



# 2023 Impact Report





CEO, Bethany Kieley

“CHP provides an excellent service to my community.

*How wonderful, in today's world, to have medicine practiced in a way that is patient-oriented and inclusive.*

—CHP Patient



## “How can we help?”

CHP has been asking this question since our early days in 1975. Now, as we've grown to improve and sustain health for more than 30,000 people in the Berkshires, this question is still our touchpoint.

But equally important is this: “How are WE doing?” To best care for our community, we at CHP Berkshires must tend to our own organizational health and wellness. We must check our own “vital signs” and adapt as needed.

**We measure our health by the number of patients we care for, the number of staff we employ, and the number of neighbors who access our Family Services programs. But we also ask harder questions: What are our patients' health outcomes? What is our employee retention rate? How is CHP's financial health?**

I'm delighted to share our 2023 Impact Report and our plans for expanding the ways we help in 2024 and beyond. I'm certain you'll be encouraged by what you learn and I hope our good health and community impact will inspire you to ask, “How can I help CHP?”

As a newcomer to the Berkshires, I'm convinced that for many, this is the place to live a healthy life. But for others, rural life is laden with challenges like high housing costs, food access challenges, limited job opportunities, and other barriers to a settled and contented life.

If you're inclined to ask, “How can I help?” here are some answers. While we are reimbursed by health plans for most medical and dental services, CHP relies on your support and grant funding to help our patients address questions like: Do you have transportation to your upcoming appointment? Were you able to get to the lab for your bloodwork, or to the pharmacy? Do you need food this week? Do you have housing? Do you need help with a utility bill? Any of these stressors can compromise health, wellness and personal security. We don't receive any reimbursement when we help patients solve these kinds of problems. But still, we help—and so can you.

We hope this CHP snapshot will capture all that we've achieved, and that it will instill your confidence in the work we do and give you a better picture of how you can join us in our work.

Thank you for your past support and for your ongoing support as we carry on our work of helping improve the lives of our Berkshires neighbors.

*Bethany*



## In 2023, CHP Berkshires...

- Reduced clinician turnover by 30%, ensuring continuity of patient care
- Welcomed 4 doctors, 3 dentists, 13 nurses, 8 behavioral health specialists who joined the CHP team
- Hired 11 Community Health Workers to support patients in navigating their healthcare
- Expanded Family Services to Adams to serve more Northern Berkshire families
- Completed renovation of Lee Family Practice to now serve 1,500 more patients
- Grew our Mobile Health fleet from 1 to 4 units, with a second mobile health van, dental clinic, and food distribution van
- Orchestrated a rapid response effort to meet the urgent needs of 85 refugees in Great Barrington and Pittsfield
- Launched remote self-check-in system, streamlining the patient experience
- Partnered with Elizabeth Freeman Center on One Door Project to promote trauma-informed care, recovery services, and essential support to survivors of sexual abuse and domestic violence

## In 2024, we are...

- Launching urgent care and walk-in appointments on CHP's Mobile Health Units
- Building upon our Nurse Practitioner Residency program and investing in local workforce development
- Opening CHP Adams Family Dental Practice in the Spring of 2024
- Reopening CHP Great Barrington Family Dental in the Fall of 2024
- Deploying our new Mobile Dental Unit throughout the Berkshires
- Increasing patient access to contraception with Upstream grant funding
- Integrating Size-Inclusive Care and accessibility improvements to reduce size-related stigma and create a more comfortable patient experience
- Building on Diversity, Equity, Inclusion, and Belonging (DEIB) initiatives, to further benefit our staff and patients

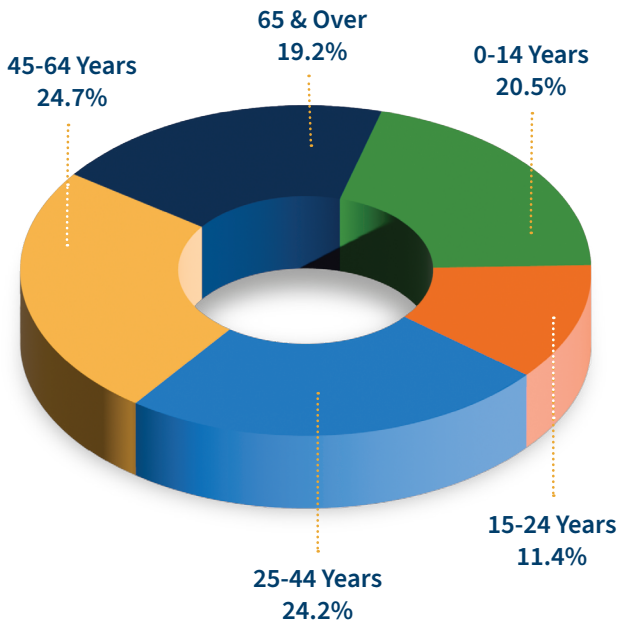
“*My first visit to CHP left me greatly impressed—everything felt more personal, and my doctor was exactly what I’d been hoping to find when choosing a new PCP.* —CHP Patient

# Your Generosity at Work in Our Communities

The data presented below reflects information collected in 2023, providing an overview for the entire year except where otherwise noted.

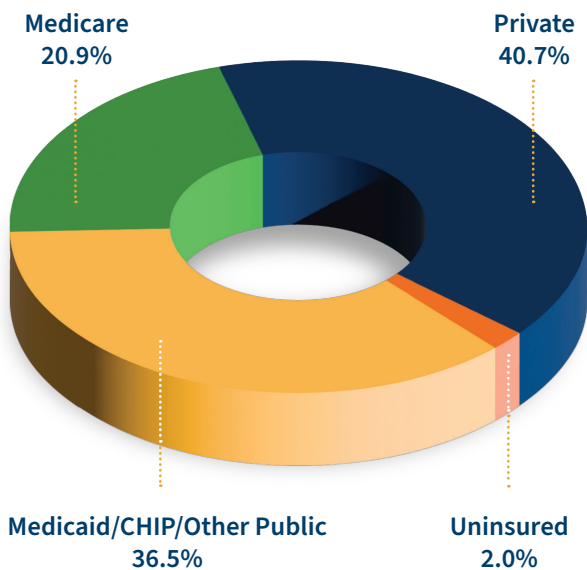
## CHP Patient Ages

CHP provides healthcare for all ages and stages.



## Patient Insurance Status

No one is denied access to services due to an inability to pay. CHP Health Navigators assist patients without insurance to get and keep it.



**285**

Staff employed

**27,963**

Patients seen

**95,358**

Appointments made



**524**

Mobile Health Clinics

**169**

Clinic Locations

**5,800**

Patients Served



**EACH MONTH**

**250**

Clients served by free mobile food banks in Great Barrington & Dalton

**EACH WEEK**

**250**

Families used Family Services self-serve food pantry

**70**

Families in CHP Nutrition Club/Flex Services

**75**

Families received "Food for All"/MDAR distributions

**45**

WIC "Veggie Mondays"



**EACH MONTH**

**653**

WIC families served

**115**

Kids participated in CHP playgroups

**38**

Kids in ParentChild+

**30**

SNAP applications



**EACH MONTH**

**229**

Mothers & babies received baby formula

**39**

Mothers received lactation counseling

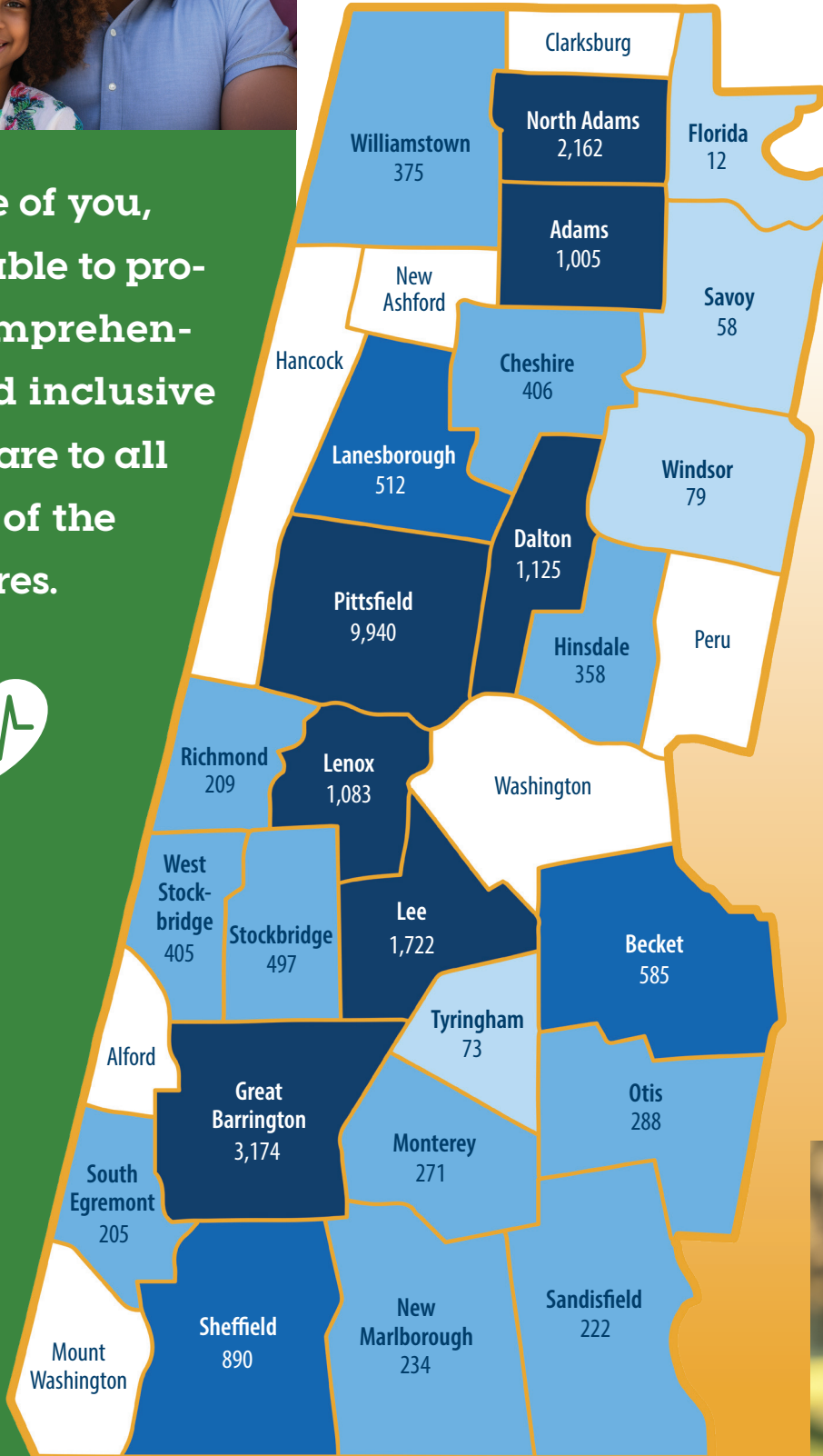




# The Berkshires and Beyond...

Where Our 27,963 Patients Live

Because of you,  
CHP is able to provide comprehensive and inclusive healthcare to all corners of the Berkshires.



## Legend

- 1,001–10,000 Patients
- 501–1,000 Patients
- 101–500 Patients
- 10–100 Patients
- Other

## Other

**2,188 Patients** from towns in the Berkshires with fewer than 20 patients, neighboring regions in Massachusetts, and patients from Connecticut, Vermont and New York state.



# 2023 Individual Donors

January 16, 2023, through January 15, 2024\*

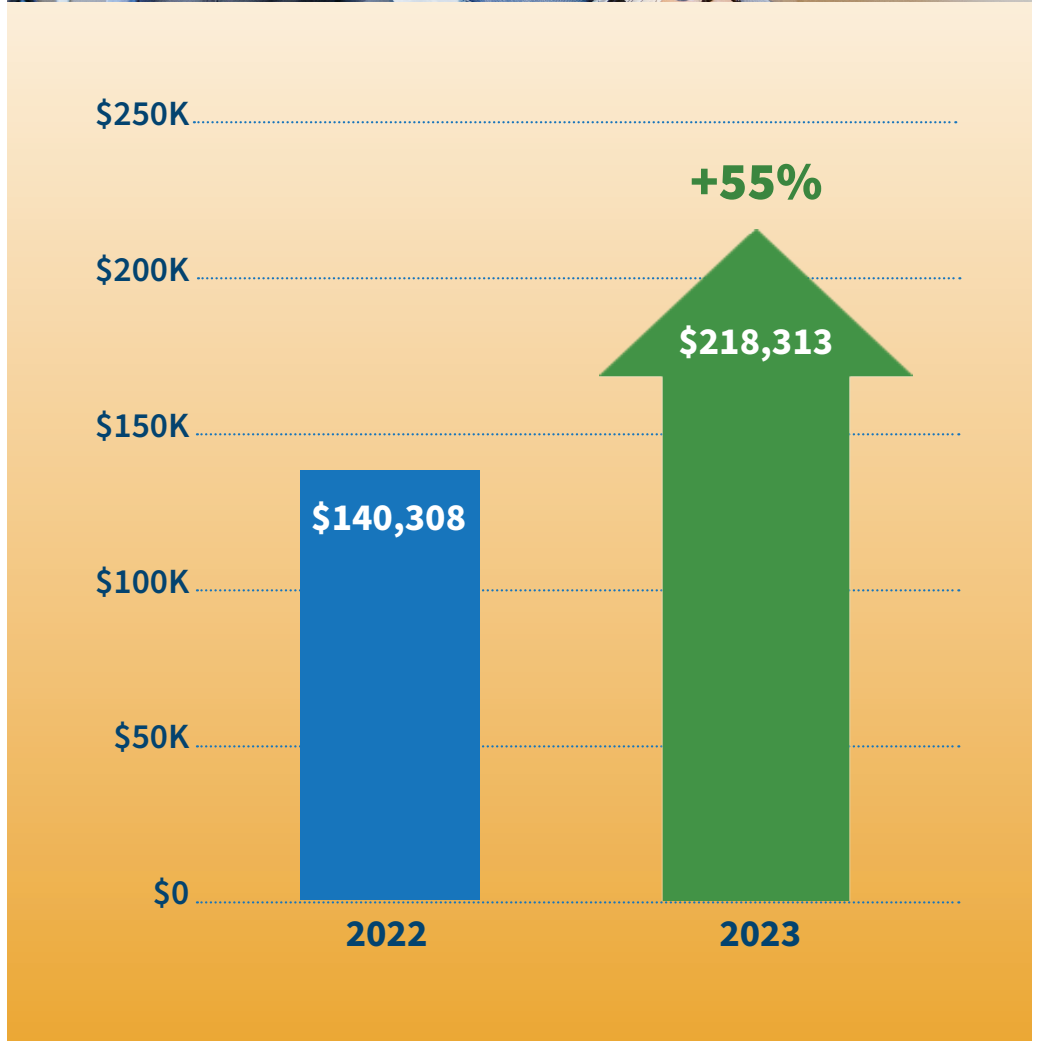
Alford-Housatonic Methodist Church	Norma and Gilbert D'Oliveira	Peter Hofman	John Muller
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Dana B. Anderson	Brian Drake	Courtney Hunter-Melo	Ellen Murtagh
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Cynthia Delpapa			

\*Every effort has been made to ensure the accuracy of this donor list. Please contact us with any omissions, corrections, or questions.

# Your donations make our work possible.

Thanks to you, we raised **\$218,313.19** in 2023 —  
a **55% increase** from 2022!

Shoval Foundation  
Marilyn Shulklapper  
Thomas and Christine Sierau  
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Margaret Wormley  
Barbara Zheutlin and  
Jonathan Hankin



*Thank  
You!*



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Great Barrington, MA 01230

### CHP Leadership

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Executive VP & CFO

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**Michelle Derr**  
Senior VP, Family Services  
& Mobile Health

**Thomas Duchesne**  
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“ *CHP exemplifies what healthcare should be.  
Everyone is respectful, kind and validating.*

*Thank you!* —CHP Patient