

**Annual Fundraising Appeal Puts Goal Within Reach**

Since the April launch of our Annual Fundraising Appeal, PCHC supporters have once again shown their backing for the work we do in the Providence communities through their charitable contributions. **We are within 30% of our target goal, and still need your help.**

This is your chance to show your support for the work we do. No donation is too small, as all are used for much-needed services including pediatric and pre-natal care, special and acute services, services for the elderly, homeless, and services for the un- and under-insured.

Please take a moment to send your tax-deductible donations to:

**Income Development  
 Providence Community Health Centers  
 375 Allens Ave.  
 Providence, RI 02905**

It is in these times of giving that you realize how much you receive.

**With Appreciation**

We want to thank the June Levy Rockwell Foundation for their generous grant that allowed PCHC to purchase a new IBM Series X 3650 Server for our Practice Management System. This powerful addition to our IT department will help process information more quickly and provide the backup and state-of-the-art technology needed in this critical part of our operations.

We also want to thank the Wayland Square Surgicenter for their generous donation to help our patients.

**The Bridge Goes Green!**

With concern for the environment and increasing postal rates, we are asking your help to move to an online version of The Bridge. In the hopes of both doing something good for the Earth and for our budget, we invite you to let us know if you'd rather receive The Bridge via email.

**To get The Bridge by email:** Send an email to [ltharp@providencechc.org](mailto:ltharp@providencechc.org) and just write "newsletter" in the topic/subject line. We will add your email address to our list.

Thank you for helping us to save mailing costs, a few thousand trees, and the environmental impact of inks and processing.

**Tiger Beware! PCHC First Annual Golf Tournament A Success**



Foursome from Chace, Ruttenberg, and Freedman tee off.

The PCHC First Annual Golf Tournament was held on June 13 at the Shelter Harbor Golf Club in Charlestown, Rhode Island. Golfers, sponsors, spectators, supporters and curious onlookers came from all over New England and as far away as New Jersey to participate and to show their support.



Tournament winners in the Net Gross category, the foursome half full.

Eighteen foursomes took to the Shelter Harbor greens. A New Jersey foursome from the strategic planning and facilitation company half full LLC won the low-gross category. Showing true teamwork, CEO Rebecca Twitchell demonstrated the power of positive-thinking and the namesake of her company by cheering her team to victory.

"Our first golf tournament exceeded all expectations and speaks to the teamwork and dedication of participants as well as to the hard work of PCHC staff," comments Merrill Thomas, CEO of PCHC. "The beauty of the Shelter Harbor Golf Club and graciousness of the staff helped make the day memorable."

Many players commented that Shelter Harbor was the best course they had ever

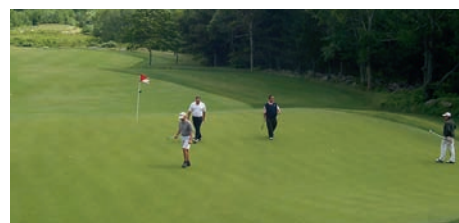


Tournament sponsors Neighborhood Health Plan of Rhode Island.

played, and that the views, especially from the cupola, were unsurpassed. The greens of the private, family-owned Club were designed by the nationally-recognized Golf Course Design Group of Hurdzan-Fry. Shelter Harbor is an outgrowth of a desire to protect and preserve the natural environment. The Club is situated on approximately 400 acres of open space with a permanent prohibition on development.

The money raised from this event will help further the mission of the PCHC health centers to provide quality health care services to over 38,000 patients in Providence and surrounding communities.

We are grateful to our sponsors for their role in the success of our first annual golf tournament



One of the foursomes at First Annual Golf Tournament circle the pin.

**Category winners were:**

**Lowest Gross**

half full LLC foursome  
 Jai Bowman  
 Scott Budnick  
 Michael Kennedy  
 Kenneth Twitchell

**Lowest Net**

Blackstone Valley CHC foursome  
 Ray Lavoie  
 Matt Lavoie  
 Bill Rush  
 Terry Burgess

**Closest to the Pin**

Bob Varone & Hayward Freeman

**Longest drive**

Jai Bowman & Mary Beth Smith

**Corporate Sponsor**

Neighborhood Health Plan of Rhode Island

**Lunch Sponsors**

Barrington Printing  
 Chace, Ruttenberg, and Freeman LLP  
 Dr. Wade & Dr. Saccoccio & Dr. Barry & Mr. Varone  
 Gilbane Building Company  
 GZA GeoEnvironmental, Inc.  
 PARE Corporation  
 Rhode Island Health, Education, and Building

**Award Sponsor**

McKesson Medical-Surgical

**Tee Sponsors**

3M ESPE Dental  
 Commonwealth Purchasing  
 Hinckley, Allen, & Snyder LLP

**Hole in One Sponsors**

Cornerstone Group  
 Flood Ford

**Special thank you to**

John Amaral  
 Jim Harrington  
 Mary Guptill

**Call for Sponsors and Duffers!**

The Second Annual Tournament will be held **Wednesday, June 11, 2008** at the **Shelter Harbor Golf Club**. For information on becoming a sponsor, advertiser, participant or volunteer, email Loretta Tharp at [ltharp@providencechc.org](mailto:ltharp@providencechc.org) or call 401-444-0411 x 3175

**PCHC Mission Statement**

**"Provide neighborhood-based, high quality and accessible primary medical care to improve the health status of the residents of Providence and surrounding communities, regardless of their ability to pay."**





Viviana Hernandez, Operations Trainer/Systems Coordinator

## Program Spotlight

PCHC considers it a privilege to serve the families and individuals who walk through our doors. With this dedication to care and compassion comes a commitment to customer service.

As part of our continuing efforts to enhance customer service and, in fact, make it a hallmark of the PCHC experience, every staff person receives ongoing customer service training. Hand-in-hand with this effort is the opportunity to recognize employees in each of our health centers who exemplify Quality Customer Service.

Viviana Hernandez of the main office is such a person. Viviana's job is to train staff on telephone and computer usage. This is no easy task, when you think of how complex telephone systems and computer software can be!

Viviana's supervisor, Elaine Hardman, recommended Viviana for the recognition. "Viviana is an excellent example of professionalism. She is always pleasant and cheerful and willing to help, despite trying to juggle many responsibilities. She supports others in their work, and makes every effort to accommodate any request."

In addition to excelling at her job, Viviana is willing to expand her responsibilities when asked. She is often called upon to translate flyers, brochures, and signs into Spanish. And when the end of the month rolls around she helps other staffers meet deadlines for keeping track of patient activity within the Center.

Viviana has worked for PCHC since 2003. She began her career as a Patient Service Representative (PSR) "float." Not long thereafter, she was promoted to a Senior PSR. Her hard work and dedication has earned her the current position of Operations Trainer/System Coordinator. Viviana lives in the community with her husband, Bolivar, and their four-year old daughter. Viviana has an Associates Degree from Hostos Community College in the Bronx, NY and hopes one day to return to college for her Bachelor's degree.

We thank Viviana for all that she does for her customers and for helping PCHC meet its Quality Care goals.

## Dental Clinics Expand Again



Kerri Calderiso, dental hygienist, uses new Statim Sterilizer thanks to grant from Ocean State Charities Trust.

The success of the Broad Street and Crossroads dental clinics gives new meaning to "Open Wide." Open only two years, the PCHC dental program is expanding again. Nine students from the Community College of Rhode Island (CCRI) recently finished their internships at PCHC: eight at our Broad Street location and one at the Crossroads.



Community College of Rhode Island dental interns, Kerri Calderiso, Marissa Halunen, Alisha Burrows, Sarah Powrie, and Viktoriya Fournier.

This year the students saw over 205 patients as they built their skills for moving into dental practices throughout the country. One of the graduating students, Kerri Calderison, was so impressed with our program that she applied for a hygienist position. With first-hand experience of her skills and care for patients, she was hired. When asked why she wanted a position at PCHC she said, "I feel like I need to be here to help serve the children and pregnant mothers who come for care."

In addition to new faces, the Broad Street clinic recently purchased a Statim Sterilizer through a generous grant provided by Ocean State Charities Trust. This piece of equipment sterilizes dental equipment faster than other dental sterilizers. With the Statim Sterilizer, the clinic is now able to see more patients as the time to sterilize dental utensils is reduced.

We appreciate and thank Ocean State Charities Trust for their support of the Providence Community Health Centers

## Mark your Calendars for Gala 2007

Set the date. Make your reservations. Get dance lessons. Find a new dress. Take your tux to the cleaners. Become a sponsor. Help yourself and others lead a healthier life. We're already planning for the Gala 2007 Fundraiser at the **Providence Biltmore** and want you to join in the festivities!

**When:** Friday November 2, 2007  
**Reservations:** Email Sue at [sheaney@providencechc.org](mailto:sheaney@providencechc.org) or call 401-444-0411 x3148



Dottie Afriyie takes a fresh breath at PCHC.

## Breathing into Life

Dorothy "Dottie" Afriyie was a two-pack a day smoker when her PCHC doctor delivered three statements that would change her life forever: 1) she had asthma, 2) she had the lungs of a 99-year old woman, and 3) she had an 88% chance of getting emphysema.

Dottie, 50 years old, took the verdict seriously. Dottie had lost her mother to lung cancer a year earlier. Having helped her mother through the trials of the illness, she knew what could be in store for her. She wept.

She had tried many times before to quit, but the addiction was stronger than her will. This time, her heart was in it and her conviction was strong. Dottie had a long conversation with the PCHC asthma educator, Eliza Beringhouse. "The best advice I got was to change my way of looking at things," says Dottie. "Instead of buying cigarettes, I used the money on a patch that would help me quit." It wasn't an easy road, but now, less than a year later, Dottie is free from smoking and her lungs have improved to those of a 68-year old. Dottie's risk of emphysema has been reduced to 5%. Needless to say, the process has been life altering.

Being able to kick the habit changed more than Dottie's lungs. She has more confidence, believes in her ability to accomplish what she sets her mind to, and enjoys the pleasures of daily living. The physical improvements are obvious: Dottie can walk to the corner and not have to stop because she is winded; she is not tired throughout the day; she can experience a full, real breath; she doesn't depend on her inhaler as much as she used to; and she saves a lot of money that she used to spend on cigarettes.

But it's deeper than that. Dottie feels that she will be around longer to enjoy her four grandchildren. Dottie comments, "Accomplishing this has given me more confidence to do other things. If I can quit smoking," she said, "I can accomplish a lot of other things in my life that I always wanted to do and didn't think I could. This for me is life changing in many ways."

Dottie has been a patient of the Providence Community Health Centers for over 20 years and she thanks the people who helped her and supported her through this journey to true health.

Do you want to quit? Contact: 1-800-TRY-TO-QUIT (1-800-879-8678)

### Board of Directors

51% of PCHC Board Members are also our patients.

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## THE PROVIDENCE COMMUNITY HEALTH CENTERS LOCATIONS

### Administrative Offices

375 Allens Avenue  
401-444-0400

**Allen Berry**  
202 Prairie Avenue  
401-444-0570

**Capitol Hill**  
40 Candace Street  
401-444-0550

**Central**  
239 Cranston Street  
401-444-0580

**Chafee**  
One Warren Way  
401-444-0530

**Crossroads**  
160 Broad Street  
(401) 521-2255  
(phone to change January, 2007)

**Olneyville**  
100 Curtis Street  
401-444-0540

**Dental Clinic**  
557 Broad Street  
401-444-0430

**Met School Clinic**  
325 Public Street  
401-752-2600

**Whitmarsh Clinic**  
557 Broad Street  
401-444-0483

Visit us at [www.providencechc.org](http://www.providencechc.org) or call 401-444-0400