



COMMUNITY HEALTH PROGRAMS

healthy people • families • communities

Newsletter | Spring 2020

444 Stockbridge Road | Great Barrington, MA 01230 | chpberkshires.org | Lia Spiliotes, Chief Executive Officer

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Silver Linings

CHP has experienced unparalleled generosity & commitment



L to R: Lila Drumm, MA, Kathy Korte, FNP, Zina Funk, MA

Dear Friends,

These last few months have upended our lives dramatically. Many of us have experienced direct impacts of COVID-19: job loss, illness, financial trouble, and food and housing insecurity. This crisis tests us, our families, friends and neighbors.

Yet despite this shadow of isolation, frustration and anxiety, we at CHP have experienced unparalleled generosity and commitment from our staff and our community.

When it became clear that CHP needed to dramatically change how we provide care for patients in order to protect staff and patients from virus risk, our 240 member staff kicked into high gear, adapting our 10 practice sites to a new reality. From telemedicine to parking lot tents for patient care – and dozens of other operational changes large and small – our staff demonstrated true commitment to our mission, to our community and to each other. Under ordinary circumstances and with some notice, such a transformation would likely have taken months of planning and execution. Our staff altered how we provide care in just two short weeks.

Our Family Services team is experiencing incredible generosity to help them serve clients: fresh lettuce from the Berkshire County House of Corrections'

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Adjusting to the new way of providing health care... Telehealth visits. The new normal during these uneasy times due to the COVID-19 pandemic. Medical staff “see” patients by phone or video chat. Staying connected to your clinician is an important way that healthy people can stay healthy.

“Our patients have been great. They realize that we are doing everything we can to keep them safe and healthy.”

~Malissa Duppee, CHP Medical Assistant



CHP has expanded our emergency food supplies for local families, county wide. Food banks in Great Barrington and Dalton (and now in Adams) continue with record numbers of participants and bags of food are distributed from our sites each day. We work with The Food Bank of Western Massachusetts, Berkshire Bounty and other community partners to provide this critical service.

“I’m so proud to be part of CHP. Helping the community is one of the best feelings.”

~Walter Kehl, CHP Maintenance



In an effort to minimize patient and staff exposure, our offices are redefining the waiting and exam rooms. By conducting patient encounters in the parking lot — either in a tent or in the patient’s car for those with chronic or higher risk conditions, we are providing continuity of care.

“We do whatever we need to do for our patient’s well-being.”

~Julie Cooper, CHP Nurse



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garden, grocery gift cards from both Southern Berkshire Chamber of Commerce and teachers from Monument Mountain High School, masks from Harney & Sons Tea, PPE from Berkshires Money Management, financial donations from Rotary and private individuals, food from Berkshire Bounty and Berkshire Grown, hand sanitizer from Berkshire Mountain Distillery, and even daffodils from Naumkeag to brighten the day of food pantry patrons.

If there is a silver lining from this unforgiving virus, it is the selfless spirit of support and generosity of community. It's my hope that we carry this spirit forward into life after COVID-19.

With best wishes and thanks,



Lia Spiliotes
Community Health Programs, CEO

Kind thoughts from our patients keep us going...

With all the stress related to the massive crisis happening in the world right now because of COVID-19, it's comforting to see my local healthcare facility pivot so quickly (and professionally) to meet the needs of all patients amidst the current global pandemic. Thank you, Heroes and Sheroes, for all you are doing for our community!
~G.S.

Thanks ... Keeping your medical staff as safe as possible is the smart play. I want all you guys to be there when I need you down the road.
~L.U.

Thank you. Very impressed with how you are handling this crisis.
~J.E.

Thank you for your help and concern. My husband and I appreciate what you are doing for your patients and the community, All of you stay safe!!
~E. & D. T.

By the Numbers COVID-19 Pandemic Response

2,816 Bags of Food

One month - met critical food needs from the WMFB in Dalton, Adams and Great Barrington

568 Virtual Playgroup Views

Playgroup leaders singing, reading, playing and crafting to help young families feel connected

93 Healthy Children

Well-baby visits provided on the Mobile Health Units

5,873 Telehealth

Provided a combination of telephone and online video appointments to maintain continuity of care

50 Packs of Diapers

each week available to families with young children

223 Parking Lot Visits

Minimizes risk for patients whose care requires in-person attendance.





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What your contribution provides:



\$48 enables a Rapid Flu test administered without leaving the car



\$16/month A1c testing to monitor glucose in 12 pre-diabetic patients



\$65 provides a strep test for a child in our mobile health unit



\$50 provides a family of four with enough emergency food to last 3 days



\$100/month delivers medical tents and protective gear for our staff



\$200 fills the fuel tank of CHP mobile health units



\$22.50/month provides technology for expanded tele-medicine sessions

Our Mission...

To improve the health of people throughout the Berkshires by delivering exceptional compassionate health care.

As a not-for profit network of health centers, we care for patients and work with families whose needs are not always reimbursed by health insurance, Your support matters.

Please donate today at chpberkshires.org/donate.

Thank you!!