

QUALITY, AFFORDABLE HEALTH CARE
FOR 1 IN 3 LOWELL RESIDENTS

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too can
help!
Become a
donor.

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for more
information.
978-746-7891

HEALTH CARE PROVIDERS

When you visit Lowell Community Health Center, you can be assured that you will receive high quality, culturally appropriate, and professional health care services.

Our dedicated and highly qualified medical staff specialize in internal medicine, prenatal, labor and postpartum care, women's health, traditional Asian medicine, diabetes management, asthma management, adolescent health and behavioral health. You may choose a primary care physician, nurse practitioner, certified nurse midwife, or obstetrician from our team of **over 30 Board-certified medical providers**. Additionally, patients may choose from a skilled staff of behavioral health clinicians, psychologists and psychiatrists.

HEALTH SERVICES

- Acupuncture Services
- Primary Care for Adults and Children
- Behavioral Health Services Inpatient
- Behavioral Health Services Outpatient
- HIV Services & Support
- Community Health Education Center (CHEC)
- Domestic Violence Programs
- Health Education & Outreach Programs
- Healthy Weight & Wellness Program
- Massage Therapy
- Prenatal Services and Obstetrics
- School Based Health Centers
- Metta Health Center: Health Care and Resources for Southeast Asians
- Youth Development Programs
- Women's Services

HEALTH CENTER SITES

978-937-9700 Appointments
978-746-7850 Administration

For directions and more information on services and locations, please visit us at www.lchealth.org.

Primary Care, Adult and Pediatrics, HIV Services
585-597 Merrimack Street, Lowell

Behavioral Health Services, Family Practice, Prenatal Services, Youth Development, Teen Clinic, Women's Services, Community Health Promotion
17 Warren Street, Lowell

Metta Health Center - Primary Care, Southeast Asian Medicine & Resources
135 Jackson Street, Lowell

Lowell High School - School Based Health Center
50 Fr. Morrisette Boulevard, Lowell

Stoklosa Middle School - School Based Health Center
560 Broadway Street, Lowell

Community Health Education Center (CHEC)
144 Merrimack Street, Lowell

Behavioral Health Services - Inpatient
365 East Street, Tewksbury

INDIVIDUAL & CORPORATE DONORS (2007 & 2008)

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UMASS, Lowell
Judith Warren
Jim Wilde
Winn Development
Linda Zimmerman

BUILDING A HEALTHIER COMMUNITY

After close to eight years of searching for an appropriate site for expansion, Lowell Community Health Center has finally found an ideal location in which to better serve residents of Greater Lowell. The new location at *Hamilton Crossing* on Jackson Street is a key component of the City's current downtown revitalization efforts and is located across from the Early Parking Garage which will serve both health center employees and patients.

As the lead tenant for the Hamilton Crossing adaptive reuse project, LCHC will occupy approximately 100,000 square feet of commercial space.



Rendering by Durkee, Brown, Viveiros & Werenfels Architects

THIS NEW FACILITY WILL ALLOW LCHC TO:

- consolidate all related clinical services and administrative offices from six separate sites;
- more than double the number of exam rooms;
- increase cost efficiencies by reducing duplication of effort across multiple sites;
- decrease wait times for new patient appointments;
- hire an additional 100 employees; and
- serve 10,000 more patients each year (an increase of 31%).

Upon completion in 2011, LCHC will be poised to serve over 40,000 individuals each year - over 40% of all Lowell residents.

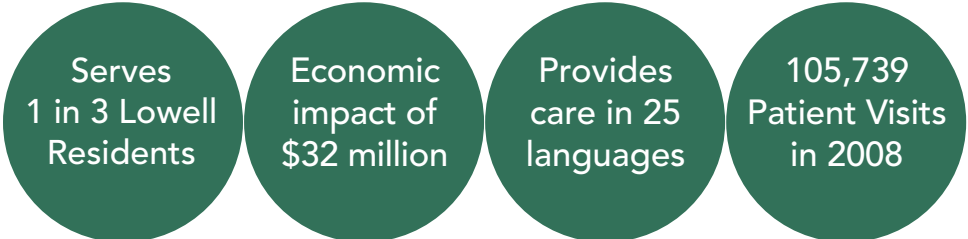


**1 in 3
Choose
LCHC!**

Lowell Community Health Center



www.lchealth.org



SELECTED ACHIEVEMENTS

- SERVED 32,151 PATIENTS in 2008, a 200% increase in patient volume since 2000.
- Provided health care services to adults and children at two local HOMELESS SHELTERS IN LOWELL.
- Provided nurse check-ups and health care advice at the LOWELL SENIOR CENTER.
- Assisted over 2,200 people through HIV/AIDS COUNSELING, TESTING, EDUCATION, and case management services.
- Guided 503 WOMEN through PREGNANCY, LABOR AND DELIVERY, AND POST-PARTUM CARE in our Prenatal Services department.
- Welcomed and cared for REFUGEES, SURVIVORS OF TORTURE, AND RECENT IMMIGRANTS on their path to becoming new Americans.

OUR COMMITMENT TO QUALITY CARE

- LCHC employees speak over 25 languages, and 60 employees have received training in medical interpretation.
- Recognized as ONE OF THE TOP FIVE HEALTH CENTERS IN THE NATION for delivering culturally competent health care.
- Recognized by the federal Health Resources and Services Administration as a "best practice site."
- Achieved Joint Commission accreditation for complying with rigorous national standards in health care delivery.

WANDA REFUSES TO GIVE UP ON HER BIG SISTER

Wanda's sister, Maria, was born with Cerebral Palsy. Not only has this crippling disease left her body severely disabled, but it has also robbed Maria of her ability to speak. Nevertheless, the two sisters have always found a way to communicate.

After relocating to Lowell from their native Puerto Rico, Wanda and Maria became patients at Lowell Community Health Center because they heard that the health center's staff could speak Spanish.

At LCHC they were quickly introduced to Family Nurse Practitioner Evelyne Delori who is bilingual. Wanda recalls that Evelyne was the first medical provider to recognize Maria's potential. "Evelyne treated my sister like she was really there," says Wanda. "The staff at the Health Center doesn't ignore Maria; they always talk to her with respect."

To help her sister access the complex range of medical care and social services she needs, Wanda has had to become a tenacious patient advocate. However, navigating the bureaucracy has not always been easy.

Like, when Maria's wheelchair wasn't adjusted correctly so Wanda had to carry her sister from appointment to appointment. There's a good reason why Wanda and her family call the Nurse Case Manager at LCHC a "true miracle." Nurse Case Manager, Marge Naughton, stops at nothing to help Maria get the assistance she needs—and deserves.

Thanks to Marge's tireless efforts, a local medical equipment supplier agreed to retrofit Maria's wheelchair to better accommodate her needs; Maria and her family now have health insurance; and Maria is meeting regularly with eye care and dental specialists in Boston.

Most importantly, Marge has recently connected Maria with a local speech pathologist who has taught her to use a special "speech board" that allows Maria to communicate by pointing to pictures and words. Now, others can see what Wanda always knew—"I always knew my sister was in there somewhere", she says.

When asked how she finds the time to help her older sister, in addition to raising her five kids and working a full-time job, Wanda's response is a simple one. "Because she's my family and you must help your family no matter what. Family always comes first, right?"

Marge stops at nothing to help Maria get the assistance she needs—and deserves. That's why Maria's family calls Marge a "true miracle."



Marge Naughton, a Nurse Case Manager at the Health Center with Maria and her family.

LCHC's PATIENT POPULATION

- The Health Center serves 1 in 3 Lowell residents in 2008
- 32,151 patients
105,739 patient visits
- 40% 18 years of age and under
- 62% female
- 13% uninsured
- 93% live below the Federal Poverty Level
- 35% White
- 29% Latino/Hispanic
- 27% Asian
- 8% African/Black
- 51% require interpreter services



Medical staff from the Health Center's Women's Services department which focuses on women's health and reproductive health issues.

FINANCIAL SNAPSHOT

REVENUE 2008

TOTAL REVENUE: \$18,600,897

Insurance Payer Mix	56%
MassHealth	41%
Medicare/Commercial insurance	10%
Commonwealth Care	5%
Federal grants & contracts	20%
State grants & contracts	14%
Other grants/misc. revenue	10%

EXPENSES 2008

TOTAL EXPENSES \$18,263,497

Salaries and Benefits	78%
General Costs	11%
Contractual Services	5%
Occupancy	3%
Supplies	2%
Depreciation	1%



A doctor examines a patient at LCHC's Metta Health Center which specializes in health care for Southeast Asian populations.

