

**Manet Community Health Center**

RIGHT CARE — RIGHT TIME — RIGHT PLACE

**ANNUAL REPORT**

2010

---

Partnering to Provide Health Care &  
Social Service Leadership in Changing Times

## THE MANET MISSION

It is our mission to provide the highest quality, integrated health care, supportive social services and health and wellness programs to all

### DEAR FRIENDS:

Manet Community Health Center is now in our 32nd year of providing for the well-being of South Shore residents.

Community health centers have been central to the health care mix in this country since the first one opened at Columbia Point, Dorchester, in 1965. Today, in the face of many challenges and uncertainties, we remain determined to fulfill our mission of increasing access to comprehensive quality care.

This past year has been momentous for health care reform nationally—with

passage of the federal Patient Protection and Affordable Care Act—and locally for Manet.

Within federal reform are new requirements that primary care providers become certified as a Patient-Centered Medical Home. The first hurdle in that designation takes place in 2012. In a statewide pilot program, Manet already has achieved significant results in improved patient outcomes, along with recognition for these achievements.

Other regulations will change how we are compensated for the care we provide. Instead of the current “fee-for-service” reimbursement method, we will receive a payment per person per month (called

“global payment”). This will put increased pressure on our skills in care management and cost management to make wise use of our resources and keep our patients well.

A Congressional continuing resolution on the Affordable Care Act in 2011 resulted in the loss of \$600 million to Community Health Centers nationwide. That, and with a predicted state budget shortfall in the year ahead, will only continue to negatively impact our funding and our ability to serve patients.

Despite this, Manet continues to grow. We were pleased in 2010 to welcome a new Chief Medical Officer, Dr. Joseph Peppe, and in the past fiscal year, we added three

Manet makes news  
along the South Shore



**A** Autumn Dinner & Auction, Oct. 2010. L to R: Sheriff Michael Bellotti, Norfolk County Sheriff's Office; Alicia Gardner, Manet Board Member; Quincy Mayor Thomas Koch; Henry Tuttle, Manet CEO **B** Autumn Dinner. L to R: Maureen Rosenberg, Manet Board Member, and Allen Rosenberg **C** Donor Appreciation Event, April 2010. L to R: Patty Dillane, Blue Cross Blue Shield, Manet Philanthropy Committee; Peg Holda, South Shore Hospital; and Kenneth Dyer, Liberty Bay Credit Union **D** Autumn Dinner: Sheriff Bellotti, event emcee **E** Donor Appreciation Event. L to R: Frank Doyle, Boston Medical Center Health Net, with Joseph Reardon, Manet Board President, and Kenneth Dyer, Board Treasurer

the residents in the South Shore community—individuals and families, infants to elders, the walking well to the chronically challenged, the insured and uninsured.

additional providers. We anticipate adding three more physicians this summer. We also expanded key programs in 2010 and set the stage for a major renovation of our North Quincy practice site.

Manet is well-positioned for the demands ahead. In 2010, we completed much of our strategic planning process. We solidified our governance by welcoming three new members to our board of directors: Robert Griffin, attorney and partner at Krokidas & Bluestein; Henry Rittal, business performance management analyst for Blue Cross Blue Shield of MA; and, John Galluzzo, nonprofit executive and

author. We are grateful for the board's ongoing involvement in understanding and capitalizing on reform at state and federal levels.

At the end of the day, the real challenge is giving people the tools they require to achieve a healthy future—a future out of poverty. Simply fixing a sore throat over and over doesn't address the burdens and consequences of inequality, which have an overwhelming impact on individual and family health.

We must view the delivery of health care in the context of greater socioeconomic circumstances, including employment, housing, literacy, insurance and nutrition.

True reform is focused on prevention, parity and patient education. Manet Community Health Center is committed to being central to that solution.

We welcome and appreciate your continued friendship and support.



Joseph M. Reardon  
*President, Board of Directors*



Henry N. Tuttle  
*Chief Executive Officer*



**F** Donor Appreciation Event. L to R: Henry Tuttle; Sue Leary, Blue Cross Blue Shield; Robert Littlefield, BL Trading; Paul Burke, Network Health; Grace McAuliffe, Quincy Medical Center; Alicia Gardner; and Joseph Reardon **G** North Quincy Groundbreaking, August 2010. L to R: Dennis E. Harrington, Quincy Planning Director, and Nancy Callanan, Quincy Community Development Director **H** North Quincy Groundbreaking: James Hunt, Mass. League of Community Health Centers CEO/ President **I** North Quincy Groundbreaking. L to R: Henry Tuttle; James Hunt; Stephen Gore, Manet patient; State Sen. William Delahunt; Mayor Koch; Betty Davis, HRSA; Dr. Rob Shiner, Lead Physician, Manet's North Quincy site; and Joseph Reardon **J** Hull Reception, August 2010. L to R: Dr. Jennifer Sabir, Lead Physician, Hull **K** Hull Reception: L to R: Henry Tuttle; Rear Admiral Michael R. Milner, Assistant US Surgeon General Regional Health Administrator; and Patricia Castillo Milner

To support Manet's mission for quality health care on the South Shore, contact us at 857-403-0424 OR [WWW.MANETCHC.ORG](http://WWW.MANETCHC.ORG).

---

## 2009–2010 HIGHLIGHTS

Manet Community Health Center logged some major achievements in people and programs in FY2009-2010. Each of these developments contributes to our ability to serve the long-term health care needs of South Shore residents. Here is a sampling of the noteworthy highlights:

### People

Dr. Joseph Peppe joined Manet in October 2010 as Chief Medical Officer (CMO)—only the third CMO in Manet’s 32-year history. We aligned all clinical and quality improvement functions under his direction to ensure streamlined operations, accountability and continuity of care across Manet’s five practice sites.

Hoda Eltom, MD, joined our North Quincy practice site, while Harjot “Joti” Thakral, MD, joined our Hull practice site. Dr. Eltom, who completed a residency in Family Medicine at Brown University, speaks English, Arabic and French. Dr. Thakral is fluent in Punjabi and Hindi. A Weymouth native, she completed her residency in Family Medicine at the Stony Brook University Hospital.

We augmented our services to our senior population with the addition of Mary Janice Zamuco, MD, to our North Quincy practice site in 2009. Dr. Zamuco completed a fellowship in Geriatrics at the University of Missouri-Columbia. She is fluent in Tagalog.

Joseph Reardon became president of Manet Community Health Center Board of Directors in 2010, taking over the reins from Alicia Gardner. Mr. Reardon has

served on the board since 2007. He is past president of the Quincy Lions Club, as well as a member of the Norfolk County Advisory Board and the board of Quincy Asian Resources, Inc.

Manet’s Chief Financial Officer, Thomas (Tony) Voislow, was honored in 2010 as one of five *Outstanding Massachusetts Community Health Center Employees* by the Massachusetts League of Community Health Centers.

Quincy Mayor Thomas P. Koch was awarded the Manet Medallion (below) for community service at Manet’s annual dinner and auction on Oct. 29, 2010. The event was emceed by Norfolk County Sheriff Michael G. Bellotti.



### Programs & Plans

Manet launched a chronic disease RN case management program in 2010, in anticipation of the requirements to earn designation as a Patient-Centered Medical Home. Five RNs are assigned to the program. Our goals are to improve patient self-management and monitoring, help decrease disease complications that affect quality and years of life and ensure high quality and appropriate care.

On August 9, 2010, during National Community Health Center Week, we broke ground on a \$1.6 million project at our North Quincy practice site. The North Quincy renovation project will add up to 11 new examination rooms, a new nursing station and patient education rooms, along with a new sprinkler/fire protection and HVAC systems. We

received an American Recovery and Reinvestment Act (ARRA) Capital Improvement Project grant and two Community Development Block grants from the City of Quincy for this project.

Manet hosted a National Community Health Center Week reception in Hull for patients and supporters on Aug. 12, 2010. The event acknowledged the care Manet provides in Hull, guided by Lead Physician Dr. Jennifer Sabir.

Manet launched an expanded HIV/AIDS prevention, screening and treatment program when we assumed responsibility in 2010 for Quincy South Shore AIDS Care. We actively sought and won two grants from the Massachusetts Department of Public Health (DPH) and Boston Public Health Commission Ryan White Part A funding. Program Director Kim Kroeger came from Quincy Medical Center to head Manet’s efforts, which include services at Manet and at community locations across the South Shore.

Our Outreach and Enrollment Team assisted more than 6,000 individuals maintain health benefits in 2010, including 1,408 newly unemployed. Three team members earned certification in 2011 as medical interpreters, supported by a grant from the DPH Office of Health Equity. The team has an ongoing presence at various community sites, as well at Quincy/South Shore WIC offices in Weymouth, Quincy and Randolph.

Our Outreach and Enrollment Team’s success in serving disenfranchised communities led to new funding from the DPH to deliver an Immunization Equity Project developed after the onset of H1N1 flu virus. The project—extended in 2011—focuses on education, prevention and vaccination among populations at disparity.

---

## 2011 & THE YEAR AHEAD

The year ahead offers both challenges and opportunities to expand our efforts to assist Manet patients. We are working toward Patient-Centered Medical Home certification, required for private practices and health centers by federal health care reform.

In December 2010, Manet was selected by the Massachusetts Executive Office of Health and Human Services to receive training and guidance to implement this initiative and two additional grants to prepare for a global payment model and corresponding care plan. Heading up our certification effort is Dr. Rob Shiner, Lead Physician at North Quincy.

We partnered with Walgreens in 2010 to launch 340B referral pharmacy programs in Quincy and Weymouth, as well as with Nantasket Pharmacy in Hull. In the coming year, we plan to expand this program. (Visit [www.manetchc.org](http://www.manetchc.org) for specific locations.)

We have expanded our services to community members who are living with diabetes through a new series of cooking, support and fitness classes. These 8-week

classes take place at South Shore YMCA's Germantown Neighborhood Center and are led by Judy Lyden, RD, LDN, CDE, Manet Dietician and Certified Diabetes Educator. The program is funded by a grant from the Blue Hills Community Health Alliance, CHNA 20.

The CHNA—Community Health Network Area—was established by the DPH in 1992 as a local coalition of public, non-profit and private entities working together to build healthier communities. Tony Voislow, Manet CFO, is finance committee chair of CHNA 20, while Cynthia Sierra, Manet's Senior Director, Public Policy, Public Affairs, and Program Development, is membership committee co-chair and a member of its steering committee. Such involvement extends Manet's leadership across the region.

What will the next five years look like? We envision a journey that will reinforce Manet's role as an exemplary, patient-focused, growing, financially sound Federally Qualified Health Center.

Please join us in our efforts to bring better health care and health care equity to the South Shore. We encourage your awareness and engagement. Get involved with Manet Community Health Center—as a supporter, a friend, a patient.

## 10 THINGS YOU SHOULD KNOW ABOUT MANET

51,193

patient visits in 2010

13,712

individual patients in 2010

6,000+

people assisted with health insurance coverage

141

total staff

80+

cents of every dollar go to direct patient care

57%

of Manet patients live at or below 200% of the Federal Poverty Level

34+

towns in which our patients reside

32

years we've been providing health care to the South Shore

17+

languages spoken by our medical providers and staff

5

practice sites



---

**You can help ensure better health care for generations of South Shore residents—**  
CONTACT US AT 857-403-0424 OR [WWW.MANETCHC.ORG](http://WWW.MANETCHC.ORG).

---

## DR. JOSEPH PEPPE

---

### Dedicated to Community Health

Dr. Joseph Peppe became a fan of the community health center model of care when he began working at a center inside a public housing project while in medical school at the University of Massachusetts.

“It made sense to me to provide care where people need it,” says Manet’s Chief Medical Officer (CMO). “Having a community-based board of directors and drawing staff from the surrounding area keeps you grounded with what’s happening in community health.”

As CMO, Dr. Peppe is responsible for all clinical care at Manet’s five practice sites and oversees physician development.

A resident of Boston, he sees patients at our North Quincy practice site.

One of his top priorities is physician recruitment. Nationwide, there is an urgent shortage of primary care providers. In Massachusetts, access to primary care physicians is becoming more restricted, as more than half of primary care practices – 51% of internists and 53% of family physicians – are not accepting new patients.

“Manet must compete against major medical centers and other providers for talented physicians,” says Dr. Peppe. “We believe we hold appeal for those doctors who believe in the importance of community health and primary care.”

The Affordable Care Act—combined with the upcoming shift to a new method of care reimbursement for Manet—is

creating challenge and opportunity, notes Dr. Peppe. “We’re excited by the challenges and by Manet’s potential to continue to grow and safeguard our patients’ health.”



---

## ELIZABETH A. SWANTON

---

### In Memoriam

Manet Community Health Center lost one of our most steadfast friends, leaders and supporters with the passing of Elizabeth (Betty) Swanton at age 69, in January 2011.

For 30 years, Betty generously served Manet in several capacities, including as President of our Board of Directors, and Chair of the Human Resources Committee. Betty was involved in the recent leadership searches for Manet’s current CEO and CMO.

She first came to Manet in 1980 as a concerned mom when all of her children came down with the flu. She and her husband, Frederick Swanton, raised 10 children, and she was a foster mother to nearly 100 more, as well as a grandmother and great-grandmother.

In 2009, Betty received the Joseph M. Smith Consumer Award from the Massachusetts League of Community Health Centers. She was active in the Quincy schools, her church and her neighborhood. “Betty’s commitment to the community and willingness to put other people first was nothing short of astounding,” says Henry Tuttle, Manet CEO. “We will be forever indebted for her gifts of time, intelligence, direction and compassion.”

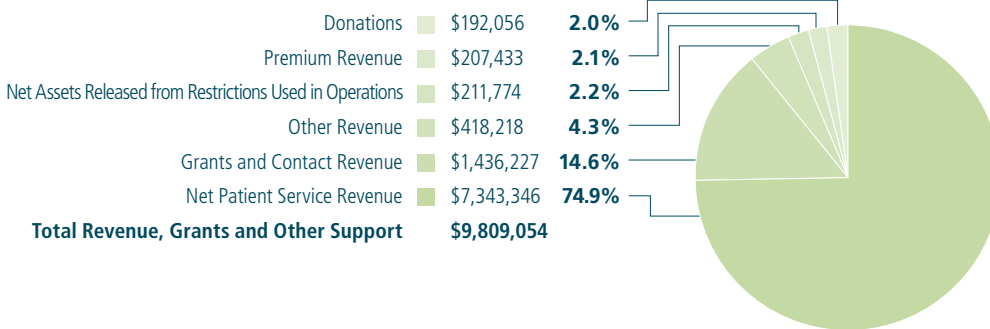
The Manet Board of Directors unanimously voted to honor Betty by establishing the Elizabeth A. Swanton Community Service Award. The first recipients, Robert and Gloria Noble, received the award at a breakfast event Aug. 11, 2011, during National Health Center Week.

## FINANCIAL AND STATISTICS

Calendar Year 2010

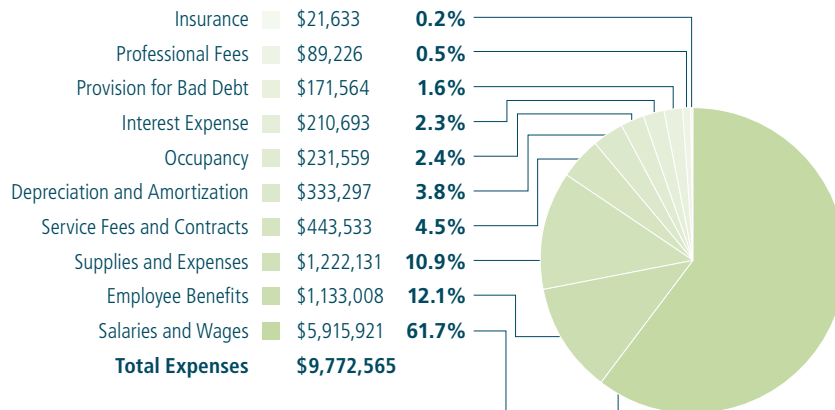
### Revenue, Grants and Other Support

Fiscal Year 2010



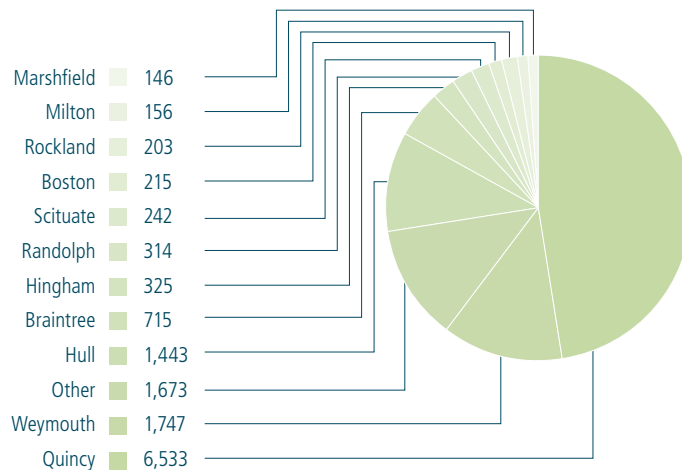
### Expenses

Fiscal Year 2010



### Patient Visits by Towns

Calendar Year 2010



### Manet Total

Patient Visits 51,193

### Patients by Ethnicity

Asian	1,161	8.47%
African American	607	4.43%
Hispanic Latino	197	1.44%
Amer.Ind./Alaskan	7	0.05%
Caucasian	9,747	71.08%
Unreported	1,993	14.53%
<b>Total Patients</b>	<b>13,712</b>	<b>100%</b>

### Visits by Site

North Quincy	12,152	24%
Hull	10,695	21%
Houghs Neck	10,932	21%
Quincy Medical Ctr.	10,748	21%
Snug Harbor	6,072	12%
Hospital/Offsite	594	1%
<b>Total Visits</b>	<b>51,193</b>	<b>100%</b>

### Payor Mix

Medicare	2,005	14.6%
Medicaid	5,133	37.4%
Commonwealth Care	1,816	13.2%
HSN/Self Pay	886	6.5%
Commercial	3,872	28.2%
<b>Total</b>	<b>13,712</b>	<b>100%</b>

### Other Towns Include

Brockton	111
Holbrook	106
Cohasset	114
Abington	100
Pembroke	75
Whitman	62
Plymouth	58
Hanover	52
Norwell	52
Canton	50
Stoughton	43
Duxbury	27
Hanson	24
Norwood	20
Kingston	19
Halifax	19
Bridgewater	15
East Bridgewater	14
Various towns	712

Manet Community Health Center is grateful for the support from our corporate and individual donors. Please see the names of our generous friends at [www.manetchc.org](http://www.manetchc.org).

## JOIN THE CAMPAIGN FOR AMERICA'S HEALTH CENTERS

### SIGN UP TO BE A **Health Center Advocate!**

The Campaign for America's Health Centers was launched on June 30, 2011, to preserve and strengthen the network of Health Centers to deliver long-term savings to the health care system and ultimately perpetuate a healthier country.

Manet looks forward to mobilizing this Campaign for America's Health Centers, which will be a constant and intense effort. These are unprecedented and critical times, with threats to Manet and our fellowship of community health centers nationwide.

Please join with Manet, and sign up to be a part of this campaign by going to the National Association of Community Health Centers' Grassroots Action Center at [www.capwiz.com/nachc/mlm/signup](http://www.capwiz.com/nachc/mlm/signup).

IT'S AS EASY AS 1-2-3. IN LESS THAN 3 MINUTES, YOU CAN HELP SUSTAIN OUR CARE FOR THE COMMUNITY.

## MANET COMMUNITY HEALTH CENTER

### Board of Directors

Joseph Reardon, President  
Maureen Rosenberg, Vice President  
John Brothers, Secretary  
Kenneth Dyer, Treasurer  
Alicia Gardner, Past President  
John Galluzzo  
Stephen Gore  
Robert Griffin, Esq.  
Linda Kelly  
Elise Kline  
Joan MacDonald  
Barbara Morris  
Joseph Renzi  
Henry Rittal  
Ivan Wong

### Practice Sites

#### Hough's Neck

1193 Sea Street  
Quincy, MA 02169  
Phone: (617) 471-8683  
Fax: (617) 773-1625

#### Hull

180 George Washington Boulevard  
Hull, MA 02045  
Phone: (781) 925-4550  
Fax: (781) 925-5052

#### North Quincy

110 West Squantum Street  
Quincy, MA 02171  
Phone: (617) 376-3000  
Fax: (617) 774-1905

#### Quincy Medical Center

114 Whitwell Street 2nd Fl (B Wing)  
Quincy, MA 02169  
Phone: (857) 403-0820  
Fax: (617) 376-2089

#### Snug Harbor/Germantown

9 Bicknell Street  
Quincy, MA 02169  
Phone: (617) 471-4715  
Fax: (617) 472-4977

Manet is affiliated with:  
Boston Medical Center  
Quincy Medical Center  
Tufts Medical Center



EXCEPTIONAL CARE. WITHOUT EXCEPTION.



[WWW.MANETCHC.ORG](http://WWW.MANETCHC.ORG)

**Tufts** Medical Center