Boston Children’s Hospital was one of the first hospitals in the U.S. to expand its three traditional academic missions—patient care, teaching and research—to include community health as a fourth core mission. The foundation of this community mission is rooted in primary care practices inside and outside our hospital walls including Boston Children’s at Martha Eliot.

Martha Eliot has a long history of delivering high-quality care while responding to the needs of its patients. For more than 40 years, Boston Children’s has operated this site located in the vibrant Boston neighborhood of Jamaica Plain. From its early beginnings in the Bromley-Heath housing development up until today, Martha Eliot has provided health care and improved the health of countless children and young adults.

At Martha Eliot, we embrace the concept of a patient-centered medical home, which means that we deliver care based on each child’s distinct needs. We are proud of our multi-cultural and multi-lingual 100-plus member team, which includes physicians, nurses, nurse practitioners, therapists, nutritionists, social workers, patient service representatives and other support staff, who are all working together to offer the best care to our patients from across Boston and Massachusetts.

In the years ahead, Martha Eliot will continue to provide comprehensive care and be a cornerstone for Boston Children’s community health efforts. We will strive to live up to our name—the late Dr. Martha May Eliot was a trailblazer and pioneer in child health who spent her career working as a “social doctor” to address health disparities. And our focus will remain on caring for patients based on understanding their everyday lives.

This publication provides only a snapshot of the exceptional care and community programs taking place at Martha Eliot. We invite you to find out more by calling us at 617-971-2100 or by visiting bostonchildrens.org/mehc.

Maurice Melchiono, RN, MS, FNP-BC  
Director

Joanne Cox, MD  
Medical Director

Cover photo: Luz Damaris Ayala and her son, Urijah, attend Boston Children’s at Martha Eliot’s Health and Safety Fair. The community is invited to this annual event to learn more about health, wellness and safety tips and participate in activities for the whole family.
By the Numbers:
Boston Children’s at Martha Eliot

- 8,162 patients in 2014
- 25,000+ patient visits in 2014
- 2nd health center established in Massachusetts and 3rd in the United States
- 8 languages spoken by Martha Eliot staff
- 114 employees
- 10 more years at 75 Bickford Street; Boston Children’s signs new lease for Martha Eliot in 2015
- 42 years Boston Children’s Hospital has owned and operated Martha Eliot
A Conversation with Alexandra Epee-Bounya, MD

Alexandra Epee-Bounya, MD, is a primary care pediatrician and clinical director of pediatrics at Boston Children’s Primary Care at Martha Eliot. She has worked at Martha Eliot for almost 10 years. She graduated from the George Washington University School of Medicine and completed her residency at Children’s National Medical Center in Washington, DC. Before joining Martha Eliot, she worked in the Emergency Department at Boston Children’s Hospital.
**Why did you decide to become a pediatrician?**

It’s the only career I can ever remember wanting. When I was little I wanted to be a surgeon. But by the time I got into medical school I realized I didn’t have the personality for it. I considered obstetrics and gynecology, which has a surgical component. During my OB-GYN rotation, I realized that I was more interested in what happened once the baby was born. So my path ended up leading to pediatrics.

Children are happy beings, and it is fulfilling to care for kids and their families. It is wonderful to see kids grow up, and to be able to share with families so many of the stages of their lives. We share happy news and sometimes sad news. We share struggles and breakthroughs. I love what I do.

**Why Martha Eliot?**

After working in the emergency room, I thought about joining a private practice, but I wanted to stay within Boston Children’s. Also, I can relate to my patients and families because I am an immigrant and a minority. I think it’s important for my patients to see a doctor who is like them in a lot of ways.

And it’s rewarding for me to be a small part of families’ everyday lives. Recently a family brought their two children in for office visits. When we first met, mom spoke English but dad didn’t. So I communicated with them in my not-so-perfect Spanish. At this appointment, dad answered one of my questions in perfect English. I said “That’s great—you speak better English than I speak Spanish!” It felt really good to share in a small way in his accomplishment.

**What’s the most rewarding part of your work?**

At Martha Eliot, it’s all about teamwork. I work with a wonderful group of colleagues—other medical providers, social workers, nurses, clinical assistants, patient navigators, nutritionists, interpreters and many others. I am just a tiny part of what makes Martha Eliot so special. Though I have my own patient panel, I belong to a team. We have three teams. All members of each team play a part in the care of the patients. Martha Eliot is involved in a lot of innovative work to ensure the best care.

**What’s the most challenging part?**

Not being able to spend as much time as I’d like to with my patients. Some have complex issues that really require more time. And even with children and families with more routine needs, I’d still like to spend more time with them. It’s such a great thing to help my patients and their families—everything from life-changing experiences to more everyday issues.

**What is your background?**

My mother was French and my father is from Cameroon. I was born in France and spent the first three years of my life there. We then moved to Madagascar for three years and then to the Ivory Coast where I lived until I came to the U.S. to attend college. I had a wonderful childhood in Africa, and it gave me a special appreciation for the importance of providing children with access to education and medical care.

**What is your life like outside of work?**

I enjoy spending time with my family. My husband and I have three wonderful children—two boys and a girl—who range in age from 15 to 8. We are a big sports family. All my children are involved in sports. And we are big soccer fans. We were lucky to go to Brazil last year for the World Cup!

**Above:** Dr. Epee-Bounya and her team at Martha Eliot. From left to right (Top row) Amanda Nakonechny, RN; Anita Fritz; Alexandra Epee-Bounya, MD; Jessica Nawaichik, NP. (Bottom row) Robin Crowley, RN and Mo Ortega.
The Adolescent and Young Adult Resource Center located in Boston Children’s at Martha Eliot welcomed its first guests back in September 2014. Since then, more than 115 young people have spent time in the center, which is focused on meeting the needs of individuals ages 13 through 25.

The center aims to be a resource for young people to get information on mental and sexual health, healthy relationships, nutrition and physical activities—and connects them with other support as needed around applying to colleges or looking for jobs. The vision for the center also is to create a safe place where youth can relax and feel comfortable. “We hope young people will see Martha Eliot as not just a place to go when they are sick,” says Deborah Dickerson, director of Family, Youth and Community Programs.

Two connected rooms at Martha Eliot are dedicated to the center. One area includes a library, fridge and microwave, tables, couch and TV. The other features desks and computers for doing homework or web searches for school, health information or jobs.

The space also accommodates a variety of scheduled programs and activities. Recently, the center hosted a three-part financial literacy series in collaboration with and funded by TD Bank. “The first session was on setting up checking and savings accounts. Other sessions focused on understanding credit and learning about careers in banking and finance,” says Dickerson.

Members of a Youth Advisory Board inform programming and staff the center. “I’m working with the center because not everyone is able to help their community. It’s a pleasure for me to be a part of making a change,” says Jennifer Sanchez, 19, student and Advisory Board member. Fellow Board member, Erick Gomez, 16, also a student, adds “the center is important because young people don’t have a place like this one. It’s long overdue to have a place where we can get any type of help or resources needed.”

Martha Eliot staff members also are excited about this opportunity. “The center is a dream come true for me,” says Patricia Glidden, RN, MS, CPNP, in Martha Eliot’s Pediatric and Adolescent Clinic. “The fact that it’s being run by our very own youth is the best. It’s great to refer the young people in my clinic to the center.”

**Center Hours:** Monday, Tuesday, Wednesday 2–6 pm, Thursday 2–7 pm

For more information on the Adolescent and Young Adult Resource Center contact Deborah Dickerson at 617-919-3077

Above: Youth Advisory Board members. (Top row) Mike Felix Perez, Erik Gomez, Madelyn Valdez. (Bottom row) Jennifer Sanchez and Elaine Fiorentino.
On the second Thursday of each month from 4:30–6 pm, the main conference room at Boston Children's at Martha Eliot is transformed into a game room. An average of 30 to 40 family members come together for food and fun. Tables are set up and board games are set out such as Trouble, Jenga, Connect 4, Uno and Candy Land.

Natasha Byars, LICSW, an early childhood mental health clinician at Martha Eliot, came up with the idea. “I was playing games with my friends one weekend and we were all having a great time,” says Byars. “And then it hit me—games and activities at Martha Eliot might be fun and a good way to bring families together in a positive way.”

Family Game Night is part of Project LAUNCH, an early childhood mental health prevention and promotion program at Martha Eliot. Project LAUNCH seeks to bolster the social and emotional development of children early on by supporting their families.

“We aim to help parents who are raising young children,” says Emily Fischer, LICSW, clinical coordinator of perinatal and early childhood mental health at Martha Eliot. “We also want to support healthy family relationships and strengthen that bond in a safe, non-stressful environment. Family Game Night is a great way to do that.”

Byars adds that “research shows that secure family attachments correlate with positive mental health. Research also shows that the ability to laugh, enjoy one another and have fun is an important part of child development.”

Often, attendance at game night is kid-driven. “We set up for game night during clinic hours,” says Byars. “One day a family with four children was finishing up a clinic visit and the kids saw the games. The family left when their appointment was over but they came back within minutes. ‘The kids wouldn’t let us leave’ dad explained.”

Fischer adds that “some Thursday patients with the last appointments of the day can be late. When I ask where they have been, they say ‘sorry, at game night!’ It’s hard to argue with that kind of success. ‘Family Game Night is not a clinical intervention,” says Fischer, “but it is providing a safe, joyful space where families connect and engage.”

For more information on Family Game Night or Project LAUNCH, contact Natasha Byars, LICSW, at 617-919-3419.
Our Martha Eliot Patient Families
Martha Eliot patient families attending a Family Game Night last year were invited to have their portraits taken in celebration of Mother’s Day and Father’s Day.

Photos by Lucas Mulder.
Primary care at Boston Children’s Hospital means helping families care for their children so they can lead healthier and happier lives. Our approach is to provide a patient-centered medical home. This is a comprehensive way of thinking about and delivering primary care. In a patient centered medical home, a team of people—physicians, nurses, social workers and other providers—is responsible for coordinating and taking care of each patient based on all of his or her health needs. The team can connect families with other specialists and community resources, help patients better manage chronic conditions and offer reminders about checkups.

Families can access Boston Children’s primary care services through two locations—Boston Children’s Primary Care at Longwood on our main campus in Boston or at Martha Eliot in Jamaica Plain. The physicians and staff at both sites work together to provide the best possible health care.

Boston Children’s Primary Care at Longwood provides services for children and youth (birth to 21) including:

- Wellness checkups and preventive care
- Immunizations
- Same-day visits for illnesses and other concerns (including weekends)
- Support for children with special health care needs
- Mental health services and social support
- 24-hour access to health advice

Families also can access these programs:

- The Advocating Success for Kids Program assists families in meeting their child’s educational needs.
- One Step Ahead helps children maintain a healthier weight.
- The Young Parents Program allows young parents and their children to get primary care together.
- The Rainbow Program supports children with special health care needs and their families.
- The Asthma Action Team helps children with asthma lead healthy and active lives.

Similar services and programs also are available at Martha Eliot. See page 11 for more details.

To schedule appointments at Longwood, call 617-355-7701.

To schedule appointments at Martha Eliot, call 617-971-2100.
# Caring for our Community

Boston Children’s at Martha Eliot provides primary and preventive care services for children and youth from birth through 25. Parents and caregivers can access the clinical services listed below as well as an array of programs that benefit the whole family. For more information call 617-971-2100 or visit [bostonchildrens.org/mehc](http://bostonchildrens.org/mehc).

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<tr>
<th>Program or Service</th>
<th>Overview</th>
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<tbody>
<tr>
<td>Pediatrics</td>
<td>Patients from birth through young adulthood receive primary and preventive care and treatment as well as access to health education.</td>
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<tr>
<td>Adolescent and Young Adult Clinic</td>
<td>Youth ages 13 through 25 can receive medical, gynecological, nutritional and psychological care and counseling.</td>
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<tr>
<td>Mental Health Services</td>
<td>Psychiatric, psychological and care coordination services are available to children and adolescents, as well as individual and group therapy, psychiatric medication treatment, family counseling and crisis intervention.</td>
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<tr>
<td>Social Work</td>
<td>Social Work integrates the social and psychological needs of patients with their health care by serving as a bridge between the clinical setting, home and community.</td>
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<tr>
<td>Optometry</td>
<td>Services for children, youth and adults include eye examinations and treatment for general eye problems as well as glasses and contact lenses.</td>
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<tr>
<td>Project LAUNCH</td>
<td>This innovative social-emotional wellness program works with children ages 0 through 6 and their families to help them be better prepared to thrive at home, school and in their communities.</td>
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<tr>
<td>Early Intervention</td>
<td>Family-centered services support the developmental progress of eligible children. This includes developmental screening and evaluation, home visits and therapies for children ages 0 through 3.</td>
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<tr>
<td>Newborn Coordination Program</td>
<td>An outreach program for pregnant woman as well as a Baby 101 Program provides support for new mothers and babies. Breastfeeding education and support is available.</td>
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<tr>
<td>Nutrition Program</td>
<td>Group sessions, consultations, nutrition education and referrals for other resources are provided. Support is also offered through the Fitness in the City Program, an obesity and overweight management program for children ages 6 through 18.</td>
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<tr>
<td>Adolescent and Young Adult Resource Center</td>
<td>While at the center, adolescents and young adults can get support on homework, how to apply for jobs and colleges as well as information on a variety of health topics and social needs.</td>
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<tr>
<td>Boston HAPPENS at Martha Eliot</td>
<td>Free and confidential HIV and STD screenings for youth ages 13 and up. Youth also can access educational and risk counseling services as well as referrals for treatment.</td>
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<tr>
<td>Programs for Children and Families</td>
<td>Activities for children and families include an annual Health and Safety Fair, Family Games Nights, seasonal and holiday celebrations, story hour with the Boston Public Library, a Toddler Drumming program and an annual school registration event with Boston Public Schools.</td>
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<tr>
<td>Community Partnerships</td>
<td>Working in partnership with community organizations and schools, Martha Eliot helps strengthen care and support for families. Martha Eliot collaborates with Bromley-Heath, a housing development, and Nurtury, an early education facility. Martha Eliot also works with the Hyde Square Task Force and Sociedad Latina, two leading organizations for youth.</td>
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Boston Children's at Martha Eliot

Administrative Leadership

**Director**, Maurice Melchiono, RN, MS, FNP-BC  
**Medical Director**, Joanne Cox, MD  
**Clinical Director of Pediatrics**, Alexandra Epee-Bounya, MD  
**Nurse Manager**, Tami Chase, RN  
**Practice Administrator**, Monica David, BS, BA  
**Optometry**, Amy Roan Moy, OD  
**Director of Family, Youth and Community Programs**, Deborah Dickerson

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