



e-newsletter December 2016

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

Greetings!

As 2016 comes to a close there are many reasons to celebrate at Manchester Community Health Center, Child Health Services at MCHC, and the West Side Neighborhood Health Center.

We hope you will take a few moments to read about recent developments and reasons to look forward to a great year in 2017.

MCHC IS RECOGNIZED FOR IMPROVEMENT IN BREASTFEEDING

The State of New Hampshire has recognized Manchester Community Health Center (MCHC) for increasing its percentage of infants who were breastfed from 17% to 82% in 2016.



MCHC received the recognition at a November 11 Primary Care Coordinators' Meeting of the [NH Division of Public Health, Maternal & Child Health \(MCH\) Section](#). Pictured from left to right are Audrey Knight (MCH), Anne Marie Mercuri (MCH), Kim Kicza-Klasmier ([Health Care for the Homeless, Manchester](#)), Sue Durkin ([Families First](#)), Dianne Trowbridge (MCHC), and Rhonda Siegel (MCH).

Sandra Bryant is a licensed Dietitian/Nutritionist who offers prenatal and post-partum lactation services to patients at MCHC. Bryant credited the improvement at MCHC to a team approach. "We have a wonderful [breastfeeding support team](#) including OB providers, midwives, lactation professionals, medical assistants, home visiting nurses, and our neighbor [Elliot Hospital](#). And [WIC](#) staff is now available on site to provide guidance, education, encouragement, and support. WIC has been instrumental in helping women obtain electric pumps for special-needs situations and for women who are going back to work."

TEAMWORK LEADS TO A HEALTHY BIRTH

A young woman gave birth to her first child on October 11 at Elliot Hospital with the support of her husband, his parents, five brothers and sisters, a midwife from Manchester Community Health Center (MCHC), and a home visiting nurse from the Manchester Health Department. The mother and the baby are healthy, and their story illustrates the benefits of a team approach to prenatal care.

Elizabete Grajcevci and her husband Blerim are from Kosovo and they have recently made Manchester their home. They are patients at Manchester Community Health Center.



Elizabete and Blerim Grajcevci and their baby Leona.

Early in Elizabete's pregnancy she was referred by MCHC's Prenatal Care Coordinator Anna Eisenhauer to a program at the Manchester Health Department - the [Healthy Start Nurse Home Visiting Program](#). A registered nurse, Kathi Berg made arrangements to meet with Elizabete several times during her pregnancy to provide education and support. .



The Grajcevcis meet with a Home Visiting Nurse from Manchester Health Department, Kathi Berg.

Elizabete and Blerim speak highly of the experience. "Kathi was very understanding," recalls Blerim. "She was very patient. All this was new to us because this was our first baby. She asked us questions and she gave us so much information on how everything would go."

Elizabete learned about the pros and cons of having an epidural, and she opted for natural childbirth without drugs.

She says the most important thing she learned was about the benefits of breastfeeding, and she has chosen to breastfeed her baby Leona. She has received post-partum lactation services from a nutritionist at MCHC, Sandra Bryant and from the WIC program.

Elizabete's delivery was attended by MCHC's Nurse-Midwife [Dorice Reitchel](#). "She was like a mother figure," says Elizabete. "I remember when I was in labor and Dorice massaged my back. I loved that." Blerim says, "Dorice was very loving and caring the whole time. We couldn't have had a more perfect midwife."

Blerim remembers holding the new baby Leona for the first time after Elizabete's four-hour labor and delivery. "I almost cannot put it into words. I felt like I could hold her for a very long time without getting tired." (Kathi Berg interjects, "You were glowing.") Elizabete says, "It is a very good feeling to be a mother – indescribable."



Members of the birth team (from left to right): Blerim, baby Leona, and Elizabete Grajevci; MCHC Nurse-Midwife Dorice Reitchel; Medical Assistant Kate Guardado; MHD Home Visiting Nurse Kathi Berg.

DENTAL PROGRAM TO REACH HUNDREDS OF CHILDREN

Hundreds of Manchester area children will now have dental care thanks to a new collaboration between [Catholic Medical Center \(CMC\)](#) and Manchester Community Health Center (MCHC). Starting in January 2017, a dentist and hygienist from [CMC's Poisson Dental Facility](#) will offer dental services for children ages 0-5 at MCHC's location on Hollis Street in Manchester. The initiative addresses a "gap group" of children who are in the critical pre-school years but do not have a dental provider or adequate insurance.

An early relationship with a dental care provider can prevent early childhood tooth decay, which can lead to infections, oral pain, and even difficulty eating and sleeping. Dr. Mary Pierce, a dentist from Poisson Dental Facility, says, "Every day there are new findings about the relationship between oral health and overall health. Establishing early dental care can improve a child's overall health for a lifetime."

Gail Dupuis, the Practice Manager at Poisson Dental Facility, says, "Because we are seeing children in the very early stages of their tooth development, we have the opportunity to build a relationship with Mom and Dad as well."

Through education and support, we ALL become partners with the ultimate goal of giving their children the lifelong gift of overall health.”



Poisson Dental Facility's Practice Manager Gail Dupuis (left) and Clinical Coordinator Mary Pierce, DMD (right)

“MCHC has had great successes in the past bringing specialists to see our patients at one of our sites,” says MCHC's Chief Medical Officer Gavin Muir, MD. “A great number of our patients have to deal with potential barriers to receiving care including transportation needs, translation concerns, and a lack of insurance. We now have podiatric, optometric, and obstetric specialty care on site to help with foot issues, eye issues, and prenatal issues so it makes sense for us to offer something similar to handle pediatric dental issues. We are excited to partner with Poisson Dental Facility because the goal is to have a dental home for all of our pediatric patients and we would much prefer to collaborate with an existing community partner to offer services rather than to try and duplicate those same services ourselves.”

“Providing dental services on site at MCHC is consistent with the mission of CMC,” says Paul Mertzic, RN, CMC’s Executive Director of Community Health & Mission. “We want to provide health, hope, and healing to all members of our community. The relationship that develops between the primary care provider and the dental provider is critical towards the overall health of the child.”

EXCELLENCE IN NURSING AWARDS



Wendy Burbine, RN



Damaris Ibanez-Castro, RN

Nominations were received from across the organization for Nurse Excellence Awards. Here are some of the compliments paid to Wendy Burbine, RN and Damaris Ibanez-Castro, RN:

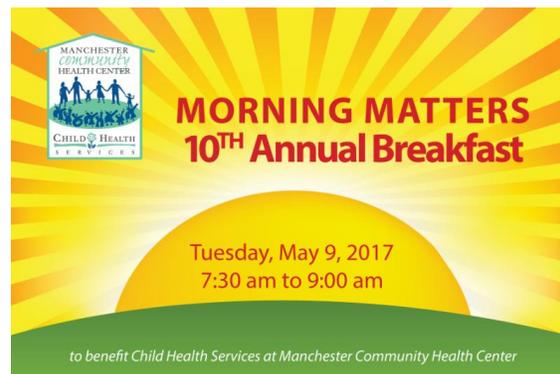
- professional
- caring and kind
- team players
- always willing to help with a smile
- put themselves in patients' shoes
- treat patients with respect and dignity

According to Nurse Manager Mirnesa Taletovic, "These two nurses deserve to be recognized for the excellence in care they provide. No matter what situation arises they have the skill and positive attitude to face the situation."

PLEASE SAVE THE DATE -- MAY 9, 2017 -- 7:30-9:00 am

10th ANNUAL MORNING MATTERS BREAKFAST

This year's keynote speaker is **Rona Zlokower**, Executive Director of [Media Power Youth](#). She will share her experience advocating for and teaching media literacy and education, dating back to work she did with Selma Deitch, MD, founder of Child Health Services.



**YOUR SUPPORT MAKES ALL THE DIFFERENCE FOR
MANCHESTER COMMUNITY HEALTH CENTER**



Many thanks to [Bank of America Charitable Foundation](#) for their generous donation of \$10,000 to Manchester Community Health Center for the family support program. The donation will help eliminate barriers to care for many of our patients. Pictured from left to right are Ken Sheldon from Bank of America, MCHC President and CEO Kris McCracken, and Katy Knox and Mike Wrenn from Bank of America.



As the first snowstorm of the winter hit Manchester, [St. Mary's Bank's](#) community outreach coordinator Judi Window arrived at Child Health Services at MCHC with a

careful of winter coats, gloves, hats, and other warm clothing. Becky Martin was there to meet her and make sure that any patients who are in need of winter clothing will get it. The winter clothing was donated by employees from St. Mary's Bank's headquarters on McGregor Street in Manchester, its operations center on Perimeter Road, and branches in Nashua and Hudson.

Winter coats were also donated by [Manchester Community College](#). We appreciate their support.

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CAN WE COUNT ON YOUR SUPPORT AT YEAR'S END?

For the populations we serve, that means making transportation available for patients who don't have any way to get here. It means expanding our hours into evenings and weekends. It means having ten interpreters on staff in a myriad of languages to help patients and providers communicate accurately and efficiently. It means educating patients with chronic conditions like diabetes and hypertension on the best nutrition choices. It means connecting a family to legal help, screening a teen for substance abuse, or sending a new mother home with a warm coat for her child in the winter.

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THE FINE PRINT

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Manchester Community Health Center is an FTCA Deemed facility.

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