

FROM THE BRIDGE

FALL 2018

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Learn more about how you can leave a legacy with far-reaching impact by contacting Sara Pacelle at spacelle@bhchp.org or (857) 654-1052.

Providing or assuring access to the highest quality health care for all homeless individuals and families in the greater Boston area since 1985.

STAFF SPOTLIGHT

NEBBY STEPHEN BRINGS JOY TO YOUTH AND FAMILIES



Nebby Stephen, FNP, has proudly worked at BHCHP for three years as a nurse practitioner on our Family Team.

Over the three years that Nebby Stephen has been with us at BHCHP, she has cared compassionately for patients throughout the program, in our Barbara McInnis House medical respite facility and in our shelter clinics. She has brought excellent care and genuine joy to patients in our clinic at the city shelter at Southampton Street. Nebby is also a valued member of our Family Team and works at a number of family and youth shelters, including St. Mary's Center for Women and Families in Dorchester, and at the clinic and outreach van at Bridge Over Troubled Waters, where she connects

so well with Boston's youth experiencing homelessness.

Nebby shared, "I believe our organization is unique because it bears witness to the lived experiences of people experiencing homelessness. I feel empowered everyday advocating for our patients because we go looking for people that are often forgotten. Our model is unique in actually meeting patients exactly where they are, during intense and challenging moments in their lives."



Our patients face many challenges and indignities each day. We care for them with **DIGNITY, respect, and admiration for their courage and resiliency.**

Edward's passing, when the Cohen family considered where to make a tribute gift in their beloved patriarch's name, they immediately thought of BHCHP.

His daughter Libby shared, "I chose Boston Health Care for the Homeless Program for this bequest because I know my father was someone who was always proud to support those in need, having faced his own struggles growing up. I know you will use this money to continue to help those in need."

We are honored and so grateful to receive such a meaningful gift, and we feel privileged to carry out Edward's wishes by using his bequest to provide highly skilled health care to those in great need.

He worked hard in school, attending college classes at night, while working during the day to pay tuition and to continue supporting his family. It took him ten years to earn his Bachelor of Science from Columbia University, eventually earning a Master's degree in civil engineering.

As an international expert in concrete, he was the chief engineer in charge of the restoration of the Statue of Liberty, the Brooklyn Bridge, and the U.S. Capitol building. Even with all his success, he never forgot how fortunate he was, and he never forgot the many difficulties he had experienced. He felt compelled to share his success with others who were living in poverty, those whose circumstances reminded him of his own childhood.

It was Edward's grandchildren who initially connected us here at BHCHP to Edward's remarkable family, the Cohens. His grandson Aaron volunteered with us, and his granddaughter Ellie is an Emergency Medicine Resident at one of our partner hospitals, Boston Medical Center. After

FROM BROOKLYN BRIDGE TO BHCHP'S BRIDGE OF HOPE—BHCHP BEQUEST SOCIETY

HOW ONE MAN'S IMPRESSIVE JOURNEY TO OVERCOME ADVERSITY LED TO GENEROSITY



Edward's grandchildren Ellie and Aaron (left to right), pictured here at a Red Sox game, introduced us to the remarkably generous Cohen family.

Edward Cohen grew up in poverty during the Depression. From a young age, he worked to put food on his family's table, because his own father's salary selling fruits and vegetables was not enough. Overcoming obstacles helped shape Edward with a strong work ethic and a desire to support others in need. These traits would eventually lead his family to BHCHP.

Like so many others in our country, Edward saw education as his way out of poverty.



Photo Credits: Richard Farrington, Liz Linder, Jeff Loughlin, and AHOPE

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or Email Us at info@bhchp.org



brings patient-centered addiction services – including treatment and harm reduction services – directly where people are struggling, with the goal of engaging people who are not accessing brick and mortar addiction services.

Dr. Jessie Gaeta, BHCHP's Chief Medical Officer and the CareZONE medical director, says, "The aim of this van is to cut waiting periods out of the equation, to remove every last barrier to getting help, and to bring state-of-the-art care directly to people who need it, where and when they need it."

With its consistent schedule and focus on developing trusting relationships with individuals who face so many barriers, the CareZONE van embodies a foundational principle of BHCHP, to bring quality health care directly to those most in need.

According to BHCHP president Dr. Jim O'Connell, "Our first goal back in the mid-1980s was to get out of the hospital and get our clinicians out to the places where homeless people would be, because we found that if we didn't get to them, by the time they got to us, it was too late."

The CareZONE van staff is encouraged with its early success, reaching very vulnerable individuals and providing care directly on the van. We are grateful to the staff of AHOPE, for their remarkable outreach work, which is leveraged to help BHCHP's clinicians build relationships with this community. We thank the Kraft Center, the GE Foundation, the Hearst Foundation and the Ford Motor Company for their generosity and vision in making the CareZONE van a reality.

Our research team is busy collecting and analyzing qualitative and quantitative data from the CareZONE initiative to continuously inform and improve the model. Looking ahead, the Kraft Center has an eye toward replicating the van elsewhere in Massachusetts.

For now, Dr. Gaeta is busy caring for her courageous patients every day here in Boston. As she says, "Where you see struggle, the CareZONE team sees resilience."

Thank you for helping us develop these life-saving programs.

In addition, the CareZONE outreach van, the latest innovation we're involved in, brings medical care and harm reduction services directly to some of Boston's sickest and most vulnerable people. Launched in January 2018 by the Kraft Center for Community Health, and in collaboration with the Boston Public Health Commission's AHOPE program, the CareZONE van goes to city locations known as opioid overdose "hot spots." Staffed by BHCHP's addiction clinicians and public health advocates from AHOPE, the van



The Kraft CareZONE van staff is composed of AHOPE public health advocates and BHCHP clinical staff, including the van's medical director Dr. Jessie Gaeta (front left) and Dr. Gabriel Wishik (front, second from right).

OPIOID CRISIS CONTINUES TO SPUR INNOVATIVE RESPONSES

"BEING INNOVATIVE IS ABOVE ALL ABOUT RECOGNIZING AND RESPONDING TO NEEDS THAT HAVE GONE UNARTICULATED."

OUR AIM IS TO SAVE LIVES, AND TO LET PEOPLE KNOW THAT, NO MATTER WHAT IS HAPPENING RIGHT NOW, WE WANT TO CARE FOR YOU, WE LOVE YOU, AND YOU HAVE WORTH. YOU DON'T HAVE TO STOP USING SUBSTANCES BEFORE WE CAN START HELPING YOU."

– Jessie Gaeta, MD

In 2013, BHCHP's research team, led by Dr. Travis Baggett, completed a breakthrough mortality study among our homeless patients. The team found that drug overdose was the major cause of death, and that opioid overdose accounted for over 80% of those deaths. Based on these findings and with your generous help, BHCHP has greatly enhanced our substance use disorder services (SUD) to prevent these untimely deaths and help bend the curve of the opioid epidemic.

We extended our behavioral health services hours, provided open access to counseling, and have sponsored more of our physicians

in professional addiction medicine training, including 50 providers who can prescribe as part of our office-based addiction treatment program. We created a low-threshold medical monitoring room called SPOT (Supportive Place for Observation and Treatment), which serves as an entry way to primary care and treatment-on-demand for individuals over-sedated from substance use.

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The needs of our patients are constantly changing as they live with instability, trauma, and illness. We work hard to INNOVATE to address their complex and changing needs.



GREETINGS!

We hope you enjoy the new look of our newsletter! The beautiful cover photo shows two of our resilient Family Team patients. As we know too well, homelessness can shatter family structures, putting the emotional and physical health of both children and parents at risk. We are so proud of our Family Team and their patients who courageously work to manage their health and wellbeing.

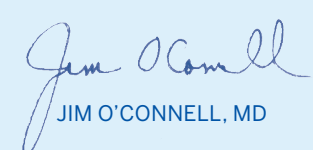

The goal of our bi-annual newsletter has always been to share with you powerful stories of our patients, caregivers and you, our benefactors. Your support enables us to do this vital, life-saving work, and when you read these stories, we want you to know that **you will always be such an important part of these stories.**

Based on expert advice and feedback from some of our longtime supporters, we've decided to make the layout more engaging and eye-catching to give you the same important information about our work and to also save you time in your busy schedule. As always, we want you, our donors, to know the incredible impact of your generosity. We've also made sure that this new look and size did not increase costs, because we will always steward your funds wisely. Thank you for your trust.

We are deeply grateful to our partners at PBD Partners for donating their design services for our bi-annual newsletter for the past 13 years and creating this new look.

What do you think of the new design? We value your feedback, so please drop us a line at info@bhchp.org or on social media at @bhchp on Twitter and Facebook and @bhchp1985 on Instagram. Or feel free to call our Development Office at (857) 654-1044.

As always, our deepest thanks for your consideration and your unfailing support.

 JIM O'CONNELL, MD
 BARRY BOCK, RN

TEN YEARS OF JEAN YAWKEY PLACE

THANK YOU FOR GIVING US A HOME OF OUR OWN!

IT'S HARD TO BELIEVE THAT IT'S BEEN TEN YEARS SINCE BHCHP moved from our various clinical, respite and administrative locations around Greater Boston to our wonderful new home in the South End, Jean Yawkey Place at 780 Albany Street. Jean Yawkey Place (JYP) is a remarkable place of trust, healing, dignity, and hope for homeless patients in need of care. We are so grateful to have this dignified space where we can give the very best possible care to our patients. And we couldn't have done it without you! Our loyal friends and supporters, many of whom have been with us since the beginning, made our new home possible with our capital campaign and your ongoing support.

In honor of ten years in this beautiful, state-of-the-art building, we wanted to share with you the many advances in critical, compassionate care that your generosity has made possible by providing us and our patients with a home of our own.

Two of our most recent clinical innovations within JYP, HER Saturday (Health, Empowerment, Resources) and SPOT (Supportive Place for Observation and Treatment), were only possible because of our building. HER Saturday, a women-only health fair, runs every Saturday from 7-11 am, as a safe and calm space of healing and community. Similarly, our SPOT program is helping stem the tide of the opioid epidemic by reducing overdose suffering, encouraging patients to get treatment and ultimately saving lives.

Our SPOT and HER Saturday patients continually thank us for never giving up on them, especially when so many other people in their lives couldn't help them.

Thank you for empowering us to empower our patients.

The primary reason we moved was to expand our Barbara McInnis House (BMH) medical respite program. The original BMH in Jamaica Plain was at maximum capacity at 90 beds but was not enough to meet the needs of our patients. With your support we were able to move the McInnis House to our South End facility, expanding to 104 beds, and freeing up our space in Jamaica Plain for another use: our



Our highly competent caregivers deliver the most EFFECTIVE care to our patients, whose medical and behavioral health conditions are profound and complex.



Left: Massachusetts Department of Public Health Commissioner Monica Bharel (second from left), who was BHCHP's Chief Medical Officer at the time, helps patients into Jean Yawkey Place. Right: Dr. Jim O'Connell (right), welcoming a patient to the new Barbara McInnis House at Jean Yawkey Place back in 2008.



Stacy Kirkpatrick House medical respite step-down program, opened in 2016. This 20-bed step down facility allows for a calm, quiet atmosphere for healing that couldn't take place anywhere else, such as recovering from cardiac surgery, a hip replacement, or chemotherapy.

Your generosity also allowed us to expand our dental clinic. Our five-chair dental clinic at JYP has increased access to preventative, restorative, and emergency oral health care. All patients admitted to the McInnis House are set up with an appointment in our dental clinic, and patients living with HIV and diabetes are prioritized, given their vulnerability to severe and chronic oral health problems. By enabling us to integrate our dental care, BHCHP supporters like you help ensure that patients will immediately receive critical dental care, which can often detect and prevent more serious health issues and improve well-being.

Thanks to your support in providing and sustaining our integrated facility, BHCHP was able to create our groundbreaking Transgender Medicine program in 2008. The trailblazing program started with a weekly evening clinic and support group designed to address the unique health needs of our transgender patients. While thankfully we no longer need to have clinic hours exclusively for transgender patients, having a home of our own allowed us to reserve the JYP clinic one evening a week to create the environment the Transgender Medicine program once required and to continue to provide patients from all walks of life with care in a safe, nonjudgmental environment.

In addition, having a home of our own has given us the space to increase and enhance

our educational and clinical opportunities for graduate and undergraduate students in local medical, dental, nursing, public health and social work programs. We have also been able to expand our research department into our comprehensive Institute for Research, Quality and Policy in Homeless Health Care and to share our knowledge with our large network of hospitals, institutes and government agencies.

We appreciate your taking the time to read about some of the innovations we've been able to undertake, all fueled by your generosity. Your compassion and empathy for our homeless community are the foundation upon which our new home was built. Without your continued support for the individuals and families we are honored to serve, BHCHP simply would not have made the tremendous leaps we have over the past ten years in the breadth of our programs, the high quality of our care, the depth of our research and educational opportunities, and the number of vulnerable people who are now able to receive the services they so desperately need.

Every day we are grateful for your support, which brought us our new home ten years ago and continues to make our life-saving work possible. You have our deepest thanks!

BHCHP STAFF: THE HEART OF THE CITY

A DONOR SHARES WHY HE SUPPORTS BHCHP

By Mike Bradley

I learned about Boston Health Care for the Homeless Program (BHCHP) by chance, listening to the radio while driving to work about six years ago. A reporter was interviewing Dr. Jim O'Connell, who has dedicated his career to serving the homeless on the streets of Boston.

When I got to work I made a contribution to BHCHP—how could I not back that story?

Gradually I learned more about the place, its incredible mission, and its patients. But the most important part was learning about and then meeting the people who work with Dr. Jim. They represent the heart of our city. The diverse and capable BHCHP staff are fulfilling a mission of providing quality health care to the fragile population

that lives in the streets, in shelters, or in temporary housing. That is to say, people who live in the shadows.

BHCHP staff are committed care givers, serving their patients with an unusual level of humility and respect.

You owe it to yourself to learn more about them or, better yet, to visit them on Albany Street, just across from Boston Medical Center. You'll meet street doctors, researchers, protectors, and friends. You'll see what it really means to care for others. Over years of seeing the impact of their work, I've become a big fan and a regular supporter of their efforts. I'm so thankful that I listened to that radio interview.



Mike Bradley is the retired CEO of Teradyne, Inc. and a longtime supporter of Boston Health Care for the Homeless Program.



Our staff's deep COMPASSION for our patients fuels our work. Healing starts with a trusting relationship between our staff and patients.



"MY PARENTS INSTILLED IN MY BROTHER AND ME WHAT I'VE COME TO BELIEVE IS THE OBLIGATION OF THE PRIVILEGE—WORK HARD, GIVE BACK, AND NEVER EVER FORGET HOW LUCKY YOU ARE. MY PARENTS GAVE UP EVERYTHING SO MY BROTHER AND I COULD HAVE EVERYTHING. OPPORTUNITY OF A BETTER LIFE CERTAINLY DROVE THEIR EFFORTS, BUT THEY ALSO VIEWED AMERICANS AS THE MOST COMPASSIONATE, WELCOMING PEOPLE IN THE WORLD. THEY WANTED US TO BE A PART OF THAT WORLD, TO LIVE A LIFE OF SERVICE AND GRATITUDE."

- Mala Rafik

GALA HONOREES INSPIRE WITH THEIR COMMITMENT TO SOCIAL JUSTICE

At our 2018 *Medicine that Matters* Gala, we honored Blue Cross Blue Shield of Massachusetts and its CEO Andrew Dreyfus with our Tim Russert Award and Mala Rafik, Esq., Managing Partner of Rosenfeld & Rafik with our Dr. Jim O'Connell Award. Their brilliant remarks that evening left us inspired and encouraged with our shared commitment to social justice and compassion for all.

We were honored and grateful to be joined by Reverend Liz Walker, award-winning journalist and pastor of Roxbury Presbyterian Church, as our warm and exuberant event host. Thanks to many generous individuals and corporate sponsors, over 600 guests attended the Gala and contributed over \$1 million to support the care of our patients!

"...HEALTHCARE IS A SOCIAL JUSTICE ISSUE FOR ME. LIKE MOST IN THIS ROOM, I BELIEVE HEALTHCARE IS A FUNDAMENTAL RIGHT—NOT A PRIVILEGE—AND IT'S WHY I'VE LONG BEEN FIGHTING FOR IT. FROM MY EARLY DAYS WORKING FOR PHIL [JOHNSTON] AT THE STATE, TO MY TIME AT THE BLUE CROSS FOUNDATION, AND NOW AS CEO OF BLUE CROSS. WE'RE ALL IN IT TOGETHER. AND NOT JUST HEALTH CARE FOR ALL—ALSO DIGNITY FOR ALL."

- Andrew Dreyfus

This remarkable generosity was made possible through the tireless efforts of gala co-chairs Phil Johnston, President, Philip W. Johnston Associates and former Massachusetts Secretary of Health and Human Services; and Phyllis Yale, Advisory Partner, Bain and Company. We also extend



Clockwise from top left: BHCHP President Dr. Jim O'Connell (L) and CEO Barry Bock (R) with this year's Dr. Jim O'Connell Award recipient, Mala Rafik. Gala Co-Chair Phyllis Yale with BHCHP Board Chair Brett Painchaud. Gala host Reverend Liz Walker with Honorary Co-Chair and BHCHP Board Member Jean C. Tempel. From left to right, Gala Co-Chair Phil Johnston, Barry Bock, this year's Tim Russert Award recipient Andrew Dreyfus, and Dr. Jim O'Connell.

deep gratitude to our honorary co-chairs Governor Charlie Baker & First Lady Lauren Baker, Mayor Martin J. Walsh, Eileen & Jack Connors, and Jean C. Tempel. Special thanks as well to our Gala Committee, for all of their hard work in making this year's event possible.

A special note of thanks goes to our Presenting Sponsors Bank of America, Blue Cross Blue Shield of Massachusetts, and Suffolk Construction, as well as our Dignity and Respect Providers CVS Health, Kevin Leary & Mary Kelleher and VPNE, Robert K. Kraft, Liberty Mutual Insurance, Steve Rosenfeld & Margot Botsford, Jean C. Tempel, and Phyllis Yale, Bain & Company.

We could not be more grateful for this most generous outpouring of support!