



## Board of Directors Response to Adrian Walker's July 10th Boston Globe Column

We are writing to thank you for your commitment to Whittier's vision and mission. As long term patients and community residents, we deeply value the care provided to the 30,000 patients who depend on Whittier's holistic health, wellness and social services programs.

We are in a beautiful building, which is a beacon of hope for all those who walk through our doors, and it would not have been possible without our devoted leaders, donors and friends. We will hold a formal dedication event later this year.

We also wanted you to know that we submitted a Letter to the Editor of the Boston Globe today to respond to a recent column about Whittier. We believed strongly that our voice needed to be heard. We share the letter with you (below).

### **Letter to the Boston Globe Editor**

Submitted July 10, 2018

The Whittier St. Health Center (WSHC) is one of the gems in our city, caring for patients in a compassionate and supportive culture. We know this to be true because we bear witness as patients at WSHC; we are also members of the Board, a group of earnest volunteers who live in the community and proudly serve to protect and advance the mission of the health center.

We are disappointed when criticism surfaces that is not founded in fact. (Whittier Street board votes to name the headquarters for the center's director.

Maybe the staff should have gotten a vote.) We want to speak up on behalf of the women and men of WSHC and highlight some positive stories. One example, perhaps the most important fact, is WSHC received outstanding patient satisfaction scores (93% approval this quarter). Each year the health center serves 30,000 patients with 140,000 visits; no one is denied care because of an inability to pay.

WSHC is a beacon of hope for the underserved and deserves our respect and our support for the unending commitment to care from each person across the organization. We stand with the devoted staff and the dedicated leadership team who keep their promise every day that patients are the priority and always will be.

Pastor Gerald Bell, Whittier Patient and Whittier  
Board Chair

Eva Clark, Esq., Whittier Patient and Whittier Board  
Vice-Chair

From the Board, we thank you.

