A Place Full of Daily Inspiration

A message from Chief Executive Officer, Barry Bock, and President, Dr. Jim O’Connell

From a viewpoint outside our building at 780 Albany Street, the work we do here can seem daunting, and indeed, admittedly, sometimes it is. However, we always are mindful of our remarkably diverse and dynamic BHCHP community of patients, staff, and donors and friends like you, on whom we depend for support, encouragement and inspiration.

Every day, we are inspired by our:

• Courageous patients, who struggle to find meaning and hope while often facing seemingly insurmountable battles with substance use, medical issues, and/or mental illness along with the trauma of living on the streets. Their stories reveal their astounding bravery and gratitude for our services,

• Remarkable donors and friends who have so many worthy causes before them, yet, who intentionally and consistently choose to help us improve the quality of health and the quality of life of people experiencing homelessness.

In this issue, you will read about how the life and loss of our extraordinary colleague, Stacy Kirkpatrick—a brilliant clinician, leader, patient advocate and avid cyclist—inspired our long-time friend and Board member, Jean Tempel, to name our newest program in her honor, the Stacy Kirkpatrick House. In the midst of our grief, Jean rallied our spirits to honor the memory of this remarkable nurse practitioner who tenderly cared for her patients while changing the lives of all of us who worked beside her. We are so grateful that Stacy’s legacy will live on through the healing that happens in the building that bears her name and by all those who enter seeking health and the gift of hope.

We are fortunate to be part of this inspiring community, and so deeply thankful to you, our donors and friends. Without you, BHCHP would not be this vibrant, compassionate, and innovative community.
OUR STORY

When you support BHCHP you reach children and adults throughout greater Boston’s entire safety net community when they are not only homeless but also sick.

Founded in 1985, BHCHP employs the professional medical staff that manages the clinics and delivers the comprehensive health care at most of greater Boston’s adult, family and domestic violence shelters (Pine Street Inn, The New England Center and Home for Veterans, St. Francis House, and more than 50 others). BHCHP represents the hands and face of health care for over 12,000 homeless adults and children each year at sites as diverse as St. Mary’s Center for Women and Children and the crawl space under the Longfellow Bridge. BHCHP has operated in-the-black while delivering medicine that matters to Boston’s most vulnerable population for 30+ years.

In addition, BHCHP staffs, manages and delivers comprehensive health care at 2 hospital-based clinics on the campuses of Massachusetts General Hospital and Boston Medical Center. BHCHP also staffs, manages and operates our own Barbara McInnis House at Jean Yawkey Place, a 104-bed medical respite facility for homeless adults with complex conditions like cancer, heart disease, pneumonia and diabetes who are too sick to live in a shelter or on the street and would otherwise require prolonged and costly hospitalization in the acute care rooms of Boston’s hospitals.

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AWARDS AND HONORS

❖ Dr. Esther Valdez was honored with the prestigious 2016 Community Physician of the Year by the Suffolk District Medical Society of the Massachusetts Medical Society in January. This award recognizes a physician from Suffolk County who has made significant contributions to his or her patients and the community.

❖ In May, BHCHP Board member and Consumer Advisory Board (CAB) member Joanne Guarino (pictured here with Dr. Jim O’Connell) received the Ellen Daily Award at the National Health Care for The Homeless Council’s annual conference. The award honors the work of those whose efforts advocate for persons experiencing homelessness. In 1999, BHCHP created the first CAB and Eileen Daily was our first chairperson.

❖ At the same NHCHC conference, Dr. Jim O’Connell received the inaugural Dr. Philip W. Brickner National Leadership Award—the Council’s highest honor—for significantly strengthening service and advocacy that addresses the health status of people without homes.

❖ Also in May of this year, BHCHP was given the Simmons College 2016 Community Partner of the Year for “constant support of our students through volunteer and service-learning initiatives” and for helping “to facilitate and promote community service and service-learning for Simmons College students, faculty, and staff in Greater Boston and beyond.”

YOU CAN MAKE A BIG DIFFERENCE WITH A SMALL GIFT

You can make a big difference in the health and comfort of a homeless man, woman or child with a small gift. You can’t imagine how much these items help our caregivers to establish and maintain contact and you can’t imagine how much our patients appreciate your kindness.

We can never have too many of these items.

• new white socks
• new underwear (men’s and women’s)
• diapers
• sneakers or flip flops
• winter hats and gloves
• toiletry kits
• gift cards:
  - CVS
  - Dunkin’ Donuts
  - McDonald’s
  - Stop & Shop
  - Subway

Contact Catherine Minahan at 857.654.1053 or cminahan@bhchp.org to find out about other “Small Gift” needs or check our website www.bhchp.org/ongoing-needs. Thank you!

Your support will bring...

❖ the Healing comfort of a respite bed for a woman with severe skin abscesses with no other place to recuperate.

❖ the Dignity of a talking glucometer for a newly blind young man enabling him to independently manage his diabetes.

❖ the Trust developed between a nurse practitioner and her Transgender patients who feel disconnected from mainstream health care.

❖ the Hope that a behavioral health clinician can instill in a patient who is struggling with addiction, and getting treatment at our suboxone clinic.

Donate now at www.bhchp.org
Cheryl Kane, R.N.: One Big Heart...Many Hats

For twenty years, Cheryl Kane has worked for BHCHP, but she would say it hasn't felt like work at all...more of a gift to help people who are marginalized by society. Her career path here has not been straight, resembling a child's board game full of zigs and zags, chutes and ladders, as Cheryl has cheerfully reported for duty wherever BHCHP needed her. And she has brought her compassion, wisdom and skills and her infectious and inspiring enthusiasm to all the right places at all the right times. Cheryl is both unique (no one at BHCHP has ever served in so many distinct, but connected roles) and characteristic of all that is admirable about our staff. Here are the many hats she has worn while serving our cherished patients:

• Nurse on our Street Team
• Nurse in our Supportive Place for Observation and Treatment (SPOT)
• Nurse on our Family Team
• Director of Nursing at Barbara McInnis House (BMH) respite facility
• Site Director and Nurse at our Pine Street Inn Clinic
• Director of Development during our “Home of our Own” (Jean Yawkey Place) capital campaign

Her story of coming to a nursing career later in life has been told many times, including in a 2004 Good Housekeeping magazine article entitled The Tender Mercy of Cheryl Kane. And it’s a story worth repeating. It speaks to her willingness to answer a call to service, to answer any pressing need of our program.

Here are just a few of Cheryl’s contributions:

• When the number of homeless families spiked in Boston, Cheryl stepped up to join the Family Team to ensure families were well cared for,
• When Mayor Menino gave us an amazing gift of a distressed city property to create our own facility at Jean Yawkey Place, Cheryl led the way in launching a capital campaign to renovate the building into our current location at 780 Albany Street,
• When our most fragile patients requested to spend their final days at Barbara McInnis House, Cheryl’s compassion led her to create an End of Life/Palliative Care Program for homeless men and women.

Cheryl loves bringing together those who have needs with those who have the capacity to support our work. To that end, she has eagerly joined—again—the small and dedicated Development office to help raise funds for the next stage of BHCHP’s growth.

According to Cheryl, “The wonderful thing about fundraising is that it’s all about relationships. By telling the stories of our brave and struggling patients, I can bear witness to their courage and I can honor the selfless work of our clinicians. I can advocate for our patients, because they really don’t have many advocates in their lives. People want to help us do our work, we just need to let them know what we do.”

One other “hat” Cheryl happily wears? Tour Guide! If you haven’t seen our work up close, please visit Jean Yawkey Place. Cheryl and the rest of the Development office welcome the opportunity to invite you into our unique home, where the best in medical care, served with an abundance of hope, is provided every day. To schedule a tour contact info@bhchp.org

Your support makes all of this possible. Thank you.

Visit Us! See the Wide Scope of Our Program

Time after time, our visitors tell us how amazed they are to see firsthand the depth of care we provide our patients here at our 77,000 square foot clinical and respite facility at Jean Yawkey Place, 780 Albany Street in Boston’s South End.

“We want to thank you for an excellent tour. It was an informative look at a place that I had heard and read much about, but could not visualize until now. Like so many other people, we are deluged with appeals from worthy organizations. We like to donate to groups that are locally based. It is important to us to know that the organization is achieving results and reaching an underserved population. Having the opportunity to tour the clinics brought everything into sharper focus.” - Ellen & John O’Connor, Donors

Please RSVP for a tour at your convenience by contacting Sara Pacelle at spacelle@bhchp.org or 857.654.1052.
We await your visit!
New Medical Respite Facility…

continued from back page

...soften the loss we so profoundly felt. We cannot express enough to Jean how eternally grateful we are for her kindness.

With the opening of the Stacy Kirkpatrick House (SKH) and the Francis Grady Apartments (FGA) under one roof, we are breaking new ground once again. The facility represents a unique partnership between BHCHP, Pine Street Inn (PSI), and the Jamaica Plain Neighborhood Development Corporation (JPND). The SKH—a complement to our own Barbara McInnis House (a 104-bed medical respite center that provides short-term acute medical and recuperative care and housed at 780 Albany Street)—is a step-down respite facility, welcoming patients transitioning from the need for acute care...to what we call “low risk care.” Located on the first floor of the Jamaica Plain building, it offers both a clinic with examination rooms and 20 medical respite beds. It is staffed by BHCHP nurses, clinicians, case managers and an operations team. The Francis Grady Apartments are on the floors just above SKH and contain 30 single occupancy, studio apartments, owned by the Jamaica Plain Neighborhood Development Corporation and managed by Pine Street Inn—a supportive housing complement. The medically frail residents of FGA have access to care in our SKH clinic.

“Stacy was a brilliant nurse practitioner—beloved by patients and staff. She began her career with us 16 years ago, in this very building, so it’s fitting that this special place of healing and hope honors her and the spirit and passion she brought to her work.”

- Barry Bock, BHCHP CEO

We are so proud of this innovative and cooperative continuum of care model that will serve our patients’ needs in this multi-purpose facility. With the

name it bears, the spirit of Stacy—and all she believed in and worked so hard for—lives on for the many patients who will come through its doors in need of healing, housing...and hope.

Take Stories from the Shadows Home with You Today!

Who’s reading and talking about Dr. O’Connell’s book Stories from the Shadows?

To name just a few:

- Harvard Medical School
- Tufts Medical School
- athenahealth
- Harvard Pilgrim Health Care
- Concord Authors’ Festival
- Companies, libraries, clubs, community groups, and so many more...

Book Club BINGO: Are you part of a book club? Many book clubs have been reading Dr. O’Connell’s book and telling us it’s a wonderful book to discuss. Some book clubs are going one step further and coming for a tour of our program at Jean Yawkey Place and following it up with a volunteer activity. If you have a book club, we’d love to invite you and your group to read Stories from the Shadows then come to Jean Yawkey Place for a tour of our bustling clinic and respite program, followed by a game of bingo with our respite care patients. At a recent visit, one reader had a particularly moving experience:

“After reading “Stories from the Shadows” together, my friends and I recently visited Boston Health Care for the Homeless Program, where I met Michael, age 57, who only has 11 months to live. Looking into his face, and listening, I realized that he was just like any of us and we were able to share joy in the middle of difficult circumstances.” - Mary I.

For more information on book signings and readings or to purchase the book, please visit www.bhchp.org.

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years ago, BHCHP in collaboration with Mass General Hospital created and implemented the nation’s first electronic medical record for a homeless program
This past May, we were awed by the outpouring of generosity at our 7th Annual Medicine that Matters Gala. A record-breaking $830,000 was raised for our patients’ continued compassionate care through the support of many generous individuals and corporate sponsors and through the tireless efforts of Gala Co-chairs Anne Finucane, Vice Chairman of Bank of America, and John Hailer, President and CEO of Natixis Global Asset Management—The Americas and Asia. We are deeply grateful to Anne and John, for stepping up and giving their invaluable time and talents to open doors for us. A special note of thanks goes to our Presenting Sponsors—Bank of America, ConferenceDirect, and Liberty Mutual Insurance—as well as our Dignity & Respect Providers—CVS, Medtronic, Natixis, Jean C. Tempel and an anonymous donor.

We honored Governor Charlie Baker and Liberty Mutual Insurance, two longtime and unwavering advocates of our program. As David Long, Chairman and CEO of Liberty Mutual Insurance, accepted the Tim Russert Award, he reminded us all of the intent of our Gala: “the underrepresented, underserved, and invisible—who will be cared for, and championed, and lifted up.” In accepting the Dr. Jim O’Connell Award, Governor Baker spoke eloquently about the importance of caring for our city’s most vulnerable as he quoted passages from Dr. O’Connell’s book, Stories from the Shadows—citing both our patients’ humanity and our program’s care for them as the source of inspiration for his 25 year partnership with us. Read more about our Gala and watch the video here: www.bhchp.org/GALA-2016.

Each year we highlight one of our programs and this year we featured our Supportive Place for Observation and Treatment (SPOT). Dr. Jessie Gaeta launched the SPOT program in April to provide a safe place for patients at high risk of overdose. Dr. Gaeta and BHCHP Board member and consumer Joanne Guarino, described the first-of-its-kind harm reduction monitoring site. You can read more about SPOT here: www.bhchp.org/spot.

We are honored and humbled by our sponsors’ and guests’ generosity and their genuine commitment to making a difference in the lives of our most vulnerable neighbors.

September Success for the Emerging Leaders

The Emerging Leaders Board was thrilled to present the September Soirée, a festive evening that included live music, silent auction and refreshments. A pinnacle moment of the group’s inaugural fall gala was the presentation of awards to young professionals who have made extraordinary contributions to improve the lives of BHCHP’s patients. Roland Berger LLP was recognized with the Sox for Socks MVP Award for donating an astounding 25,000 pairs of socks for our patients. The Change Maker Award was given to Daniel Tsai, Assistant Secretary of Mass Health, to honor his personal and professional commitment to increasing access to care and services for homeless men, women and children. Matt Basilico, medical student and PhD Candidate at Harvard University, was awarded the Leader in Service Award for his dedicated volunteer services working directly with our patients and supporting our BHCHP Institute for Research, Quality, and Policy in Homeless Health Care to uncover insights that can be shared with the broader medical, political, and economic research community. We are so grateful to our many generous corporate sponsors—especially Putnam Investments, the lead event sponsor—who made this event a success, not only in raising critical funds to support our work, but also in helping us to engage the next generation of supporters. At press time, the September Soirée had raised over $40,000—please check www.bhchp.org/events for the final numbers!

The Emerging Leaders Board is delighted to welcome new Board members this Fall, as we prepare for another exciting year ahead including events, education and service opportunities—and, of course, our monthly bingo nights with patients here at Jean Yawkey Place.

If you are interested in the Emerging Leader’s Board or our Ambassador program please visit www.bhchp.org/emergingleaders or email Alyssa Brassil at abrassil@bhchp.org.
SPOT Program Continues to Serve Epicenter of Opioid Crisis

Between 2014 and 2015, deaths from opioid overdose increased by 50% in Boston, and drug overdose is the leading cause of death among BHCHP’s adult patients.

In response to the city’s growing opioid crisis and overdoses occurring in our main building each week, BHCHP opened the Supportive Place for Observation and Treatment (SPOT) in April of 2016; a program conceived by Chief Medical Officer Dr. Jessie Gaeta. Since welcoming its first participant, SPOT has cared for over 267 individuals in over 1,355 encounters.

The space—a former conference room off the lobby of our main location in Boston’s South End—is a quiet and welcoming area where an average of 13 patients per day are monitored medically during periods of oversedation, as an alternative to the busy street corner or back alley. A nurse specializing in addiction performs continuous vital signs and assessment of level of sedation to determine the need and timing of interventions including oxygen therapy, intravenous fluids, or naloxone (a medication that reverses some of the deleterious effects of opioids). Participants are also offered connection to any type of addiction treatment desired, as well as case management, by a harm reduction specialist who specializes in community-based addiction services and engagement. Peers who are in recovery themselves also provide non-judgmental relationship-building and support. One of these peer supporters, a long-time Board member and consumer, Joanne Guarino, has said that while she was originally skeptical of SPOT, she realized, “All these people are dying out here. Dead people don’t recover. We have to go out there and meet them where they’re at. As long as people are breathing, there’s hope.”

SPOT has received an unusual amount of press since its inception, as it is one of very few safe rooms of its kind in the United States. While initially met with apprehension from the community, public at large, and even our own Consumer Advisory Board members, SPOT is now being looked at as a promising model by prominent leaders in the medical field, including U.S. Surgeon General Dr. Vivek Murthy—who recently toured SPOT and Jean Yawkey Place as part of his Turn the Tide Rx tour. After his visit, Dr. Murthy said, “I was really impressed with how [BHCHP] had been able to integrate the treatment of addiction and substance use disorders with traditional primary care treatment. That kind of integration is really important. It helps patients get care and makes it more accessible. And that’s what we need more of throughout the country.” Boston Mayor Martin Walsh has also shown his support, saying “I’m up for trying anything when it comes to addiction and active using. If we can help some folks—homeless folks in particular—we should try anything.”

While BHCHP always aims to promote addiction treatment and recovery, we are expanding our resources to include harm reduction approaches for patients at very high risk for overdose who are either not willing or not able to access treatment currently. Practical, life-saving education and messaging for people who are currently injecting drugs includes encouraging people to not use alone, to use clean syringes and “works” every time, to carry naloxone rescue kits, and to properly discard used syringes. These tips not only prevent overdose and the transmission of HIV and Hepatitis B and C, they also encourage drug users to protect members of the broader community.

BHCHP’s Institute for Research, Quality, and Policy in Homeless Health Care has been collecting data to analyze SPOT’s effectiveness, including a survey of consumers’ willingness to use SPOT and the structure of its design, a survey of community residents and businesses about knowledge of the opioid crisis and ideas for interventions, and a 24 week pre- and post- SPOT study of public orderliness in the 500 meters surrounding our building, SPOT clinicians are also in the process of writing a case series of polysubstance overdose syndromes witnessed in the program, which differ clinically from pure opioid overdose. The Institute is currently seeking grant opportunities to fund a study that would gauge impact of SPOT on overdoses and Hospital Emergency Room utilization. From these studies, we hope to continue to expand and improve on the harm reduction services SPOT provides to those at highest risk of overdose amid a growing opioid crisis.

“I was really impressed with how [BHCHP] had been able to integrate the treatment of addiction and substance use disorders with traditional primary care treatment. That kind of integration is really important. It helps patients get care and makes it more accessible. And that’s what we need more of throughout the country.” – Dr. Vivek Murthy, U.S. Surgeon General
...but we need your help!

For ten years, BHCHP has been fortunate to receive both public and private funding for our Americorps’ Community HealthCorps Program... enabling us to welcome the country’s most promising young leaders into the BHCHP “family”—a cohort of capable and caring professionals who greatly enhance our work.

This year’s eleven members were selected from a highly competitive pool of over 300 applicants, representing future doctors, nurses, and caseworkers, to assist our staff and receive a unique education in the complex world of community and public health. Public funding—50% of the budget—has come through the Corporation for National and Community Services (CNCS); private donations provide the other half. Together, the support received offers a small work stipend, educational awards, and health insurance.

In August, just as we were launching this newest class, the CNCS cut funding to 100+ community health centers nationwide. Since this would have meant a huge loss to our patient services as well a negative impact on the vocational careers of service. Of this past year’s class of 12:

- 7 are going to medical school,
- 1 is pursuing a Master’s degree in social work,
- 3 are signed on for another year as a Fellow, and
- 1 has joined BHCHP as a full-time Case Worker!

Many of past AmeriCorps members—now BHCHP Fellows—have gone on to careers of service. Of this past year’s class of 12:

- 7 are going to medical school,
- 1 is pursuing a Master’s degree in social work,
- 3 are signed on for another year as a Fellow, and
- 1 has joined BHCHP as a full-time Case Worker!

Please support BHCHP on #GivingTuesday – November 29, 2016

What is #GivingTuesday? We have a day for giving thanks. We have two for getting deals. And for the fifth year, we have #GivingTuesday, a global day dedicated to giving back. Observed on the Tuesday following Thanksgiving, #GivingTuesday is a simple idea bringing non-profits, businesses, individuals, and community groups together for one common purpose: to celebrate and encourage giving.

How YOU Can Help Please consider making a donation to BHCHP on #GivingTuesday, November 29, 2016. For more information on #GivingTuesday and to make a donation, please visit our website: www.bhchp.org/givingtuesday.

Thank you all for your generous support!

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Thank you all for your generous support!

#GivingTuesday

The View From the Bridge is a publication of Boston Health Care for the Homeless Program, bridging the gap between homelessness and health 24/7/365.

For additional information please contact: Linda O’Connor, Director of Development (loconnor@bhchp.org) at 857.654.1050 or Sara Pacelle, Associate Director of Development (spacelle@bhchp.org) at 857.654.1052.

Contributing Writers: Sara Pacelle, Margaret Boles Fitzgerald, Catie Colliton
New Medical Respite Facility Opens in Jamaica Plain

BHCHP extends its services... honors one of its own

Here at BHCHP, we have known from our earliest days that in order to best serve our patients' needs, we will always need to innovate, be flexible and count on community support. In our 31-year history, that means finding unique, creative, and potentially game-changing ways to tackle some of our most challenging health care and housing problems.

On April 30th, 2016, after years of imagining a new and innovative approach to combining health care with transitional supportive housing (and scaling the seemingly insurmountable obstacles that are often part of those two landscapes), BHCHP staff and supporters joined community and project leaders for an official ceremony—commemorating the Grand Opening of the Stacy Kirkpatrick House and the Francis Grady Apartments in Jamaica Plain. Interestingly, the Jamaica Plain site is the same building that housed our Barbara McInnis House for many years prior to moving to our current location at 780 Albany Street. For us, it was a day to celebrate...and commemorate. The celebration marked the opening of a long-anticipated health care and supportive housing facility. But for the BHCHP family, it was a bittersweet and tender time—for the Stacy Kirkpatrick House is named in honor of our cherished nurse practitioner who passed away too soon, after a long and courageous battle with cancer. As our CEO Barry Bock reflected, “Stacy was a brilliant nurse practitioner—beloved by patients and staff. She began her career with us 16 years ago, in this very building, so it’s fitting that this special place of healing and hope honors her and the spirit and passion she brought to her work.”

Do you believe every cloud has a silver lining? If so, the Stacy Kirkpatrick House is wrapped in this shining story: For months prior to Stacy’s death, we had been planning the opening celebration of the Jamaica Plain site. The program had been named the Tempel House for a member of our Board of Directors, Jean Tempel, who had generously helped fund the project. Upon learning of Stacy’s untimely passing, Jean requested that we rename our new “home” in Jamaica Plain the Stacy Kirkpatrick House. Jean’s exquisite act of humility and kindness not only honored a remarkably talented and compassionate clinician, but it helped...

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