



Bringing Care to Communities

MA ACP Annual Scientific Meeting
September 27, 2025





Community
are Van

agenda

JOURNEY

CHARTING A PATH

HARNESSING COMMUNITY
STRENGTH

CHALLENGES

TAKEAWAYS

Questions

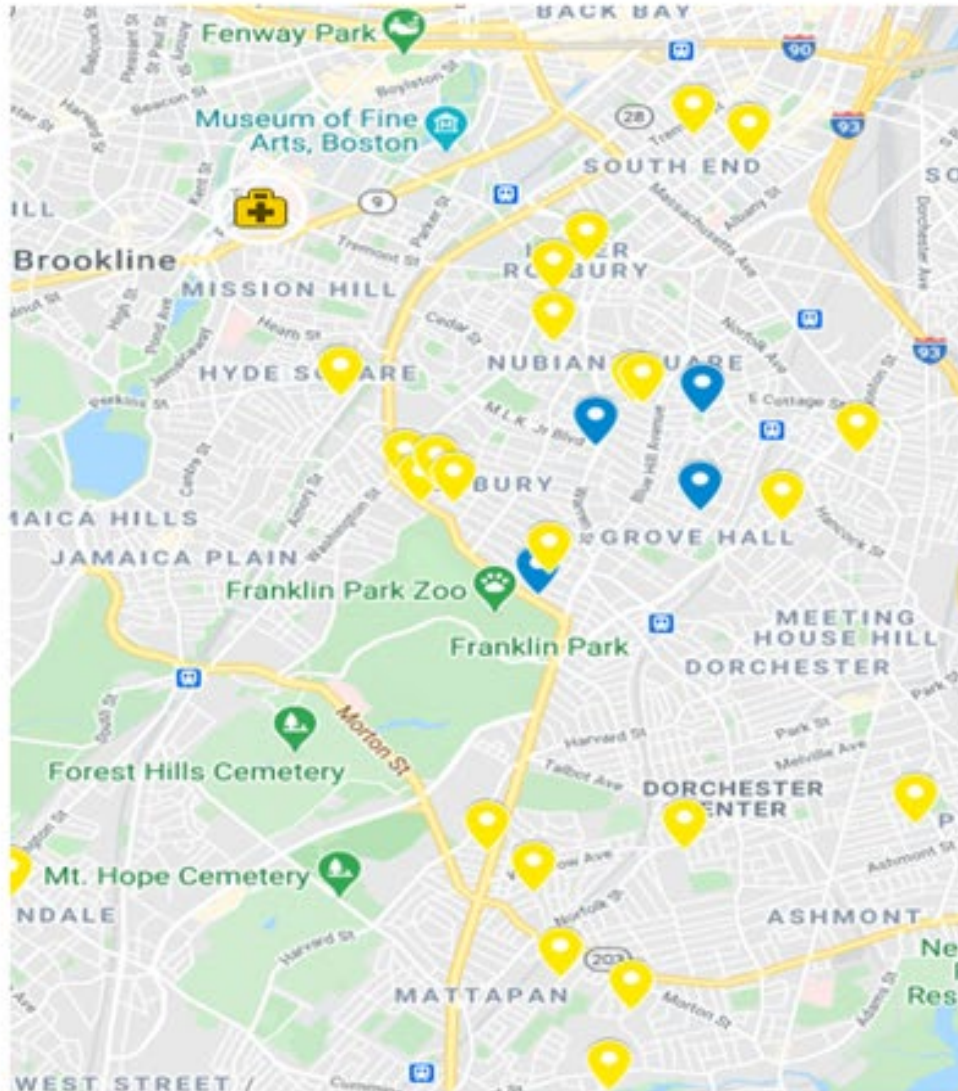
How do I view my role as physician to support the wellbeing of our communities?

Who do we need to team up with to create healthy communities?

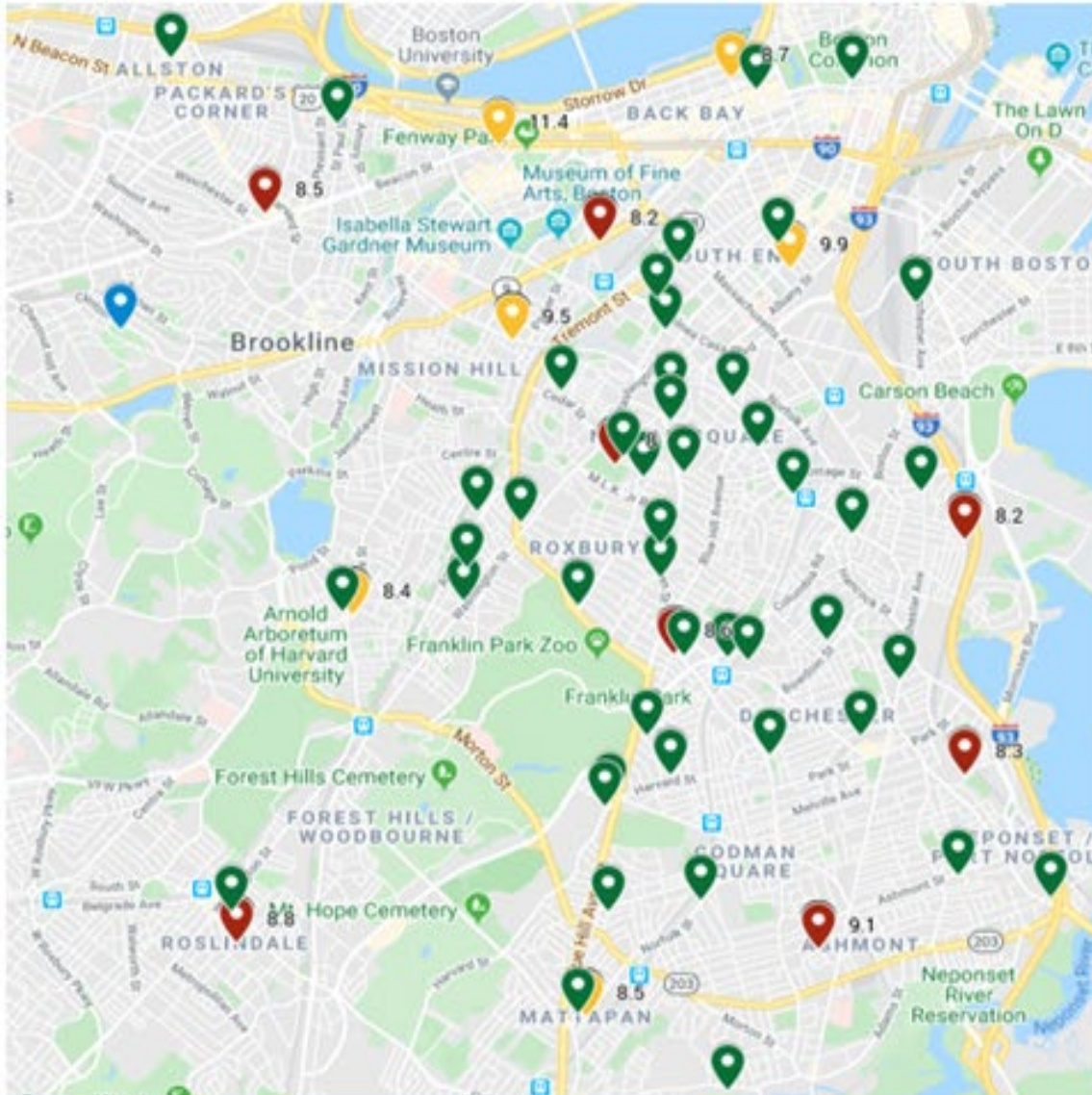
What resources and socioeconomic strategies we need to advocate for to maximize the health of our people ?



Target area NS chance $\geq 50\%$, general risk ≥ 4



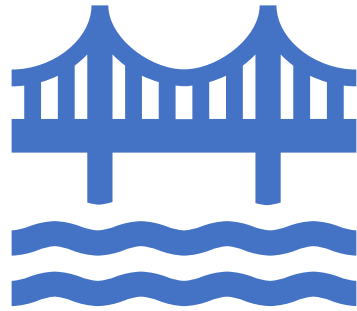
- 56% are Spanish speaker
- 83% Portal activated
- 77% medicaid
- Goals not met with diagnosis of obesity, depression, anxiety, uncontrolled diabetes and hypertension



Approximately 33 food pantries /community agencies in the area:

- **Community Servings - Nutrition Education:** mission is to actively engage the community to provide medically tailored, nutritious, scratch-made meals to chronically and critically ill individuals and their families.
- **ABCD Allston/Brighton, Roxbury/Dorchester, JP, North/West End, South End, Fenway (0.5 miles from us):** to ensure that no family faces a food emergency alone. Leave the food pantry with non-perishables (cereal, rice, and canned tomatoes, for example) fresh produce, and more, as well as referrals to long-term support services to help your family overcome hunger for good. Assistance in SNAP application
- **The Greater Boston Food Bank for food**
- **New England Culinary Arts Training:** NECAT empowers adults facing barriers to employment through training in culinary skills, social-emotional development and career-readiness for success and long-term financial stability
- **Sociedad Latina:** a wide range of volunteer opportunities to support youth ages 11-21 in the areas of Education, Workforce Development, Civic Engagement and Arts & Culture, including tutoring, mentoring and leading topical workshops

Our team vision:
HOW MIGHT WE....



How might we bridge existing
models of care to improve
access and equity?



How might we partner with our
communities to increase capacity
for mental and physical health?

CHELSEA, MA

community stakeholders

- CAPIC, Chelsea
 - Chelsea Police department,
 - North Suffolk Mental Health,
 - Health Innovation/Healthy Streets
 - Iglesia Luz de Cristo SELAH
 - pastor Ruben Rodriguez (pioneer of SUDs navigator of Chelsea)
- From July 2016-June 2018,
 - Urgent care clinical advice to 117 patients
 - Clinical service (flu vaccine, meningococcal vaccine, medication prescription and wound care to 17 patients.
 - On and off 25 established primary care, of those, 18 have started on MAT regime.
 - Helped to gap the care and reconnect to primary 8 patients who have engaged PCP.

I think that I can help by
“become a peer counsellor”

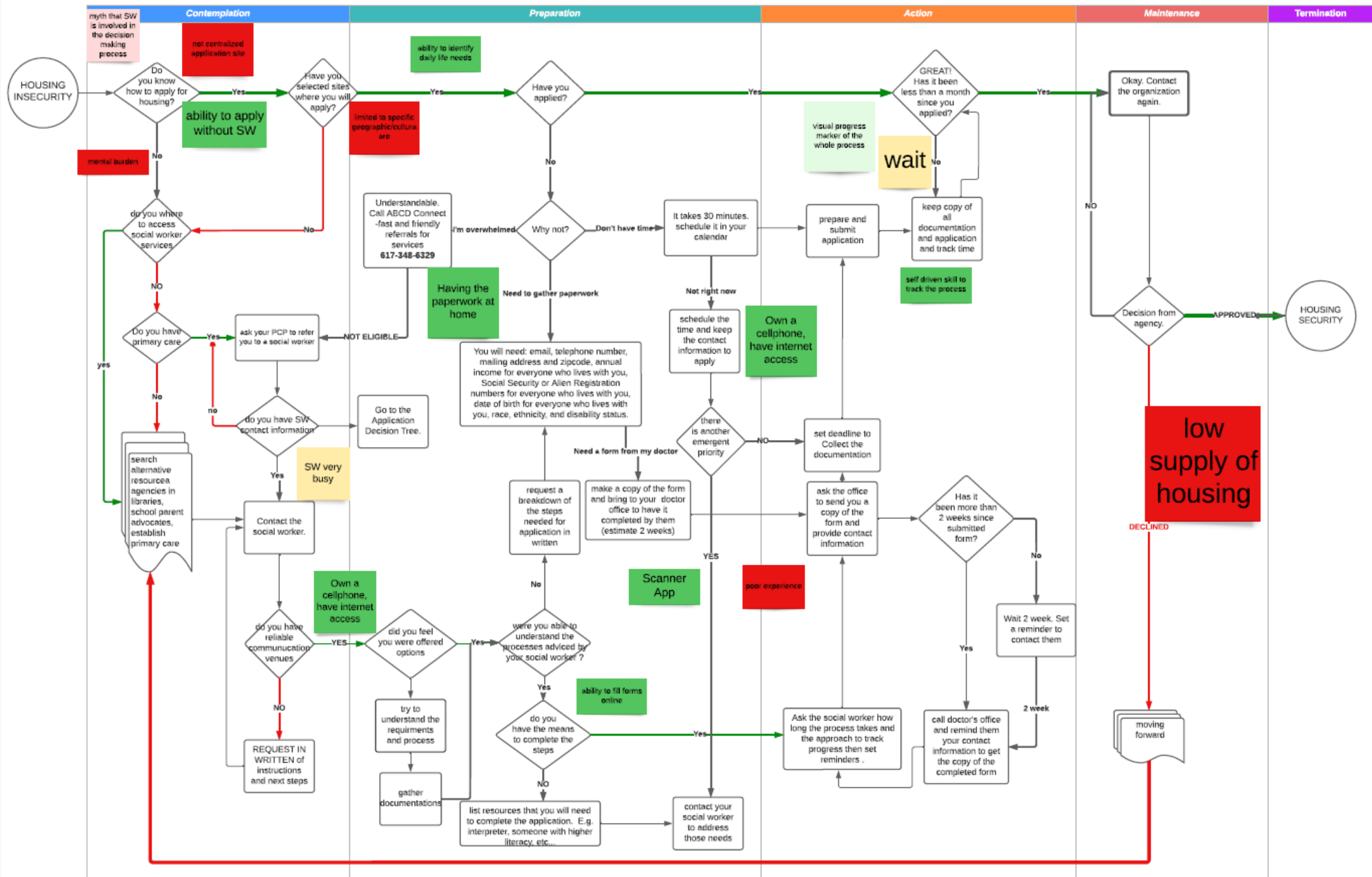


The flowchart is organized into five vertical columns representing different stages of the CAPIC model:

- COURT/CRIMINAL JUSTICE SYSTEM:** Contains a yellow box listing services: INCARCERATION, VACCINATION, URGENT CARE, PREVENTIVE SCREENING: STD, HEPATITIS, CERVICAL CANCER, BIRTH CONTROL.
- CLIENT OUTREACH:** Starts with a black circle leading to 'CLIENT INTAKE'. A decision 'WANT SERVICE?' leads to 'Yes' (proceeding to health advice) or 'No' (proceeding to 'WANT DETOX'). Health advice includes medical insurance, JG application, recovery clothing/food, and housing. A 'relationship building' step leads to 'WANT DETOX'.
- ENGAGEMENT FOR RECOVERY:** 'WANT DETOX' leads to 'SEARCH DETOX BED'. A decision 'INSURED?' leads to 'GET DETOX' if 'yes', or back to 'WANT DETOX' if 'No'. 'GET DETOX' leads to 'CASE MANAGEMENT DETOX/CAPIC', then to 'TSS/CSS BED' decision. 'TSS/CSS BED' leads to 'CASE MANAGEMENT/CAPIC' if 'Yes', or back to 'WANT DETOX' if 'No'. 'CASE MANAGEMENT/CAPIC' leads to 'HALF-WAY HOUSE'.
- STABILIZATION OF RECOVERY:** 'HALF-WAY HOUSE' leads to 'SOBER HOUSING'. 'SOBER HOUSING' leads to 'IOP', 'RELAPSE PREVENTION', 'SET UP PCP', 'MAINTAINANCE SCREENING', 'JOB PLACEMENT', 'LIFE SKILL COACHING', and 'COMMITMENT MEETINGS'. A 'CAPIC AGREEMENT' decision leads to 'MANTAIN' (green diamond) if 'Yes', or back to 'WANT DETOX' if 'No'.
- MAINTAINANCE OF RECOVERY:** 'MANTAIN' leads to 'GRADUATE' (green circle) if 'Yes', or back to 'WANT DETOX' if 'No'. 'GRADUATE' leads to 'MANTAIN RECOVERY' (green diamond). 'MANTAIN RECOVERY' leads to '1 YEAR SUCCESS' (blue oval) if 'Yes', or back to 'WANT DETOX' if 'No'.

Red lines indicate feedback loops from 'No' decisions back to 'WANT DETOX' or 'WANT SERVICE'.

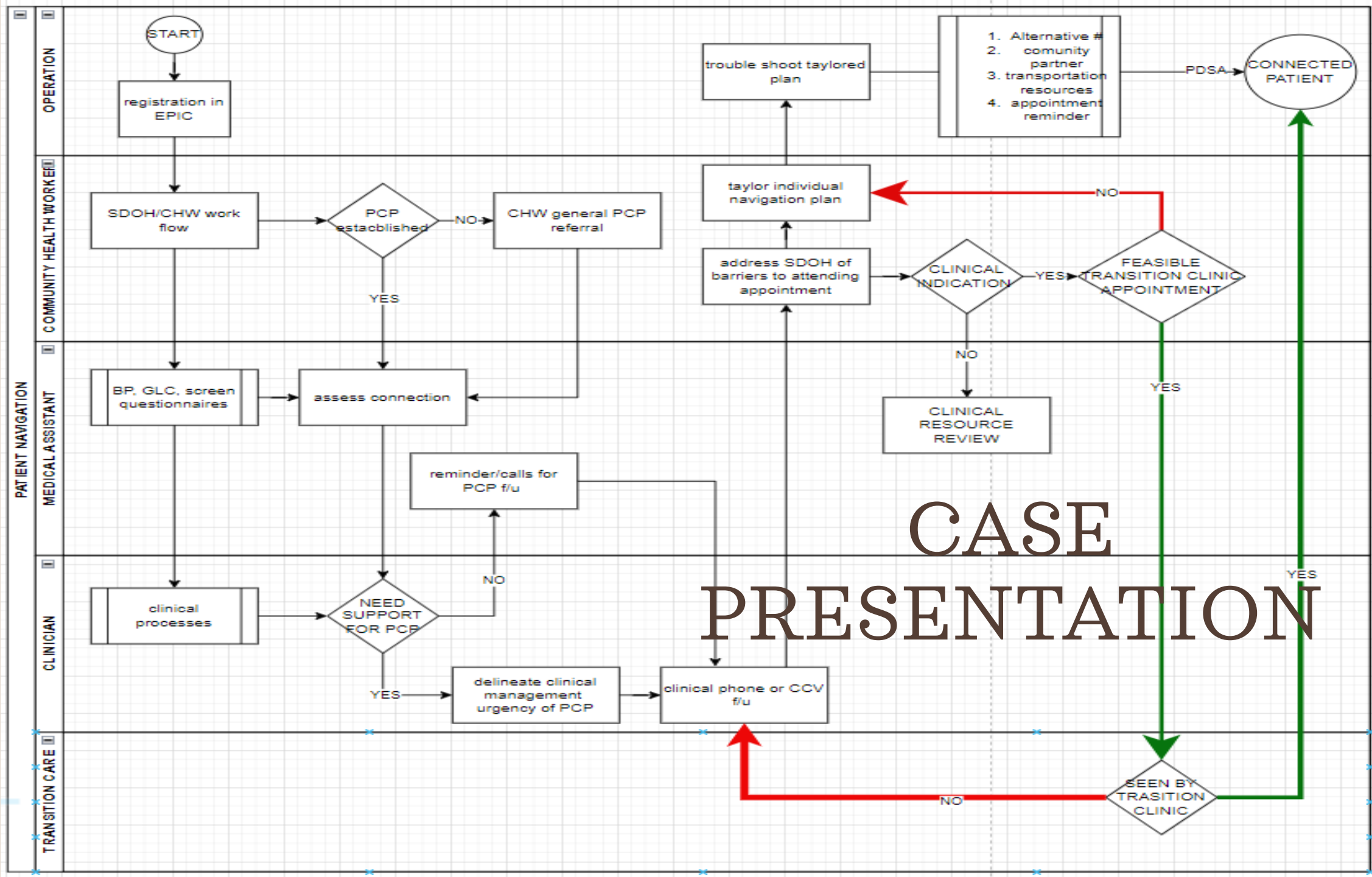
NO



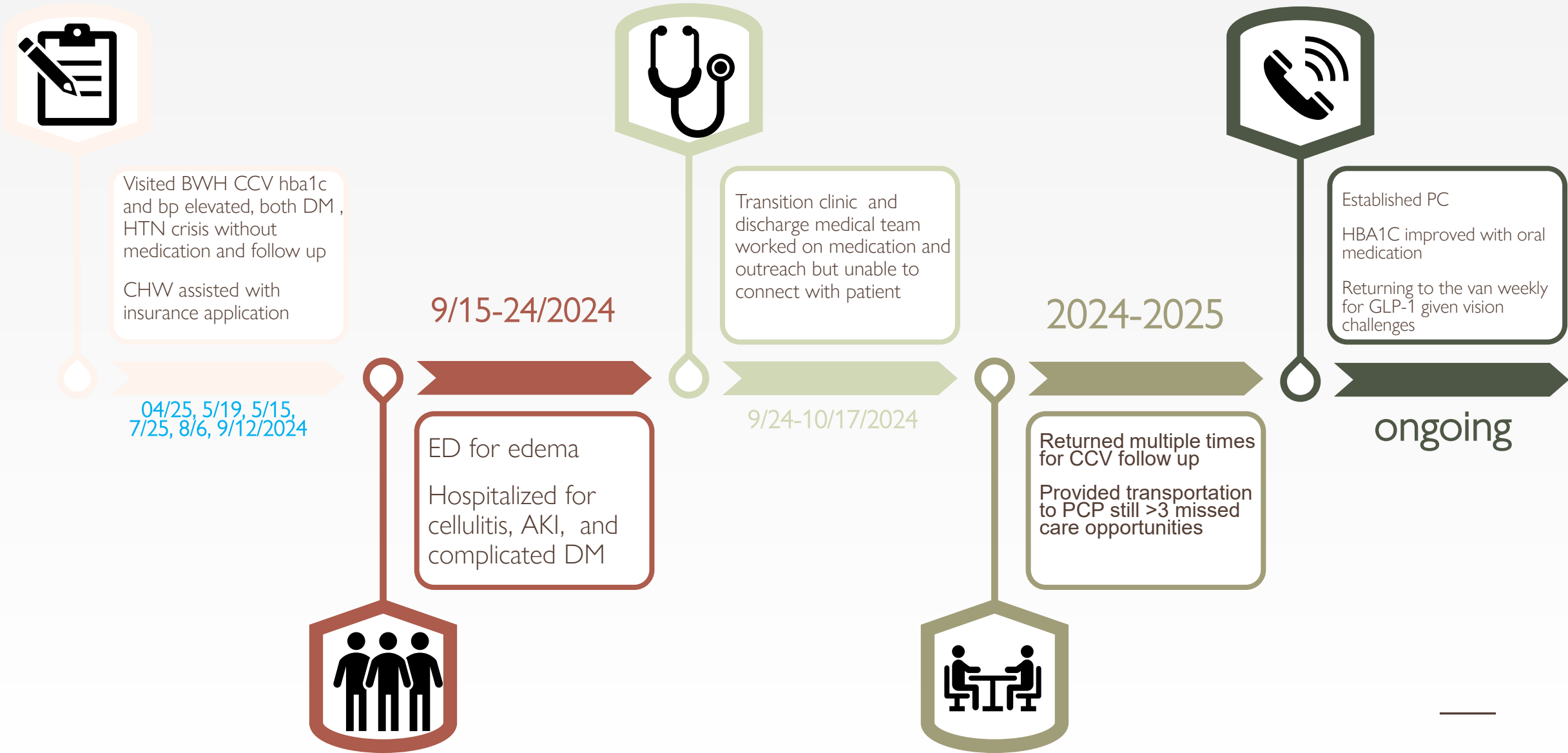


the power of
community

CASE PRESENTATION



PATIENT CARE JOURNEY



By Katia Sofia Torres

How to get A Primary Care Provider

What is a Primary Care Provider (PCP)?

A primary care provider, or PCP, is a doctor who helps you manage all aspects of your health. The American healthcare system is very important to have a PCP, even if you feel well. A PCP can help you stay healthy, and PCPs coordinate care and follow up if you get sick. They are typically the first person you talk to if you have a health issue. They can help you with:

Preventive care (taking steps to avoid illnesses) Treatment of common illnesses Early detection of illnesses or conditions (such as cancer) Management of chronic (long-lasting) conditions Referrals



How to get a PCP?

1 Get a list of healthcare centers where they offer primary care

You might need to call more than one place as the openings for new patients change often.

When you call have on hand: Insurance card or insurance information, a phone number they can call back to reach you, your current address



2 Call the phone number available

You can ask for an interpreter for the language you prefer. If there are automatic options, wait for the option of "new patient appointment" or "new patient registration."

Tip: Is better to call during the weekdays between 9 to 5. If you call on a different time you might have to leave a voice mail and wait for a call back.



3 Request a new patient appointment

You can say:

"Hello, my name is and I am new in the area, and I need to establish care with a PCP, are you accepting new patients?"

Here you can also mention if you have any urgent or special medical needs.



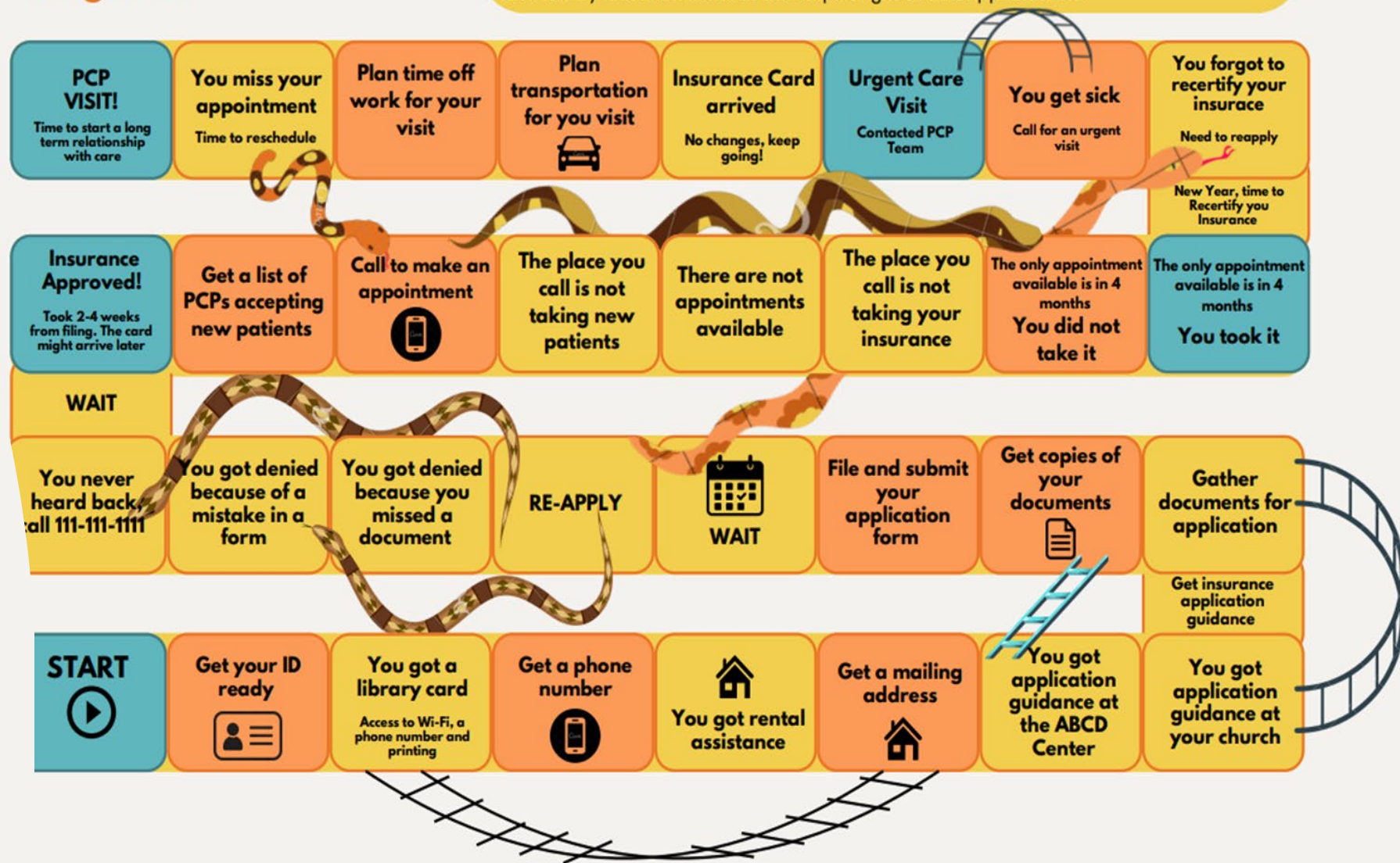
Tip: Currently the waiting time for getting a PCP is very long. If someone is offering a visit in six or eight months, it can be a good option to take it. Once you have an appointment even before you see the doctor they become your PCP and can help you coordinate care if you have any urgent medical needs in the meantime.

How to get A PCP

The game

Getting a PCP is a journey, and getting to the first visit even more. Are you aware of the many steps along the way? To play this game roll a dice and move forward the number of spaces shown on the dice. If you land on a space with the head of a snake, then slide down to a space on the snake's tail. If you land on the bottom of a ladder climb up to the space on the top.

Give it a try and learn some of the steps to get to that appointment!





Thank you 感恩GRACIAS!