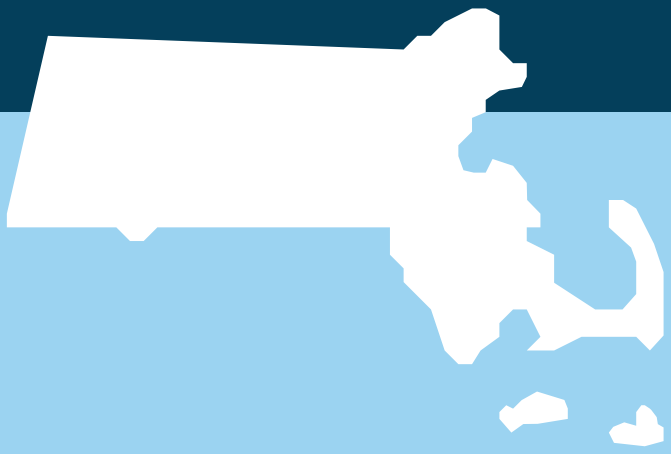
PRIMARY CARE FOR ALL AMERICANS

Report on Primary Care Access in New Bedford, Massachusetts 2025



Primary Care for All Americans is building a movement to bring accessible primary care to every American, in every neighborhood and community.

Join PC4AA for a conversation about making primary care accessible for all.

Health care for people, not for profit!

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Executive Summary

The United States is facing a crisis-level shortage of primary care clinicians, particularly primary care physicians, affecting communities nationwide. Millions of Americans struggle to find a primary care provider, with wait times stretching six months to a year or more in many areas. Even established patients face long delays for appointments, making it difficult to receive timely care.

The mission of Primary Care for All Americans is to build a healthcare system that is for people, not for profit, that starts by providing primary care to every American, in every neighborhood and community.

Primary Care for All Americans created a Work Group in New Bedford that included many community-based organizations and health professionals, as well as the community's three largest healthcare organizations – Southcoast Health, Hawthorn Medical Associates, and New Bedford Community Health. Over the past six months, the Primary Care for All Americans New Bedford Work Group collected data from the primary care organizations to assess primary care supply and access for New Bedford residents.

Key findings were:

- Only 36 primary care clinicians practice in New Bedford
  - 15 physicians (10 are pediatricians)
  - 21 nurse practitioners
  - ***Only 5 physicians in New Bedford provide primary care to adults***
- Only 21 clinicians from the three primary care practices in the Greater New Bedford area are people of color.
- Over **42%** of the patients have a primary language other than English, but the three primary care practices in the Greater New Bedford Area reported that **only 9** clinicians speak Spanish, **10** speak Portuguese, and **11** speak other languages (Chinese, Filipino, Hindi, Nepali, Tagalog, and Quenya).
- ~ 75,000 residents of New Bedford have had a primary care visit in the last two years.
  - At least 20,000 children, or most of New Bedford's children, have a primary care relationship
- ***But it is likely that 20,000 to 25,000 people in New Bedford have no primary care relationship at all.***
- Appointment wait times for a new patient appointment among the 3 primary care practices in the Greater New Bedford area are 59 days to nine months. One large primary care organization is not currently accepting new patients at all.
  - The wait for a new patient appointment in the city of New Bedford itself is nine months.
- **The city of New Bedford likely needs at least 13 to 17 more primary care clinicians to care for the population without primary care today.**

Addressing the Crisis in New Bedford:

- New Bedford's healthcare organizations have made significant efforts to recruit primary care clinicians, but the ability to do so is constrained by a nationwide shortage.
- New Bedford faces additional challenges in recruitment, as it lacks Medical School and Residency Programs in Family Medicine, Pediatrics, or general Internal Medicine.
- Residency Programs are critical in attracting new physicians – as many as 60% of residency graduates will choose to practice within a few miles of where they are trained.

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Why Primary Care?

Primary care is medical care provided by a local, knowledgeable, community-based clinician and/or team with the goal to address the majority of the health care needs for individuals and communities.

Primary Care is:

- **Continuous** – provided by one person or team who knows a patient, their family, and community over years and years.
- **Comprehensive** – addresses most health needs, not just one body part or disease or condition.
- **Coordinated** – works to coordinate and organize all the health care services a person, family, or community uses.
- **Proactive** – works with patients to help manage their care today for a better, healthier future tomorrow.
- **A Primary Contact** – this person or team is typically who a patient turns to first when they are sick.

Primary care has been shown to reduce health care costs as it improves the health of the public, lowering future utilization. It does so by ensuring patients can access affordable health care services when they are sick, in addition to receiving important vaccines, screenings, and clinical guidance that promote wellness and prevent disease.

For individuals with chronic disease, primary care provides monitoring, care management, and close follow-up to keep patients healthy and out of the hospital unnecessarily.

Current State of Primary Care at the National Level:

A National Shortage of Primary Care Clinicians:

The United States is facing a crisis-level shortage of primary care clinicians, particularly primary care physicians, affecting communities nationwide. Before the pandemic, there were approximately 230,000 primary care physicians in the country, alongside an equal number of nurse practitioners and physician associates. However, the pandemic accelerated retirements, and many more physicians are now reaching retirement age. Currently, about 10,000 primary care physicians retire annually, while the United States trains only 4,400 new primary care physicians each year, worsening an already critical workforce gap.

In 2021, the Association of American Medical Colleges estimated that the nation needed an additional 202,800 physicians, including 40,000 more primary care doctors, to ensure equitable access to healthcare. That shortfall has only grown in the years since.

As a result, millions of Americans struggle to find a primary care clinician, with wait times stretching six months to a year or more in many areas. Even established patients face long delays for appointments, making it difficult to receive timely care—even when they are sick. This shortage has contributed to declining life expectancy, rising healthcare costs, and persistent health disparities linked to race, ethnicity, language, and geographic location. Without urgent action, these challenges will continue to undermine the health and well-being of communities across the country.

As a result, we are looking to address this issue at a local level in New Bedford, Massachusetts.

About New Bedford, Massachusetts

New Bedford was established in 1787 and has a diverse population with a rich history. Located at the heart of southeastern Massachusetts, the historic city lies 58 miles south of Boston, 31 miles east of Providence, and 28 miles west of Cape Cod.

New Bedford is one of Massachusetts' Gateway Cities, the midsize urban former industrial centers that anchor regional economies and that were traditional gateways for new immigrants.

New Bedford has not experienced the benefits from metro Boston's knowledge economy and higher paying jobs. New Bedford's population has unique needs that create barriers to accessing health services.

New Bedford falls below their regional counterparts and state averages on most socioeconomic metrics. Poverty, concentrated in certain neighborhoods, is the key social determinant of health that affects economic stability and opportunity.

Income levels in New Bedford are very low due to the prevalence of low-paying jobs. Wages are significantly lower than the state's average as well as Bristol County. Those living below 100% of the federal poverty level (FPL) in New Bedford are almost double the MA rate and triple Plymouth County. Income is a determinant of health because cost is regularly reported as the biggest barrier preventing access to health care. More than 10% of the population have reported delayed or not sought care due to cost.

Economic opportunity is closely linked to education and the most effective way that families have to improve their financial outlook. Massachusetts has the highest rate of individuals who have completed a bachelor's degree and higher education. In contrast, New Bedford has one of the lowest levels of educational attainment in the Commonwealth. High school graduation rates in New Bedford are well below the state average. Not surprisingly, a lower percentage of students plan to attend college, which reduces the pool of young people who might attend health professional school, and come home to practice in New Bedford.

Transportation continues to be one of the most significant health access issues in the region. Nearly one in five New Bedford adults do not have a vehicle. As a result, individuals often cannot get to medical appointments, especially those who are elderly and do not have a car, and have mobility barriers that prevent them from using public transportation. Those who do use public transportation struggle with longer waiting times and bus schedules that often are inconvenient or conflict with their work schedules. Recently, the Massachusetts legislature has appropriated more resources to regional transit authorities, making buses free and adding Sunday service in New Bedford.

Lack of English proficiency impacts access to health care. Bristol County and New Bedford have a larger proportion of individuals who speak a language other than English. Fifty-seven percent of residents have identified language as a barrier to care.

Access to primary care is essential to promote health and wellness for all residents in New Bedford, especially our most vulnerable families. Primary care providers connect patients to the many community-based organizations that can help address social determinants of health. New Bedford has a strong network of nonprofit organizations that are dedicated to linking individuals and families to opportunities that promote opportunities for self-sufficiency.

About This Report

This report was developed by Primary Care for All Americans and analyzes primary care access for residents of New Bedford, Massachusetts.

The mission of Primary Care for All Americans is to build a healthcare system that is for people, not for profit, that starts by providing advanced primary care to every American, in every neighborhood and community. Our goal is for every American to have a robust clinician and primary care practice relationship, and for every neighborhood and community to have a great primary care practice. By including everyone, we'll improve public health, lower costs, and help strengthen our democracy.

Methods and Limitations:

Primary Care for All Americans sent 32 questions (see Appendix: New Bedford Data Collection Questions) specific to primary care to the three largest health care organizations – Southcoast Health, Hawthorn Medical Associates, and New Bedford Community Health. These questions were created to assess primary care supply and access for New Bedford residents.

These questions addressed key aspects of primary care, including the number of practicing clinicians (MDs, DOs, NPs, PAs), the number of practices in and around the city, the availability of clinicians for patients under 18, clinician panel sizes, patient appointment wait times for both new and established patients, as well as demographic factors such as race and languages spoken. This report is based on the data requested, and the accuracy of the information provided by the three largest primary care practices serving New Bedford residents.

- This report resulted from the ongoing collaborative discussion and data collection with the Primary Care for All Americans New Bedford Work Group (group description below, which includes providers, healthcare system representatives, and nonprofit community leaders), as well as data from
  - Local provider, private practice, and health system websites
  - U.S. Census Bureau data (2020-2024)

Limitations: This report does not include data about people in New Bedford who use practices other than those associated with the three participating organizations. We made projections about people who are undocumented and not formally counted in census data about New Bedford. We did not develop data about people who have long-standing, robust primary care relationships and have seen the same clinician for five or more years. Instead, we counted the number of people who saw a primary care clinician, or who had a complete physician examination or well child care visit in the last two years. These are reasonable proxy measurements for a robust, meaningful primary care relationship – but these measure likely overcount the number of people in New Bedford who have robust, meaningful primary care relationships.

Steps to Address the Issue – Established a Primary Care for All Americans Work Group in New Bedford, Massachusetts:

Primary Care for All Americans created a Work Group in New Bedford, Massachusetts (see Work Group Representatives in Appendix) that includes the community's three largest health care organizations – Southcoast Health, Hawthorn Medical Associates, and New Bedford Community Health. This group is the first of its kind in the nation and understands the importance of starting local to address national challenges such as this one.

About the Organizations:

Southcoast Health:

Southcoast Health is a not-for-profit, community health system serving southeastern Massachusetts and Rhode Island. In addition to three acute care hospitals – St. Luke's Hospital (New Bedford), Charlton Memorial Hospital (Fall River) and Tobey Hospital (Wareham) – Southcoast Health provides an integrated care network with approximately 900 providers, over 50 convenient regional care and service locations, two oncology centers, seven urgent care centers, home health services, and numerous ancillary facilities.

Southcoast Health is the largest provider of primary and specialty care on the South Coast, and serves more than 725,000 residents in 33 communities, including the Gateway Cities of New Bedford and Fall River, covering more than 900 square miles.

Hawthorn Medical Associates:

Hawthorn Medical Associates was founded in 1970 by two local physicians, Dr. Clinton Levin and Dr. Thomas Zipoli. Their vision was to provide a higher level of care for their patients while bringing physician specialists and services to the community that were not available at the time.
In the more than 50 years that have followed, this medical practice has continued to grow and now includes more than 150 of the area's most respected physicians, physician assistants, and nurse practitioners. These providers represent 20 medical specialties and are supported by state-of-the-art laboratory, diagnostic imaging services, and specialty services.

New Bedford Community Health:

New Bedford Community Health is a not-for-profit, multicultural, Federally Qualified Health Center, located in the heart of Downtown New Bedford, Massachusetts. For over 40 years, New Bedford Community Health has been providing patient-centered and community-focused care in southeastern Massachusetts for anyone, regardless of their ability to pay.

Their mental health, medical, and dental services, programs, staff, and values ensure that they serve people from all walks of life. It does not matter whether you are employed or unemployed, new to the South Coast or a lifelong resident of the area, uninsured or insured; all who are in need of healthcare are welcome at New Bedford Community Health.

Many residents of New Bedford have primary care providers located outside the city limits at Southcoast Health and Hawthorn Medical practices in Fairhaven and Dartmouth. The City of New Bedford is the beneficiary of the health care resources from the Greater New Bedford Region. The primary care resources of the region as a whole are not addressed in this report, and we are beginning the process of collecting data so we can understand primary care supply and use by the population of the whole region.

Purpose of the Work Group:

This primary care report documents how the national primary care workforce shortage is impacting New Bedford today.

The opportunity is for New Bedford to come together to address these shortages, so we can provide primary care to everyone in New Bedford. The national primary care shortage has developed over more than forty years, and there is no clear state or federal strategy to address it – yet. We'll have to work together across a number of different domains to develop the workforce we need. But we've already shown we can collaborate effectively, as we have to produce this report. And it is clear that by working collaboratively over a number of years, we can produce the workforce we need to provide primary care to everyone living in New Bedford.

To that end, the Primary Care for All Americans New Bedford Work Group developed a work plan for the next five years. This work plan includes the following programs and projects, although others may be added to this list as opportunities and needs arise:

- Pipelines and Pathways
  - Working with middle school and high school students to interest them in primary care careers.
- Nursing and Medical School Admissions counseling – to help our students gain acceptance to medical and nursing school.
- New locally funded loan repayment programs to attract new clinicians to New Bedford now, and locally funded scholarships with obligations to practice in New Bedford to help support our students who are undertaking primary care careers, so that they come home to practice here, to build our primary care workforce for the future.
- Family Medicine, Nurse Practitioner, and Physician Associate Residency Programs in New Bedford, understanding that 60 percent of residents will practice within a few miles of where they are trained.
- Study of community-owned health plans, so that everyone with health insurance in New Bedford has primary care, and the city and our businesses can reap the economic and public health benefits of these plans.

Members of the New Bedford Work Group are forming five different task forces to create these projects and programs, which will help us expand access to primary care in New Bedford.

Understanding the City of New Bedford's Population:

The 2020 Census reported that New Bedford had a population of 101,088, making it the Commonwealth's ninth-largest city and the largest in the South Coast region.

- New Bedford is a multi-ethnic and multi-cultural city with a large percentage of foreign-born residents.
- New Bedford has one of the largest populations with Portuguese ancestry in the country, and has significant Cape Verdean, Puerto Rican, and K'iche.
- **15%** report speaking Portuguese at home, while **11%** report speaking Spanish at home.
- **28%** of New Bedford students reported speaking Spanish at home, **5%** speaking Portuguese, and **5%** speaking Cape Verdean Creole in *Figure 1.*
- Nearly a quarter of New Bedford residents **(24.5%)** identify as Hispanic/Latino, almost double the statewide percentage **(12.6%).**
- Based on the 2020 Census, the race/ethnicity of the New Bedford community is shown in *Figure 2.*
- The population distribution by age in 2020 was **15.8%** under the age of 18 years, **60.6%** between the ages of 18 and 65 years, and **23.6%** over 65, as shown in *Figure 3.*
- The undocumented population of the city is estimated to be 10,000.
    - These measures and estimates do not include the need to care for this population, which often avoids primary care for fear of arrest and deportation

Based on a report from the New Bedford Public Schools, the following languages were self-reported (Figure 1):

- Spanish
- Portuguese
- Cape Verdean Creole
- Haitian Creole
- K'iche (a Mayan language spoken in Guatemala, Mexico, and other parts of Central America)

Figure 1:

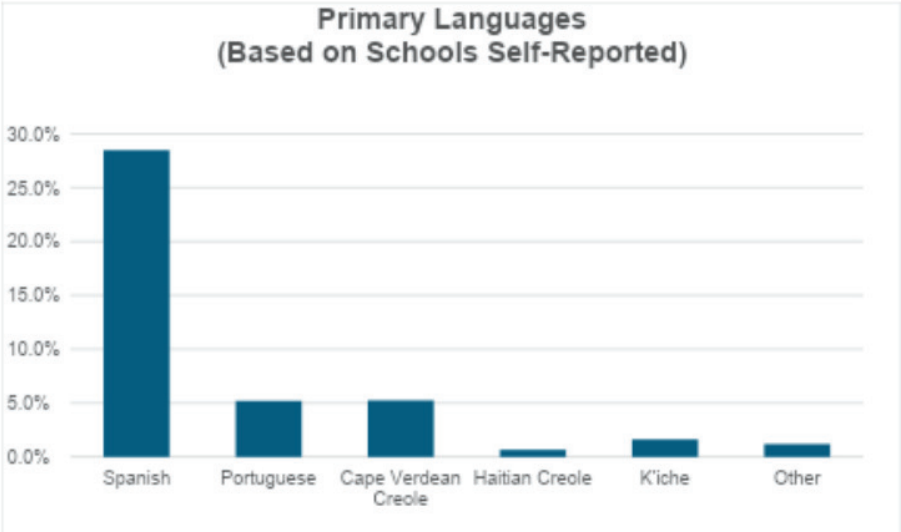


Figure 2:

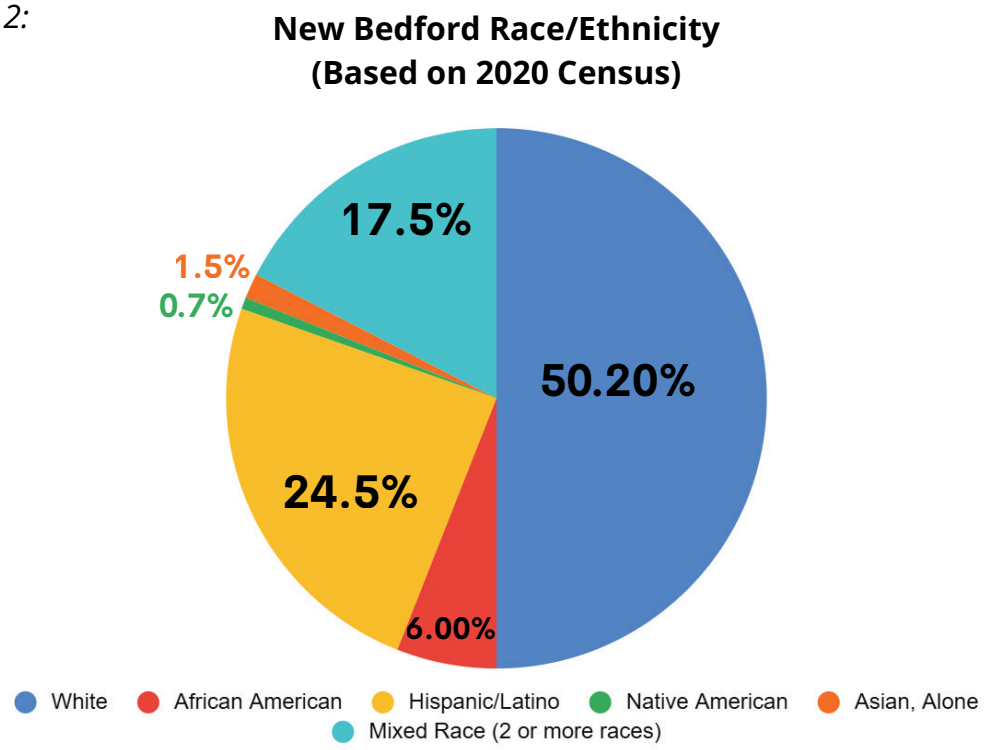
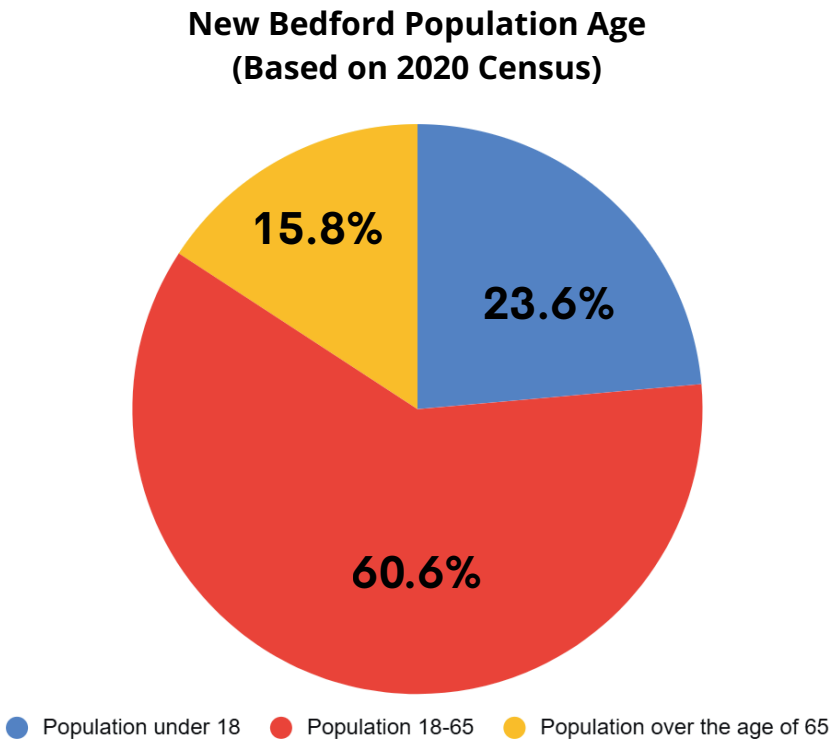


Figure 3:



Current State of Primary Care in New Bedford – Where We Are:

How Many Primary Care Clinicians Serve New Bedford?

We were able to identify 36 primary care clinicians practicing in New Bedford, 15 are physicians.

Ten of the 15 physicians are pediatricians, which means there are likely no more than five physicians in the city of New Bedford who provide primary care for adults.

Demographic Information:

- Seven clinicians in New Bedford and 14 clinicians in surrounding communities are people of color.
- At least six primary care clinicians practicing in New Bedford speak Spanish, and three speak Portuguese.
- Three clinicians in the surrounding communities speak Spanish, and seven speak Portuguese.

How Many People in New Bedford Have a Meaningful Primary Care Relationship?

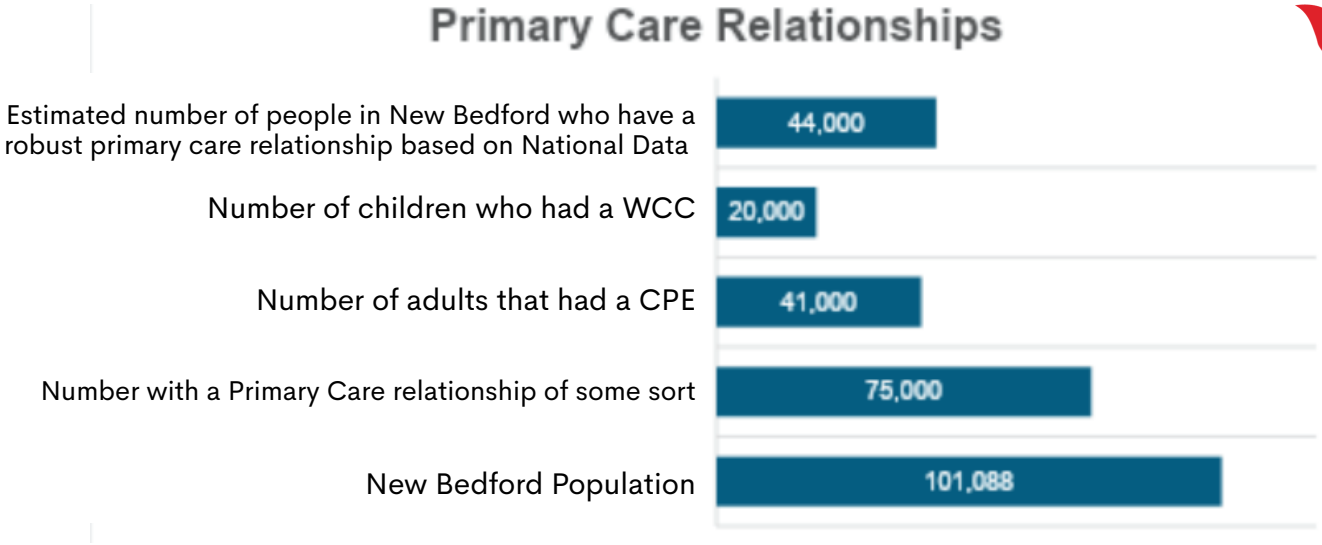
A meaningful and robust primary care relationship means more than just a single complete physical examination or well child visit in the last two years. That said, the data we have tells us that:

- Two of the three health care organizations reported that about 34,000 people from New Bedford – or about one-third of the population - had a visit of any type.
- One of those reported that about 15,000 people from New Bedford had a primary care visit (10,000 CPE) or a (5,000 WCC) visit in the prior two years.
- The second health care organization reported that 16,000 unique primary care patients, who live in New Bedford, had a CPE in the last two years, and 330 children under the age of 1 year had 2 WCC, with the same clinician, over the past year.
- The third health care organization reported that 46,108 people from New Bedford had a primary care visit (31,135 CPE) or (14,973 WCC) in the prior two years.

This data suggests that:

- ***75,000 people from New Bedford have a primary care relationship of some sort.***
- ***At least 41,000 adults had a complete physical.***
- ***At least 20,000 children had Well-Child Care in the last two years.***

*This data may not include the patient population from the two independent pediatric practices. There may be 2,000-5,000 more children with primary care than reported here. Of note, there are about 23,000 children in New Bedford counted in the 2020 census, which suggests that most children in New Bedford have and use primary care.



This suggests that at least 20,000 to 25,000 people in New Bedford have no primary care relationship at all.

- This number likely significantly underestimates the number of people in New Bedford without a robust primary care relationship.
  - Nationally, only about **43%** of American adults have a robust primary care relationship.
  - If that national data is applied to New Bedford, we would expect that no more than 33,100 people in New Bedford had such a relationship, which means **as many as 44,000** adults in New Bedford may lack a robust and meaningful primary care relationship.

Based on our questions provided to the local health care organizations, we received the following information:

Southcoast Health: 143 of their clinicians are primary care clinicians across the region. This group consists of 80 physicians and 63 NPs/PAs (14 of whom have their own panel). Of the 143 primary care clinicians, 6 provide care for pediatric patients only. The remainder are Internal Medicine or Family Medicine providers.

We were able to identify four private practices associated with Southcoast Health operating inside the city of New Bedford with 7 FTE clinicians, 4 MDs, and 3 NPs.

Hawthorn Medical Associates: 52 out of approximately 90 clinicians are primary care clinicians. Hawthorn Medical Associates is located in the town of Dartmouth, Massachusetts, approximately four miles from New Bedford.

New Bedford Community Health: New Bedford Community Health has 22 total primary care clinicians – 7 are MDs (5 of 7 are pediatricians) and 15 NPs. The New Bedford Community Health provides primary care to 21,354 unique patients of whom 19,005 (89%) live in the city of New Bedford.

Patient Panel Sizes:

- Patient panel sizes from the three primary care practices ranged from an average 1,400 patients to 3,500.
- Panel size for pediatrics averaged 1,000 patients.

Demographic Information:

- Only 21 clinicians from the three primary care practices are people of color.
- Over 42% of the patients have a primary language other than English, but the three primary care practices reported that only 9 clinicians speak Spanish, 10 speak Portuguese, and 11 speak other languages (Chinese, Filipino, Hindi, Nepali, Tagalog, and Quenya).

Independent Pediatric Practices:

- We were able to identify two independent pediatric practices located in New Bedford that see New Bedford patients.
    - Pediatrics Associates – Boston Children's Primary Care Alliance, a privately owned pediatric group practice that provides comprehensive medical care for children from birth through 22 years of age. They are staffed with 2 MDs and 2 NPs.
    - Horizon Pediatrics – Boston Children's Primary Care Alliance is staffed with 1 MD and 1 NP.

Acccess:

- Public transportation plays a vital role in helping many New Bedford residents access health care.
- For those needing to reach Southcoast Health or Hawthorn Medical Associates locations, buses run hourly on weekdays, with an average travel time of about 30 minutes.
- New Bedford Community Health is conveniently located just one block from the city's main bus terminal, making it easily accessible with a single bus ride for most residents.

Existing Challenges Within Primary Care

Appointment Wait Times:

The appointment wait time for new patients varies between the three primary care practices.

Southcoast Health:

- Southcoast Health, as a system, reported approximately a 59-day wait period that spans the entirety of primary care (Family Medicine and Internal Medicine).
- The Southcoast Health Network Affiliates reported a range of 5 days to 90 days.
- Southcoast Health reported that pediatric new patient appointments are often available in 14 days.
- One of the Southcoast Health Affiliate practices reported that pediatric new patient appointments are often available within 24 hours.
    - Southcoast Health Emergency Departments (EDs), particularly at St Luke's Hospital in New Bedford, are considered "very busy" with a high volume of patients.
    - Many patients who are unable to access the primary care practices utilize the Southcoast Health Emergency Departments for their care, producing very long emergency room wait times.
    - Between October 1, 2023, and September 30, 2024, there were 78,566 ED Visits to St Luke's Hospital, of which 11,948 visits resulted in hospital admission.
- Southcoast Health additionally offers Urgent Care services 7 days a week.

Hawthorn Medical Associates:

- Hawthorn Medical Associates is currently not accepting new adult patients in primary care.
- There is a waiting list of approximately 4,000 patient names trying to access primary care with this practice.
- For established patients, patients can schedule appointments on the same day or the next day.
- Pediatric new patient appointments are available in 2 weeks.
- Hawthorn Medical Associates additionally offers Urgent Care services 7 days a week.

New Bedford Community Health:

- Established patients can access an appointment within 3 days.
- Pediatric new patient appointments are available in 3 days.
- Adult primary care at New Bedford Community Health provides, on average, 132 same-day appointments per week.
- The wait time for a new adult patient appointment is nine months.

Recruitment:

- New Bedford's healthcare organizations have made significant efforts to recruit primary care clinicians, but their ability to do so is constrained by a nationwide shortage.
- The city faces additional challenges in recruitment, as it lacks a medical school and residency programs in family medicine, pediatrics, or general internal medicine.
- Residency programs are especially critical in attracting new physicians, as approximately **60%** of doctors choose to practice within a few miles of where they complete their training.

The Primary Care We Need – Looking Ahead to the Future:

Estimates of the need for primary care depend on the number of people each primary care clinician can care for.

Historically, when each primary care doctor or clinician cared for 3,000-5,000 people, New Bedford needed approximately 35 primary care clinicians.

The number of patients each primary care clinician can see has significantly declined compared to the past. This is largely due to increasing administrative burdens, including the demands of electronic medical records, which require extensive documentation for every patient visit. Bureaucratic hurdles, such as prior authorizations and an ever-growing array of forms from schools, employers, and pharmacies, further add to the workload. Currently, the average number of patients each primary care clinician cares for is about 1,700 patients.

Additionally, the expansion of clinical guidelines, regulations, and preventive care measures has increased the responsibilities of primary care clinicians. While advancements in medication and chronic disease management have improved patient outcomes, they also require clinicians to spend more time tracking prescriptions, monitoring conditions, and coordinating care to prevent complications. As a result, the demands on primary care continue to grow, making it increasingly challenging to provide timely and comprehensive care.

- If each primary care clinician can care for 1,500 people, then New Bedford may need as many as 73 primary care clinicians in total, understanding that much of the unmet need may be addressed by clinicians practicing outside of New Bedford itself.
- If each primary care clinician can care for 1,200 people, then New Bedford may need as many as 83 primary care clinicians in total, understanding that much of the unmet need may be addressed by clinicians practicing outside of New Bedford itself.
- If each clinician can care for about 1,000 people, then New Bedford may need as many as 100 primary care clinicians in total, understanding that much of the unmet need may be addressed by clinicians practicing outside of New Bedford itself.
- If the undocumented population is 10,000, then an additional ten to twenty primary care clinicians, most of whom would need to speak Spanish, Portuguese, Cape Verdean and Haitian Creole, or K'iche, would be needed to bring primary care to everyone in New Bedford.

These findings suggest that New Bedford likely needs between 73 and 100 total primary care clinicians to care for its counted population today. Much of that need is being addressed by clinicians practicing outside of New Bedford itself

Based on the population data above, if New Bedford had 100 primary care clinicians, 15 primary care clinicians would speak Portuguese, 10 to 25 would speak Spanish, and 5 would speak Cape Verdean Creole.

If 20,000 to 25,000 New Bedford residents are not established with a primary care clinician and if each primary care clinician can care for 1,500 patients, thirteen to seventeen new primary care clinicians are needed today to adequately serve this underserved population alone.

Next steps:

The Primary Care for All Americans New Bedford Work Group will continue to focus its efforts on improving primary care access in New Bedford.

We've convened or are convening five task forces to help address the need:

- To develop, track data, and report on access to primary care in New Bedford and the Southcoast region.
- To develop and enhance existing pipeline and pathway programs, so that students from New Bedford can choose and succeed in primary care careers, and train and practice in New Bedford.
- To develop scholarship and loan repayment programs, so our students can afford the training.
- To encourage the development of new residency programs for family medicine, pediatrics, and primary care nurse practitioners and physician assistants.
- To raise funds to support pipeline and pathway programs and scholarship, loan repayment, and residency programs.
- Other task forces – to develop a community-owned health plan or develop new ways of supporting primary care practices financially – may be needed in the future.

We are grateful for the robust participation of everyone and all the health care organizations in New Bedford and in surrounding communities.

The primary care crisis in the US has developed over many years. People in New Bedford, working together, can solve it for New Bedford in a way that works best in New Bedford.

Appendix

New Bedford Data Collection Questions

DEMOGRAPHICS

What is the total population of New Bedford?
How much of the population is under 18 years?
How much of the population is over 65 years?
What is the breakdown of primary languages spoken in New Bedford?
- Spanish?
- Portuguese?
- Cape Verdean Creole?
- Haitian Creole?
- K'iche?
- Other languages?

What is the Race/Ethnicity of New Bedford residents?
- White alone, non-Hispanic or Latino?
- African American?
- Hispanic or Latino?
- Asian alone
- Native American?
- Mixed race (2 or more races)?

CLINICIANS

What is the number of FTEs providing primary care in your practice?

What is the number of primary care clinicians who are MDs in your practice?

What is the number of primary care clinicians who are DOs in your practice?

How many of these FTE clinicians (MDs/DOs) care for patients who live in the community of New Bedford?

What is the number of primary care clinicians who are APP (NPs/PAs) in your practice?
How many of these FTE clinicians (NPs/PAs) care for patients who live in the community of New Bedford?

How many total FTE clinicians practice in the community of New Bedford?

How many FTE clinicians speak:

- Spanish
- Portuguese
- Cape Verdean Creole
- K'ichi
- Other languages

How many FTE clinicians are formally qualified to speak in a healthcare setting in

- Spanish
- Portuguese
- Cape Verdean Creole
- K'ichi
- Other languages

How many FTE clinicians are people of color?

How many FTE MDs/DOs clinicians take care of children under 18 years?

How many FTE MDs/DOs clinicians, who care for children under 18 years, practice in the community of New Bedford?

How many FTE NPs/PAs clinicians take care of children under 18 years?

How many FTE NPs/PAs, who care for children under 18 years, practice in the community of New Bedford?

What is the panel sizes of the clinicians in your practice?

How many primary care clinicians are needed to provide robust primary care to everyone in New Bedford?

What is the number of primary care clinicians per 10,000 people in MA/US?

ACCESS

How many unique patients in your practice have a New Bedford address?

How many unique primary care patients, who live in New Bedford, had a Complete Physical Exam (CPE) between December 2022 and November 2024?

How many unique primary care patients, who live in New Bedford, had a Well Child Check (WCC) between December 2022 and November 2024?

How many unique patients under the age of 1 year have had 2 Well Child Checks (WCC) with the same clinician over the past year?

How many unique patients in your practice had a CPE in the past 24 months?

What is the wait time for a new adult patient to be scheduled a CPE in your practice?

What is the wait time for a new pediatric patient to be scheduled a new appointment in your practice?

What is the wait time for a patient to get an adult follow-up appointment in your practice?

What is the wait time for a patient to get a pediatric follow-up appointment in your practice?

How long does it take for a patient with an existing primary care relationship to schedule a sick or follow-up visit in your practice?

New Bedford PC4AA Work Group Representatives

Pamela Kavanaugh	Project Lead, PC4AA New Bedford Work Group
Cheryl Bartlett	President & CEO, New Bedford Health
Kathleen Carney	Trustee, Carney Family Charitable Foundation
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Sean Cunniffe	Vice President, Hawthorn Operations and Brown Medical Group
Robert Caldas, DO	Family Practice Physician, Brown Health
Rev. David Lima	Executive Minister, Inter-Church Council of New Bedford
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Helena DaSilva-Hughes	President, Immigrants' Assistance Center
Stephanie Sloan	Director, New Bedford Board of Health
Thomas Michael	Director, New Bedford Emergency Medical Services
Anthony Sapienza	Board President, New Bedford Economic Development
Corrin Williams	Director, Community Economic Development Center
Jamile Xible	Director, Community Engagement, Health Care for All Massachusetts
Dorothy Dunn	Family Nurse Practitioner, Community Economic Development Center
Darlene Spencer	Program Officer, Carney Family Charitable Foundation
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Thank you as well to the many Southcoast Health team members who supported this work throughout.