Together, We Are Making A Difference
A Message of Gratitude

Greetings,

After many busy months deepening the reach of our services, I am grateful to see concrete evidence that we are making a difference.

Within a few short weeks of opening our dental center in North Adams, our waiting list grew so quickly that we are now hiring a second dentist. Not long after adding behavioral health specialists to CHP at medical practices around the county, their schedules are full, and we are exploring how to improve upon this new specialty. After collaborating to bring the Western Mass. Food Bank truck to central Berkshire County, at the Dalton Community Recreation Association (CRA), a new following of food bank customers appeared. We are in the midst of expanding our Family Services outreach in the Dalton area to reach more people in the hill town areas.

“Growing” at CHP involves data, observations, experience and anecdotes from patients and staff about gaps in our region’s health safety net. Instead of the “build-it-and-they-will come” strategy, we try to respond to existing needs, so every day we must listen and learn.

Mission Moment
Breathe easy...

“I love working with patients and families together, we have such a broad scope of people here, patients that come from every socioeconomic background. I especially like working with families that need more education and that’s what drew me to CHP. Being able to have hands on experience with the patients is amazing.”

Family Nurse Practitioner Gina Nickels-Nelson, DNP, FNP-BC, is passionate about her focus on caring for children with asthma. Education, she believes, is the key for both children and parents who face the challenges of living with this respiratory condition, which causes breathing difficulty. A caring and determined personality inspired her to take a teaching approach to helping families make the best and most accurate use of asthma management and treatment. Her goal is to

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Chief Executive Officer, Lia Spiliotes.
**Donor Spotlight: Lynne Carlotto**

*Supporting CHP throughout the years*

“I stay connected to CHP because it is so important to our community. Ultimately, I am grateful that all of these people have carried on Dr. Whitfield’s vision. Our neighbors need CHP and we are there. I want to do my part in making that happen.”

As a child, Lynne Carlotto first met Dr. Thomas Whitfield in his pediatric clinic. She, like so many other children, came to him for her annual school physical. Lynne recalls Dr. Whitfield as being a calm and gentle man who treated her like an individual, not a child to be talked over or about. She knew that he was a person who loved children and cared about them.

Lynne was not a great sleeper and Dr. Whitfield explained to her how to relax, breathe and to “become one with my pillow”. As a child, this simple technique made sense to her. As an adult, she knows now that he was teaching her how to clear her mind in order to get better rest and to meditate; a practice that she uses to this day when she has difficulty sleeping.

Making quality health care available in the tradition of this gentle man resonates with Lynne. She has, and continues to, support CHP in numerous ways. As a past CHP board member, Lynne helped set standards and protocols that guide CHP today. With a career in banking, currently as Executive Vice President, Senior Risk Management & CRA Officer for MountainOne Financial, Lynne provides expertise in risk management and data analytics to the CHP Quality Assurance/Quality Improvement committee. Her unique perspective goes beyond traditional medical standards that our board and staff meet. “As a member of the QA/QI committee, I support CHP’s mission to improve the health of people in the Berkshires, through a different lens.”

Lynne has been a donor to CHP for years through our annual appeal. Recently she chose to make automated monthly gifts, in order to extend ongoing support. Her belief in CHP is inspiring. With her guidance, CHP has developed a strong partnership with MountainOne.

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**Our Mission…**

*CHP’s mission is to improve the health of people throughout the Berkshires by delivering exceptional, compassionate health care.*

As a federally qualified health center, we care for patients and work with families whose needs are not always reimbursed by health insurance - your support matters. If you would like to donate in honor or in memory of a special person to CHP, call 413-528-9311 ext. 1178. Gifts can also be made online at chpberkshires.org/donate/
Making a Difference  
*continued from page 1*

I am grateful for the excellence among our 230 employees, our board and our 32,000 patients in the Berkshire region who entrust us with their care. I am grateful for the community partners and donors who make our growth initiatives possible. These friends and collaborators provide financial support and help us to fill the care gaps not funded by our main revenue sources.

I look forward to the next opportunity to have an impact on even more corners of our Berkshire region.

Lia Spiliotes, CEO  
Community Health Programs

Mission Moment  
*continued from page 1*

Gina Nickels-Nelson, DNP published a scholarly paper focused on a modern approach to helping adolescents and children manage their asthma.

help her young patients maintain a healthy lifestyle and limit visits to the ER due to incorrect asthma management. “Being hands-on with patients is amazing” Nickels-Nelson says.

In 2010, 64,815 pediatric emergency room visits involved asthma, according to Mass Medicaid/CHIP Population data. Gina describes asthma as a “chronic long-standing illness or condition that can flare in some people weekly, but in other people it might only flare once or twice a year.” Many pediatric patients are missing school, which causes parents to miss work in order to care for their children. Nickels-Nelson also believes that “asthma is not just a medical condition it’s also a social condition,” because asthma, if severe, can cause children to miss out on activities and social events. Educating patients and families can vastly improve asthma's interference with daily activity. With education in mind, Nickels-Nelson held a hands-on educational program to educate users of inhalers. Of the 118 individuals who participated, only 3-5 could effectively use their inhalers. At the end of the program, 115 were able to use the inhaler “beautifully”.

She shares a story of one patient that reflects how education can make a difference.

“A young lady that I was caring for was visiting the ER very frequently. She was missing school and mom was missing work. I worked with her four times, giving her the education she needed about when and how to use her inhaler. After working with her, she had not been to the ER at all. She is now able to do the sports she loves, she is able to stay in school, and mom is able to go back to work. With this problem solved, she even went to Florida for the softball world series, which she never would have considered doing because of the severity of her asthma.”

Nickels-Nelson strongly encourages patients to keep up with routine medical appointments. “Talk to us. Don’t wait until crisis,” she says. “We want to work with you in the good times and help you through the challenges.”

“We express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.”  
– John F. Kennedy

We would like to thank Mary Piacenti for her hard work putting this 2019 Summer Newsletter together.
By the Numbers

*Asthma related facts*

**13.8 million**
Nationwide, school days missed due to asthma related episodes*

**4+ missed days**
A single “flare-up” equals over four missed days of school*

**60%**
of patients do not use the correct technique to manage asthma*

**>10%**
of all pediatric emergency room visits in Massachusetts**

**64,815**
Asthma related pediatric emergency room visits in 2010**

**Ranked: 5th**
Berkshire County is ranked fifth highest in the state for ER usage for asthma**

**83:100**
In 2013, 83 per 100 Berkshire County ER visits were asthma-related**

**400**
In 2013, in Pittsfield, 121 per 1,000 ER visits were asthma related**

CHP is Honored to Have Received Gifts...

- In memory of Chief Edward Finnegan
- In memory of Cecilia Mitchell
- In memory of Mark T. Stephens
- In honor of Dr. Pat Lehmann
- In honor of Catherine Miller

*The Centers for Disease Control and Prevention (2018)*

**Mass Medicaid/CHIP Population pgs. 24-26**
CHP is Honored to Have Been Awarded Grants By:

**MountainOne**

BANK | INSURANCE | INVESTMENTS

CHP has been awarded a grant of $10,000 from MountainOne’s Community Dividend Fund to support the establishment of a dental practice at North Adams Family Medical and Dental Center.

**The Green Foundation**

At CHP, we are humbled by the generosity displayed from The Green Foundation. Thanks to their support CHP can continue to meet a critical need by offering coordinated family and community supports to vulnerable children and families in Berkshire County.

This gift will enable us to continue providing a broad range of programming to children and families in need—all at no cost to them. With a comprehensive suite of support and educational programs targeting high-risk families, Family Services provides critically needed wraparound services, not only meeting basic and immediate needs, but also supporting long-term positive parenting and child development.

Through accessible, family centered programs, CHP positively impacts families in multiple ways, and thousands of people will benefit from the resources and support programs made possible through the support of The Green Foundation.

**Berkshire Bank Foundation**

CHP was recently awarded a grant from the Berkshire Bank Foundation to support Family Services’ Buckle Up for Life car seat safety program.

Berkshire Bank’s charitable contribution will allow CHP to launch child passenger safety education and car seat giveaway programs. We will be partnering with Haddad Toyota in a car seat giveaway event later this fall.

2019 Berkshire Business Interns

This summer, CHP partnered with Berkshire Business Interns. Five young women worked closely with the senior management team. They brought fresh perspective and energy to Human Resources, Marketing, Family Services, Development, and general operations.

We asked each intern what they found most interesting at CHP, and what their future goals are. We’re sharing their answers below.

**Hannah** I’m amazed at how fast CHP has grown over a short amount of time, and how successful it has become. My plans are to continue on my path toward HR management and to keep learning from my mentors here at CHP.

**Jessica** There is an incredible amount of work and many advancements taking place at CHP. It is my goal to work in healthcare management. This internship has exposed me to the fast-paced environment of healthcare administration.

**Anne** I have enjoyed working directly with families that use Family Services and positively affecting them in any way I can. After graduation I plan on pursuing a master’s degree in public health.

**Mary** I love the amount of support CHP offers to anyone and everyone that walks through these doors, as well as the positivity that projects throughout the entire organization. After graduation, my plan is to settle into an HR position and help individuals find the work that they enjoy the most.

**Lily** I love how passionate everyone is about their work and the variety of people CHP helps. In the future I plan to use the knowledge that I have learned from CHP and school to pursue a career in the nonprofit world.

“Be the change you want to see in the world.” —Mahatma Gandhi
According to the US National Highway Traffic Safety Administration, only 1 in 4 child car seats are properly installed. This leads to significantly increased risk of injury and death for children who are not properly restrained.

Kids at Risk

75% of child car seats are not installed correctly

In the coming months, CHP will continue with our Buckle Up for Life Toyota and Cincinnati Children’s Hospital partners to provide proper car seats and training to install them, free of charge.