



e-newsletter August 2016

(603) 626-9500
www.mchc-nh.org



**Manchester Community Health Center,
Child Health Services at MCHC,
and the West Side Neighborhood Health Center**

Greetings!

In celebration of National HealthCenter Week, Manchester Community Health Center will host a Family Fun Day and Health Fair on Monday, August 8 from 5 to 7 pm at its location at 145 Hollis Street. Billed as a "Prescription for Fun," the event is free and will feature music, food, face painting, a fire truck, games, raffles, flash mobs, health information, and screenings. Raffle prizes include a hockey stick signed by the Boston Bruins and tickets for Fisher Cats games.

Parents and children are encouraged to ride their bikes to the event, and QC Bike Collective will be there to offer ABC bike checks (air, brakes, and chain). Free bike helmets and lights will be given away while they last. For those who don't ride bikes, parking will be available.



Monday, August 8, 5-7 pm

FREE



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Family Fun Day and Health Fair

*Exactly what you need this summer,
enjoy it as much as you can.*

Dr. Goodtimes

Prescription for Fun

Side effects: *You might experience laughter and good times*

Ingredients: *Music, food, face painting, fire trucks, games, raffles, bike activities, health information and screenings, and much more.*

Cost: *Free*

**Join us Monday, August 8 from 5-7 pm
at Manchester Community Health Center**

145 Hollis Street, Manchester

Celebrating National Health Center Week

TOMORROW'S HEALTH CARE WORKFORCE

Nina DeMarco and Kayla Putnam are [social workstudents from UNH](#). This summer they have been interns at Child Health Services at MCHC. Much of their time has been spent working with teenage girls in the SHINE Program offering sexual health education and learning how to provide behavioral health consultations for patients.



Kaylasays she has been enjoying the internship. “The work is hands-on. We have had opportunities to meet with patients at our own pace, first by shadowing and then by ourselves. It builds confidence.”

Nina describes the process as empowering. “Some patients walk in with no idea where to go next, but they can meet with case managers, behavioral health consultants, or community health workers who will take the time to meet them where they are and figure out what the next steps could be.

Susan Zankel, MSW, Behavioral Health Consultant and PREP (Personal Responsibility and Education Program) Coordinator and Educator, is supervising Nina and Kayla’s internships. Zankel says, “They get it. They understand the value of connecting with our patients. And they help us develop our integrated behavioral health services in the pediatric clinic because we are talking more intentionally about diagnoses and interventions. Teaching as a team helps us learn as a team.” Zankel notes also that by developing the workforce, MCHC has the opportunity to train and recruit skilled professionals who are committed to increasing positive outcomes for patients, families, and the community.

EMBEDDING CULTURAL COMPETENCY IN EVERYTHING WE DO

Manchester Community Health Center has reached an important milestone on its way to building a Center of Excellence for Culturally Effective Care – every employee in the organization has now attended a five-hour workshop on “Diversity and Cultural Competency in Health Care,” receiving five educational credits.



Health Equity Coordinator Selma Tarahija says, “MCHC has a very diverse workforce and serves a very diverse population of patients. This requires developing a set of skills that will help us provide high-quality culturally effective care. Moving toward creating a culture of equity, inclusion, and diversity needs to be embedded in everything we do.”

The Center of Excellence has been funded for the past three years by a grant from the [Endowment for Health](#). The project has an advisory team with members from [Brandeis University](#), the [Southern New Hampshire Area Health Education Center](#), and the [Office of Minority Health](#). As a part of the Center of Excellence project, MCHC chose to focus on diabetes in a patient population that had poorer health outcomes than the rest of the population. MCHC hired two community health workers for a chronic disease project to provide direct support, navigation assistance, and health education to patients with elevated A1C levels.

Tarahijasays, "We want people to come here because it's the best place to come, and our best resource is our employees." As an example, she uses the fact that MCHC has language interpreters for six languages on staff: Spanish, Somali Maay Maay, Portuguese, Nepalese, Arabic, Somali, and Bosnian.

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