock’s “Institutional Renewal” program. The topic of discussion was Ruth Ellen’s recent trip to Israel. Staff also heard departmental highlights from senior management.

“The ‘Brown Bag Lunch’ provides us with an opportunity to see one another, meet



Ruth Ellen describes the photo she took in Israel

new staff, and hear about what’s happening at Dimock,” said Joel Hurwitz, Chair of the Ad Hoc Committee.

The “Institutional Renewal” campaign aims to have Dimock employees become as great as they can be. Future “Brown Bag Lunch” programs will feature topics of interest across the campus and additional announcements will be made regarding on-going training opportunities.

Program Area News & Human Resources

Chief of Behavioral Health Receives AIDS Housing Award

AIDS Housing Corporation honors Ruth Kelley with Peter Medoff Housing Award

On May 10th, Ruth Kelley was presented with a Peter Medoff AIDS Housing Award at the AIDS Housing Corporation's Annual Meeting and Awards Ceremony. This award honors individuals who promote housing for families living with HIV/AIDS.

Kelley was selected to receive this award for her dedicated work with the Ummi's House, the "New Life" program, and the John Flowers Recovery Home, among other efforts.

Says Kelley, "I have learned so much from the hundreds of men, women and children who have come into my life at Dimock... I am humbled and deeply privileged to serve the Dimock community."



Ruth Kelley, Dimock's Chief of Behavioral Health Services, is pictured at the event with her son, husband, Dimock staff, and women from the Ummi's House. All 12 women from the Ummi's House attended the event, showing their support and helping to make Kelley's night that much more special.

Behavioral Health Conference Held at Dimock in May

Day focused on Behavioral Health as the "Cornerstone of Collaborations"

Thank you to the 70+ Dimock staff who participated in this year's Behavioral Health Conference held at Dimock on May 16th. The theme of the educational and fun day was fostering communication within and across Dimock to better integrate services and treat clients more holistically.

Attendees participated in workshops, heard speakers, and were entered to win one of many raffle drawings.



clockwise from top:

Ruth Kelley, Ann Rickerson and Evelyn Dougherty
John Hudson leading a workshop
Participants discuss in a workshop
Attendees at the registration desk



Human Resources Corner

Health and Dental Enrollment in June

During the month of June, you may enroll, discontinue and make any changes to your current health and dental plans. *There will be no changes to the Delta Dental plan or cost.* Information sessions will be held in the Cheney Building on:

- June 5, 2007 at 10:00 am
- June 13, 2007 at 10:00 am

Flexible Spending Accounts

June is also the time to enroll in Medical and Dependent Care Flexible Spending Accounts. Information sessions will be held in the Cheney Building on:

- June 6, 2007 at 11:00 am
- June 13, 2007 at 11:00 am

Retirement Planning

A representative from Lincoln Financial will be at Dimock from 9:30 am to 3:00 pm on the following dates:

- June 22, 2007
- July 10, 2007

To schedule your one-on-one meeting, please call Kerley Aime' at ext. 1287.

New Hire Orientation

All new hires and non-Dimock staff are required to attend an orientation session within their first 30 days. Sessions are held from 10:00 am to 12:00 pm on the following dates in the Cheney Building:

- June 4 & 18, 2007
- July 2 & 16, 2007
- August 6 & 20, 2007
- September 4 & 17, 2007
- October 1 & 15, 2007
- November 5 & 19, 2007
- December 3 & 17, 2007

Additional Benefits

Discount Movie Passes
Discount Amusement Park Passes
Automotive and Rent A Car Discounts
Wholesale Club Membership Discounts

Please come to the Human Resources office
Monday-Friday (9 am to 5 pm) or call ext. 1287
with any questions or concerns.



Welcome to Dr. Gisela Morales-Barreto

Chief Officer for Child and Family Development Programs

Dimock welcomed Gisela Morales-Barreto, Ed.D. as Chief Officer for Child and Family Development programs at Dimock in March 2007.

In her new capacity, Dr. Morales-Barreto

oversees the program area that includes Early Intervention, Early Head Start and Head Start, Youth and Adolescent After School services, and the Transitional Housing program.

"I'm very excited about the possibilities, both internally with program collaborations, as well as with the community at large."

Dr. Morales-Barreto is looking forward to increasing awareness of Dimock as a "one stop" destination for integrated services and will be encouraging parents to take full advantage of the Health Center as well as all of the programs and initiatives available to them.

"Dimock is a place to bring a child for comprehensive health care as well as early care, youth, and family program services," she says.

Dr. Morales-Barreto has extensive experience in the management of community-based, interdisciplinary programs. She enjoys working with individuals and organizations to create and implement systems that respond to programmatic needs.

Prior to Dimock, Dr. Morales-Barreto spent ten years at the Boston Public Health Commission. During her last three years there, she was the Director of the BPHC School Health Program and oversaw the services provided by the School Based Health Center Program as well as the School Private and Parochial Program.

Dr. Morales-Barreto is a licensed psychologist in Venezuela and holds a degree from the Universidad Andres Bello in Venezuela, a Master in Arts in

Counseling Psychology from Boston College, and a doctorate in Counseling and Consulting Psychology from the University of Massachusetts in Amherst.

Presently, she is the Board President for the Massachusetts Immigrant and Refugee Advocacy Coalition (MIRA) and the Foundation for Racial, Ethnic and Religious Harmony. She is also a board member of the Massachusetts Association for Mental Health (MAMH), the Massachusetts Department of Mental Health Advisory Council and the Newton Mayor's Commission on Women.

Dr. Morales-Barreto is originally from Caracas, Venezuela and has resided in the United States for the past 27 years. She lives in Newton, MA.

New Director of Behavioral Health Clinical Operations

Welcome Colleen J. O'Brien, Psy.D.



Dr. Colleen O'Brien is a psychologist with significant clinical and business experience in behavioral healthcare and the computer industry. Prior to Dimock, she created and led a healthcare quality consulting organization focused on the integration of medical and behavioral health services.

Dimock sought her quality improvement, consultation, and program development skills. Dr. O'Brien has a research interest in the development of high performance multi-disciplinary teams and healthy organizations.

Getting to Know Dr. Myechia Minter-Jordan

Chief Medical Officer envisions Dimock as a premier research institute

Dimock's new Chief Medical Officer Myechia Minter-Jordan has big plans for the Health Center. What attracted her to Dimock was the work, the level of training of the clinical staff, and their commitment to the population served. As Chief, she will be looking for opportunities to grow clinical programs and raise Dimock's prestige. She also aims to increase collaboration across our three program areas, wrapping families in the services they need.

"But," says Dr. Jordan, "there is one initiative in particular with the potential to create enormous benefit, and that is establishing Dimock as a *premier research institute*."

Dr. Jordan hopes that Dimock will continue to participate in community-based research and that researchers will develop programs to address the issues that are discovered. "This would enable Dimock to form meaningful partnerships with several of the large medical research institutions in the Boston area."

Dr. Jordan previously served at Johns Hopkins University School of Medicine

and was Medical Director of the Johns Hopkins Bayview Medical Center Medicine Consult Service.

A native of Long Island, NY, Dr. Jordan earned her BA and MD from Brown University, and in 2006, she received an MBA from Johns Hopkins University.

In Dr. Jordan's professional career, she has worked on projects with Habitat for Humanity; was an Assistant Coach for Indoor/Outdoor Track and Field at Northwestern High School; and, while living and working in Baltimore, she spoke to children in Baltimore Public Schools about health care and pursuing careers in medicine.

Dr. Jordan and her husband Lawrence Jordan, Jr., who is Director of Special Education at Gavin Middle School in South Boston, live in Boston. They have a 20-month old daughter named Camille and are expecting their second child in July.



Dimock Community Event



11th Annual Women's Health Forum Takes Over Campus

Successful "Body & Soul" focused on HIV awareness

On Friday, May 11th, "Body & Soul: The Wellness Connection" took over Dimock's campus as 600 women from the community participated in a free day of workshops, speakers and health screenings.

The first registrants made their way up the hill as dark rain clouds threatened to ruin the day. Soon, the parking lot in front of the Cheney Building was buzzing with women registering, chatting, getting information and free gifts from local health care organizations, and making their way into the main tent.

Rain eventually fell while the women enjoyed a warm lunch, inspiring words from J.L. King, author and HIV activist, and an eye-opening panel discussion lead by Dr. Nancy Norman from the Boston Public Health Commission. Workshops and screenings made up the rest of the afternoon which concluded with presentation of the Mary Eliza Mahoney Awards and an HIV Awareness Fashion Show by the Dimock Teen Peer Leaders.

Our Women's Forum would not have been the success it was without all the hard work of Dimock's amazing staff. Thank you to everyone who either volunteered during



(l-r) Event Co-chair Jayne Carvelli Sheehan of Beth Israel Deaconess Medical Center and Dimock's Dr. Myechia Minter-Jordan

the day of the event or contributed time and energy before or after for logistical planning.

In particular, much appreciation to Mark Mosman and his crew, volunteer leaders Barbara Couzens and Debbie Furr, the dental and eye clinics, the financial counseling office, Cafe Ethnica, and all those who ran workshops. Thank you!



(l-r) Cecilia Joseph, RN, MPH, Past President of NE Regional Black Nurses Association portraying Mary Eliza Mahoney, Ruth Ellen Fitch, and this year's honorable recipients of the Mary Eliza Mahoney Award for Community Service: Dr. Paul Mendis, MD, Chief Medical Officer for Neighborhood Health Plan, and Dr. JudyAnn Bigby, the Commonwealth's Secretary of Health and Human Services.



(l-r) Keynote speaker J.L. King, best selling author and HIV activist, and Mrs. Isabella M. Harrison, the lucky winner of our Mother's Day Gift Basket Raffle



Dental screenings took place in the Dental Clinic



Dr. Nancy Norman moderated the panel discussion



The Teen Center's HIV Awareness Fashion Show



Volunteers hand out gift bags to attendees



Relationship Building & Fundraising

Annual Board of Visitors Meeting

Jonathan Kraft delivers Keynote Address and donates \$25,000 to Dimock

Dimock Community Health Center has four leadership boards that each oversee and advise different aspects of the organization. This management structure allows each board to focus on a particular set of expertise.

Our Board of Visitors was organized to help ensure Dimock's viability and visibility in the Greater Boston community. Members serve as ambassadors for Dimock by increasing awareness of the Dimock "story" among business and personal associates.

Members of the Board of Visitors are invited once a year for an Annual Meeting and receive information about Dimock programs, initiatives, and events on a regular basis.

This year's 11th Annual Board of Visitors Meeting took place on Monday, April 23rd, at the law offices of Goulston & Storrs on Atlantic Avenue.

The hour-long evening program included welcoming remarks by Dimock Community Foundation Chairman Clayton H.W. Turnbull, a President's Report offered by Ruth Ellen Fitch, and various greetings from Marshall Sloane and Carole S. White, Co-Chairs, and Vivian Beard, Co-Chair Elect of the Board of Visitors.

Perhaps most memorable was the inspiring keynote address delivered by Jonathan A. Kraft, President and Chief Operating Officer of The Kraft Group which counts among its holdings the *three-time Super Bowl Champion New England Patriots*.

Kraft spoke of the legacy left by his grandparents who encouraged the family's commitment to helping others and making a difference in the community. He shared details about his youth and how he spent years working in one of his family's factories to gain appreciation for hard, physical work before going into the corporate environment.

He also mentioned how all New England Patriot football players have charitable work requirements directly written into their contracts. The *New England Patriots Charitable Foundation* then works with the players to identify which issues they feel most closely connected so their time will be most meaningful and rewarding.

The Kraft family established the *New England Patriots Charitable Foundation* when they purchased the team in 1994. The Foundation's primary goal is to help the youth and families of New England through donations to programs that foster cultural diversity, education, family and health. This support comes in the form of both direct grants and in-kind donations of tickets and Patriots memorabilia, and through player appearances.



(l-r) Marshall Sloane, Chairman of Century Bank and Board of Visitors Co-Chair; and Jonathan A. Kraft, President and COO of The Kraft Group



(l-r) Jonathan G. Sloane, Co-President and Co-CEO of Century Bank; Mark Mosman, Director of Maintenance Operations for Dimock Community Health Center; Meg Vaillancourt, Senior Vice President/Corporate Relations and Executive Director for the Red Sox Foundation; J. Keith Motley, Chancellor of the University of Massachusetts-Boston; and Jonathan A. Kraft, President and COO of The Kraft Group



(l-r) Ruth Ellen Fitch, President and CEO of Dimock Community Health Center, shares a laugh with Jonathan A. Kraft, President and COO of The Kraft Group, while Clayton H.W. Turnbull, President and CEO of The Waldwin Group and Chairman of the Board of Visitors, looks on

The crowd broke into applause when **Kraft donated \$25,000 to Dimock** and announced a challenge to Board of Visitor Members that if they increased their gift from last year, he would give them 2 tickets to a future Patriots game.



Ruth Ellen Fitch, President and CEO of Dimock Community Health Center with Gala Co-Chairs (l-r): Wendell J. Knox, President and CEO of Abt Associates, Inc.; Valerie Mosley, SVP and Partner of a Global Investment Management Firm; and Mike Sheehan, President, Chief Executive Officer of Hill, Holliday



Wendell J. Knox, President and CEO of Abt Associates, Inc. and Steppin' Out Gala Co-Chair, chats with former Steppin' Out Gala Co-Chair, George Kaye of Kaye, Inc.



(l-r) Dimock's Barbara Couzens, Director of Patient Access and Community Outreach, and Ted Houston, Director of Health Center Operations and Community Care, enjoy breakfast with Jasmine Daniel of Partners HealthCare

Steppin' Out 20 Corporate Breakfast Sets the Course

Annual gala fundraiser establishes goal of \$1.5 million

Dimock's event planners (also known as the Development and Communications Department) are already busy planning the most highly anticipated event of the year, *Steppin' Out 20 at the Emerald Ball*. Proceeds from our annual gala fundraiser benefit the over 40,000 patients and clients Dimock Community Health Center serves.

Celebrating 20 years, *Steppin' Out* will be held on Saturday, November 3rd at the Westin Boston Waterfront Hotel.

We expect 3,500 guests to attend our event that features nationally-renowned headliners and local artists in eight different themed clubs. This year's star headliner is eight time Grammy award winner jazz guitarist **George Benson**.

Steppin' Out would not be possible without the many corporate sponsors who sell tickets, sponsor portions of the event, make donations, and generate excitement about the event.

On May 16th, the Corporate Sponsors Breakfast was held at the Westin Boston Waterfront Hotel to formally announce our fundraising goal of \$1.5 million.

In attendance were some of our biggest corporate supporters including: EMC; The Red Sox Foundation; Hill, Holliday; Abt Associates; Century Bank; The Sheraton Boston Hotel; Tufts Health Plan; Keyspan; Merrill Lynch; Pyramid Radio; US Airways; and The Westin Boston Waterfront Hotel.

save the date

Steppin' Out 20

AT THE
EMERALD BALL

Ticket Information

Star Tickets	\$350
General Admission Tickets	\$200
Dimock Staff Tickets**	\$100
At the Door	\$225
WGBH Members	\$175
Senior (65+)	\$100

** limit 2 per staff person

The Westin Boston Waterfront Hotel is offering a special overnight rate of \$199 for Steppin' Out guests. For reservations and information please call (800) 937-8461. (offer valid through October 5, 2007)

For more information, please contact the Office of Development and Communications



(Star Tickets only)

George Benson to headline Steppin' Out 20

Health Center Extends Hours To Meet Patient Needs

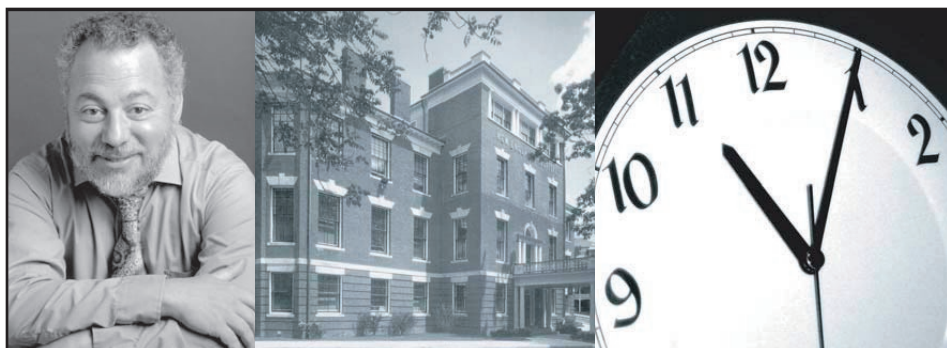
Most Dimock clinics open nights and weekends

"In an effort to give the community more access to health services at Dimock, each of our clinics has been changing its hours," says Ted Houston, Dimock's Director of Health Center Operations and Community Care. The new extended hours are about offering better customer service to our patients, reducing patient visits to Emergency Rooms, and helping Dimock remain competitive with other community health centers in the area.

The Adult Medicine Clinic is the latest to extend its hours past 5 o'clock and into the weekend. In a recent ad which ran in the Banner (see insert to right), Dimock announced the new hours.

Most of our other clinics are currently open beyond regular business hours: the Dental Clinic is open 3 nights per week and is adding another night in July; the Eye Clinic is open 4 nights per week and on Saturdays; Pediatrics is open 3 nights per week and on Saturdays and, in July, will be adding a fourth night and opening earlier; and Ob/Gyn is open one night per week.

Says Peter Gerondeau, Dimock's Chief Financial Officer and Senior Vice President of Administration and Finance, "The response to our extended hours has been overwhelmingly positive. It is just another example of Dimock changing the way it offers services to better meet the needs of the community."



Your Doctors. Your Neighborhood. Your **Schedule**.

The doctors at Dimock want to see you. That's why they're extending their hours.

As of May 5th, Dimock's Adult Medicine Clinic's new hours will be:
Monday - Thursday (9 am - 7 pm), Friday (9 am - 5 pm) and Saturday (9 am - 12 pm).

So, you can make an appointment after work, after the kids get home from school, after dinner, after the news, after your class, after your son gets home with the car, during the weekend....whenever **you** have time.

That's the **Dimock Difference**. Call now to schedule your appointment.

We accept all major insurance plans, and if you don't have coverage our financial counselors are standing by to help you get the assistance you need. Don't let anything stand in the way of your good health.

Aceptamos todos tipos de seguros médico, y si usted no tiene cobertura, nuestros consejeros financieros están aquí para ayudarle a conseguir la ayuda que necesita. No deje que nada intervenga entre usted y su buena salud.

Call Dimock Today
(617) 442-8800
Financial Counseling
(617) 442-8800 x 1567

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Who's Who in the Development and Communications Office

Three new faces round out group

Spring saw many additions to Dimock's Office of Development and Communications. Here is a quick reference guide for the department:

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