Commitment

Mission

MCPHS University (MCPHS) provides a unique academic environment to guide and support students toward successful, sustainable careers and leadership in health care. The University offers traditional and non-traditional programs that embody teaching excellence, active scholarship and research, professional service and community outreach.

Core Values

MCPHS embraces a core set of values that reflect commitment to preparing competent, caring, ethical health professionals and scientists to meet society’s need for high quality health care and cutting-edge knowledge development.

Included among these core values are:

- **Excellence and innovation in education, scholarship/research and service, including outreach to the community**
- **Education that fosters development of the whole person**

Strategic Commitment to Caring

MCPHS supports an ambitious yet highly focused series of strategic initiatives that both guide the development, the operation and strategic planning of the institution.

Each initiative calls for execution of, activities that promote community service, community outreach and community health and wellbeing. Collectively, these initiatives drive the forward thinking dynamic which governs the institution’s deliberate, carefully considered, and community-minded approach to growth and development. Moreover, these initiatives underlie the MCPHS institutional identity that not only defines our role within the community of institutions of higher education, but also directs our outreach enterprise within the communities to which we devote human, financial and in-kind resources.

MCPHS demonstrates this commitment to outreach through public-private service partnerships, collaborative activities and events, sponsorships, the provision of student scholarships and tuition financial assistance as well as payments in lieu of taxes to the City of Worcester.
Between July 1, 2012 and June 30, 2013, MCPHS–Worcester campus made a PILOT (Payment in Lieu of Taxes) payment to the City of Worcester in the amount of $110,000. During the same period, MCPHS–Worcester campus supported direct sponsorships and charitable contributions, to non-profit and municipal organizations and agencies of $33,720. In addition, MCPHS–Worcester campus paid full real estate taxes on University-owned property that had not been converted for educational use. Hence, between July 1, 2012 and June 30, 2013, MCPHS – Worcester campus made combined PILOT and real estate payments of $478,000.

In addition to the direct sponsorship payments, MCPHS directed approximately $2 million in institutional support to students. These payments, sponsorships, grants and economic impact from day to day operations contribute to a total estimated positive financial impact in Worcester and the surrounding region that exceeds $35 million.
Beyond Funding

MCPHS – Worcester campus contributions and commitment to the greater Worcester community run much deeper than provision of municipal and private sponsorship support, PILOT payments and student spending. MCPHS staff members, students and faculty from all academic disciplines provide extensive support, assistance and services to a growing range of healthcare and human service organizations, community relief and food assistance programs as well as public and private school assistance services that help to improve the quality of life for those who live and work in the city of Worcester and surrounding areas.

The following pages provide detailed information about, and multiple examples of portraits of community service that reflect a comprehensive, continuous, university-wide dedication to the amelioration and enrichment of life for those who live and work in Worcester and greater Worcester County. The MCPHS record of achievement demonstrates, and actually defines, its continuous commitment to community.
Impact

Student Community Service Projects
July 1, 2012 – June 30, 2013

MCPHS – Worcester campus student groups and organizations participated in more than four dozen community-focused service projects, involving more than 500 students, with an estimated value of services provided to the greater Worcester community of greater than $20,000. Several of those projects are described in specific detail below, while the following list provides a comprehensive overview of many other programs in which students devoted time, energy and expertise in community service.

<table>
<thead>
<tr>
<th>Date</th>
<th>Student Club/Organization</th>
<th>Event</th>
<th>Location</th>
<th>Number of Students</th>
</tr>
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<td>Flag pin sale to benefit Veteran’s Inc.</td>
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<tr>
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<td>Rho Chi</td>
<td>Red Cross blood drive</td>
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<td>Educational presentation</td>
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<td>9/28/2012</td>
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<tr>
<td>9/29/2012</td>
<td>Middle Eastern and Mediterranean Student Organization</td>
<td>Blood glucose screening</td>
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<td>Student Doctors of Physical Therapy</td>
<td>Step Out Walk to Stop Diabetes</td>
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<td>Worcester community</td>
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</tbody>
</table>
Service-Learning

Most MCPHS – Worcester campus students, including all of those enrolled in the Doctor of Pharmacy, Master of Physician Assistant Studies, and Doctor of Optometry academic programs, are required to enroll and participate in introductory service-learning experiences. Service-learning is an integral component of each student’s first semester work at MCPHS, outside of the classroom yet within the greater Worcester community. Students engage in community service work (at least two hours per week), and are encouraged and motivated to continue this or other community involvement beyond the requirement. Service-learning initiatives take place at schools, in community-based youth programs, senior centers, rehabilitation facilities, soup kitchens, senior centers, rehabilitation facilities, free medical clinics and many other agencies and organizations.

“I think our biggest walk away from our sites was to never underestimate the patient, and to always place the person first. Whether it’s making false assumptions of a blind individual’s independence or a deaf man’s ability to understand, as healthcare providers we need to always put the patient first.”

School of Physician Assistant Studies student - 2013

Additionally, through classroom seminars, which feature speakers from various local organizations, students reflect about, and learn from, their service work. Students explore their reactions, understand their impact and appreciate their development as professional service providers. As a result, students both contribute to, and learn about, the local community and make substantial contributions to their own professional development.

Five hundred and thirty first year students enrolled in the Doctor of Pharmacy, Doctor of Optometry, and Master of Physician Assistant Studies academic programs, devoted an astounding 10,600 hours of service-learning activity during Fiscal Year 2013. A conservative estimate of the value of service learning work delivered by students within these three disciplines to the Worcester community during FY2013 is $286,200.

School of Optometry

Students devoted a minimum of 20 service hours over the course of one semester at the following local organizations:

- Abby’s House
- African Children’s Education Center
School of Pharmacy

Students devoted a minimum of 20 service hours over the course of one semester at the following local organizations:

- A.V.I.D
- Abby’s House
- African Children’s Education Center
- Akwaaba Clinic at International Central Gospel Church
- Ascension Afterschool Program
- Belmont Street Community School
- Chandler Elementary School
- Christopher Heights
- Christopher House
- City View Discovery School
- Elm Park Community Elementary School
- Free Clinic Coalition Software Program
- Friendly House
- Girls Inc.
- Grafton Street School
- Head Start
- Jacob Hiatt Magnet School
- Lutheran Health Care Center
- Medical Clinic at St. Anne’s Church
- Notre Dame Long Term Care Center
- PACE Adult Tutoring Program
- Pernet Family Health Service
- MCPHS Pharmacy Outreach Program
- Rainbow Child Develop. Center (after-school)
- Rainbow Child Develop. Center (pre-school)
- Regional Environmental Council

Pharmacy service-learning students who worked at Abby’s House in Worcester.
School of Physician Assistant Studies

Students devoted a minimum of 20 service hours over the course of one semester at the following local organizations:

- Abby’s House
- African Children’s Education Ctr
- Akwaaba Clinic
- Ascension Afterschool Prgm.
- AVID
- Catholic Charities Adult Tutoring
- Cub Scouts
- Epworth Clinic
- Head Start
- Jacob Hiatt Magnet School
- Mercy Center
- Rainbow Child Development - Pre School
- Salvation Army
- Seven Hills Foundation
- St. Francis Adult Day Healthcare
- Worcester Refugee Assistance Project
- YWCA

“I realize that we often discuss social issues such as education, poverty and nutrition as issues that other people have to deal with. Service-learning has exposed me to individuals who are facing these issues today. These people may very well show up in my clinic. It is my responsibility to care about these issues not because the person may be my patient but because I have a voice to speak up for those who otherwise would suffer silently.”

School of Physician Assistant Studies student - 2013
Portraits in Community Service

AmeriCorps Student Leaders

The World Health Organization promotes interprofessional education as one of the top 10 recommendations for preparing future health professionals to more adequately address health problems. When MCPHS University was awarded an Americorps Student Leaders in Service (ASLIS) grant in the summer of 2012, an interprofessional group of students from the University’s multiple health professions academic disciplines was assembled to participate in the service program. The students worked collaboratively in the community and also participated in on-going reflective sessions which contributed to the learning process.

Nicole Patricio a student enrolled in the Doctor of Optometry program reflects, “Being a part of ASLIS has given me the opportunity to become involved in my community, and through this involvement I have developed a strong appreciation for the power of service. Through serving the needs of others, I have learned that just an hour or two of my time has the potential to change someone’s life, and that concept can be overwhelming. My experiences through ASLIS have been rewarding and inspiring, and I wouldn’t trade them for anything!”

Commenting on Ms. Patricio’s participation, Meredith Walsh, Executive Director for the Worcester Refugee Assistance Project (WRAP) remarked, “Nicole has taken on leadership roles at the WRAP. She has been coordinating activities including homework help, childcare activities, adult ESL, computer and nutrition classes, and transportation for WRAP’s Family English Nights two evenings each week. She spends at least 5 hours a week at WRAP, which doesn’t include all the time spent calling volunteers and families to arrange rides. Without Nicole, WRAP would not have been able to continue its activities this semester! She has shown extraordinary commitment to serving the refugee community from Burma.”

Nicole summarizes her WRAP experience by remarking, “ASLIS has been a wonderful experience for developing professional communication skills while serving the community. I’ve had the opportunity to communicate and work with other health professionals, senior center administrators, City of Worcester officials, and the senior population.”
United Way Day of Caring
September 12, 2012
MCPS- Worcester campus faculty
and staff participated in the annual
United Way’s Day of Caring which
involved hundreds of volunteers
working across Worcester County.

The purpose of the event is to promote
the spirit and the value of volunteerism,
increase awareness of local human
service agencies and schools and
demonstrate how working together for
community good can accomplish
substantial feats. This year, the MCPS
team engaged in two activities. Several faculty and staff members cleaned up an
apartment complex owned by the Worcester Housing Authority, removing wheelbarrows
full of debris and trash. Another MCPS team picked apples at Cheney Orchards, located in
Brimfield Mass, after the orchard enthusiastically donated the picked apples to the Worcester
Community Foodbank.

Thanksgiving Dinner Baskets
November 2012
In an initiative led by MCPS students and coordinated by Carrie
Rice-Graham, assistant director, service-learning and civic
engagement, students assembled and delivered more than 70
Thanksgiving dinner baskets to the Salvation Army’s Worcester
headquarters. The human services organization distributed the
baskets to more than six dozen low-income families.
During the last decade, MCPHS- Worcester campus students,
faculty and staff have organized the assembly and delivery of
hundreds of such Thanksgiving baskets for distribution. As student
enrollment expands and academic programs multiply, outreach
efforts such as the Thanksgiving Dinner Basket drive broaden.
This year’s effort represented a 40% increase in the number of
baskets delivered relative to the previous year.
Dean of Students, Worcester and Manchester Shuli Xu observed,
“This is a campus wide initiative. The record number of 70 baskets
is quite amazing and a clear demonstration of the university
community showing care and consideration for the less fortunate.”
The Jacob Hiatt Magnet School’s sixth grade class visited the MCPHS-Worcester campus to experience a university devoted to the health sciences. The sixth graders learned how to use crutches, make arm casts, find the pulse on SIM man (a computerized mannequin) and make gummy bears.

The program of activities also included tours of the laboratories, classrooms, and other university facilities devoted to health sciences education. MCPHS students, representing several academic disciplines, provided the Jacob Hiatt students with a brief, yet relatively comprehensive overview of the programs, processes and systems involved in the delivery of a high-quality health sciences education.

The Jacob Hiatt Magnet School’s visit, now an annual event on the MCPHS-Worcester campus calendar, has in the past prompted the school’s teachers to comment, “Students like the MCPHS campus visit better than any other field trip, including the Boston Science Museum!

Annual Community Partner Appreciation Luncheon
June 5, 2013
The Office for Service-Learning and Civic Engagement (SLCE) held the second annual Community Partner Appreciation Luncheon. This event recognizes and thanks the community organizations that work with MCPHS students. Community partners represent a broad cross
Pharmacy student Joseph Pariseau poses with faculty members from the Jacob Hiatt Magnet School. Pariseau received the Student Community Service award for his outstanding service with the school.

section of organizations that are committed to the delivery of a wide range of essential human and social services. MCPHS students engage with these organizations to learn about their community service missions, to help them fulfill those missions and to receive valuable learning experiences that help students better understand the needs of their future patients.

The event included a networking session and an exposition dedicated to demonstrating the community service benefits provided through MCPHS Pharmacy Outreach program and the MCPHS Eye and Vision Center. Shuli Xu, dean of students, Worcester and Manchester and George Humphrey, former vice president for academic affairs and provost welcomed guests and delivered remarks that stressed the MCPHS commitment to the Worcester community.

A special recognition ceremony was held during which Americorps student leaders were honored. Each honoree received a certificate that commemorated work in the community. A community engagement recognition award was also presented to The Worcester Area Think Tank. In addition, PharmD student Joseph Pariseau received the Student Community Service Award for his work with the Jacob Hiatt Magnet School.

Worcester Think Tank

MCPHS PharmD student Steve Richards appreciated his service-learning experience so much that he organized and conducted a successful genetics workshop at the Worcester Think Tank. The workshop, entitled Genetics: The Fly Room, drew upon the scientific work of legendary geneticist Thomas Hunt Morgan.

Think Tank serves as an academic resource center where youth and adults come together for personal, social, and intellectual growth. Think Tank’s goal is to encourage students to be life-long learners who carry their talents and inspiration into the wider world. Throughout the course, Mr. Richards and his students identified many of the common phenotypes for genetic mutations, and also studied mutant flies.
Community Use of MCPHS Facilities

Non-profit organizations use MCPHS facilities, at no cost, for meetings and events. MCPHS–Worcester campus works with organizations to ensure that room seating and audio visual needs are met so that events run smoothly. During Fiscal Year 2013, MCPHS provided meeting/event space to 31 local, regional and national organizations which collectively held more than 50 events on campus. These organizations included:

- Central Massachusetts Area Health Education Center (CMAHEC)
- City of Worcester
- Common Pathways
- Diabetes Educators Educating Massachusetts
- Doherty High School
- Downs Syndrome Congress
- Elsevier
- Fallon Community Health Plan
- U.S. Food and Drug Administration
- Institute of Energy and Sustainability
- Jacob Hiatt Magnet School
- JetBlue/MassPort
- Massachusetts Department of Education
- Massachusetts Biomedical Initiatives
- Massachusetts League of Community Health Centers
- Massachusetts Society of Health Systems Pharmacists Foundation
- Massachusetts American Council on Education
- Navacare
- New England Board of Pharmacy
- Reliant Medical Center
- Research Bureau
- Saint Vincent Hospital
- Venerini Academy
- Women in Development
- Worcester Chamber of Commerce
- Worcester Education Collaborative
- Worcester Green Coalition
- Worcester Public Schools
- Worcester Regional Research Bureau
MCPHS Pharmacy Outreach Program

The MCPHS Pharmacy Outreach Program seeks to foster patient medication compliance and adherence through education, evaluation, and outreach. Patients can receive information about their medication and prescription drug coverage, including the Medicare Drug Benefit, as well as assistance with accessing affordable prescription drug programs.

The MCPHS Pharmacy Outreach Program’s staff of professional case managers and licensed pharmacists:

- Educate and counsel patients, and answer medication-related questions
- Inform, evaluate, and educate patients regarding state and federal programs that provide free, low cost or discounted medications, including the Medicare Drug Benefit and patient assistance programs sponsored by pharmaceutical companies and private foundations
- Assist patients with the enrollment process for prescription assistance programs and insurance
- Follow up and monitor patients, providing a comprehensive medication therapy management evaluation
- Coordinate and participate in statewide outreach events to increase awareness of programs and services
- Produce community events with a focus on improving participant health
- Provide presentations on general health, disease-related topics and up-to-date information on health and prescription coverage, assistance programs and legislation

A selection of MCPHS Pharmacy Outreach Events held in the Worcester area between July 1, 2012 and June 30, 2013 includes:

Medication-Related Presentations/Medication Therapy Management Events

- Milford Senior Center
- Vietnamese Elder Support Group, Worcester
- Colony Homes, Worcester
- Blessed Sacrament Church, Worcester
- Assumption College, Worcester
- Blackstone Senior Center, Worcester
- Holden Senior Center
- Coes Pond Village, Worcester
- Iraqi Elder Support Group, Worcester
Changing Diabetes Day
September 22, 2012
Students, faculty, staff members, and a geriatric fellow from the MCPHS School of Pharmacy and Pharmacy Outreach Program advised patients on diabetes and medications used in the treatment of the disease. Faculty, staff, and students from the Schools of Physical Therapy, Optometry and Pharmacy provided free screenings to the attendees at this DCU Center event. Many students volunteered to coordinate breakout sessions and to educate participants.

Let’s Be Fall Free – A Health Fair to Learn About Preventing Falls
October 18, 2012
Health professionals and students from the schools of pharmacy, nursing, physician assistant studies, optometry, and physical therapy, as well as professionals from the MCPHS Pharmacy Outreach Program, offered screenings, medication reviews and education about falls prevention at the DCU Center in downtown Worcester.

Free blood pressure, blood glucose, vision, and balance screenings were offered to participants. Pharmacists provided medication consultations. Participants were encouraged to bring medications and questions pertaining to their therapies. Health-related handouts and assistance with accessing health information on the internet was provided by a faculty member from the Blais Family Library.
Medicare Part D Enrollment
October 15 - December 7, 2012
Pharmacy students, case managers, and pharmacists provided more than 1,100 researched Medicare plan evaluations for members of the public who sought assistance with Medicare enrollment during the open enrollment period. The potential aggregate total cost savings, in premiums, deductibles, and co-payments for the beneficiaries who both took part in this service, and who acted upon the evaluation and advice of Pharmacy Outreach counselors, was greater than $1 million.

Reliable Health Information on the Internet
This health literacy program was conducted with the assistance of staff members, faculty, and a geriatric fellow from the School of Pharmacy and Pharmacy Outreach Program. The purpose of the program was to teach seniors at the Shrewsbury Senior Center how to obtain reliable health information via the internet utilizing www.medlineplus.gov.

Community Health Events
Case managers and pharmacists staffed a wide range of community-based health and wellness events including health fairs, expositions, and presentations:

- WPI Employee Health Fair
- Aging with Dignity Conference at Holy Cross
- Plumley Village Health Fair
- Elm Park School Family Health Fair
- Greendale YMCA Poster Display
- APhA Community Health Fair
- Eldercare 2013
- Senior Expo at the Southbridge Senior Center
Support and Sponsorship

MCPHS–Worcester campus provides direct financial support and sponsorship funding for many community-based and community-organized programs, events, and services. The following list represents an accounting of the direct sponsorship/expenses supported by MCPHS–Worcester campus related to community-focused activities, programs, and services between July 1, 2012 and June 30, 2013.

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