

Partners for Health Partners for Health Health



Jazz greats bring their award-winning sounds to Cincinnati on Oct. 22

Save the date for the 5th Annual Signature Fall Jazz Concert with special guests **Gerald Albright** and **Kirk Whalum**, Grammy-nominated and Grammy-winning saxophonists and jazz recording artists, who will perform at the **Aronoff Center on Oct. 22 at 8 p.m.** This special benefit concert will raise money to support The HealthCare Connection's Diabetes Initiative.



Gerald Albright



Kirk Whalum

The event's co-chairs are **Phyllis McCallum** and **Steve Jemison**. Other members of the steering committee are Derrick Carter, Linda Childs-Jeter, Yvonne Edmonds-West, Ed Felson, Sarah Hale, Lillian Jones, Leslie Kreines, Arzell Nelson, Charlotte Powell, Carole Rigaud, Merri Gaither Smith and Miriam West. Honorary co-chairs are **Anthony and DeDe Muñoz** and **Carl and Dawn Satterwhite**.

Ticket prices for the event range from \$40 to \$175 (VIP level) and are now on sale at www.cincinnatiarts.org or by calling 513-621-ARTS. In addition to receiving preferred seating, guests with limited, special VIP tickets are invited to a pre-party reception in the Aronoff lobbies featuring "Hot Jazz & Cool Nights."

Sponsors for the event at press time include **Jazz Greats**: The Art Institute of Ohio Cincinnati (The International Culinary Schools), Cincinnati Children's Hospital Medical Center, Cintas Corporation; **Jazz Partners**: Ethicon Endo-Surgery, Hospice

Jazz greats, continued on page 3

For more information about the 5th Annual Signature Fall Jazz Concert, or The HealthCare Connection's Diabetes Initiative, please visit www.healthcare-connection.org or call 513-483-3081.



Honorary co-chairs: Anthony and DeDe Muñoz (top) and Carl and Dawn Satterwhite (bottom)

THCC centers earn national recognition for patient centered care



Congratulations to the Lincoln Heights Health Center and Mt. Healthy Family Practice for receiving Level 2 recognition from the Physician Practice Connections-Patient-Centered Medical Home (PPC-PCMH) program for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term participative relationships. Our centers were the first two Ohio FQHCs (Federally Qualified Health Centers) to receive this recognition and are still the only two in Greater Cincinnati to be recognized at Level 2.

National recognition, continued on page 2

Boney James performed for spirited crowd at the Aronoff Center in 2010

Boney James and his band performed for an enthusiastic audience at the Aronoff Center last Oct. 16 in the 2010 HealthCare Connection's Signature Fall Jazz Concert. Saxophonist and songwriter, Boney treated the crowd to a great blend of contemporary jazz and R&B, mixing older songs with songs from his latest album, *Send One Your Love*, for which he was nominated for a Grammy for "Best Traditional R&B Vocal Performance."

Last year's rousing concert raised more than \$50,000 for The HealthCare Connection's Diabetes Initiative.

National recognition, *continued from page 1*

“This represents a giant leap for community health centers,” explains Dolores Lindsay, CEO. “It shows that care at our centers meets the same high standards for quality and service as a physician’s private office.” Bernard Lenchitz, M.D., Chief Medical Officer at THCC, says, “My primary goals as CMO for the centers are quality and safety, and this recognition ties in well with those goals. The principles of the certification are applied at all of the centers, and the entire staff is engaged in the process.” The process has involved changes in policies and procedures involving how things are measured, how things are communicated and how forms are designed and used. “The process required the staff to critically evaluate everything they do regarding quality and safety. It really made the staff take a detailed look at the type of care they give every day.”

Karen Dalton, RN, quality improvement coordinator, points out that “many great things already being done at the centers helped tremendously through this process. This recognition shows that we are a leader in the community.” THCC has a history of doing needs assessments within the community, and this helps determine health risk factors, which is part of becoming a patient centered medical home. THCC centers have always tracked certain quality indicators, so it was easy to show that aspect of public reporting. “Being culturally sensitive is another part of what is done at THCC, and we simply described it,” she adds.

This is a three-year recognition, and The HealthCare Connection is working towards achieving this recognition for its behavioral health practice sites as well. The next step is to get the EHR (electronic health record) system up and running, which will help with all aspects of the process. And getting this certification for the centers lays the foundation for all the other work of becoming a patient centered medical home in the future.

For more information on the NCQA recognition, please visit <http://recognition.ncqa.org>.

CEO Dolores Lindsay earns awards from Fifth Third Bank and I Hear Music in the Air



This spring, **Fifth Third Bank's Profiles in Courage** marked its 10th anniversary of recognizing individuals in the African-American community in a ceremony at the

National Underground Railroad Freedom Center. One of this year's honorees was **Dolores Lindsay**, President and CEO of The HealthCare Connection. Mrs. Lindsay was honored for her efforts at THCC and also for participating in the effort that created the original Sickle Cell Center at Cincinnati Children's Hospital Medical Center and for establishing a health center for enrollees of Hamilton County Head Start and their siblings.

Every year, gospel music's **I Hear Music in the Air Legends Ball** celebrates ministries, individuals and organizations that have had an impact on the world. **Dolores Lindsay** was given the Service Award at this year's May 15 celebration. Mrs. Lindsay was honored for her work at THCC and also for the collaborative relationships she has forged with local hospital networks. THCC worked collaboratively with Hamilton County Head Start to establish a health center for Head Start enrollees and led the formation of the Cincinnati Health Network as a vehicle to begin the process of integrating services among local health centers serving the low income and uninsured population in Greater Cincinnati. Mrs. Lindsay also developed collaborative relationships with three area behavioral health providers to establish primary care services for their patients.



(left to right): Dolores Lindsay, CEO of The HealthCare Connection, and Nina Lewis, board chair, with Dr. Robert Graham, national president of Aligning Forces for Quality, who joined the staff in celebrating achievement of PPC-PCMH status.

Jazz greats, *continued from page 1*

& TriHealth, The Pepper Family Fund of The Greater Cincinnati Foundation, Carole & Ed Rigaud, University Hospital; **Jazz Legends:** 3N1 Men's Fashions, Allstate Insurance – The Lindsay Agency, Buckeye Community Health Plan, CareSource Management Group, Frame USA, The Dr. George C. Hale, Sr., & Sarah Taylor Hale Fund of The Greater Cincinnati Foundation, Lois R. & Richard H. Rosenthal Foundation, Western & Southern Financial Fund.

Back by popular demand is opening act Monk River Latin Jazz. The idea of playing original music with the powerful Latin rhythms of the 70s and the harmonic innovations of modern jazz is the goal of Monk River Latin Jazz.



Monk River Latin Jazz



2011 Concert Steering Committee

THCC's Diabetes Initiative involves offering new services, supplies and enhanced, specialized care to aid with earlier detection and increased self-management of the disease. Your support of this event helps THCC do just that!

We are a business of character

The HealthCare Connection has pledged to be a **business of character** and to support the Character Council of Greater Cincinnati and Northern Kentucky. The Council is devoted to promoting good character in order to improve the lives of our residents and enrich the spirit of our community. The Council joins organizations in more than 200 cities, in association with the International Association of Character Cities, that have pledged to encourage good character.

Each month, the Character Council focuses on a character quality in greater detail and promotes its values. Here are winners during the past year:

Month	Quality	Winner
Jun. 2010	Endurance	Shirelle Akemon, Demetria Edwards, Jana Nelson, Judy Toennis (Mt. Healthy Staff)
Jul. 2010	Meekness	Ahmed Aijaz
Aug. 2010	Security	Joseph Stickle
Sep. 2010	Diligence	Mary Proctor
Oct. 2010	Loyalty	Dr. Jessica Enriquez
Nov. 2010	Hospitality	Debra Johnson, CNP
Dec. 2010	Sensitivity	Christine Colella, CNP
Jan. 2011	Attentiveness	Dr. Mary Weatherington
Feb. 2011	Persuasiveness	Awjeda Wilson
Mar. 2011	Courage	Abda Tall
Apr. 2011	Humility	Kimberly Wright, Ron Murphy, Linda Fox, Demetria Edwards, Jana Nelson (Mt. Healthy Staff)
May 2011	Discernment	Dr. Phillip Littman

2011 Walk to Wellness Raises Nearly \$10,000 for THCC

On Saturday, May 21, more than 150 participants joined together to benefit The HealthCare Connection at the 6th Annual 5k Walk to Wellness and Spring Into Health Fair at Glenwood Gardens. This year's event raised nearly \$10,000 for THCC! A very special thank you to **Hamilton County Parks, Honorary Walk Chair Jack Atherton, "Walkmaster" Lincoln Ware, and Presenting Sponsors Hospice and TriHealth**, as well as all the sponsors, walkers, and health fair vendors, for making this event possible.



Honorary Walk Chair Jack Atherton.

It was a gorgeous Saturday morning at Glenwood Gardens... a perfect day for this annual "walk in the park" and another successful event for THCC!



Walkers at the 2011 Walk to Wellness



The HealthCare Connection
1401 Steffen Avenue
Cincinnati, Ohio 45215

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...because everyone deserves quality health care.

Welcome new employees

We welcome the following individuals, who have joined The HealthCare Connection in 2011:

- Tamara Ayers, Medical Assistant
- Julia Beatty, M.D., Associate Medical Director, Behavioral Health
- Abby Bowen, M.D., Family Practice
- Hillary Cintron, Development Assistant
- Melanie Crowe, Director of Development
- Jane Gibbs, General Accountant
- Tanya Kleine, Dental Assistant
- Sandra Morilla, Medical Assistant
- Michael Rinck, Practice Manager, Lincoln Heights and Forest Park
- Omayda Dawson Rook, Interpreter
- Cindi Rothert, Executive Assistant
- Caroley Santiage, Bilingual Dental Receptionist
- Shana Trent, Practice Manager, Behavioral Health Practice Sites
- Daniel Whalen, M.D., Pediatrician
- Maggie Willis, Dental Receptionist

Welcome to The HealthCare Connection family!

Dolores J. Lindsay
Chief Executive Officer

Gail Myers
Editor

Mary Beth Bauer
Writer

Partners for Health is a publication of The HealthCare Connection.

The mission of The HealthCare Connection is to provide quality, culturally sensitive, and accessible primary health care services focusing on the medically underserved, underinsured, and uninsured residing in northern Hamilton County and surrounding areas.

www.healthcare-connection.org

Lincoln Heights Health Center
1401 Steffen Ave.
Cincinnati, Ohio 45215
513.554.4100

Mt. Healthy Family Practice
8146 Hamilton Ave.
Cincinnati, Ohio 45231
513.522.7500

Forest Park Health Center
924 Waycross Road
Cincinnati, Ohio 45240
513.589.3014

Primary Care/Behavioral Integrated Care Co-Locations
5837 Hamilton Avenue
4968 Glenway Avenue
411 Oak Street
1501 Madison Road