Adapting to Meet the Needs of Our Patients

The flexibility to adapt—change, whether due to the political climate, a medical crisis like the opioid epidemic, or even the beginning of the COVID-19 pandemic—has always been part of BHCHP’s DNA. In 2017, we were faced with an unprecedented situation: our staff and patients were fatigued. They were facing overwhelming stresses in their personal and professional lives, and BHCHP was not able to offer the extensive support they required. This issue

02 Case Management: Enabling Patient Success
03 Recognizing a Partnership with Patients at the Center
04 Trans Sci. Ache: Ahead of the Curve
05 The View From the Bridge

A Record-Breaking Medicine that Matters Gala
This past week, we were deeply touched by the generosity of our supporters. We are grateful to the over 1,000 people who attended our 38th Annual Gala, and their donations and support, we are grateful to our donors. Our mission is to make sure that everyone has access to the care they need, and we are committed to doing just that. In honor of our 40th anniversary, we are excited to announce the launch of our new Patient-Centered Plan. This plan is designed to help our patients navigate the healthcare system and take control of their health. It includes access to a dedicated case manager, personalized care plans, and ongoing support. With your support, we can continue to make a difference in the lives of our patients. Thank you.
Recognizing a Partnership with Patients at the Center

An important part of building a successful practice is overcoming challenges. For example, the practice of medicine involves handling intimate and sometimes difficult conversations with patients who may be in pain, stress, or emotional distress. The practice of psychology involves managing sensitive and emotionally charged interactions with patients who may be struggling with mental health issues. These interactions can be emotionally taxing, requiring clinicians to manage their own emotions while providing support and guidance to their patients.

However, the skills and techniques that are necessary for effective communication and emotional regulation can also be applied to interactions with patients who are facing significant challenges in their lives. By building relationships, fostering trust, and demonstrating empathy and understanding, clinicians can help patients navigate difficult situations and find hope and healing. This approach not only improves patient outcomes but also enhances the clinician's own sense of fulfillment and satisfaction.

In this context, our practice at Boston Medical Center (BMC) and Massachusetts General Hospital (MGH) is committed to providing innovative and compassionate care. We recognize the importance of building strong partnerships with patients, and we strive to create a supportive and inclusive environment that promotes healing and well-being.

Our relationships with Boston Medical Center and Massachusetts General Hospital are unique and distinguished from other health care systems. By fostering these partnerships, we are able to offer patients a range of services and resources that are tailored to their individual needs.

As we continue to develop our practice, we recognize the importance of building strong partnerships with patients. By taking a patient-centered approach to care, we strive to create a supportive and inclusive environment that promotes healing and well-being. Through our efforts, we hope to create a brighter future for our patients and their families.