

INSIDE

2 Kudos Corner  
2 From The Front Line  
2 Open Door Wins HIMSS Award

3 Back to School  
3 New Providers

3 Cooking Demo & Wine Tasting  
3 A Testimonial

4 Save the Date for Benefit  
4 Expanded Provider Hours

# OpenDoors

Fall 2010 ▶ ISSUE 2

THE NEWSLETTER FOR OPEN DOOR FAMILY MEDICAL CENTERS



Norman Nichols

## Golf Outing Honors Norman E. Nichols

*Norm's contributions to Open Door have been tremendous...and he has been an inspiration to us all.*

Nineteen years of volunteer leadership service to Open Door culminates in a celebration for Norman Nichols at Open Door's Third Annual Golf Outing at GlenArbor. Norm joined Open Door's Board of Directors in 1991, serving on both the Operating and Foundation Boards until 2010. During his tenure, Open Door saw tremendous growth, expanding services to Sleepy Hollow, Port Chester and Mt. Kisco as well as launching school-

based health centers in Port Chester. "Norm's contributions to Open Door have been tremendous," Lindsay Farrell recalls, "In 1998, under Norm's leadership we received external accreditation from The Joint Commission, certifying high levels of patient care and safety and received national recognition as a Patient-Centered Medical Home from the National Committee for Quality Assurance in 2009. Norm has been an inspiration to us all."



L to R: Chuck Rockefeller, Jim Stroup, Rob Labnitz



L to R: Dana Pike, Chris O'Callaghan, Bill Montagne, Matt Lisk



L to R: Barbara Zinke, Jinx Chapman, Lawrence Waterhouse, Helen Thompson



L to R: Judy & Mike Sullivan, Mary Nichols

Event photos: Lynda Shenkman

### A WORD FROM THE CEO



I'm forever in awe of what Open Door does day in and day out. I think back to 1984 when I first set foot through the doors of this wonderful community health center; I knew right away this was the coolest place I'd ever been. I knew I had to become more involved. And today, so many years

later, I feel even more passionate about Open Door when I take stock of all we are doing to build stronger, healthier communities. From our school health programs to our asthma friendly champions; from our emerging health care leaders to our outstanding physicians; from healthy culinary events

to our fundraising golf tournament; from external agencies such as The Joint Commission (JCAHO) and National Committee on Quality Assurance (NCQA) accreditations to

our prestigious national Davies Award, Open Door embodies enduring values the world needs more of. Compassion, commitment, excellence and mission are what you will find here.

We hope you too will become more involved in Open Door. Together we are building stronger, healthier communities.

*Lindsay Farrell*



Open Door Family Medical Centers was recognized by the HIMSS Nicholas E. Davies Award of Excellence.

Story on page 2.

## Kudos Corner

### *News & Notes from within the Open Door Network*

#### **VOLUNTEERS CLOCK IN OVER 2,500 HOURS OF SERVICE**

**Our volunteers** are special. We're not bragging, only stating the obvious. This year our volunteers have already clocked in over 2,500 hours of service at Open Door. They've read to children in the waiting rooms, supported our patient service efforts and lent helping hands wherever they were needed. Having founded Open Door as a free clinic in a church basement in 1972, volunteers continue to play an important role in our growth and successes. Many, many thanks to all of you who have been driven by our mission to volunteer your services.

#### **OPEN DOOR RECEIVES FULL ACCREDITATION FROM JOINT COMMISSION**

Once again, Open Door received **Joint Commission accreditation** having passed our recent site visit with flying colors, demonstrating excellence in providing safe and effective care of the highest quality. The Joint Commission is an independent, not-for-profit organization that accredits and certifies more than 18,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

#### **OPEN DOOR CFO HONORED AS EMERGING LEADER**

The Jeffrey T. Latman Foundation honored Open Door's **Maria Mazzotta**, our Chief Financial Officer, at their 13th Annual Family Day at the Races at Belmont Racetrack on Saturday, September 25, 2010. Maria received the 2010 Jeffrey T. Latman Foundation Emerging Leader Award.



*Maria Mazzotta and daughter, Jessica, surrounded by Open Door employees at the 13th Annual Family Day.*

#### **ASTHMA FRIENDLY CHAMPIONS RECOGNIZED AT OPEN DOOR**

**Ellette Hirschorn** and **Steve Mandes** were recognized in June by The American Lung Association as "Asthma-Friendly Schools Initiative Champions" for their tireless efforts in creating a safe environment for Port Chester Middle School students with asthma. The award honors schools, school districts and volunteers who have developed or supported comprehensive asthma management plans in schools. Ellette and Steve's efforts have resulted in a 75% drop in missed school days and a 55% decrease in unplanned visits to the school nurse due to asthma-related causes. "Asthma makes breathing difficult for nearly 7 million children in America and is a leading cause of school absenteeism," said Scott Santarella, President and CEO, American Lung Association in New York. "The Lung Association has been leading the fight against asthma for many years, through research, education and advocacy. By supporting the Asthma Friendly Schools Initiative, Ellette Hirschorn, Steven Mandes, and Open Door Family Medical Centers have helped kids with asthma stay healthy, in school and ready to learn."



## From The Front-Line:

One of the most empowering and reaffirming reasons why so many of my clinician colleagues and I enjoy working in this special institution is that Open Door really brings innovation and research to the front-lines of medical care. Most people know that we offer accessible, low-cost care to the community. However, what most people don't know is how effective and high quality that care is.

Every physician is board-certified or eligible in his or her specialty and every primary care clinician receives a quarterly "Clinical Report Card" giving the individual an idea of how he or she is doing with their patients. Most medical practices do not have the capability of generating these objective, measurable data sets, but through the use of an electronic medical record, we can.

Our ability to perform community and population-specific outreach, coupled with an uncompromising at-

attention to the quality of care we render, are just some of the concrete reasons that have led us to be nationally recognized. This speaks to our culture, our staff and our commitment and value to the community. Just recently, we received the HIMSS (Health Information Management Systems Society) Davies Award for the best implementation – out of all the community health centers in the nation – of an electronic medical record in the interest of delivering greater and more effective medical care.

We really do bring the leading edge of informatics and technology to extend the clinical reach of our providers and this institution. In doing so, we help to maintain the health and productivity of individuals, their families and the entire community.

*Dr. Daren Wu is the Chief Medical Officer of Open Door and has his clinical practice at Open Door's Mt. Kisco and Ossining centers.*

**HIMSS** Davies Award  
NICHOLAS E. DAVIES Awarding IT: Improving Healthcare

## Open Door Recognized Nationally As Information Technology Innovator

Open Door received the coveted national 2010 HIMSS Community Health Davies Award for Excellence for its implementation and use of health information technology. This is the highest recognition of excellence that a community health organization can receive for its use of electronic health records. What this means is that Open Door is transforming health care through the effective use of information technology and management systems to improve the quality, safety, access and cost-effectiveness of patient care.

As a Joint Commission accredited health center and a National Committee on Quality Assurance (NCQA) Level III Patient-Centered Medical Home, Open Door embraces knowledge sharing and collaboration with numerous partners to improve information exchange in the health care system and ensure efficiencies and benefits that can transform the public health of all res-

idents in the community. This is particularly critical as this nation struggles with cost and quality issues in health care.

"Our ability to leverage health care technology to improve reporting tools and to achieve care quality and operational efficiencies benefits not only the patients we serve, but the community at large," says Lindsay Farrell, President & CEO of Open Door.

The Healthcare Information and Management Systems Society (HIMSS) is a cause-based, not-for-profit organization exclusively focused on providing global leadership for the optimal use of information technology (IT) and management systems for the betterment of health care. Founded 50 years ago, HIMSS and its related organizations represent more than 30,000 individual members, of which two-thirds work in health care, providers, governmental and not-for-profit organizations.

*The highest recognition of excellence a community health organization can receive for use of electronic health records.*

**FUTURE HEALTH CARE LEADERS**

Congratulations to the fifteen Port Chester High School students who completed their Future Health Leaders training in August with Open Door. The four-week summer intensive program gave students a comprehensive overview of health-related career opportunities unavailable to them anywhere else. Through the Future Health Leaders program, students become well-versed in a wide range of health topics, including basic medical training, nutrition, exercise, adolescent medicine

and mental health. They learned how to take vital signs and provide first-aid. By the end of the program, they had earned their CPR-Certification. In addition to their own training, the students led a summer safety skills class for second-graders and met with health professionals at every level. "They are now peer leaders and mentors to their fellow students because of this program," says Ellette Hirschorn, RN, Director of Clinical Services and Programs.

**RECOGNITION FOR PATIENT CARE COORDINATION**

**Francia Ortiz**, Open Door's Supervisor of Patient Advocacy, was awarded The Paul Ramos Memorial Award from the Community Health Care Association of New York State. This award recognizes her leadership and dedication in expanding the Center's patient advocacy program to nine advocates who support 60 licensed providers. The program has become a model for improving care coordination across transitions in the health care delivery system.



*Pamela Ferrari, Francia Ortiz, Elizabeth Swain*

**Welcome To Our New Providers**

**Colleen S. Eng, D.O.** joined Open Door in August after completing her residency at the Hospital of the University of Pennsylvania in Philadelphia. Dr. Eng was the Chief Resident at Aria Health in Langhorne, Pennsylvania. She completed her Bachelor's Degree at Cornell University and attended the University of Medicine and Dentistry of New Jersey's School of Osteopathic Medicine.

**Ana C. Guerra, M.D.**, a family physician, was educated at the Universidad Iberoamericana School of Medicine in Santa Do-

mingo, Dominican Republic. She completed her residency in Family Medicine at Lutheran Medical Center in Brooklyn, New York.

**Onyinye Okpukpara, M.D.** is a family physician. She completed her family medicine residency at the Mayo Clinic in Jacksonville, Florida. Dr. Okpukpara received her Bachelor's Degree at the Georgia Institute of Technology in Atlanta, Georgia, and attended the Medical College of Georgia in Augusta, Georgia.



**National Community Health Center Week**

Open Door kicks off National Community Health Center Week with its 4th Annual Port Chester Community Health Fair.

*Zoe Colon (Executive Director, Hispanic Resource Center) receives Open Door recognition award from Diana Schaefer, Open Door Board member*



**Back To School**

The ability to provide health care services within the schools makes a profound difference in the health of the students enrolled in the program.

Shiny new lunch boxes and backpacks weren't the only things students and parents saw on the first day of school at the Park Avenue School in Port Chester. The doors to our school-based health center opened at the Park Avenue School this September. This is our fifth school-based health center in four years, including centers at The Edison Elementary School, Kennedy Magnet School, Port Chester Middle School and Port Chester High School. By September 7th, half of Park Avenue School's students had enrolled in the new health center staffed by Open Door providers Debra Gerson, MD, Robin Dillon, NP and Patient Care Technician Gloria Neyra. Today 2,910 students are enrolled in all five school-based health centers.

"Our first day on-site was great, meeting and greeting students and staff," said Ellette Hirschorn, Director of Clinical Services and Programs for Open Door. "The school community gave us a very warm welcome."

The ability to provide health care services within the schools makes a profound difference in the health of the students enrolled in the program which has served Port Chester since 2007. Dr. Gerson, the Medical Director of School-Based Health Centers, recalls

one patient whose visit to the school-based center saved his vision in one eye, "Alejandro had been hit in the eye with a soccer ball over the weekend and came in to see me complaining about a serious pain in his right eye. He was seeing floaters and his vision was blurred. After examining him, I immediately arranged for him to see an eye doctor that afternoon, where he was diagnosed with a detached retina. He was scheduled for surgery the next day. According to Alejandro's surgeon, he would have lost vision in his right eye if the retina detached further. This is one example of the value of immediate and affordable access to care."

Open Door's school-based health centers have the ability to identify such serious conditions. But that's not all; these centers provide numerous services including physicals, immunizations, wellness visits, chronic disease management, hearing and vision screenings, and mental health screenings. They are there to help students and their families manage significant health concerns like asthma and obesity before they lead to bigger problems. The school-based health program is available to all students who are enrolled by their parents.



*Tina Fischer and Doug Polaner with Chef Lewis*



*Judy McGrath and Michael Kaufman*



**Cooking Demonstration & Wine Tasting Brings Fall Flavors To The Table**

Chef Brian Lewis and Tina and Douglas Polaner joined hosts Judy and Morgan McGrath at their Chappaqua home for an evening of unforgettable wine tasting and culinary creations.

*Event photos: Ed Cody*





## OPEN DOOR

FAMILY MEDICAL CENTERS

165 Main Street  
Ossining, NY 10562

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

# *Ace of an Evening*

Saturday, February 12, 2011

A Night of Tennis and Poker to benefit Open Door Family Medical Centers



Club Fit | 584 North State Road | Briarcliff Manor, NY 10510

For more information contact us at  
(914) 502-1414 or look us up on our  
website, [www.opendoormedical.org](http://www.opendoormedical.org)

## SAVE THE DATE

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### 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 health care and human services at affordable prices to the community, particularly the economically disadvantaged. We can't do it without the generosity of our community. Please consider supporting the work we do!

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## Open Door Faces Funding Cuts: We Need Your Support NOW

County Executive Robert Astorino has proposed the elimination of \$1.9 million in County support for three neighborhood health centers in Westchester. Open Door will lose more than \$500,000 of Westchester County Department of Health funding. Eliminating the County investment will end the County contracts with the centers for the screening and treatment of communicable diseases, such as measles, whooping cough, and hepatitis B. It will also end the County's contracts with centers to deliver services under Title VI of the state Public

Health Law, which requires the immunization of school-age children for 11 communicable diseases. According to public health statistics, outside of New York City, Westchester has the second-highest number of residents with tuberculosis, the most people living with HIV/AIDS, and the highest rate of newly diagnosed cases of HIV. A funding cut of this magnitude will be a devastating blow to Open Door and will seriously impact its ability to meet the needs of the local community. We need your help today. Please contact your local legislators today; ask them to reinstate these funds.

## There When You Need Us

In order to meet the ever growing demand for services, we have recently extended provider hours at our Ossining and Sleepy Hollow sites.

#### The new hours in **Ossining**:

Monday:	8:30am-7:00pm
Tuesday:	9:00am-7:00pm
Wednesday:	8:30am-7:00pm
Thursday:	8:30am-7:00pm
Friday:	8:30am-5:00pm
Saturday	9:00am-2:00pm

#### The new hours in **Sleepy Hollow**:

Monday:	8:30am-7:00pm
Tuesday:	8:30am-7:00pm
Wednesday:	8:30am-7:00pm
Thursday:	8:30am-7:00pm
Friday:	8:30am-5:00pm