

Commitment

*to a healthy
community*



*The 2008 Annual Report
of the Greater New Bedford
Community Health Center*

Commitment to a healthy community

Health is important to a community and the Greater New Bedford Community Health Center is committed to promoting the health and well-being of the people by providing improved access to high quality care and services.

In 2008 we completed the final phase of our construction with the completion of Walgreens and the Wellness Center. Four new examination rooms and two Provider offices were added to

Adult Medicine, the first floor waiting room was renovated, and the Infectious Disease Department was relocated. None of this could have been done without the encouragement and financial support we received from individuals and government and philanthropic organizations.

Our commitment to the medically underserved children, adults, and seniors in our community continues as we make plans for added improvements to the Health Center. These include additional Women's Health examination rooms, accessible examination rooms for the disabled adult and elderly patients, and a modern information technology system.



“It has been a year of transitions and challenges. We applaud the able leadership of our new President and CEO, Peter Georgeopoulos. We thank our extraordinary staff for insuring that the Health Center continues to provide the quality care essential to the health of our community. With the continued support of our medical, business and governmental partners, we are confident that we will meet the even greater challenges of the coming year.”

Rose A. Yates, Chair, Board of Directors

CHIEF EXECUTIVE OFFICER



“For 27 years the Greater New Bedford Community Health Center has been the sole community health center in the medically underserved area of New Bedford.

More than 23% of the area’s ethnically diverse populations are our patients. To keep pace with the growing demand for our services, the Health Center completed an expansion initiative in 2008 that doubled the size of its campus. New or enhanced services include opening of Advanced Eye Centers branch, renovated space for pediatrics and women’s health, opening of a Walgreens pharmacy, a wellness program for group visits and support services, and a new practice management system.

We are committed to expanding community-oriented primary care. The dedicated staff of our Health Center continues to reach out to improve the health of our community and every patient we serve. We thank all those who care about this community and who give so generously so that we can continue to offer

comprehensive care for our vulnerable residents of all ages.”

*Peter C.
Georgeopoulos, CEO*

“For all those whose cares have been our concern, the work goes on, the cause endures, the hope still lives, and the dream shall never die.”

– Senator Edward M. Kennedy

EXPANDED SERVICES

The Health Center completed the final phase of its construction in 2008. This achievement allows the Health Center to expand its services and focus on keeping the community healthier through prevention programs.

- Walgreens pharmacy
- Wellness Connection
- Four new examination rooms in Adult Medicine
- Two new Provider offices in Adult Medicine
- Renovation of First Floor Waiting Room
- Relocation of Infectious Disease Department



“GNBCHC plays an important role in community outreach and as a health information provider. Through these functions the Health Center is able to ensure that patients have access to the programs and information they need to decide and act knowledgably. The Wellness Connection is just the first step in bringing these new programs to the community in order to strengthen the health status of area residents.”

*Senior Vice
President of
Clinical Services
Chief Operating
Officer
D. Karen
Enright, PhD*



Walgreens Pharmacy Grand Opening.

GRANTS AND AWARDS

Comprehensive and high quality health care and services would not be possible without the financial contributions we receive from our supporters including the organizations who generously provide awards and grants. We thank:

- Blue Cross Blue Shield Foundation grant for “Pathways to a Culturally Competent Health Care” program.
- CHC Grant, Department of Public Health
- Masshealth Outreach
- Rockland Trust for support of the new Wellness Connection focusing on Weight Management, Smoking Cessation, and Diabetes Education
- Community Foundation of Southeastern Massachusetts - Acushnet Foundation Fund for a Foster Grandparents Program



Newly renovated adult waiting room includes television and an announcement board which tells patients when their Walgreens prescription is ready.

WELCOME AND FAREWELL

We would like to welcome outstanding additions to our staff :

- Natalie C. Martinez, DMD, Dental Center
- Shabana Naz, MD, Adult Medicine
- Thomas Bozzo, MD, Adult Medicine
- Heather Keczkemethy, ANP, Urgent Care

Farewell and best wishes to:

- Thomas Doyle, MD, Adult Medicine



“The Health Center’s desire to continually improve services for our patients is exemplified by our involvement in the new HRSA sponsored Patient Safety and Clinical Pharmacy Collaborative. Plans are ongoing for our wellness programs. These programs will help more people quit smoking, lose weight, understand their diabetes and take control of their health. We look forward to an exciting year and we will continue to strive for quality healthcare for all our patients.”

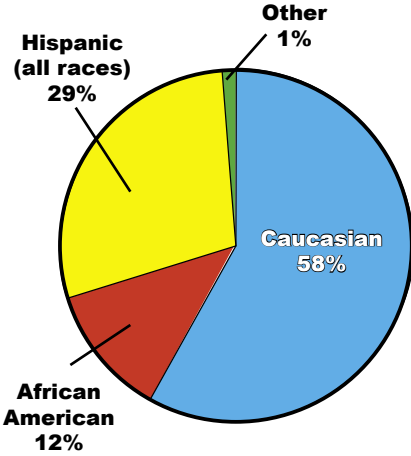
*Medical Director
Nancy Langhans, MD*



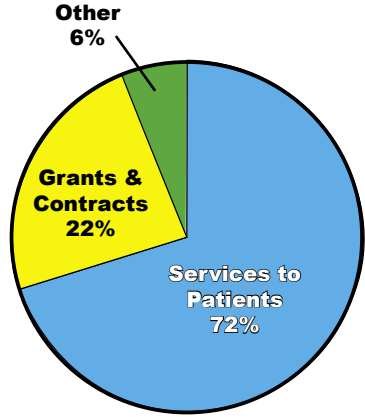
The GNBCHC Reception area.

KEY FINANCIAL INDICATORS - 2008 IN BRIEF

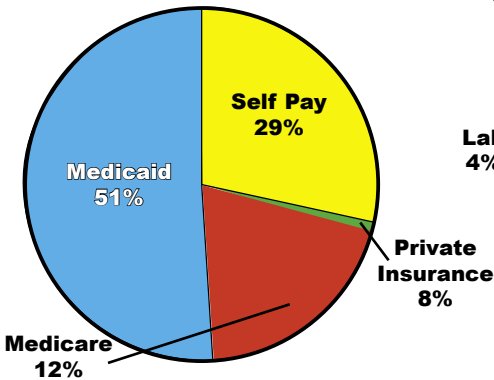
PATIENT ETHNICITY



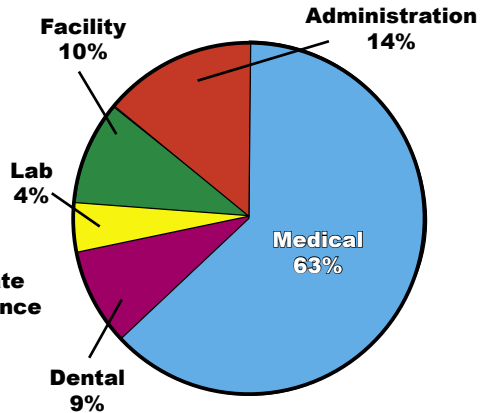
REVENUES



PAYOR MIX



EXPENSES



“The Health Center serviced over 82,000 visits and over 23,000 unduplicated patients in 2008. This was all accomplished with low administrative costs (14%). We are also a major employer in New Bedford with 230 employees and are committed to providing quality health care to our community.”

Peter C. Georgeopoulos, CEO

DONORS

Thank you to all of our donors, as well as the many volunteers and anonymous donors who are not named here.

Individuals:

Paul Abrantes	Peter A. Biagetti	Leila Charbonneau
Nelson A. Abreu	Philip Bizier	Chris Ciano
Edward F. Adamowski, CPA, MST, MPFP	Susan A. Bliss	Brian Claudio
Armoundo Amaral	Peter Bolton	Todd Creagan
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		Darlene Dymysz, RD
		Karen Enright, PhD, RN, CS
		John Enright, Sr
		Robert Feingold



PHOTO, L-R: Lynn Motta, Vice President, Commercial Lending, Rockland Trust, presents \$5,000 check for the Health Center's new Wellness Connection to D. Karen Enright, PhD, RN, Chief Operating Officer and Senior Vice President of Clinical Services and Peter Georgeopoulos, Chief executive Officer.

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Middleton, Jr., MD



PHOTO, L-R: Sunny (mascot of the Boston Medical Center Health Net Plan) and Wally (Red Sox mascot) help Santa distribute toys to the young patients of the Health Center.

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Solange T. Tetreault
Thomas Teterault
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MD
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Armand Turgeon
Chris Walton
Charles J. Washburn
Caroline L. Weeks
Sarah Whipple
Margaret D. Xifaras
Rose A. Yates
Elizabeth Yuen, NP
Alan M. Zexter



Laboratory Staff at the Greater New Bedford Community Health Center. The laboratory was the only one in Massachusetts to receive COLA's Laboratory Excellence Award in the 2006-2007 award year.

Organizations:

ABC Disposal Service
Action Collection
Agency of Boston
Acushnet Company
Advanced Eye Centers
Ahead Gear
Alexander, Aronson,
Finning & Co. P.C.
Ameriprise Financial
Services, Inc.
Antonio's Restaurant
Ashley Ford Sales, Inc.
Atlantic Elevator
Bank Five
Baskets by Francine
bcp bank
Be Jeweled
Belmont Springs
Bermuda Bronze
BJ's Wholesale Club
Boston Bagel
Boston Health Care For
The Homeless Inc.
Boston Medical Center
Healthnet Plan
Bristol Bears Den
Bristol County
Savings Bank
Bufftree Building
Company, Inc.

Building No. 19
Foundation
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Café Europa
Café Portugal
Central Auto Group
Century 21
Charlie's Pizza
Claudio Café
Coastline Elderly
Services, Inc.
Community Health
Center of Franklin
County
Compulsive Salon
D & D Caterers
David Menard's
Electrical Services

Deborah's Fine Art
DG Service Co.
Downtown New
Bedford, Inc.
Duff Studio
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Elaine's T Shirts
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Country Club
Fall River Getty
Fernando's Painting
First Citizens' Federal
Credit Union
Flagship Insurance
Friendly Pizza
Friendly Sons of
St. Patrick Of New
Bedford Inc.



2008 Staff Awards, left to right: Peter Georgeopoulos, Dr. Donald Middleton, Diane Lowe, Roy Jilkins, Kelly Chavez, James Hayes, NP, Rose Yates. Not present: Vivian Abreu



The 2008 Golf Tournament was a great success!

- | | | |
|------------------------------------|------------------------------------|--|
| Giraldo and Gonzalez Family | Holyoke Health Center | Mass League of Community Health Centers |
| Glaser Glass Corp. | Honey Dew Donuts | Matt Poyant
Photographics |
| GNBCH Foundation | Horizon Beverage Company | McCann & Sons |
| GNBCHC MCH Department | Insurance Planning Group | Medical Systems, Inc. |
| GNBCHC Nursing Department | Isaiah's Restaurant | MedVIA |
| GNBCHC WIC Department | Jake's Jazz Trio | Mintz, Levin, Cohn Ferris, Glovsky and Popero, PC Attorneys at Law |
| Green & Greenberg | Jeff Ollivierre's Carpets | Monaghan Printing Company, Inc. |
| Hallsmith-Sysco Food Services, LLC | Jimmy's Pizza | MSV Medical Systems, Inc. |
| Harbor Health Services | Jose S. Castelo Real Estate, Inc., | Music by Adam Lipisky |
| Harriet's Catering Service | Joseph Anthony Development, LLC | Music by Jake Nochimow |
| Hawthorn Country Club | JS Web Solutions | NECTA |
| Health Net Plan | Lifespan | NeighborhoodHealth Plan |
| High Point Treatment Center | Lipman & Lipman | Network Health |
| Holiday Bakery | Lowell Community Health Center | New Bedford Credit Union |
| | Martha's Nails & Skin Studio | New Bedford Medical Associates |
| | | New Bedford Rehab Hospital |
| | | New Bedford Sports Club |
| | | New Bedford Mothers Club |
| | | Oce Imagistics |

Oceans I8	Slade's Ferry Bank	The Standard Times
Palace Pizza	South Cove	The Symposium, L.L.C.
Patrick Carney Foundation	Community Health Center, Inc.	The White Bouquet Flower Shop
Paul's Electric Inc.	Sovereign Bank	US Foodservice
Pencils, Inc.	Specialty Scripts, LLC	Vasco de Gama Restaurant
Personal Touch	Spee Dee Oil Change & Tune-Up	Wal Mart
Physician Sales & Service	St. James Irish Pub	Walgreens
Precision Window & Kitchen, Inc	Successful Money Strategies, Inc.	Walsh Pharmacy of Rock Street, Inc.
Robert B. Feingold & Associates, P.C.	Sylvia & Company Insurance	WellLife Education, Promoting Health
Rock Electric	Teamwork Physical Therapy, Inc.	Whaler's Wine & Spirits
Rodman Ford	TF Casey & Associates	Williams Plumbing & Heating
Rosenfield-Raymon & Pielech P.C.	The Black Whale	Worldmed Shared Services, Inc.
Sapatinha's Café	The Gourmet Outlet	
Senior Whole Health	The Robert F. Stoico / FIRSTFED Charitable Foundation	
Shawmut Diner		

“Circumstances may change, but the work of compassion must continue. It is surely correct that we cannot solve problems by throwing money at them, but it is also correct that we dare not throw out our national problems onto a scrap heap of inattention and indifference. The poor may be out of political fashion, but they are not without human needs.” – Senator Edward M. Kennedy



Greater New Bedford
Community Health Center, Inc.

Executive Staff

Peter C. Georgeopoulos, MBA, *CEO*

Nancy Langhans, MD, *Medical Director*

D. Karen Enright, PhD, RN, CS, *Senior VP of Clinical Services and Chief Operating Officer*

Marie Bacon, PHR, *Vice President of Human Resources*

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The Greater New Bedford Community Health Center is a not-for-profit Federally Qualified Health Center accredited by the Joint Commission on Accreditation of Healthcare Organizations for ambulatory care.