

INSIDE

2 National recognition for diabetes care
2 Reducing Unnecessary Hospitalizations

2 Golf 2012
2 Celebrity Chef Visits

3 Backpack News
3 Wellness Program Offers Gains and Losses

4 AmeriCorps Team Makes a Difference
4 A Caring Community is a Healthy Community

OpenDoors

WINTER 2013 ▶ ISSUE 1

THE NEWSLETTER FOR OPEN DOOR FAMILY MEDICAL CENTERS AND OPEN DOOR FOUNDATION, INC.



Open Door Receives Nonprofit Excellence Award

Left to Right: Hildy Simmons, Ray Horton, Lindsay Farrell, and David K. Sherman.

Open Door is the first Westchester nonprofit to be a winner in the six-year history of the annual Nonprofit Excellence Awards. The 2012 New York Community Trust-New York Magazine Nonprofit Excellence Awards recognized Open Door as the Bronze winner for excellence in management. The recognition was conducted by The New York Community Trust, New York Magazine, the Nonprofit Coordinating Committee of New York and Philanthropy New York and hosted by Citi in New York. The Awards were preceded by a Best Practice Workshop led by Charlie Herman, Business and Economics Editor for WNYC Radio, who interviewed Lindsay Farrell, President and CEO, and David K. Sherman, Chair of the Foundation Board and Treasurer of the Operating Board, about how Open Door manages to achieve mission-driven results.

“The thorough and rigorous process allows organizations to step back from day-to-day activities and review, evaluate and think about how their mission is executed. In doing so, opportunities for improvement surface and people become re-energized. Open Door embraces best practice models that strengthen our ability to deliver the highest quality care to our patients today and in the future. We are pleased to be a recipient of this year’s Nonprofit Excellence Awards. More importantly, we appreciate the introspection the process demanded,” remarked David Sherman.

Open Door embraces best practice models that strengthen our ability to deliver the highest quality care.

A Door Opens in Brewster

After two years of planning and working with the Putnam Health Center Task Force and other partners, Open Door celebrated the grand opening of its fifth health center and first ever Federally Qualified Health Center in Putnam County. Putnam County Executive MaryEllen Odell was joined by Maureen Zipparo, CEO of the Putnam Hospital Center, the Hon. Vincent Tamagna, Putnam County Legislator, and the new Center received blessings from Bishop Martin D. McLee of The United Methodist Church, Father Richard Gill of the Church of St. Lawrence O’Toole and Rabbi Solomon Acrish of Temple Beth Elohim.



Kyu Rhee, MD, MPP
Vice President, Integrated Health Services, IBM Corporation

The new center, located at 155 Main Street, will incorporate the existing practice of Dr. Jay Zaslow and will offer a full complement of family medicine, behavioral health and dental care. The construction, which began last July, will be completed this month, and following New York State approvals, the center will open with two physicians including Dr. Zaslow and Dr. Debra Gerson.



Photos: Lynda Shenkman Curtis

A WORD FROM THE CEO



DEAR FRIENDS,

It’s been another great year at Open Door and 2013 promises to be exciting as well. This fall the National Committee on Quality Assurance (NCQA) recognized Open Door for its outstanding Diabetes care. We were also the first Westchester based nonprofit to receive the 2012 New York Community Trust – New York Magazine Nonprofit Excellence Awards for excellence in management. It is exciting

to receive awards, more importantly, they demonstrate that Open Door’s focus on accountability and transparency gets results. Our patients are healthier, our communities stronger and the health care safety net more secure because of our work.

Our *We Can!* Wellness initiatives have taken off and patients and staff alike have benefited from fitness instruction and classes, walking clubs and

nutrition programming. A visit from Cat Cora, Iron Chef and founder of Chefs for Humanity, brought renewed energy to our school gardens programs in Port Chester. With new federal funding, our *Ossining Communities That Cares* program continues to work toward changing community norms about underage drinking and substance use.

We are growing. The Affordable Care Act has

allowed us to secure new grant funds for new sites and buildings. A new Open Door Brewster will open officially in early 2013. It will be the first Federally Qualified Health Center in Putnam County. Our ribbon cutting ceremony in December celebrated the efforts of many to make this possible.

We deeply appreciate the unwavering support of our many donors. Whether it is through an annual gift

or attendance at one of the events sponsored by the Open Door Foundation, your contributions have been important. We wish you the best of health in 2013.

Hildy Simmons

NATIONAL RECOGNITION FOR DIABETES CARE

This fall, Open Door was recognized by the NQQA Diabetes Recognition Program (DRP) for its use of evidence-based measures to provide excellent care to their patients with diabetes. The DRP Program has 11 measures covering areas such as HbA1c control, blood pressure control, LDL control, eye examinations, nephropathy assessment, smoking and tobacco use and cessation advice or treatment. Achieving DRP Recognition demonstrate to our peers, patients and others in the Diabetes community that we are part of an elite group that is publicly recognized for providing the highest-level diabetes care.

REDUCING UNNECESSARY HOSPITALIZATIONS THROUGH TRANSITIONS OF CARE

Nearly one-third of the \$2 trillion spent on health care in the United States is on hospitalizations. What is even more alarming is that as many as 20% of hospitalizations are "re-hospitalizations" within 30 days of discharge. Poorly coordinated transitions of care are costly, potentially harmful to the patient and often avoidable. This year, Open Door began the Transitions in Care Initiative. We developed communication systems with our primary admitting hospitals and with our Medicaid managed care partner, Hudson Health Plan, to alert us when an Open Door patient is admitted to the hospital. Our Transitions team - registered nurse, Barbara Luciano, and patient advocate, Karen Bizoni, contact the patient and set up a post discharge visit with their primary care provider. The focus of the visit is to make sure the patient has everything they need at home to ensure a full recovery, including an understanding of their medications, their treatment plan and the ability to manage this treatment plan. By forging relationships with these patients and ensuring they have access to their primary care doctors, the team is able to identify problems before they get out of control.

"Thanks to our volunteers and generous friends, Open Door distributed nearly 2,000 toys to its youngest patients during the holidays."



Santa arrives in Ossining to make wishes come true.



Residents of Atria Rye Brook collect and wrap gifts for children.

Golf 2012

L to R: Dr. Lucy Waletzky, Norma Burnette, Suzanne Whaling, Sharon Saunders



L to R: Jonathan Barkoe, Conrad van Tienhoven, Mitch Rubin, Bruce Falbaum



Photos: Lynda Shenkman Curtis

L to R: Lee Zipp, Brian Abele, Trevor Franklin, James Rubin



Celebrity Chef Visits School-Based Program



"We're excited about the opportunity to work with Cat Cora and Chefs for Humanity to push our Wellness agenda forward," said Lindsay Farrell.

Cat Cora, the first woman Iron Chef and founder of Chefs for Humanity, a non-profit organization committed to galvanizing the culinary community to end hunger and childhood malnutrition, made a welcomed visit to Open Door in Port Chester. Cat toured the center and then made a trip to the school-based health center at the Kennedy Magnet School in Port Chester to talk to elementary school children, teachers and administrators about the importance of eating healthy. Cat's interest in school gardens focuses on engaging children, parents, local chefs, restaurants and others to get more involved in making sure children have affordable and ready access to foods that are good for them. "School gardens offer a great opportunity to teach a new generation how to eat well for a healthy life. We're excited about this visit and hope to identify ways Chefs for Humanity can help support outstanding community-based programs like this," she said of the Kennedy Magnet School garden.



Backpack News

SMOKING STINKS: SCHOOL-BASED PROGRAM LAUNCHES TAR WARS PROGRAM

"We're excited about launching Tar Wars in the schools. Endorsed by the American Academy of Family Physicians, the program educates students about being tobacco-free and gives them the tools they need to make positive decisions regarding their health and promotes personal responsibility for their well-being," says Ellette Hirschorn, Director of Clinical Services and Programs.

Open Door's HealthCorps Navigators will deliver two 30 minute sessions/lessons to 5th graders about being tobacco free. The students will also create Tar War Posters with the Port Chester Council of the Arts artists. The posters will be judged by Central Office Administration and Board of Education Trustees. The winners will be announced during a public Board of Education Meeting and their work will be submitted to the American Academy of Family Physicians Poster Contest.

PLANNING FOR WELLNESS DAY

The Port Chester School District, Open Door Family Medical Centers, Port Chester Cares Community Coalition and ASPIRE 21st Century are launching "Wellness Day" at the Port Chester High School on April 8, 2013. Over 1,200 high school students will participate in a program dedicated to adolescent health and safety. "Wellness Day" is designed to raise awareness of these health issues and inspire students to lead healthy lives. The focal point of the day will be a series of innovative workshops around different topics including nutrition, exercise, safety, substance abuse, stress management and healthy relationships.

During the transition from childhood to adulthood, adolescents establish patterns of behavior and make lifestyle choices that affect both their current and future health. Serious health and safety issues such as car accidents, violence, substance abuse, and risky sexual behaviors can adversely affect adolescents. Some adolescents also struggle to adopt behaviors that could decrease their risk of developing chronic diseases in adulthood, such as healthy eating, engaging in physical activity, and choosing not to use tobacco.

WELLNESS PROGRAM OFFERS GAINS AND LOSSES (IN POUNDS, OF COURSE!)

"Having a wellness center has been our vision for a long time," said Lori-Beth Patsey, Open Door's Wellness Coordinator. "It's so gratifying to see what a positive impact it's having on our patients and staff. We have regulars and they have started to bring in their friends. By far the most popular class is Zumba!"

The *We Can!* Wellness Program at Open Door has been quite the success, offering a high-energy environment where patients can connect with others, get exercise and stay healthy. In addition to adult classes, the program offers *Recess Rocks!*, a children's fitness program in an adjoining space. Open Door's doctors are on board, providing exercise referrals to their patients. In addition, the Wellness Program works with Patient Advocates at Open Door offering specialty classes for target populations such as prenatal and diabetic patients, offering specialized exercise and wellness education. "This program is so fortunate to have doctors on board that understand preventative medicine; they recognize that exercise is medicine!" says Lori.

KUDOS!

Pamela Ferrari, the director of clinical informatics at Open Door was recognized as one of the Top 25 Modern Health Care Informaticists in the country by Modern Health Care Magazine.





OPEN DOOR

FAMILY MEDICAL CENTERS

165 Main Street
Ossining, NY 10562

- Open Door Brewster
- Open Door Mount Kisco
- Open Door Ossining
- Open Door Port Chester
- Open Door Sleepy Hollow
- School-Based Health Centers
 - Thomas A. Edison Elementary School
 - John F. Kennedy Magnet School
 - Park Avenue School
 - Port Chester Middle School
 - Port Chester High School

Non-Profit Org.

U.S. POSTAGE

PAID

Permit No. 1830
White Plains, NY

AmeriCorps Team Makes a Difference



Community Gardens

AmeriCorps prepare the community garden for the winter along with nursery school children from St. Matthews Nursery School.

Holiday Commitment

This November, our AmeriCorps team partnered with Hudson Link to help the New Mind Jaycees, an inmate-run non-profit organization at Sing Sing Correctional Facility, with their annual Thanksgiving project. The Jaycees do

fundraising among their fellow inmates for a number of projects throughout the year as a way to give back and be a positive force in the community. For Thanksgiving they raise money to purchase hats, gloves, and scarves to give to all of the children that visit family members at Sing

Sing during the holiday weekend. They also send several boxes of winter accessories to the Bedford Hills and the Taconic Women's Facilities. As the Jaycees' representatives to the outside world, our role in this unique partnership is to do the actual shopping and to help coordinate the

logistics of getting the boxes of clothes into the facility. Nearly 400 children who visited family members at one of the three facilities over the Thanksgiving weekend walked home with a new set of hats, gloves, and scarves.

A Caring Community is a Healthy Community

The Communities That Care Program in Ossining is seeing reductions in the incidence of underage drinking and it is being noticed. Congresswoman Nita Lowey recently held a press conference at the Ossining Public Library to announce that Ossining Communities That Care (CTC) and a few other Westchester communities have been awarded a Drug-Free Communities (DFC) grant to continue local efforts to reduce substance use and prevent underage drinking. "It's never one single organization that turns things around. Collaboration is what makes for lasting change. We want every single person in Ossining aware and informed on the issues, and committed to a safer community," says Alice Joselow, the program's coordinator. "That's how you start trends and create traditions that are lasting."

Founded in 2004, CTC operates out of Open Door Family Medical Centers, working collaboratively with local educators, members of faith-based civic and youth-serving organizations, law enforcement, business, government, health and substance-abuse service providers, parents, guardians and concerned citizens. Its primary objective is to create awareness of the risks and problems that arise from underage substance use and to offer resources that serve the spectrum of prevention, intervention, treatment and recovery.

"Communities That Care has changed the 'norms' of the Ossining community in a positive way," says Susanne Donnelly, Town Supervisor of Ossining. "Their programs, including options for our young people, have made everyone – both young and old – focus on being available for our youth. The saying 'it takes a village...' continues to be the theme of the coalition, and CTC gives everyone a way into the process." CTC's work is broad. The program offers free, bilingual TIPS training through the Village Police on preventing the sale of alcohol to underage customers; a successful Prescription Take-Back program that has yielded over \$65,000 worth of returned medications; a free online AlohloEdu course for high school students and their parents; and a media campaign at the local train station raising awareness about alcohol poisoning. The rich slate of prevention/abuse education and support programs are making a difference.

The take-home for Gloria Ibanez, co-president of the Ossining High School chapter of Youth to Youth: CTC lends total support to their determination in creating a new take on prevention. "The Youth to Youth club has changed the mentality of the students at Ossining High School. We focus our activities – many of them sponsored by CTC – on supporting those who make healthy decisions and stay drug and alcohol free because we believe the main message is for students to realize that there are others like them, making smart decisions and they are not alone. We are the new face of 'cool' Ossining."



OPEN DOOR

FAMILY MEDICAL CENTERS

OUR MISSION

Open Door Family Medical Centers is a private non-profit organization, registered 501(c)(3) with the Internal Revenue Service. Our mission is to provide quality primary health care and human services at affordable prices to the community, particularly low-income, under-served residents and those lacking access to health care.

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The Open Door Foundation is a private, not-for-profit organization, registered 501(c)3 that solicits support for Open Door Family Medical Centers and programs that promote community health. For more information or to make a contribution to support Open Door, visit us at

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