ABOUT US

The MGH Chelsea Community Health Improvement team has been working to address the Social Determinants of Health, factors such as access to healthcare, housing, food and education, for over 20 years. Our team of Community Health Workers (CHWs) come from 26 different countries and speak 27 different languages. Many of us share key life experiences with our patients which allows us to work from a place of true empathy and compassion.

CHWs meet patients where they are at. We support patients in achieving their own health and well-being goals, while building trust and addressing challenges. CHWs welcome, guide, motivate and empower patients to become their own advocates.

We help patients and their families:
- Access hospital services.
- Better understand and manage chronic disease.
- Adhere to a medication schedule.
- Make and sustain lifestyle behavior changes.
- Navigate their appointments.
- Access community resources.

Our strategies are measurable and have a proven impact. By focusing on the social determinants of health, we seek to eliminate health inequities based on socio-economic status, race, sexual orientation and ethnicity.

HEALTHY FAMILIES AMERICA
Supporting child and family development, reducing parental stress and building parent-child secure attachment from pregnancy through three years of life. With regular home visits, CHWs help new families to thrive.

ICMP (INTEGRATED CARE MANAGEMENT)
Working closely with nurses and social workers, provide case management and home visiting to patients with multiple medical issues.

PEDIATRIC ASTHMA
Providing health education on triggers and asthma management at home and at school.

FOOD FOR FAMILIES/FOOD PANTRY
Connecting families to food resources, including our own food pantry.

OUR PROGRAMS

COMPREHENSIVE CHW
Helping patients with multiple challenges - unmanaged chronic disease, socio-economic disparities, history of trauma and little social support - to envision and meet their own goals for health and well-being.

CANCER & HIGH RISK SPECIALTY NAVIGATION
Navigating patients to preventive cancer screenings, diagnostic follow up, treatment or specialty appointments.

IMMIGRANT AND REFUGEE HEALTH
Ensuring the well-being of newly-arrived immigrants/refugees by providing culturally responsive health care and connection to resources. CHWs also help immigrant and refugee children adjust and succeed in school.
We welcome and work with all patients and their families.

MEDICAL INTERPRETERS/CHW
Providing Medical Interpreters in Spanish, Portuguese, Arabic, Somali, Maay-Maay, French, Haitian Creole, Bosnian, Dari, Nepali, Tigrinya and Kunama.

MEDICAL LEGAL PARTNERSHIPS/LINC
On-site attorneys address patients' legal issues, such as housing, public benefits and immigration, and advocate for educational resources.

Community Health Improvement at MGH Chelsea is part of Massachusetts General Hospital’s Center for Community Health Improvement (CCHI).

At CCHI, we envision healthy, safe and thriving communities where all people have equitable access to employment, food, education, housing and a high quality health care system that addresses these and other social determinants of health.

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