



October 2026 Board Report

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Attachments:

- *Patients' Rights and Responsibilities
- *Dental Manual Section B - Informed Refusal of Care and Diagnostic Imaging Policy
- *Dental Manual Section D- Environment and Infection Control

***Vote required**

***HEALTHCARE CONNECTIONS REPORT, Dennis Torres, Chief Health Officer**

As we head into fall, Healthcare Connections continues to build on a busy and productive summer. Across our medical, dental, behavioral health, school-based, and community programs, our teams remain focused on improving access to care, strengthening quality, and maintaining strong connections with the communities we serve.

Community Outreach and Engagement

Community engagement remains a particularly bright spot. Our Annual Community Health Fair welcomed approximately 400 attendees and 34 partner organizations in August. September was equally active, with 30 outreach initiatives reaching more than 7,000 individuals across Greenwich, Stamford, and Darien. These activities continue to strengthen our visibility, partnerships, and connections with residents who may benefit from our services.

Medical, Dental, and Behavioral Health Services

Medical and dental services remain active, with dental visits exceeding monthly targets in August. With the new school year underway, our School-Based Health Centers are returning to their regular schedules, providing students with convenient access to medical, dental, and behavioral health services.

Behavioral health continues to be an important area of focus. Staffing vacancies, particularly among clinicians and clinical supervisors, remain a challenge, but recruitment efforts continue. The Center for HOPE and Den programs are also preparing for the return of school-year programming.

Quality and Compliance

Our clinical quality measures continue to show encouraging progress. Several indicators have already reached or exceeded their 2026 targets, including childhood immunizations, BMI and nutrition counseling, HIV screening, and colorectal cancer screening. Other measures continue to move in the right direction.

Quality assurance and compliance activities remain on track, with timely follow-up and corrective action across reported incidents, complaints, and other monitored activities. There were no reported adverse events involving patient harm during the reporting period.

It's no surprise that Family Centers has once again been recognized as a Hearst Connecticut Top Workplace for the 15th time! This recognition is a wonderful reflection of the dedication, compassion, and commitment our staff bring to their work every day.

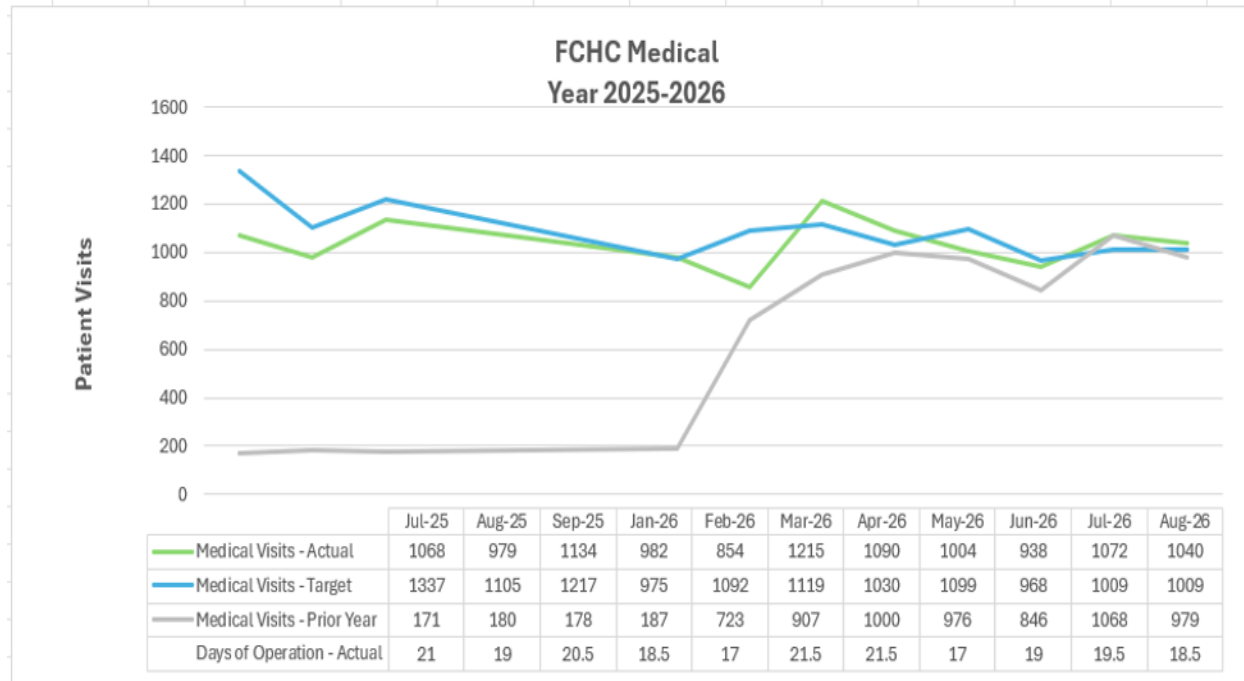
***FAMILY CENTERS HEALTH CARE REPORT – Medical/Dental/Mental Health**

John Midy, Director of Outpatient Medical and Dental Services

Heather Dawson, DNP, Director of School Based Health Centers

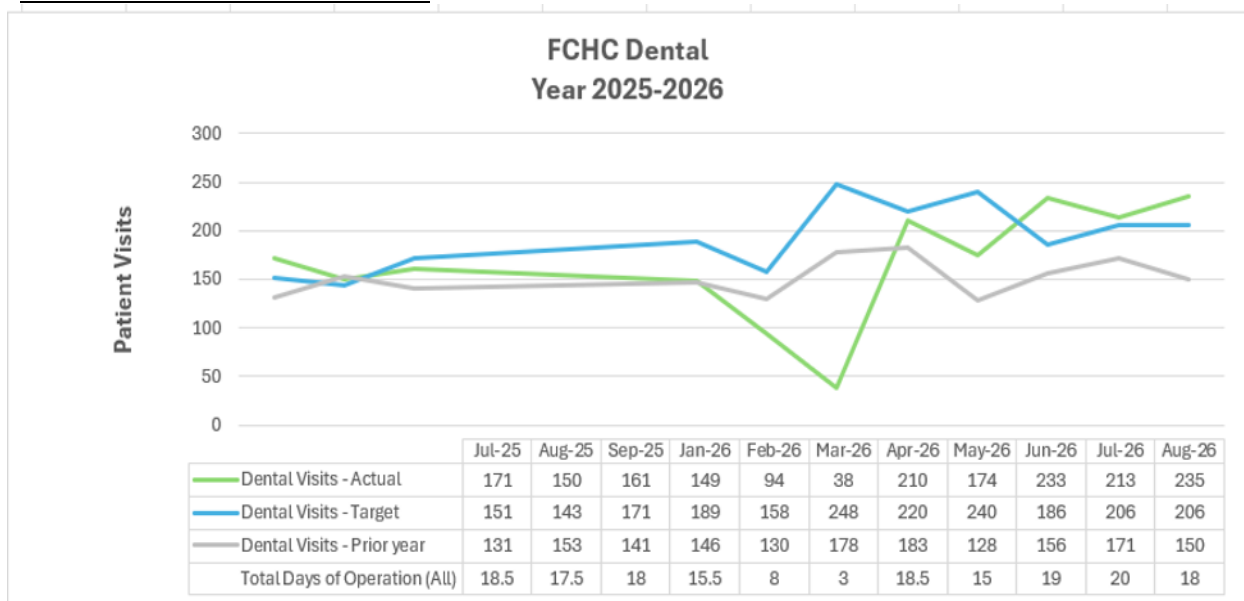
Jill Winner, Senior Director of Outpatient Behavioral Health

***FCHC MEDICAL: 75 Holly Hill and WPC**



Staffing	Open Positions: 1 Patient Support Specialist
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***FCHC DENTAL: Wilbur Peck**

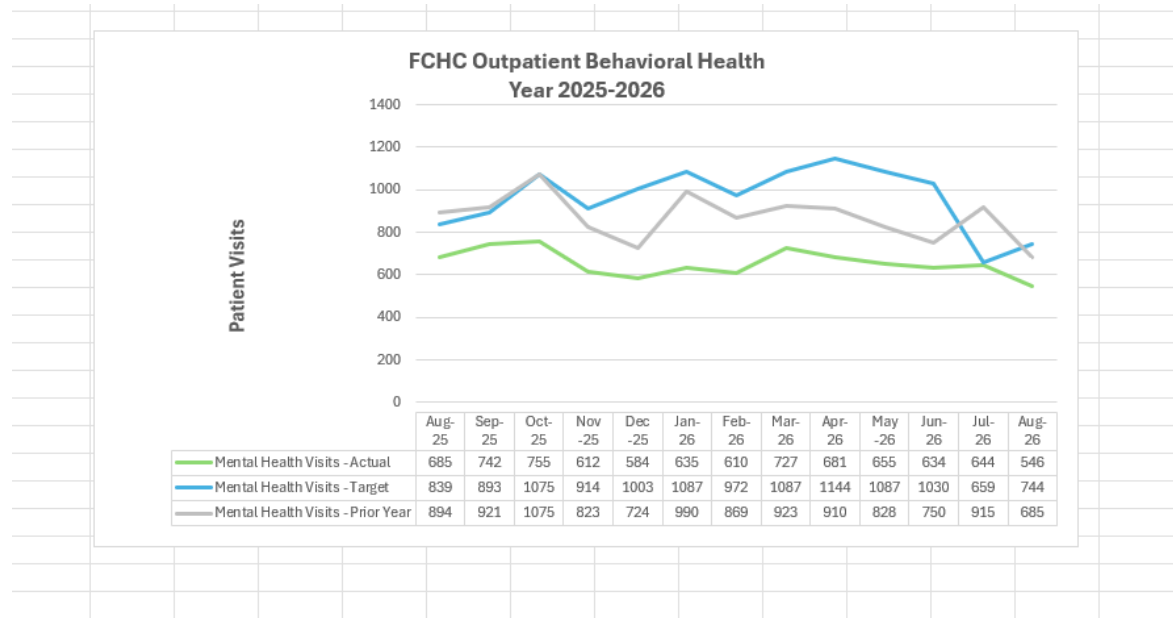


Staffing	Open Positions: 1 hygienist
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*SCHOOL BASED HEALTH CENTERS: Medical, Mental Health, and Dental



*FCHC MENTAL HEALTH



Staffing	Open Positions: 3 Clinical Supervisors, 4 Clinician positions
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CENTER FOR HOPE/THE DEN, TRAUMA RESPONSE & WLS

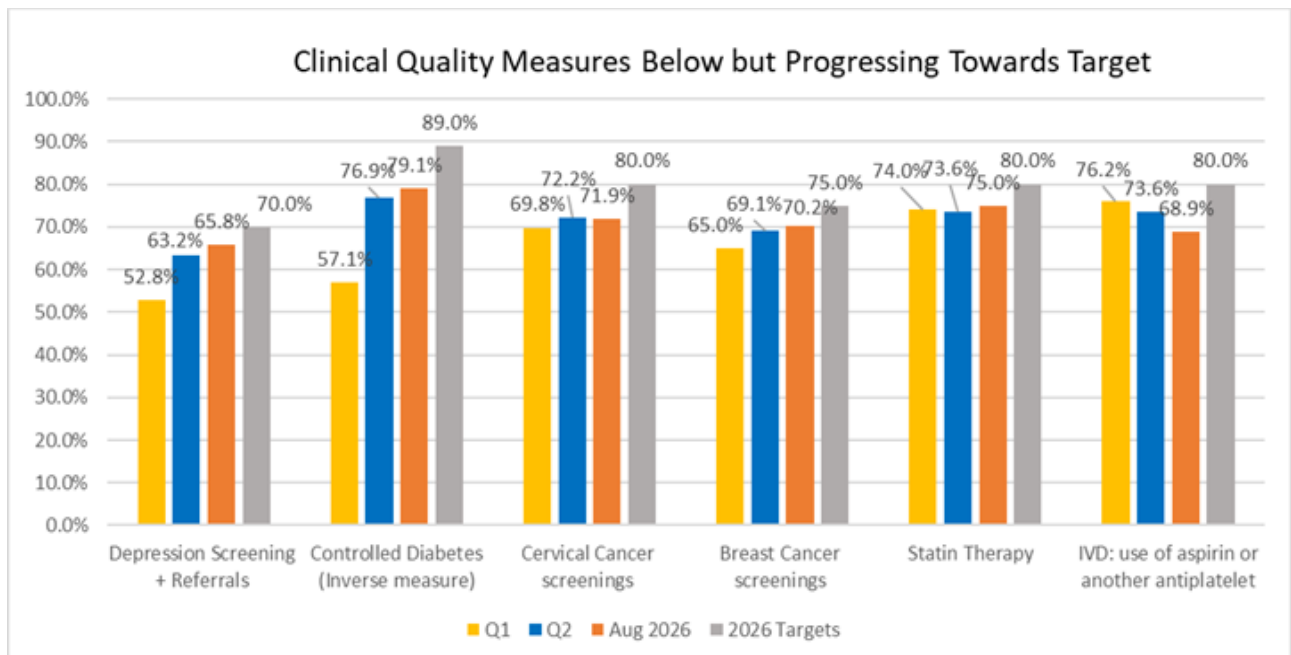
- Evening Den: Den ran 1 night in August. 10 groups ran. 17 participants attended.
- Open positions: Director/Manager of The Center for HOPE
- School Den: Groups paused for the summer. Will start again in October.

***FCHC ENROLLMENT, ADMINISTRATION, & OUTREACH**

In the month of September, Family Centers conducted 30 outreach efforts and participation in community events. Outreach efforts included participating in the state's largest health & wellness expo, back to school family engagement efforts, senior center presentations, and partner networking meetings. Over 7,000 individuals from Greenwich, Stamford and Darien were touched by these outreach efforts, although without considering repeats.

***FCHC QA/QI/COMPLIANCE REPORT, Francia Garcia, Interim Sr. Director, Quality, Compliance and Analytics**

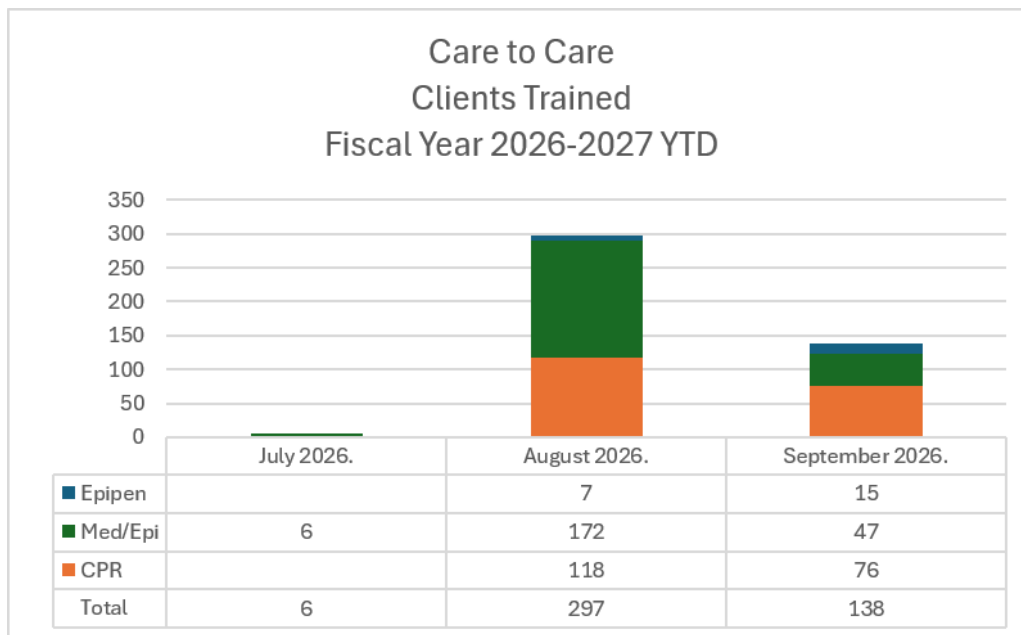
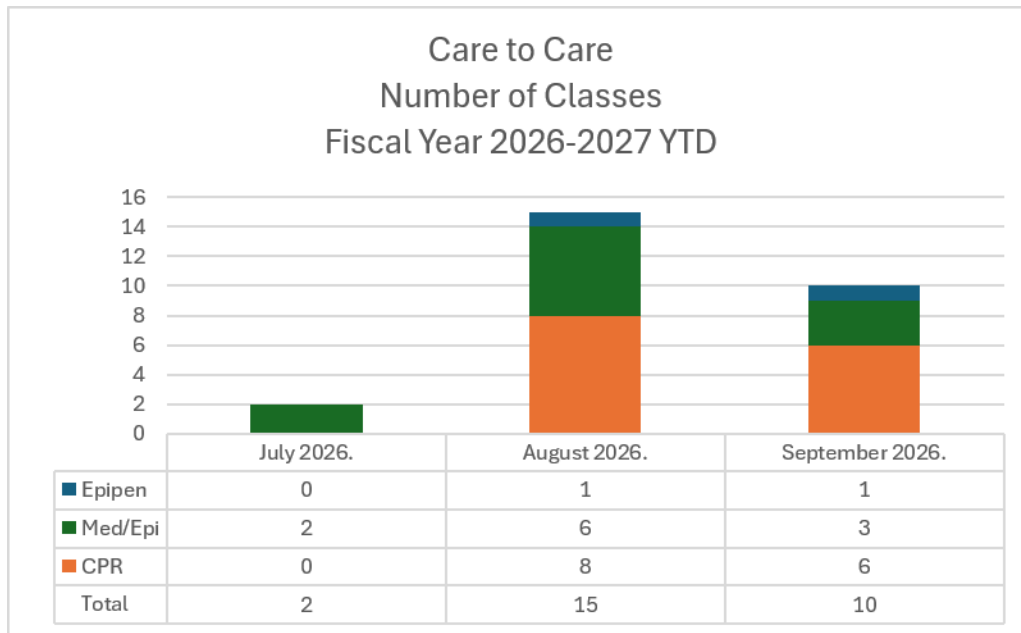
Clinical Quality Measures At, Above, or within 5pts of Target	Q1	Q2	Aug-26	2026 Targets
Child 2+ immunizations	62.5%	69.2%	72.5%	70.0%
Child BMI + Nutritional Counseling	75.5%	81.9%	86.6%	86.0%
Adult BMI + Nutritional Counseling	53.9%	65.6%	69.1%	68.0%
Smoking Screening + Cessation Counseling	72.2%	79.6%	82.2%	85.0%
HIV Screening	57.2%	58.9%	60.5%	58.0%
Controlled Hypertension	76.9%	77.1%	77.5%	80.0%
Colorectal Cancer screenings	58.7%	60.0%	60.3%	60.0%



Metric	#	Completion and follow-up as of Aug	Status
Incidents - Non patient events Corrective Action within 45 days	4	100 %	On Track
Incident - Patient Events Corrective Action within 45 days	7	100%	On Track -
Near Misses – No harm Corrective Action within 45 days	5	100 %	On Track
Adverse Events -Harm Corrective Action within 45 days	0	-	-
Number of Medication errors Corrective Action within 45 days	1	100 %	On Track
Number of Complaint & Grievances Resolution within 30 days	3	100%	On Track
Number of HIPAA Incidents, Violations, Breaches Corrective Action within 30 days	1	100%	On Track
Number of Staff Safety Incidents/Workers Comp Corrective Action within 30 days	1	-	-
Staff files Audit Completion (Expected 10 per quarter)	25	100%	On Track
Risk assessment activities status (Expected 1 full assessment per quarter)	3	100%	On Track

- Adverse event: Harm occurred (temporary or permanent)
- Sentinel event: A subset of adverse events involving death, permanent harm, or severe temporary harm requiring life-sustaining intervention

CARE TO CARE, Nathalie Tocci, RN Manager



FAMILY CENTERS CARES, Ruth Pennacchia, Manager

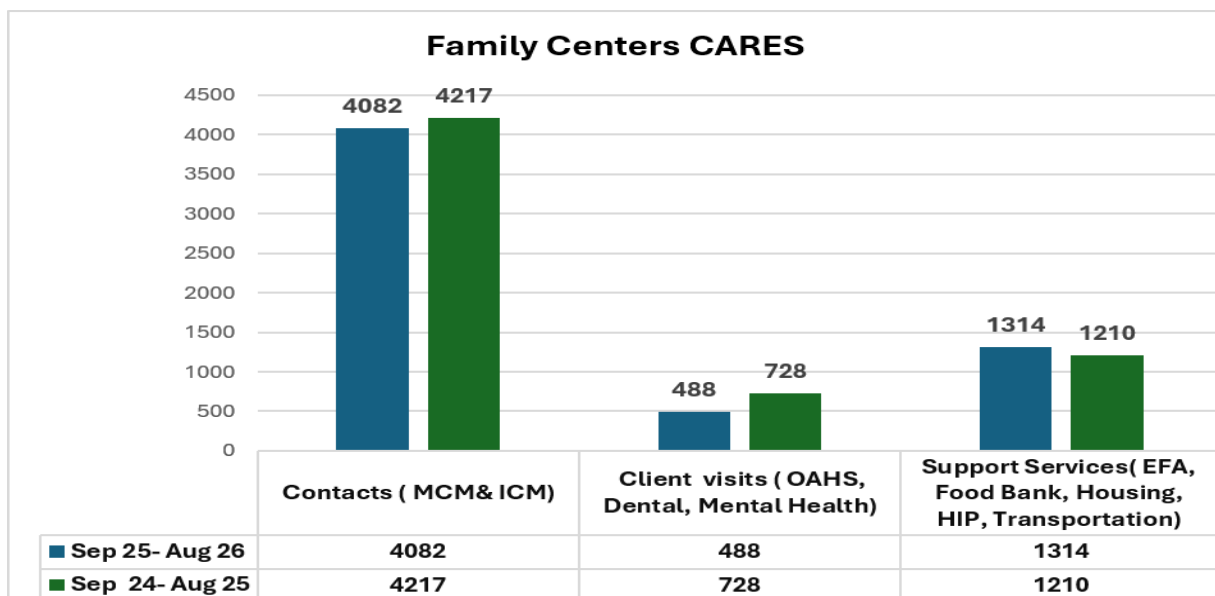
Care Overview:

In the month of August, the program continued to maintain strong engagement with clients, including timely follow-up after enrollment and support with linkage to medical care. Staff continued to monitor the requirement for initial medical visits within the first month, with RWP clients being connected to their initial visit within the expected timeframe. The Medical Case Management team continued to support clients with medical care coordination, benefits navigation, referrals, food assistance, insurance-related support, and other resources to help address barriers to care.

Health Outcomes:

From a quality and compliance perspective, the program continued to work on CAREWare and E2CT data accuracy, documentation, and reporting requirements. Staff remained focused on timely documentation and maintaining required client contacts. The MCM team also continued to work with clients to encourage and support completion of the recommended two dental visits per year, including providing reminders, addressing barriers to care, and connecting clients with dental services as needed. In addition, staff identified eligible clients for cervical cancer screening and available opportunities to improve.

The program continues to refer clients and work closely with the Clinic, Mental Health, and Dental teams. The services have collaborated in meetings to discuss opportunities for improved collaboration, including increasing MCM presence in the clinic to better support clients. In addition, new engaging conversations have emerged around providing additional PrEP/PEP referrals and strengthening collaboration and support in this area.



Total (EFA, Food Bank, Housing, HIP, Transportation)

Sep 25- Aug 26 \$115,072.00

Sep 24- Aug 25 \$138,882.00

Prevention Overview:

In the month of August, we were short-staffed; however, we did not slow down on events. We continued to reach out to the community and provided testing through outreach events, as well as some take-home tests. We also increased our SSP activities and attended and collaborated in local events, increasing our visibility in the community. The MCM team continued to provide support when needed to the Prevention team, including assisting with testing.

While the team continues to conduct outreach, we attended the Community Giveback event, where more than 700 community members participated. During the event, all services provided by Family Centers were shared, reaching more of the needs of the community and increasing awareness of the services available. We continue to seek additional staff for the Prevention team to support our outreach efforts and expand our capacity to engage with the community.

