



BOSTON COMMUNITY PEDIATRICS

Bringing Equity to Pediatric Healthcare

IMPACT REPORT





"We are going to figure out how to make BCP healthcare the new standard of healthcare for all kids. We are going to show healthcare that there is another way - the BCP way."

- Dr. Robyn Riseberg
Founder, Boston Community Pediatrics



A Letter from Dr. Riseberg

2024 was a year of deep growth and commitment - an even deeper commitment to BCP's fully integrated model and an even greater understanding of the special sauce of BCP. We have created an innovative, holistic pediatric care movement that now reaches over 1,600 children in Massachusetts, many of whom live in poverty. The BCP care model combines pediatric primary care with integrated behavioral health, dentistry, and care navigation services (that address social drivers of health), as well as an array of practical resources, community events, and collaborations. Not only does BCP's movement for health equity improve health for its patients, it impacts the broader life trajectory of the families it serves.

But what is the special sauce that makes this movement possible? It is a belief that all children deserve access to the same healthcare that our own children receive, combined with an organizational culture that invests in people and the resources needed to make this happen. It is also a belief that change is possible and in order to do that, we need to disrupt the status quo. In 2024, BCP was recognized for this innovative approach to healthcare, receiving the Massachusetts Nonprofit Network's Excellence in Innovation Award.

At BCP, we are not willing to accept that people should live in poor and unsafe housing conditions. We are not willing to accept that patients cannot reach their pediatrician when they have a sick child and end up in the emergency room. We are not willing to accept that we have not yet invested in accessible mental health care even though we know mental health treatment can reduce overall medical costs by 22%. And we are not willing to accept a 23-year life expectancy difference between Roxbury and Back Bay, just two miles apart, in our very own city.

In 2024, BCP engaged Health Resources in Action to examine the healthcare landscape and interview our most important stakeholders - our patients and staff. What we learned was striking - it was almost impossible to distinguish the comments made by patients and staff. Our investment in staff and patients is clear to all, and both are so proud to be part of the BCP community.

It wasn't until I was speaking to 400 guests at the JFK Library in November that I was able to truly reflect on the magnitude of what we have created and accomplished. We are a small but mighty team that has pushed the limits of what is possible in pediatric primary care, redefined the meaning of pediatric health care, and reimagined a broken system to create a health equity movement that truly works for patients and staff. This movement is possible because of our incredible community of donors, community leaders, elected officials, board members, and other volunteers.

At a time when thousands of families are uncertain about their healthcare access, burnout is among healthcare's biggest concerns, and many of the social determinants of health are at particular risk, BCP's story is one of resilience, leadership, and an unwavering commitment to health equity. As a health equity nonprofit practice that has the delivery of pediatric healthcare at its core, we will continue to work tirelessly to ensure that access to the high-quality care our patients need and deserve is not compromised.

Without all of you, there would be no BCP. Thank you for joining this movement and supporting us in so many ways.

With gratitude,

Dr. Robyn Riseberg
 Founder



2024 By the Numbers

BCP centers dignity in everything we do. At every visit, families are provided with essential items. If a family does not need them, they can decline or leave them in the exam room. In this way, a parent does not have to ask for help in front of their children.



5,324

Bags of Groceries
& Prepared Meals



19,902

Hygiene & Period
Products



12,805

Diapers & Wipes



9,910

Pairs of Underwear



THOUSANDS of Clothing Items

7,415

Total Visits

547

Uber Rides

22

Staff Members

1,602

Patients

1,097

Telehealth Visits

Telling Our Story:

Voices From the Front Lines



On November 13th, BCP hosted nearly 400 people at the JFK Library and raised \$875,000 to support our work. Our event, **Voices From the Front Lines: How Boston Community Pediatrics is Changing Healthcare**, celebrated BCP's work to serve children and families who have low-income and expand access to high-quality, pediatric healthcare. Alongside distinguished experts and community leaders, we explored the urgent challenges facing pediatric healthcare and the youth mental health crisis. We are truly grateful for the opportunity to have these conversations among our community and share our vision for a healthier, more equitable future for all children. A special thank you to our honorary host and host committees, event sponsors, and speakers who made this event possible.



Scan the QR code to listen to Dr. Robyn Riseberg's keynote address from the event:



"[BCP] understands that it's not only important to show up and be innovative and creative in service delivery. It's also equally important to take on those social determinants through policy and effective and impactful policy change."

- Attorney General
Andrea Joy Campbell



Thank You to Our Event Sponsors

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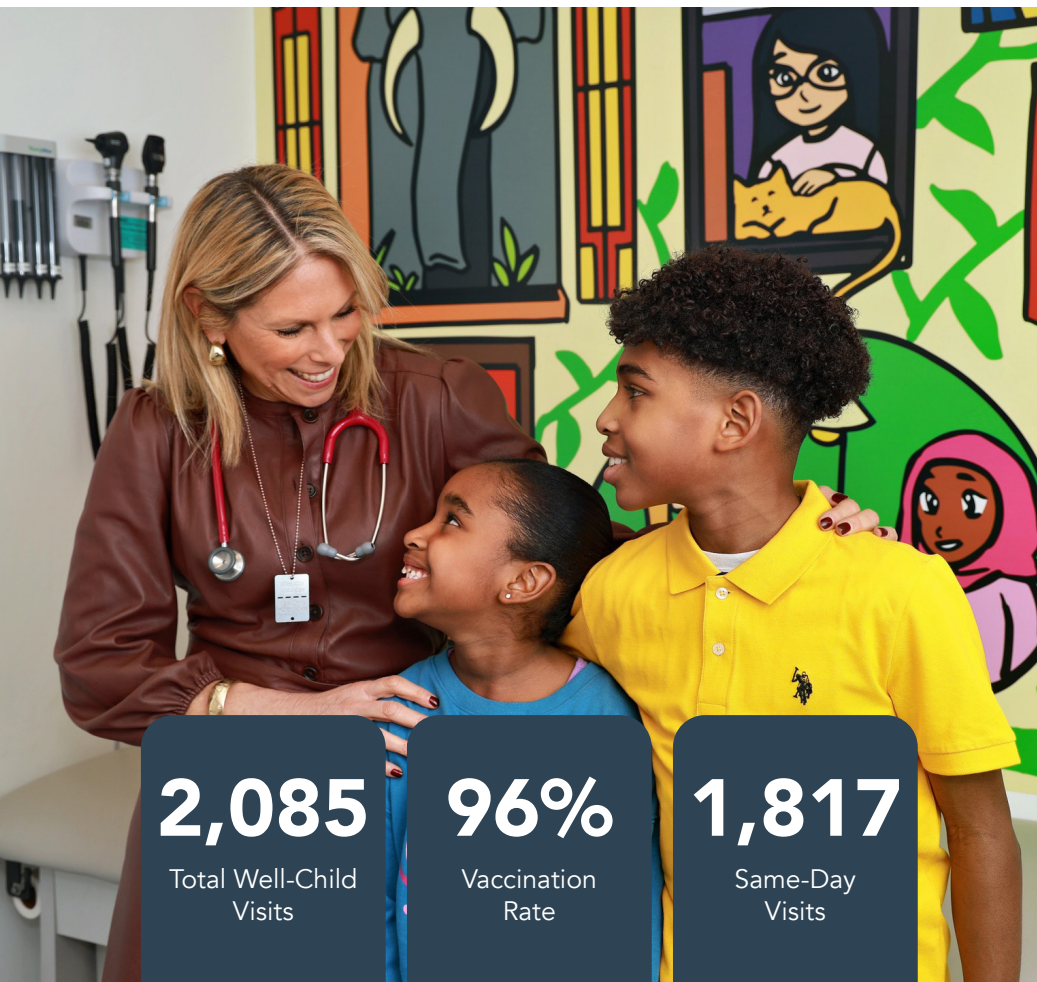
VOICES FROM THE FRONT LINES

How Boston Community Pediatrics is Changing Healthcare



Medical Care at BCP: The Gold Standard of Pediatric Healthcare

BCP sits at the intersection of an increase in access to one's provider and an increase in relationship with that provider. BCP disrupts the status quo by offering the flexibility and agility of a small private practice alongside robust integrated care enhancements that meet patients where they are and delivers a medical model that not only focuses on traditional pediatric medicine, but also utilizes a holistic, wellness approach in order to best serve its patients and address significant gaps in health equity and access. These strategies include same-day visits, onsite dental services, access to EdNavigator education consultants, wellness programming, significant in-kind resources given to patients at every visit, and more.



2,085

Total Well-Child
Visits

96%

Vaccination
Rate

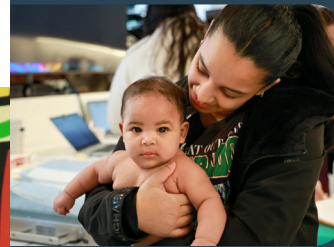
1,817

Same-Day
Visits



Strong Mom Healthy Baby

For new mothers contending with concerns such as housing or food insecurity and a lack of social connection and support, the stress of parenting a new baby may be overwhelming. This can put both mother and child at increased risk for poor health outcomes. BCP's Strong Mom Healthy Baby is a monthly well-child group visit program where moms and babies come together for a supportive session while receiving their well-child visits and vaccinations. This truly integrated program reduces social isolation, addresses social determinants of health through care navigation support, addresses mental health concerns with support from a licensed mental health clinician, and encourages the formation of healthy parent-child relationships.



BCP Knows You Can Change Systems One Patient at a Time

Knowing that meaningful systemic change requires shifting the structures that have created racial and socio-economic health disparities, BCP is committed to engaging in advocacy, public policy, and thought leadership work. Beyond patient care, Dr. Riseberg advocates for systemic change within the broader healthcare systems, working with organizations like MassHealth and Network for Excellence in Health Innovation (NEHI) to tackle racial and socio-economic disparities. BCP has earned accolades for this work, including the 2024 Massachusetts Nonprofit Network Excellence in Innovation Award. Additionally, a Harvard Center for Primary Care case study has been written about BCP and is currently being taught at Suffolk University. Finally, Dr. Riseberg recently presented leadership and equity primary care grand rounds for Harvard Medical School, as BCP is a leading model for equitable healthcare. Dr. Riseberg's and BCP's profound impact on the community and commitment to health equity make this model a pioneer that is inspiring change both locally and nationally.

Integrated Behavioral Health: Mental Health Support is Integrated Within All BCP Programs



According to the American Academy of Pediatrics, 1 in 5 children have a diagnosable mental health disorder. Yet only 20% of children who seek mental health services receive treatment. At BCP, integrated behavioral health (IBH) care is an essential component of our work. It's what our community wants and needs. The IBH program includes traditional and short-term therapy, provided in collaboration with

pediatric providers; group therapy; parent support groups; community teen groups; and the services of a consulting child and adolescent psychiatrist and a psychologist. By centering patient needs instead of cost, mental health clinicians provide the highest quality services to families with low-income, while helping them navigate complex mental health systems.

In 2024, BCP provided 1,672 mental health visits and supported 557 patients with mental health concerns.



Parent Support Groups

To fully support pediatric patients, BCP must also support parents and caregivers. In 2024, BCP created two different parenting support groups. The first is a weekly virtual processing group, facilitated by a bilingual mental health clinician, where parents share their experiences and support each other through parenting challenges. The second group, created in collaboration with the Boston Child Study Center, is an evidenced-based, in-person parenting skills group focused on caregivers of younger children. This group shares techniques to help children develop emotional regulation skills and improve parent-child relationships.

"Mental health is access to food, mental health is access to housing, mental health is access to transportation."

-Dr. Kevin M. Simon, Chief Behavioral Health Officer, City of Boston



Addressing Social Determinants of Health is Key to Building Healthy Families:

BCP's Care Navigation & Wellness Program

It is well documented that 80% of health outcomes that can be improved are related to the social determinants of health (SDOH), but only 5% of US healthcare spending is on population health support. BCP's Integrated Care Navigation program (ICN) focuses on providing comprehensive care navigation services for patients that address SDOH, such as food, housing, utilities, transportation, childcare, education, job training, and interpersonal violence. Full-time care navigators are always available onsite at BCP and via telehealth. They are nimbly and seamlessly integrated into families' dialogues with providers so they can offer rapid, creative, and tailored support. All care team members partner with families to provide coordinated, relationship-based, family-centered care. Patients complete SDOH screenings annually and BCP medical providers connect families with the ICN team to address their unique needs.

In 2024, BCP delivered 1,937 care navigation and wellness encounters to 589 families, serving a total of 828 patients.



Housing is Fundamental to Child and Family Health

From 2023 to 2024, the number of people experiencing homelessness in Greater Boston increased by an estimated 67%, with roughly 21,182 people experiencing homelessness in 2024. Families make up the majority of this population. 15% of BCP's patients self-reported that they were housing insecure and 20% reported difficulty paying their utility bills. In response, BCP helped 340 patients (21% of its total patient population) with housing and utility concerns.



Wellness Matters for All Children



- BCP Nutritious is a weekly virtual and in-person cooking class for kids. Food is delivered to families' homes at no cost so that there are no barriers to participation.
- In 2024, 179 children participated 1,117 times in BCP Nutritious.



- BCP runs daily onsite programming, including reading, dance, arts & crafts, and more. In 2024, 143 children participated 556 times in BCP enrichment programs.
- In 2024, BCP registered 90 patients for 106 camp experiences. BCP also runs daily summer programming for patients not enrolled in camp.



- BCP supports enrollment in exercise programs for children and families. In 2024, in partnership with Boston Children's Hospital, BCP provided 100 YMCA memberships and enrolled 56 children in swim classes and other after-school activities.
- 18 patients participated in BCP's Girls on the Run team this year.

Support for Families in Every Season: Special Events for Patients



BCP prioritizes special events during seasonal milestones and holidays, which are times that can be both joyful and high-stress for families. BCP events are designed to alleviate stress at pivotal times during the year so families do not have to choose between paying their rent or buying school supplies, holiday gifts, and holiday meals. BCP's 2024 events supported over 350 families (1,000 people) with a number of resources, fun activities, and a true sense of community, including:

- **Camp Night:** Each March, different camps introduce their summer programs to families at BCP's office, while BCP provides a camp swag bag, food, and camp registration support.
- **Back-to-School Night:** BCP's annual summer gathering, equipping patients with new backpacks and school supplies while families enjoy food and activities.
- **Thanksgiving Meal Distribution:** BCP distributes 325 turkeys to families, along with bountiful holiday side dishes, pies, fresh produce, shelf-stable food, new winter coats, and gift cards.
- **Holiday Shop:** BCP hosts family-centered festivities including photos with Santa, a beautiful shop of no-cost gifts, produce, gingerbread houses, new books, and more.



"One of the biggest things is the dignity we're able to provide for families. There are lots of organizations doing similar events. The way we [host events] is in such a dignified manner. In other organizations, it's very obvious what's given to patients with limited resources."

- Provider/Staff



In Their Own Words:

Feedback from BCP Patients and Families

For the past two years, BCP has partnered with Listen4Good to gather patient input and feedback, and incorporate their voices and suggestions into BCP's everyday work. Through this partnership, BCP has committed to actively surveying patient families annually about their BCP experience. In 2024, 90 patient families responded to the anonymous patient experience survey in English and Spanish.

BCP's overall **Net Promoter Score is 94**, which means that 94% of patients **would recommend BCP to friends and family.**

99% of patient families feel **BCP providers listened carefully to them** usually or always.

98% of patient families feel **BCP providers showed sensitivity to their family's values and customs** usually or always.

99% of patient families feel **BCP providers helped them feel like a partner in their child's care** usually or always.



Up Next: In response to questions about what BCP could do better and what other services BCP could offer, families most frequently requested accessible lab services. In response, BCP is adding onsite phlebotomy services (patients will be able to get their blood drawn right at BCP), which will be up and running in Spring 2025.

"In other places, they rush you through appointments. At BCP, they don't. You don't have to feel worried that you're saying too much or like they don't have time for you. You tell them your issues and they listen to you, and they address the issues you tell them about – whether it be clothes or food or help with bills. In other clinics, they don't help you outside of what's necessary [during the appointment]. In other clinics, they treat kids like nuisances. Here, staff play with them and treat them kindly."

- Caregiver

What Is BCP's Special Sauce?

In 2024, BCP engaged Health Resources in Action (HRiA) to undertake a 12-month exploratory evaluation process. Ultimately, through this process, BCP aimed to further understand its value, its "special sauce," and how it compares to conventional healthcare delivery. HRiA conducted interviews with local and national healthcare leaders as well as BCP patients and staff. The results were striking, with patient and staff feedback very much aligned. There is so much more work to be done to continue to understand the impact of our work, but what is quite clear is that BCP's special sauce stems from a deep, continuous investment in staff, flexible resources for staff to support patients, and a belief that all patients deserve the type of healthcare we want for our own children.

"No other doctor has asked me about my living situation. We love that BCP does."

- Caregiver

"There are constant checkups, you know you're not alone and that they care about you; it means a lot. It makes you feel like a person, like you're valuable. They feel like partners. They've got your back."

- Caregiver

"There's a significant amount of stigma, particularly with the populations we support. We are respecting where people are coming from, not saying 'you're wrong, this does exist,' but understanding where those thoughts and beliefs are coming from and having open conversations. We have families that would never have allowed their children to access mental health services now looking into it for themselves."

- Provider/Staff



BCP's external evaluation centered on equity. By connecting its strategy to the voices and experiences of patients and staff, BCP ensures their input is incorporated in strategic directions and goals. Staff wellness is part of the fabric and secret sauce at BCP. Investing in the people doing this work is one of the most important investments that BCP can make. Weekly staff meetings include contributions from each staff member, staff are recognized for their accomplishments, and teamwork is held in the highest regard.



What's Next?

BCP's Success is Shown Through the Quintuple Aim

1 Improving Patient Experience

99% of BCP patients say their provider listened and explained things clearly - something that only 50% of patients with low-income typically report.

2 Achieving Better Outcomes

BCP's patients show up to appointments. BCP's no-show rate continues to be 10%, compared to 30% at community health centers. This is because phones are answered, BCP offers flexible hours and scheduling, and helps with transportation. BCP sees an average of 150 same-day visits per month.

3 Preventing Staff Burnout

BCP has retained 100% of our medical staff and providers since opening. This is because BCP staff are treated with the same dignity and respect that is given to family members and staff have an important voice in BCP's work. At a time when the medical field is losing staff at an alarming rate, the importance of this cannot be overlooked.

4 Achieving Equity

BCP is committed to changing outcomes and disrupting the cycle of poverty perpetuated by systemic racism. 100% of BCP's patients have access to truly integrated mental health services. Outside of BCP, it is estimated that less than 15% of children with low-income receive the mental health services they need.

5 Lowering Cost

Despite lower MassHealth reimbursements, the cost of BCP's comprehensive pediatric care is approximately \$2,350/year or \$200/month per patient.

BCP's Next Chapter

Through a creative combination of philanthropy and insurance reimbursement, BCP has made possible an innovative, high-touch, holistic pediatric care model that now reaches over 1,600 children in Massachusetts, many of whom live in poverty. After four years, it is clear that BCP's success is due to the combination of a supportive culture among staff and patients; a resource-rich environment where BCP pivots quickly to address families' needs; and a belief that empowering patients and families is what ultimately drives societal change. Not only does the BCP model improve health & care for its patients, but it also impacts the broader life trajectory of the families it serves.

BCP is about to undertake an ambitious strategic plan that aims to disrupt centuries of systemic racism and change how we define health and healthcare. We are going to figure out how to make BCP healthcare the new standard of healthcare for all kids. We are going to figure out how to bring BCP to hospitals and health systems and into more of our communities. We are going to figure out how to teach our next generation of doctors that bureaucracies that stifle innovation are not the systems we should be working



"Imagine a world where caring doctors and a supportive team are actually by your side, ready to help with anything. You've all been an anchor for me and my children, helping us navigate challenges and bringing immense peace of mind. That's the magic of BCP. As a mother, BCP's presence is more valuable than words can express."

- Caregiver



Community Partners

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



- The BASE
- Boston Afterschool and Beyond
- 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
- Ellis Early Learning
- EdNavigator
- Ethos
- Girls on the Run
- Greater Boston Food Bank
- The Holland Companies
- Hope & Comfort
- Inquilinos Boricuas en Acción (IBA)
- JP Morgan Chase
- Julie's Family Learning Center
- Kids Clothes Club
- Kenzie & Hope
- Long Term Capital, LLC
- National Charity League, Wellesley Chapter
- Neighborhood Villages
- Office of Youth Engagement and Advancement
- Olivia's Organics
- One by One Project
- Project Play2Learn
- Project Restore Us
- Reach Out and Read
- Room2Grow
- Temple Beth Elohim (TBE) Table
- United South End Settlements (USES)
- Urbanity
- Welcome Home
- YMCA of Greater Boston



BCP's 2024 Donors

Our donors share our vision of providing high-quality care to all of Boston's children. Their support enables us to continue to work towards creating equity within pediatric healthcare.

\$500,000+

- Anonymous

\$250,000+

- Anonymous
- Takeda

\$100,000+

- 2-4-3 Giving Fund
- Apricus Principle
- Boston Public Health Commission
- Eileen Patricia Roche Foundation
- Massachusetts Department of Public Health
- Moderna Charitable Foundation
- Scarlet Feather Fund

\$50,000+

- American Legion Child Welfare Foundation
- Boston Children's Hospital
- Coverys Community Healthcare Foundation
- Cummings Foundation
- Jessica & Josh Lutzker
- Sarah & Dana Nielsen
- Kimball Prentiss & Gerald Downes
- Robert Wood Johnson President's Grant Fund of the Princeton Area Community Foundation
- Wagner Foundation
- Yawkey Foundation

\$25,000+

- Anonymous (3)
- Carl and Ruth Shapiro Family Foundation (with special thanks to Jennifer & Mark Herman)
- City of Boston Office of Human Services
- Davis Family Charitable Foundation
- Becky & Bruce Epstein
- Tom & Kate Gilbane
- Gisela B. Hogan Foundation

\$25,000+ (Cont.)

- Karen and Rob Hale (with special thanks to Shahrzad & Matthew Slater)
- James Pace Clayton Fund
- Life Science Cares Boston
- Susan & George Logue
- The Sidman Family
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- Susan & Jim Swartz
- The Thoracic Foundation
- Wellsprings Family Foundation

\$10,000+

- The Abbey Group
- Anonymous (2)
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- SVB c/o Fay Rotenberg, Firefly
- Lori & David Silverstein
- Elaina & Biria St. John
- The TJX Companies, Inc.

\$5,000+

- Afeyan Family Foundation
- Amelia & Frank Angella
- Britt & James Bardinelli
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- Laura Iannetta & Doug Fisher
- In loving memory of Kaiden Alexander
- Jacobson
- Amy & Andy Kingman
- Anne & Ben Koffel
- Jon Levy
- Barbara & Donald MacIsaac
- Pam and Stuart Mathews
- Marc Maxwell
- Natixis Investment Managers
- New England Patriots Foundation
- Kara Nieto
- RMH Foundation (Hochhauser & Ziefert Families)
- Jacob Sattelmair & Lara Sinicropi-Yao
- Jenny & Tom Seeman
- Shah Family Foundation
- Jennifer & Seth Stier
- Jamie & Kate Stoddard
- Third Rock Ventures



"They have made a difference. Not because they've brought deep pockets to this challenge but because they brought their power to it. The same kind of power we've seen in movements for change. The power to reorganize systems, educate the larger community, lift their voice in lobbying for change, and keeping in front of all of us the moral imperative to continue to fight for justice in healthcare."

- Reverend Dr. Ray A. Hammond, Co-Founder & Pastor, Bethel A.M.E Church



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.



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www.bostoncommunitypediatrics.org/donate



Mail a Check

Boston Community Pediatrics
527 Albany Street
Boston, MA 02118



Other Ways to Donate

Give by Donor Advised Fund, wire transfer, or stock. BCP's tax ID is 84-3091463.

Double the impact of your gift!
Check if your employer matches donations.

Thank you for joining our movement!



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