



Impact Report 2023





A LETTER FROM

Dr. Riseberg

Dear friends of BCP,

The late Bill Russell used to say “there is no such thing as other people’s children.” That is a guiding principle of our work at Boston Community Pediatrics (BCP). We are here for families every step of the way—**from diapers to diplomas**. This is why we have a Strong Mom, Healthy Baby group for well-child visits in the first year of life, mental health groups for teens, and a program where we help patients navigate the college application process. Each and every patient that comes to BCP is seen as a unique individual with different needs and goals.

BCP’s model is predicated on the understanding that in order to shift health outcomes, we must not only increase access to care, but we must also deepen the trust and relationship between historically marginalized groups and their providers. It is time that we, as a society, demand an investment in our children by creating a healthcare system that values trust, belonging, and dignity while increasing insurance reimbursements for comprehensive, preventive pediatric primary care. These values are what drive us and our work at BCP.

In 2023, we doubled our space, almost doubled our staff, and saw an overall 900% increase in patients since opening just three years ago.

We now have 20 staff members, and are proud to have added a Chief of Staff and Medical Director in 2023. We launched BCP’s Strong Mom, Healthy Baby Program, brought weekly dental services onsite through a partnership with BU Dental School and continued to ask patients for their feedback: 100% of surveyed patients reported that their provider listened and explained things clearly, something only 50% of patients with low-income typically respond when surveyed. BCP’s overall Net Promoter Score (NPS) score is 95%, which is a remarkable achievement that underscores the effectiveness of BCP’s unique, integrated, relationship-centered healthcare approach.

2023 was nothing short of remarkable and we could not have accomplished all that is in our 2023 Impact Report (and more!) without the support of many of you. I hope you enjoy reading the highlights of our collective work together.

Now, onto an even bigger year in 2024!

With gratitude,

Robyn
Founder, Boston Community Pediatrics

“It is time that we, as a society, demand an investment in our children by creating a healthcare system that values trust, belonging, and dignity while increasing reimbursements for comprehensive, preventive pediatric primary care.”

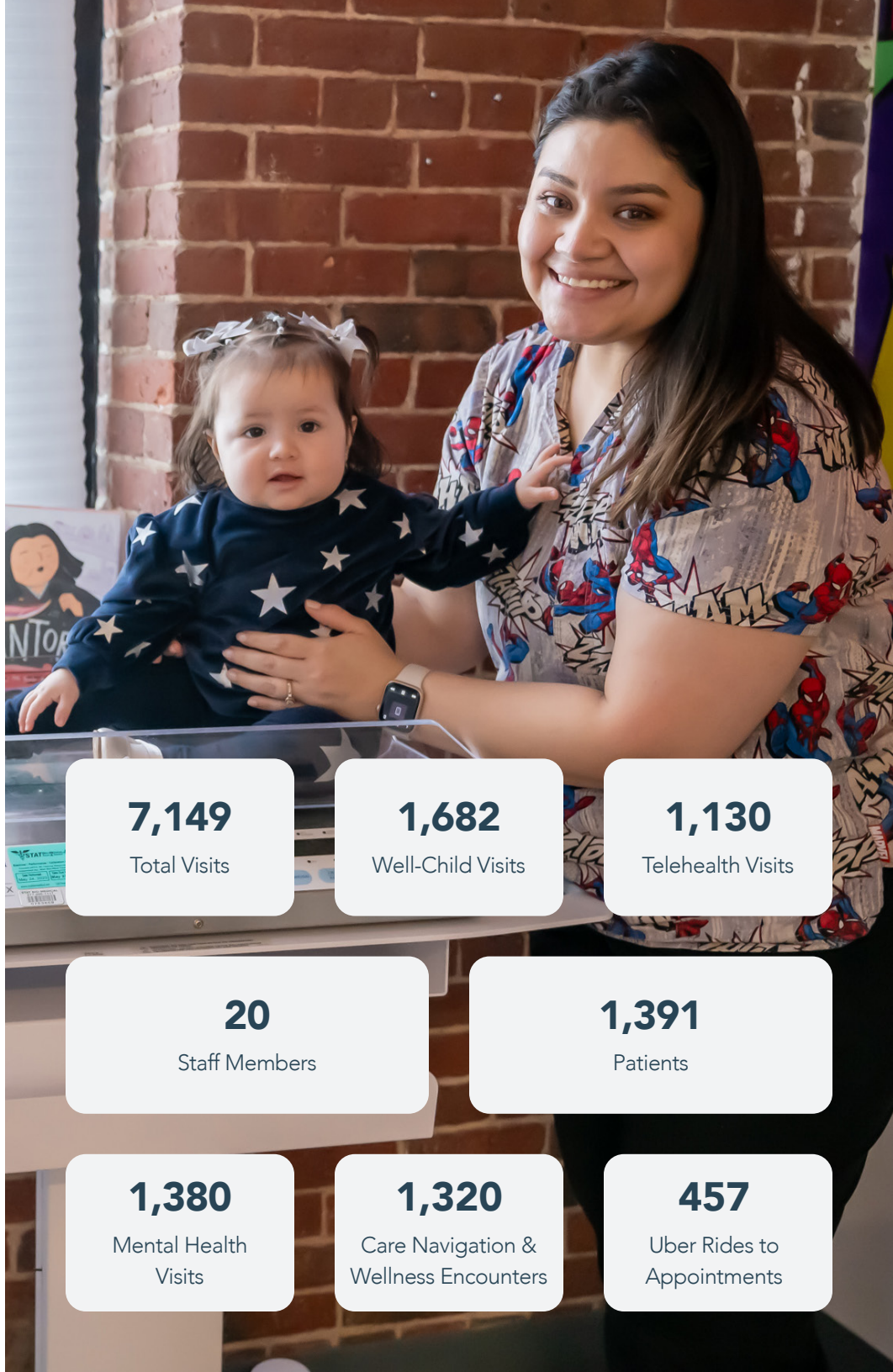
— Dr. Robyn Riseberg, Founder, *Boston Community Pediatrics*



2023 by the Numbers

At every visit, families are proactively offered valuable resources with dignity to help alleviate any stress and financial burden. No family is singled out for targeted offers of these resources, which often reinforces the stigma.

In 2023, BCP distributed:



BCP Doubled its Footprint in 2023

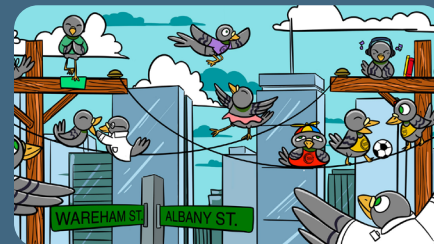
On October 12, 2023, BCP unveiled its expanded space and celebrated its third anniversary of serving Black and Brown families with low-income in Boston with dedicated attention to health equity and addressing the social determinants of health (SDOH).

In just over three years, BCP has grown to serve almost 1,400 patients on-site at its flagship location in Boston. Over the next year, BCP will increase both the breadth and depth of its services in this expanded space at 527 Albany Street and grow the team to reach approximately 1,750 patients. This event marked the beginning of a new chapter for Boston Community Pediatrics, and also, an incredible achievement for health equity in Massachusetts.



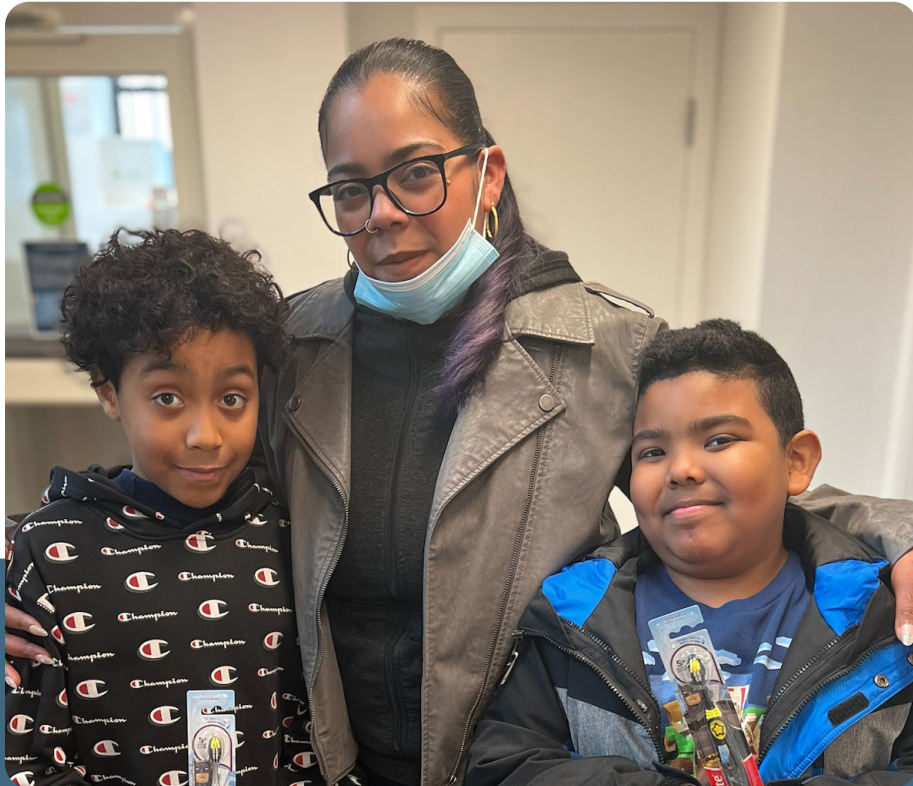
BCP Partnered with Artists for Humanity to Enhance its New Space

BCP once again collaborated with Artists for Humanity (AFH) to create beautiful and unique artwork for its seven exam rooms. A group of teen graphic designers were selected for the project and were tasked to come up with a design concept, client pitch, and apply feedback, iterating until final approval. The impact was undeniable for AFH teens—they built confidence, self-esteem, and their resume—but also for BCP's patients. **Together AFH and BCP are contributing to economic vitality and building a more equitable world.**



Ensuring High-Quality Medical Care for All

There is a **BCP medical provider on call 24 hours/day, 7 days/week** so that when the office is not open, patients are able to reach a provider who is familiar with them and can provide advice. This advice often saves patients from having to go to the emergency room as providers can conduct a telehealth visit and/or see the patient in the office first thing the following morning. BCP also understands the importance of seeing patients when they are sick and this is a part of the medical model BCP has created. On average, **BCP is seeing 157 same-day visits per month**, which means when a patient calls and asks to be seen, they are seen. This access to pediatric providers with a relationship-based approach has proven to be successful, as **BCP's no-show rate in 2023 was less than 10%**, compared to 30% at other institutions.



BCP Launches a Dental Program

BCP's commitment to trust includes responding to what patients say they need. BCP's dental program, established in 2023, in partnership with Boston University (BU) Dental School, is a direct result of suggestions expressed through BCP's patient satisfaction survey. BU dentists and dental students see patients weekly for exams, cleanings, sealants, and to provide oral health education along with dental supplies. All services are provided regardless of ability to pay; and being able to have a medical and dental exam on the same day makes a tremendous difference in parents' ability to attend to their children's oral health. Over 100 patients were seen in the first four months of this program, and these numbers continue to grow as this partnership deepens.



Strong Moms, Healthy Babies

BCP's Strong Mom, Healthy Baby group has completed almost half of the year-long program to support moms in the first year of life, during which their babies also get all of their well-child visits and immunizations. Eight consistent mom-baby duos have participated in this parent-led, provider-facilitated group that encompasses physical health, mental health, and the social determinants that affect health - all in one program.



Providing Fully Integrated Behavioral Health Care

In addition to providing patients with exceptional care for their physical health, BCP has a groundbreaking integrated behavioral health program, which includes: both traditional therapy and short-term therapy, provided in collaboration with pediatric providers; coordination of services and referrals with outside agencies; behavioral health check-ins during well-child visits; and the services of a consulting child and adolescent psychiatrist.

Over the past year, BCP has had two full-time mental health clinicians, one of whom speaks Spanish, who have provided 1,391 mental health visits to support patients with their collaborative and effective mental health services. While many organizations are working towards the collaborative care model for patients, this model is exactly what BCP is already doing. BCP also has a registry of 277 patients with a mental health diagnosis who receive regular outreach and support from mental health and medical providers.

Teen Mental Health Group

BCP offered both a teen mental health group and a preteen group where patients are in community together, share challenges and successes, and recognize that they are not alone. This unique approach to mental health, which includes meeting patients where they are in their own journey and offering a multitude of ways to access mental health services, is what makes BCP's work so accessible and successful.





Addressing the Social Determinants of Health

SDOH supports include providing assistance with housing and food insecurity, childcare, navigating WIC and SNAP applications, utility support, as well as school and summer camp enrollment, among others. BCP's care navigation team has been actively involved in building a network of community resources focused on addressing various SDOH. To achieve this, SDOH screenings are completed at least annually by patients and reviewed by providers, who then partner with the care navigation and wellness team to address the needs of each family. Over the past year, BCP has extended support to 572 patients and their families, providing assistance a total of 1,320 times in areas including housing, food, utilities, childcare, transportation, employment, and education.



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Boston Community Pediatrics strives to bridge the gaps in healthcare access, providing comprehensive care and support to those who need it most. Every person's well-being matters, and our partnership helps empower individuals and families to thrive, fostering a healthier and more equitable future for all.”

– Amy Atwood, Takeda Vice President, USBU and U.S. Region Communications and Philanthropy

Stable Housing is Critical to Health

BCP's commitment to patients extends well beyond their pediatric care. BCP has enhanced its efforts to help address the growing housing crisis due to the lack of affordable housing and the continued rising cost of rent in Greater Boston.

In 2023, BCP provided 326 patients with housing and utility support:

- **60 patients found new housing and 72 patients stayed housed** in their current housing as a result of advocacy, applications, and/or financial support from BCP.
- **15 patients are currently in shelter** due to the advocacy and support BCP provided. They are often fleeing domestic violence or other unsafe situations.
- **68 patients are waiting** for adequate housing and are doubled up with another family, living in shelter or unsuitable conditions. BCP helped them get on active waiting lists.
- **111 patients were supported with utilities** by providing medical utility letters, helping get families on payment and discount plans, and direct financial support.



A Strong Community is Built by Showing Up and Giving Back

Building community is core to the mission of BCP. BCP's special events support **over 1,000 people** during high-need times throughout the year in preparation for summer camp, back-to-school time, Thanksgiving, and the holidays. BCP provides a number of different resources and alleviates stress so that families do not have to make the difficult choice between enjoying these important milestones, providing for their children, or being able to pay their utility bills or rent.



Bringing BCP to More Neighborhoods

Through its Hyperlocal Community Initiative, BCP is creating partnerships with early childhood centers, after-school programs, community organizations, and affordable housing communities.

- BCP staff facilitate health and wellness education forums with community stakeholders.
- BCP's inclusive structure welcomes youth, children, and child-serving adults as partners in learning.
- BCP provides this free of charge to partners and covers costs through its own resources.

What's Next For BCP?

BCP will conduct an analysis that examines the extent to which this practice is improving patients' health and well-being, and generating savings for the medical system to provide the type of personalized and integrated care that BCP believes families need and deserve. BCP will use the Quintuple Aim as a framework to measure all aspects of BCP's programming. Early results show that BCP is excelling in all five of these areas, which are:

1

Improving the Patient Experience

100% of BCP patients say that their provider listened and explained things clearly - something that only 50% of patients with low-income typically report.

2

Achieving Better Outcomes

BCP's no-show rate is 10%, compared to 30% at other institutions. This is because phones are answered, there are evening office hours, appointment scheduling is patient-centered, and transportation help is provided.

3

Lowering Costs

Despite lower insurance reimbursements from MassHealth, which the majority of patients have, the cost for this type of comprehensive pediatric care is approximately \$2,400/year or \$200/month per patient.

4

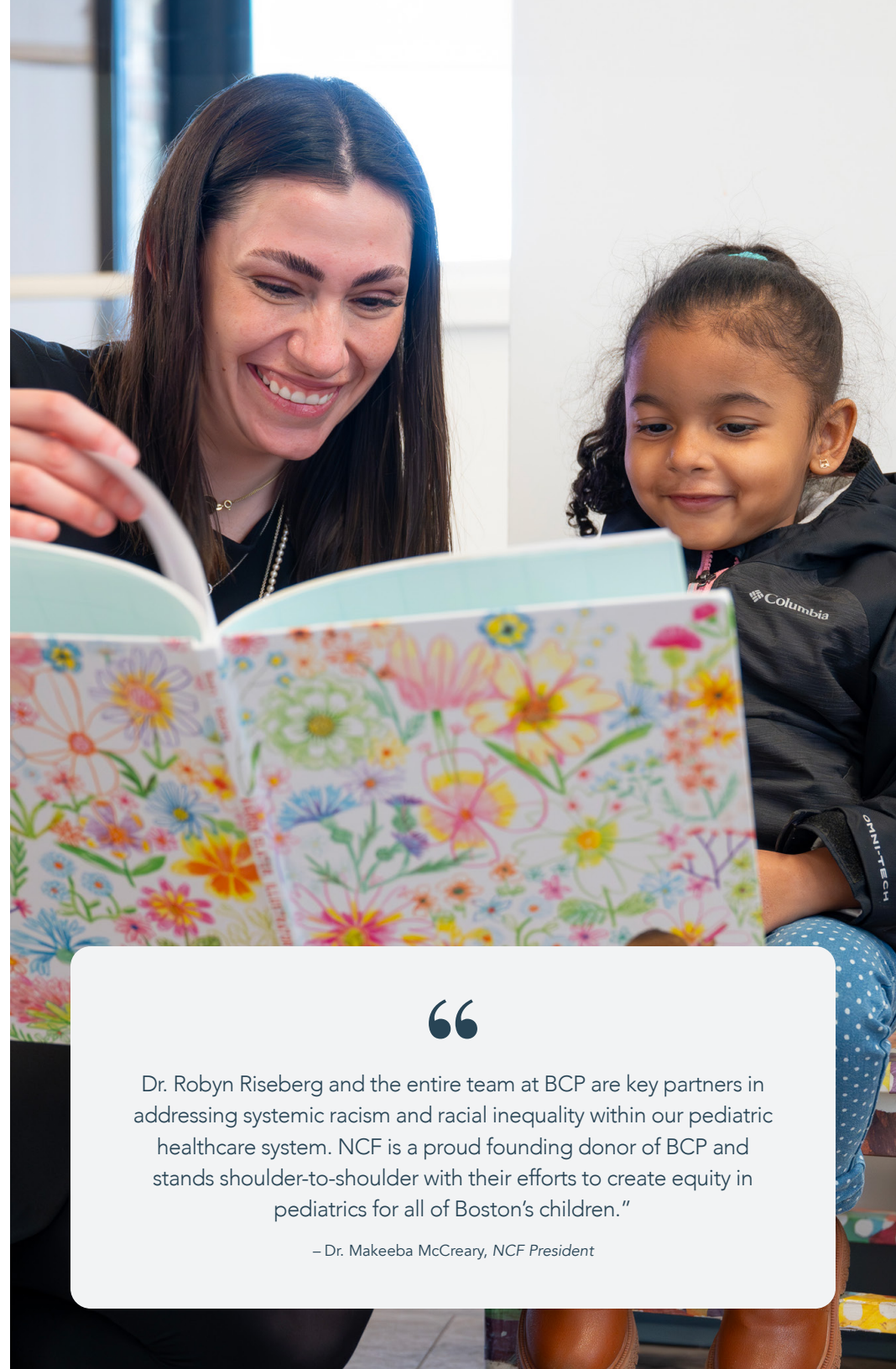
Preventing Staff Burnout

BCP staff are treated with the same dignity and respect that we give to our own families and have a voice in this important work.

5

Achieving Equity

BCP is committed to changing outcomes and disrupting the cycle of poverty that has been perpetuated by years of systemic racism.



“

Dr. Robyn Riseberg and the entire team at BCP are key partners in addressing systemic racism and racial inequality within our pediatric healthcare system. NCF is a proud founding donor of BCP and stands shoulder-to-shoulder with their efforts to create equity in pediatrics for all of Boston's children.”

—Dr. Makeeba McCreary, NCF President



Community Partners

Our partners support BCP in a variety of ways, from providing much needed resources for families, to collaborating on community events.

- About Fresh
- Appaman
- The B Fund
- Boston Bullpen Project
- Boston Public Health Commission
- Camp Harbor View
- Christmas in the City
- Cocotree Kids
- Commonwealth Kitchen
- Cradles to Crayons
- Diaper Circle
- Dignity Matters
- Ethos
- First Republic Bank
- Girls on the Run
- Greater Boston Food Bank
- Dr. Gerald Hass
- Hope & Comfort
- Inquilinos Boricuas en Acción (IBA)
- Kids Clothes Club
- Kenzie & Hope
- Laura MacLean
- Maggie Moore
- National Charity League, Wellesley Chapter
- Neighborhood Villages
- Olivia's Organics
- One by One Project
- Project Restore Us
- Reach Out and Read
- The Riseberg Family
- Lynne & Gary Smith
- studioMLA
- Temple Beth Elohim (TBE) Table
- The BASE
- The Holland Companies
- United South End Settlements (USES)
- Welcome Home
- YMCA of Greater Boston

“

BCP's commitment to integrated behavioral health services and direct access to primary care providers is pivotal in ensuring that pediatric healthcare is inclusive and effective for every child. By supporting BCP as the first nonprofit, pediatric private practice in MA, we're advancing a model of care that prioritizes prevention, family-centered services, and holistic well-being.”

– Charlotte Wagner, Founder & President, Wagner Foundation

BCP's Donors

Our donors make it possible for BCP to provide high-quality care to all of Boston's children. Their support enables us to continue to work towards creating equity within pediatric healthcare.

\$250,000+

- Anonymous (3)
- Takeda

\$100,000+

- 2-4-3 Giving Fund
- Moderna Charitable Foundation

\$50,000+

- Apricus Principle
- Boston Children's Hospital
- Boston Public Health Commission
- Centers for Disease Control and Prevention
- Kimball Prentiss & Gerald Downes
- Wagner Foundation
- Yawkey Foundation

\$25,000+

- Anonymous (3)
- American Tower Foundation
- Audax Charitable Foundation
- CVS Health Foundation
- James Pace Clayton Fund
- The Sidman Family Foundation
- Stephanie & Brian Spector
- Susan & Jim Swartz

\$25,000+ (Cont.)

- The Thoracic Foundation
- Wellsprings Family Foundation
- Plymouth Rock Assurance Foundation

\$10,000+

- The Abbey Group
- Anonymous
- Asian Community Development Corporation
- The B Fund
- Bain Capital Community Partnership
- Blue Cross Blue Shield of Massachusetts
- Carl and Ruth Shapiro Family Foundation (with special thanks to Jennifer and Mark Herman)
- The Doolittle Family
- Eastern Bank
- Scott Friend & Leslie Riedel
- Debbie & Keith Gelb
- Givinga Foundation
- Lisa Gross & Richard Hoffman
- HarborOne Foundation
- Jacobson
- Jeff & Lisa Kerrigan
- Joan & Merv Litzow

\$10,000+ (Cont.)

- Richard K. Lubin Family Foundation
- Massachusetts Migrant Families Relief Fund, a partnership of United Way of Massachusetts Bay and The Boston Foundation
- Maggie Moore & Michael Fleisher
- James & Kelli Morrow
- Frank & Kelly Panayotou
- Lori & David Silverstein

\$5,000+

- Amelia & Frank Angella
- Anonymous (2)
- Jennifer & Eric Aronson
- Mr. Christian A. Atwood and Dr. Susan A. O'Bell
- Britt & James Bardinelli
- Abigail Ross Goodman
- Laura Iannetta & Doug Fisher
- Amy & Andy Kingman
- Kara Nieto
- Resnik Family Fund
- Third Rock Ventures
- TwinFocus



Help Make An Impact

Support BCP's continued growth and join our community of multi-year donors committed to pediatric health equity.

We are creating a movement to change the way healthcare is delivered to all children.



Give Online

You can donate online through the Boston Community Pediatrics website:

www.bostoncommunitypediatrics.org/donate



Mail a Check

You can send any physical donations to our office at:

527 Albany St., Suite 200
Boston MA 02118

Thank you for joining our movement!



BOSTON COMMUNITY PEDIATRICS
Bringing Equity to Pediatric Healthcare