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## Network News

### Commonwealth Care Alliance Primary Care Site Newsletter

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#### Enrollment Numbers As of December 31, 2009

**Senior Care Options Program**  
= 2437 members

#### Contact Information

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148 State Street, 10th floor  
Boston, MA 02109  
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**Current Member Issues**

Issue 7

Winter 2010



#### Dear Network Provider:

Without a doubt, 2009 was a challenging, exhausting, exhilarating, and successful year for Commonwealth Care Alliance. Here are just a few of our achievements over the past 12 months:

Our Senior Care Options membership increased by around 22%; our primary care site network expanded to 21 practices; our group of administrative and clinical employees grew to over 160 individuals; we developed the Department of Health Education and Caregiver Training to expand our local consumer meetings and Chronic Disease Self-Management Programs in collaboration with our primary care site partners; we celebrated 5 years of our Senior Care Options program; we began a number of quality measurement and improvement initiatives, including care transitions, diabetes management, congestive health failure, and end-of-life care; we weathered a challenging national economic environment; and we participated actively in the creation of the Health Reform bills in both houses of Congress.

In 2010, we look forward to forging new partnerships and strengthening our existing relationships with primary care practices around the state. We look forward to our collaboration with Network Health to deliver the Network Health Alliance program to 1,500 adults with complex medical needs. We are also excited to be teaming with Prevention and Access to Care and Treatment (PACT) to deliver care to these populations. See the article below for more information on this unique venture.

Happy New Year!

A handwritten signature in black ink that reads "Robert J. Master".

Robert J. Master, MD  
President & CEO



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**Staff Spotlight**



**Linda Barnard  
 Nurse Practitioner**

Linda Barnard is a nurse practitioner at Commonwealth Care Alliance Clinical Group working primarily with Cambridge Health Alliance. We interviewed Linda to find out a little more about her:

*Tell us about yourself:*  
 I live in Framingham with my

**Contracts Corner**

Please join us in welcoming the following providers to Commonwealth Care Alliance's network:

<b>Name</b>	<b>Location</b>	<b>Provider Type</b>
Urban Eye MD Associates, PC	Boston	Optometry
Centrus Premier Home Care, Inc.	Plymouth Franklin Newton Springfield Wilmington Worcester	Home Care
Right at Home	Boston North Shore South Shore	Home Care
Chelsea Jewish Community dba Richman Personal Care	Chelsea	Personal Care Attendant
Sham, Tang & Tam, PC dba Smilage Dental Center	Franklin Framingham	Dentist
Sham, Tang & Tam, PC dba Waltham Dental Center	Waltham	Dentist
All Dental Center	Watertown	Dentist
Keystone Commons, LLC/Stoneybrook Assisted Living	Ludlow	Assisted Living Facility
Springhouse	Jamaica Plain	Assisted Living Facility
Dental Health International	Chelsea	Dentist
Professional Dental	Lynn	Dentist
Comprehensive Dental Care, PLLC	Dorchester	Dentist
Randall L. Davis, DMD, PC	Lawrence	Dentist
Water Street Family Dental	Haverhill	Dentist
River's Edge Family Dental	Haverhill	Dentist
Central Plaza Family Dental, PC	Haverhill	Dentist
Emerson Village, LLC	Watertown	Skilled Nursing Facility
Bayada Nurses, Inc.	Quincy	Certified Home Health Agency
Acupuncture Together, Justine L. Deutsch, Lic. Ac.	Cambridge	Acupuncture
Joseph Maniscalco, DDS, PC	Arlington	Dentist
Philip A. Minichiello, DDS	Haverhill	Dentist
Amesbury Village, LLC	Amesbury	Assisted Living Facility
Sunshine Transportation	Brockton	Transportation
Teresa D. Hrach, OD	Franklin	Optometry
My-Optics	Franklin	Optometry

**Questions?** Please contact Provider Network Management at 617.426.0600 ext. 234

**Consumer Involvement**

**Holiday Celebration**

Commonwealth Care Alliance enjoyed a lunchtime holiday celebration on December 21 with a number of its



husband Paul. We have 2 children, Juliet who is 13, Joe who is 16, and a crazy labradoodle named Martha.

*Tell us about your professional background:*

I started as a registered nurse in 1986 and later went back to school to become a nurse practitioner. I am dually certified as an adult and geriatric nurse practitioner. I have worked in numerous settings including acute care, long term care, and home care. I served as clinical instructor and coordinator of the geriatric specialty at UMass Worcester, Graduate School of Nursing prior to joining Commonwealth Care Alliance.

*What does a typical workday look like for you?*

The day usually starts with meetings and emails, then patient visits beginning at midday. My day ends with following up on patient issues and needs.

*What is the best part of your job?*

The relationship that develops between me and my patients.

*What makes Commonwealth Care Alliance special?*

The people who work at Commonwealth Care Alliance all share the same vision to provide exceptional care to our patients. We all encounter challenges to meet the patient's needs but are persistent in our desire to improve and enhance the lives of our patients.

*What do you like to do when you are not at work?*

I enjoy gardening, playing the piano, and going to the beach.

*If you could invite any five people to dinner, who would you choose?*

Honestly, I would have to say I enjoy having dinner with my husband and sisters ... but I would love to invite Ellen DeGeneres.

### **New Staff Hires October-December**

Fatima Andrade-Hanoian,  
Community Health Worker  
**Commonwealth Care Alliance**

members. The guests were graduates of the Chronic Disease Self-Management Program, as well as their families and caregivers, and program leaders.

The gathering was a rewarding opportunity for Commonwealth Care Alliance staff to sit and talk with our members. We anticipated that our consumer involvement activities would create a sense of community and self-empowerment amongst our membership, but we have been very pleasantly surprised by the uniquely caring, affectionate, and supportive relationship that has grown between our members and the staff who have coordinated and delivered these programs. The holiday celebration was a wonderful opportunity to share this relationship with the rest of the staff at Commonwealth Care Alliance.

**Questions?** Please contact Rosa Palacios, Department of Health Education and Caregiver Training, at 617.426.0600 ext. 226 or [rpalacios@commonwealthcare.org](mailto:rpalacios@commonwealthcare.org)

## **Program Developments**

### **Network Health Alliance**

Beginning January 7, 2010 Commonwealth Care Alliance assumed responsibility for the care management of approximately 1,500 individuals in a new program, Network Health Alliance.

Network Health Alliance is offered by [Network Health](#) in partnership with Commonwealth Care Alliance and Prevention and Access to Care and Treatment (PACT) for Network Health members who have complex care needs. The Network Health Alliance program utilizes a unique coordinated clinical team approach of nurse practitioners, behavioral health specialists, and community health workers employed by Commonwealth Care Alliance.

Commonwealth Care Alliance is a recognized leader in the care of medically complex patients and has demonstrated the financial and quality of care benefits of its team model. [PACT](#), founded in 1997 by Heidi Behforouz, MD, trains and deploys community health workers to engage, educate, and counsel individuals in low-income communities to better manage their chronic conditions. Network Health is a Medicaid Managed Care Organization.

In the Network Health Alliance initiative, Commonwealth Care Alliance and PACT will integrate their effective clinical team model and community health worker services to support primary care providers and achieve improvement in the care of these medically complex individuals.

**Questions?** Please contact Zoila Feldman, Vice President for Care Delivery Systems, at 617.426.0600 ext. 248 or [zfeldman@commonwealthcare.org](mailto:zfeldman@commonwealthcare.org)

## **New Ethics Committee**

In January 2010, Commonwealth Care Alliance launched an Ethics Committee to support the work of its clinicians and extend the capacity of its provider network.

Commonwealth Care Alliance clinicians are required to make challenging clinical and resource allocation decisions every day. Some of these decisions also raise important ethical questions that are often outside the scope of clinician training and expertise.

The overall purpose of the Ethics Committee is to create an open forum where primary care providers in the Commonwealth Care Alliance network

## Clinical Group

Robert Ayala Franco, *Community Health Worker*

### Commonwealth Care Alliance Clinical Group

Jose Henrique Carvalho Oliveira, *Community Health Worker*

### Commonwealth Care Alliance Clinical Group

Ana Costa, *Administrative Assistant*  
**Commonwealth Care Alliance  
Clinical Group**

Mary Crosby, *Behavioral Health Specialist*

### Commonwealth Care Alliance Clinical Group

RoseDorly Dossous, *Community Health Worker*

### Commonwealth Care Alliance Clinical Group

Elizabeth Figueroa, *Community Health Worker*

### Commonwealth Care Alliance Clinical Group

Leitza Freitas, *Community Health Worker*

### Commonwealth Care Alliance Clinical Group

Natalie Hill, *Social Worker*

### Commonwealth Care Alliance Clinical Group

Jenny Jelliffe, *Nurse Care Manager*  
**Commonwealth Care Alliance  
Clinical Group**

Anne Koneru, *Nurse Practitioner*  
**Commonwealth Care Alliance  
Clinical Group**

John Loughnane, MD, *Director of Palliative Care & Hospice Medicine*  
**Commonwealth Care Alliance  
Clinical Group**

Norma Malkiel, *Community Health Worker*  
**Commonwealth Care Alliance  
Clinical Group**

Renata Morales, *Community Health Worker*  
**Commonwealth Care Alliance  
Clinical Group**

can raise ethical questions and concerns for consultation, mediation, and recommendations. Members of the committee represent a variety of pertinent specialty areas, including one or more of following: geriatrics/gerontology, philosophy, nursing, and law.

The Ethics Committee will meet quarterly and on an ad hoc basis if an emergent issue should arise. The first meeting will be held on **January 11, 2010 at 5:30 p.m.** Clinicians and social workers from Commonwealth Care Alliance's primary care sites are encouraged to attend committee meetings and actively participate in discussions.

**Questions?** Please contact Adam Burrows, MD, Senior Care Options Program Medical Director, at 617.426.0600 ext. 237 or [aburrows@commonwealthcare.org](mailto:aburrows@commonwealthcare.org)

## Outreach & Marketing Staff Testing & Training

As part of CMS regulations Commonwealth Care Alliance is required to conduct an annual training and testing of all its internal and external Outreach & Marketing representatives. The test, which must be passed with at least an 85%, is based on Medicare & Medicaid general knowledge, marketing guidelines and specific plan rules such as enrollment, benefits, member rights, complaints, appeals, and pharmacy.

This testing and training is important for a number of reasons -- it enhances our content knowledge of Medicare, Medicaid, and SCO marketing practices and regulations; it meets our regulatory yearly Medicare Improvements for Patients & Providers Act (MIPPA) compliance requirement; it reinforces our understanding of operational rules and member benefits; and it is a commitment to quality, compliance, and member satisfaction.

We are pleased to announce that all of our Outreach & Marketing representative passed the test, which demonstrates how capable and knowledgeable this team is. Congratulations to **Yamira Moreno-Escobar, Jessica Gutierrez-Dutra, Neusa Pina, Silai Son** (Commonwealth Care Alliance), **Aimee Kindorf, Pamela Pattavina, Rosilane Da Silva** (East Boston Neighborhood Health Center), **Tanya Sloutsky, Kimberly Whitmore, Gina Kupski** (Elder Service Plan of the North Shore), and **Ildia Evora** (Upham's Corner Health Center). Fantastic effort!

**Questions?** Please contact Guillermo Gonzalez, Outreach & Marketing Manager, at 617.426.0600 ext. 229 or [ggonzalez@commonwealthcare.org](mailto:ggonzalez@commonwealthcare.org)

## Fit-4-Life

Fit-4-Life, a seniors' exercise and nutrition program, has been running at Kit Clark Senior Services for the past two years. The program has seen some promising results come from its participants' bi-annual assessments, with recorded improvements in cardiovascular health, and gains in mobility and physical functioning.



Although difficult to measure, an equally important benefit of this program is the opportunity for increased social interaction and peer encouragement that evolves between participants during classes. Feeling part of a group with a common goal of losing weight and improving fitness can boost participants' enjoyment and help maintain their enthusiasm, most importantly for individuals who are isolated or inactive during the day. These participant survey comments demonstrate that social interaction during classes is a highly enjoyable aspect of the program:

Fabiola Nazaire, *Outreach & Marketing Specialist*  
**Commonwealth Care Alliance**

Celeste Oria, *Behavioral Health Care Manager*  
**Commonwealth Care Alliance Clinical Group**

Suane Petroff, *Nurse Practitioner*  
**Commonwealth Clinical Alliance**

Precious Pamphile, *Community Health Worker*  
**Commonwealth Care Alliance Clinical Group**

Bonita Quick, *Community Health Worker*  
**Commonwealth Care Alliance Clinical Group**

Yolaine Rosarion, *Community Health Worker*  
**Commonwealth Care Alliance Clinical Group**

Vivian Trotta, *Physical Therapist*  
**Commonwealth Care Alliance Clinical Group**

"I really enjoy the Fit-4-Life program because of the camaraderie. I like the instructor because he's calm, and I need calmness. I live in such chaos sometimes in my neighborhood that I don't want to leave when I have to leave ..." *Fit-4-Life participant*

"The program gets me off the sofa, out of my blanket for a few days a week." *Fit-4-Life participant*

"I enjoy being around a lot of people, helping each other out." *Fit-4-Life participant*

"I enjoyed making new friends." *Fit-4-Life participant*

The Fit-4-Life program is available to Commonwealth Care Alliance members in the Greater Dorchester area. Referrals to the program need to be made through primary care teams; details to follow in an upcoming Small Dose.

**Questions?** Contact Nancy Roach, Director of Operations, at 617.426.0600 ext. 223 or [nroach@commonwealthcare.org](mailto:nroach@commonwealthcare.org)

If you have submissions or suggestions for this primary care site newsletter, please send me a note via email at [nfry@commonwealthcare.org](mailto:nfry@commonwealthcare.org) or call me during office hours at 617.426.0600 ext. 244.

**Sincerely,**

Nerissa J. Fry  
Communications Coordinator  
Commonwealth Care Alliance

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