

A 25th Anniversary to Remember (October 12, 2020)

Reflections by Drs. Francine Hennessey and Mitch Feldman, co-founders of Patriot Pediatrics

We founded Patriot Pediatrics in 1995. Francine, the mother of two boys under the age of five, and Mitch, the father of a one year old with another on the way. Francine completed her residency in pediatrics at Tufts Medical Center and a fellowship in adolescent medicine at Children's Hospital. Mitch had completed his pediatric residency at the New York Hospital - Cornell Medical Center and a fellowship in medical informatics at Mass General. We met while working at another practice in Lexington. We were both attracted to the Lexington-Bedford area for our practice and our families because of the strong community values, superlative schools, and world class hospitals.

**Our 25th Anniversary is a time for reflection and celebration.** The years have passed quickly. Our children are now young adults. Patriot Pediatrics has grown to a group of 22 professionals and has served over 75,000 patients. Now and as ever, even during a worldwide pandemic, we are enthusiastic about our patients, our practice, and our future.

We know there is no greater measure of faith than for parents to entrust us with the healthcare of their children. We are grateful for that trust and strive every day to earn that privilege anew. We take pleasure in seeing our patients grow and 'graduate' to adulthood and we are particularly proud that so many return to us as parents of our new patients. Simultaneously, we are refreshed and reinvigorated by welcoming new families to the practice and new providers to serve them. We are grateful to have been honored with your votes resulting in Patriot Pediatrics' selection as the #1 Choice for Pediatrics in Bedford for over 10 years and as a Regional Favorite in Wicked Local's 2020 Reader's Choice Awards again this year.

At Patriot Pediatrics our guiding values include **Compassion for children and families; Providing World Class healthcare; Innovation; and Integrity.**

- Children clearly require a careful and thoughtful touch, the hallmarks of **Compassion**, and for busy parents, we are open every day of the year and hold evening hours so that you can meet all your obligations.
- As a community-based practice, we practice personalized medicine, and as a member of the Mass General Brigham (MGB) Healthcare Network we are fortunate to be able to refer our patients to **World Class** specialists in every category from the top-rated research hospital in the world. We are also the only National Center for Quality Assurance (NCQA) -Level 3 certified Patient Centered Medical Home pediatric practice in the Bedford/Lexington area, which allows us to provide comprehensive support to families whose children have the most complex long-term needs.
- COVID-19 has called for all of us to bring **Innovation** to bear in both our work and our personal lives. Since the outset of the pandemic, we kicked into high gear employing extensive COVID-19 precautions and using CDC Safety Protocols which include:
  - Keeping sick patients with fever and/or upper respiratory symptoms separated from “well visit” patients (annual physicals) by using separate hallways; one hallway has dedicated exam rooms for “well visits” and the other has dedicated exam rooms for “acute care.”
  - Thoroughly disinfecting exam rooms between patients as well as touched surfaces, counters, doorknobs, chairs, and other common area surfaces.
  - During this crisis of pandemic proportion, we are excited to continue to **Innovate**:
    - This year we invested in and launched the Epic Electronic Medical Record system and its user-friendly patient portal, called the Patient Gateway, to provide unparalleled access to patient information and for our patients’ convenience.

- We believe there is no substitute for a caring listener and compassionate guide when engaging with and examining patients. We have put our values into action by:
  - Hiring a Pediatric Nurse Practitioner/Certified Lactation Consultant, Sheila Lewis PNP, IBLC, and creating a dedicated breast-feeding room in our office for private lactation consultations and breastfeeding support for small groups of new moms. We are proud to be part of the Baby Café organization.
  - Expanding our integrated behavioral health services with Pediatric Psychologist Tracy Glazier, PsyD, to provide on-site consultation, parent guidance, and targeted treatment to our patients two days per week. Dr. Glazier is trained in Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy skills (DBT), mindfulness, parent coaching, and exposure therapy, among other techniques, in order to help families address emotional and behavioral problems.
  
- No statement of values means much unless you know the people standing behind it have **Integrity**. All the associates of Patriot Pediatrics can be counted on to be genuine and forthright in all services; to act in the best interests of our patients and families; and to be uncompromising in presenting the best medical care possible.

Today, as 25 years ago, it is an honor and a joy to go to Patriot Pediatrics each day to see infants, children, adolescents and young adults; to listen to their stories as well as their hearts; and to collaborate with our clinical colleagues, including Jacqueline Chambers, MD, Christine Larsen NP, Sheila Lewis NP and Jesse

Zaitchik NP as well as with our outstanding staff. We are all dedicated to helping well children stay that way, and to providing the care that helps those who are ill to summon the resilience that is characteristic of children to become healthy again.

Thank you again for the privilege of allowing us to care for your families. We look forward to many healthy years ahead!

Warmly,

Francine Hennessey and Mitch Feldman