Manny A. Lopes, MBA
Deputy CEO
“All politics is local”

_Thomas (Tip) P. O’Neill, Jr._
EBNHC Overview

- Over 800 Employees
- Over 58,000 Registered Patients
- Over 300,000 Patient Visits per year
- Full Array of Primary Care Services
- 24/7 Emergency Department
- Onsite 340B Pharmacy
- Digital Radiology (X-Ray & Mammography, Ultrasound)
- Two Fully Capitated, At Risk, Programs:
  - Elderly Service Plan – PACE Program
  - Senior Care Options (SCO)
- Transportation Services
Advance Medical Technologies

- Electronic Medical Records System (EMR)
  - Patient Portal, CPOE, eRx
- Automated Pharmacy System
- Business Information Systems
Healthcare Home

EAST BOSTON NEIGHBORHOOD HEALTH CENTER
Caring for the Community..Beyond Primary Care

Emergency Department (24x7)
Enabling Services (Interpreters, Referral Mgt, Enrollment...)

Family Medicine

Pediatrics | Adolescence | Adult

Women's Health

Elderly Care

- Asthma Mgt
- CATCH
- Let's Get Movin'
- Cradles to Crayons

- School-based Health
- Sports Medicine
- Teen Clinic

- Chronic Disease Mgt
- Patient Navigator
- Legal Counseling
- HIV Testing & Counseling
- WIC

- PACE
- Matter of Balance
- CPR

Education & Training Institute (Staff & Community)
Chronic Disease Education and Management (CDEM) - Diabetes

- Comprehensive diabetes case management, education, and self-management goal setting
  - ADA-recognized
- Shared practice model
  - Advanced roles and responsibilities for medical assistants, nurses, and midlevel providers.
- Decision support embedded into the EMR
  - Best Practice Alerts guide evidence-based clinical decision-making
- Population Health
  - Providers complete quarterly review of patient registries and make outreach efforts when indicated.
Diabetes Management

Before
- Average A1C 8.5
- 10% had 2 A1Cs in the last 12 months
- 5% had self-management goal
- 27% had pneumococcal vaccine

After
- Average A1C 7.9
- 60% had 2 A1Cs in the last 12 months
- 77% had self-management goal
- 67% had pneumococcal vaccine
Let’s Get Movin’: The Solution

- An evidence-based, year-round, lifestyle-change program for children, teens, and families
- Promotes physical activity, proper nutrition, and healthier lifestyle decisions
- The program is built on three main components:
  - Medical monitoring,
  - Physical activity, and
  - Nutrition education
    - Including parent programming
East Boston Farmers Market

Creating an opportunity for community residents to purchase affordable, healthy, local produce
Aquaponics Raft Style System
Education & Training Institute

- Investing in the Community: Train, Recruit, Grow
- Provides education and skill trainings
- Establishes career ladders for staff at all levels
- Partnership with Bunker Hill Community College (BHCC)
“All healthcare is local”