



## Fellow Profile

**Name:** Ben Turnbull  
**Hometown:** Lexington, KY  
**Company:** GE, GE Digital Technology Leadership Program  
**School:** University of Virginia  
**Major:** Systems Engineering, B.S.  
**Hobbies:** Camp counselor, youth sports coach, basketball fanatic



### Why join ServiceCorps?

“The first year out of College is filled with uncertainty, and this fellowship gives you a canvas to explore some answers. You develop skills in a completely unfamiliar and dynamic sector, gain an awareness of and an appreciation for the significant role of nonprofits in our communities, and meet passionate mentors all while experiencing immense personal growth.”

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## Social Sector Partner Placement

**Placement Organization:** Massachusetts League of Community Health Centers

**Location:** Boston, MA

### About the Massachusetts League of Community Health Centers

**Centers:** The Mass League is a Primary Care Association (PCA) responsible for providing technical assistance, federal and state advocacy, training and more to its membership of 50 community health centers across Massachusetts.

**Fellow's Title:** Analyst for the Health Center Controlled Network Team



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## The Challenge

The Health Center Controlled Network (HCCN) drives integration of Health Information Technology at community health centers. As the healthcare system develops, health technology has become increasingly significant, and the role of the HCCN has expanded. The HCCN at the league needed a Fellow to assist with onsite training and modes of data analysis to showcase health center value:

1. Develop training materials to improve demographic data collection at health centers
2. Inform health centers of new tools for socially focused data documentation
3. Structure conferences for clinical and administrative knowledge share

## ServiceCorps. Leadership For Good.

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4. Develop strategies for using data to demonstrate health center value
5. Optimize project management organization

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## Outcome

Ben engaged in a variety of projects targeted at operational improvements within health centers. He trained and engaged with hundreds of health center staff throughout the year:

- **Data Collection**
  - Provided extensive training on integrating Sexual Orientation and Gender Identity data collection within primary care to reduce LGBT invisibility in healthcare. Presented on over 30 occasions at health centers, conferences, and forums spanning staff on the front line up to the C-suite.
  - Partnered with Lynn Community Health Center to trace clinical workflows and track bottlenecks during Physician encounters across a variety of projects
    - Resulted screening rate for given workflow increased from 48% to 61% in two months, supported by clinical observations of the team
- **Data Documentation**
  - Developed training materials for the PRAPARE tool to assess the Social Determinants of Health and presented onsite at over 25 organizations
- **Conferences & Forums**
  - Cleaned and presented health center IT Forum survey data to showcase technology trends and commonalities
  - Assisted in the planning and execution of a series of conferences aimed at combatting the Opioid Epidemic in Massachusetts and beyond
- **Health Center Value**
  - Analyzed EHR data to assess health equity in Boston health centers across demographics such as race and ethnicity. Presented the findings to health center leadership at several junctures.
  - Prototyped a template demonstrating the value of each Massachusetts health center in a succinct, easy to read one-pager for health center boards and local legislature
  - Constructed a report analyzing the quality of all 50 CHC websites and offered suggestions for improved patient engagement through web content
- **Project Management**
  - Selected a project management software platform and lead training within the League teams for more efficient project structuring and role transparency

Ben experienced community health from all sides as he worked with teams involved with clinical workflow on the front-line, advocacy campaigns for influencing local health policy, and large scale state-wide project initiatives with health center leadership.

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## Testimonials: Hear from the Fellow & Social Sector Partner

*“Through my work with the Mass League I’ve been exposed to so many layers of healthcare and come to appreciate the challenging complexity of this system. Directing my background in engineering science to a tangible impact within a health center was the most fulfilling experience of all! I truly loved every minute of working with this incredibly passionate team of visionaries at the Mass League. ”*

- **Ben Turnbull, Fellow, Class of 2017**

*“This was our first experience with hosting a ServiceCorps Fellow and we could not be more pleased. Ben came to the League with a positive attitude, a desire to learn about underserved populations and with the capacity to add value.”*



- **Diana Erani, Director of the HCCN, Mass League**

“Ben immersed himself in core initiatives, engaged with our customers through site visits, and was able to contribute to the development of new initiatives with our community health centers. We will miss him and he has set the bar for establishing our understanding of the value add of fresh talented eyes on our services.”

- **Ellen Hafer, COO, Mass League**

