

Inside Scope

The ProHealth Physicians Employee Newsletter

Cover Spotlight:

Compassion in Action: Honoring ProHealth's Outstanding Super Heroes

BY ANA OHAN, ADAPTED BY JOHANNA LUCAS

The Optum Super Hero award has recognized two extraordinary ProHealth nurses, Catrina Levin, RN, and Alissa Spak, RN. With more than 11,000 nominations, this award highlights the incredible contributions of health care professionals like Catrina and Alissa.

Catrina's path to nursing began early. Inspired by her father's experience with Lyme disease, she was drawn to the blend of science and care. "The combination of care and skill spoke to me," she says. After becoming a nurse in 2007, she spent 13 years in labor and delivery. "It's difficult to put into words how important it is to advocate for patients," she says. "They need us to be their voice when they can't."

In 2020, Catrina joined the Bethel primary care team at the height of the COVID-19 pandemic. Now a clinical lead, she supports her team and helps patients navigate their care journeys. "Empathy can be heavy," she says. "But I try to imagine being in their shoes and ask: what's the best way I can help?"

When she received the Optum Superhero Award, she was surprised. "I've never been one to seek the spotlight," she says. "But it was an honor. I'm here to help. It's not always easy, but it's worth it."

Alissa's journey also began young—at age 11, when she accompanied her pregnant mom to every ultrasound appointment. "I remember pointing out things on the screen," she says. "From then on, I knew I wanted to help people." As a teen, she volunteered in Yale's NICU, comforting newborns without family nearby.

Later, while working with individuals with intellectual disabilities, Alissa found deep fulfillment in giving her best to a population that often goes unseen. After earning her nursing degree, she explored several roles before finding

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Contributors



Joseph Babiarz, MD
jbabiarz@prohealthmd.com
Primary Care, Southington



Timothy Buckley, MD
tbuckley@prohealthmd.com
Family Medicine, Higganum



Jill Dreesman, MSN, RN
jdreesman@prohealthmd.com
Director of Nursing



Susan Lelko, MD
slelko@prohealthmd.com
Pediatric Regional Medical Director
Pediatrics, Meriden/Wallingford



Deborah Simmons, RN
dsimmons@prohealthmd.com
Director, Population Health



Jena Spatkowski
jspatkowski@prohealthmd.com
People Team Analyst



Zoey Zahedi
zzahedi@prohealthmd.com
Central Support manager



DEADLINE:

Your contributions help spark our creativity and keep this publication interesting for our readers. If you have content or a suggestion for our next quarterly issue, please email it to jlucas1@prohealthmd.com by October 1.



Newsletter Editorial Team

Alexis Kallicharan: Lead Designer, akallicharan@prohealthmd.com
Graphic Designer

Johanna Lucas: Lead Copy Editor, jlucas1@prohealthmd.com
Marketing Coordinator

Ana Ohan: Copy Editor, aohan@prohealthmd.com
Corporate Communications Lead

Missy Lucas: Creative Director, mlucas1@prohealthmd.com
Head of Marketing & Communications



Compassion in Action:

Honoring ProHealth's Outstanding Super Heroes (cont.)

her calling in family medicine. "In this setting, it's just me and the patient," she says. "We can sit, talk, and connect."

Today, Alissa is a steady, compassionate presence at her Meriden primary care office. When she was honored with the Optum Superhero Award, she had no idea she was nominated. But when she heard why, she said, "It felt really good. Like—okay, maybe the small things do matter."

Both Catrina and Alissa embody the values recognized by the Optum Super Hero award. Their stories showcase the power of compassion, teamwork and the profound difference dedicated health care professionals make in patients' lives. It's a testament to the heart of nursing. Showing up, caring deeply, and making a difference in the lives of those they touch.

We're Open for Business:

ProHealth Physicians
Family Medicine, Guilford



We're thrilled to announce that our office, ProHealth Physicians Family Medicine, Guilford, is now open! Our family medicine team, led by Edmund Kim, MD, MaryEllen Baldino, APRN, and Alexandra Ford, APRN, made the move to our brand-new location on June 6, 2025. We're excited to be back in Guilford and cannot wait to provide top-notch care to our community there.




How Time Flies: Employee Milestone Anniversaries

BY JOHANNA LUCAS

We're grateful for your time...it sure flies by! Congratulations on your milestone anniversary! We appreciate your hard work and contributions. Thank you for all that you do. This quarter, we recognize:

Rebecca Woodiwiss, 35 years*
Stuart Herlands, MD, 30 years*
Kim Kasparian, 30 years*
Deborah Genovese, 30 years*
Allison Whitaker, MD, 30 years*
Karen Goldberg, MD, 25 years*
Tracy Noell, APRN, 20 years
Marie-Helene Pouliot, MD, 20 years
Laura Watts, MD, 20 years
Kevin Baran, MD, 15 years
Tamar Braverman, MD, 15 years
Kerri Hence, RN, 15 years
Cathy Leblanc, MA, 15 years
Ellen Moran, 15 years
Marianne Anderson, APRN, 10 years
Rena Aroesty, MD, 10 years
Kathryn Dugger-Goodrich, APRN, 10 years
Melissa Garcia De Rodrigues, MA, 10 years
Albana Lici, 10 years
Karen Lyman, 10 years
Tabitha Powers, 10 years
Will Vidal, 10 years
Amy Vilcinskas, 10 years
Belinda Winkler, RN, 10 years
Kimberly Bado, RN, 5 years
Erica Boisvert, RN, 5 years
Alicia Dodson, MD, 5 years
Arleen Gonzalez, MA, 5 years
Donna Hosking, RN, 5 years
Catrina Levin, RN, 5 years
Lori Macht, RN, 5 years
Chelsea Solazzo, 5 years
Jessica Weingarten, RN, 5 years

*Includes years prior to employee's practice joining ProHealth Physicians 

Culture Corner Column:

Culture as Clinical Competence



BY SUSAN LELKO, MD


At ProHealth, we believe that mutual respect is more than a value—it's a clinical competency.

In health care, clinicians hold a unique position of visibility and authority. How they listen, respond, and lead sets a tone that others follow. Every interaction with a patient, nurse, MA, or colleague casts a "leadership shadow" that shapes how teams communicate, collaborate, and respond under pressure. That shadow becomes the culture. And when it's grounded in mutual respect, it creates a safer and more effective care environment.

This isn't about soft skills. It's about clinical outcomes. A respectful culture encourages team members to speak up, double-check and raise concerns—behaviors that directly impact patient safety. When clinicians lead with humility and respect, they foster psychological safety, which is essential to high-functioning teams.

Culture is learned through example. People don't follow policies—they follow behavior. A clinician's tone and presence, especially under stress, signals what's acceptable and valued. Even when unspoken, these cues shape team norms and expectations.


Patients may not always see the clinician, but they feel their influence through the care team. When clinicians model empathy and respect, their teams are more likely to extend that same care to every patient. This builds trust, improves adherence, and shapes outcomes.

When your leadership shadow reflects your values, you help create a culture that honors your purpose. That's not just good leadership—it's good medicine. 

Mutual respect Live it. Give it. Show it.

Every patient. Every person. Every interaction.

A New Chapter: ProHealth Physicians Pediatrics, Wallingford

In a strategic move to unite a larger team of pediatricians, nurses, and staff, Meriden Pediatric Associates joined forces with Pediatric and Adolescent Medicine in Wallingford. Together, they formed ProHealth Physicians Pediatrics, Wallingford, with a shared commitment to fostering a culture of excellence. By consolidating teams, we are now poised to leverage our collective expertise, share best practices, and drive innovation, ultimately leading to improved patient experiences. We're excited about this change and look forward to continuing to offer exceptional care to our patients and families. 




One World Stars

BY JOSEPH BABIARZ, MD, PROHEALTH PHYSICIANS
CHAMPION FOR ONE WORLD SURGERY

In June, ProHealth participated in the One World Surgery Mission trip to the Dominican Republic, delivering exceptional medical care to those in need. Our team of dedicated pediatric superheroes provided comprehensive medical services to 605 patients at the main clinic and in surrounding villages. They worked collaboratively to counsel, treat, and provide free pharmaceuticals to a population with limited access to medical care.

I joined in their efforts along with our primary care clinicians, as well as volunteers from other Optum groups and non-clinical individuals. We received high praise from the One World Surgery staff for our professionalism and care.

As I reflected to our team, the patients served may not recall our names or affiliations, but they will remember the compassion and quality of care they received. Your selfless efforts will have a lasting impact on the lives you touched. 

Participants:

Pediatric Team

- Dr. Karen Goldberg
- Dr. Laura Pickett
- Dr. Amy Baumer
- Dr. Kerline Vassel-Klaus
- Dr. Traci Friedman
- Susan Parker, APRN

Clinical Support Team

- Cynthia Goergen, RN
- Maria Gonzalez, LPN
- Harley Pinette, MA
- Heily Lopez, MA
- Nancy Staszewski, MA,

Adult Primary Care Team:

- Dr. Kevin Baran
- Dr. Phil Goldberg
(Dr. Karen Goldberg's husband)
- Georgia Sterpka, APRN



Clinical Leaders Column:

Our Nurses at ProHealth Go the Distance

BY DEB SIMMONS, RN MPH AND JILL DREESMAN, MSN, RN

We're proud to highlight the outstanding work of our nursing teams. Their dedication and expertise are truly making a difference in patient care. By combining data with their clinical knowledge, they're not only improving operational efficiency but also elevating the overall patient experience. This helps to continue delivering exceptional care.




Case Management Nurses Drive Success

Our Case Management (CM) nurses played a critical role in the success of patient-centered medical home (PCMH) initiatives. Particularly focused on goal setting. For the 2024/25 cycle, PCMH changed the requirement from clinician-driven care guides to CM nursing care plans. With their strong clinical foundation, communication skills, and expertise in care coordination, our CM nurses were ideally suited to undertake and enhance this aspect of case management.

The nursing team, led by Joanne Foss, MSN, RN, CMC CDP, included:


- Sam Galgano, RN
- Nancy Sanchirico, RN
- Deeanna Serencko, RN
- Angelaine Maia e Sa, RN

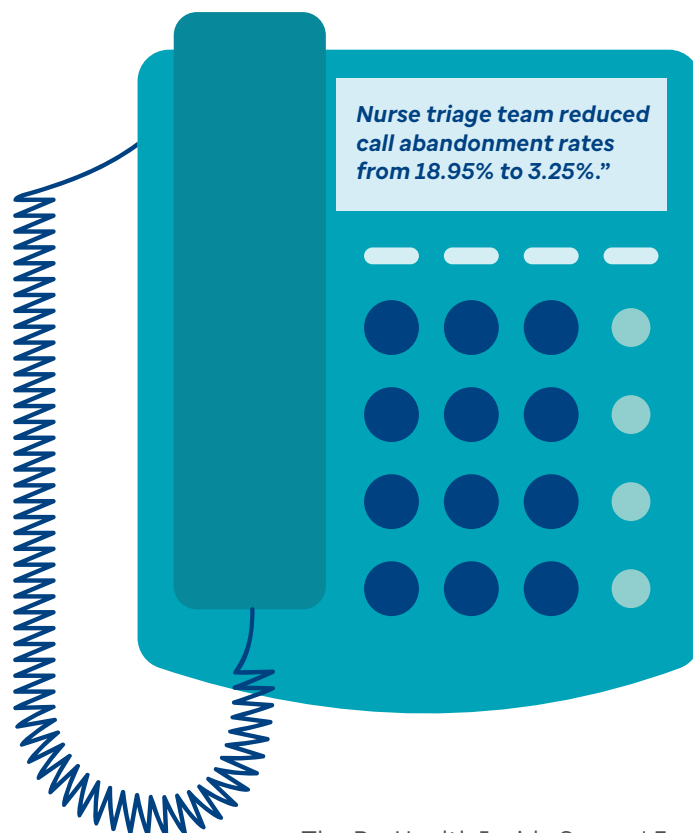
They completed 1,466 nursing assessments (1,350 or 30 per site were required) and 1,422 care plans in six months. This represents a 97% engagement rate (75% is required).

Our CM nurses improved care coordination, making it more personal, continuous, and effective. Their work shows nursing leadership is key in value-based, patient-centered care models. 



Enhancing Patient Access: A Significant Reduction in Call Abandonment Rates

Between January and June 2025, our central nurse triage team achieved a remarkable reduction in call abandonment rates. They reduced them from 18.95% to 3.25%. Access to call center performance data in real time through a live dashboard was a key factor to this success. The dashboard displayed critical metrics, such as the number of calls waiting and the current abandonment rate. This enabled nurses to proactively manage call flow and prioritize responses effectively. As a result, the team made more informed real-time decisions, leading to better patient access and satisfaction, and a smoother triage process. This initiative demonstrates how using data and engaging front-line staff can improve operations. 



ProHealth Corporate Sponsorship & Events



Teeing off on Wellness at the Traveler's Championship

We had a tee-rific time at the Traveler's Championship in Cromwell! Our ProHealth Physicians "Birdie's Eye" View Adirondack Lookout was a hole-in-one for spectators looking to take a break and grab some sun protection. We were thrilled to be a part of the fun and provide a relaxing spot for fans—it was a par-fect way to spend the day!



Every Step Counts:

2025 Opportunities to Walk for a Cause

If you're searching for an opportunity that includes getting steps in with friends and colleagues while making a positive impact for a few important causes, well look no further! This year, ProHealth will be participating in the following events:

American Heart Association's Greater Hartford Heart Walk 2025

Date: Saturday, September 6

Register or donate: phpct.co/AHAHeartWalk2025

Komen 2025 More Than Pink Walk

Date: Sunday, October 26

Register or donate: phpct.co/PHPKomen2025

Sign up now! Help us make a difference in the lives of others. Consider joining our team or donating to the cause. More information to follow via email. Stay tuned!

Save the Date:

Drive-Thru Flu Clinic on October 4

ProHealth Physicians, in partnership with NBC Connecticut, will be hosting our annual FREE Drive-Thru Flu Clinic again this fall.

Date: Saturday, October 4, 2025

Location: 3 Farm Glen Boulevard, Farmington

Official Event Time: 10 am to 12 pm

We need you to help make this happen. Consider ways you can get involved. We'll be sending out an email soon with more details. In the meantime, please save the date!



ProHealth Steps Up to the Plate: A Fun Day at the Ballpark

Take me out to the ballgame, take me out to the crowd! On June 27, our teams from across Connecticut enjoyed a night out at Dunkin Donuts Park to take in a Hartford Yard Goats game. It's always a home run when we can come together for some fun. With 177 seats filled with employees and their families in our section, we had a grand slam of a time spending the day together, cheering on the Goats, and soaking up the excitement at the ballpark.



Get Ready for Fun-Filled Family Days at the CT Science Center

ProHealth is excited to partner with the Connecticut Science Center to bring you a fantastic family experience!

On August 9 and 10, from 10 am to 4 pm, ProHealth employees and their families are invited to enjoy a day of science, fun and adventure.

As part of the Science Center's Sports Weekend, families will have the opportunity to participate in exciting activities and exhibits. The best part? As part of our partnership, admission is free for all ProHealth employees. Family members in attendance will pay only \$10. Just show your employee ID at the time of purchase.

Reminder! Be sure to visit ProHealth's sponsored exhibit, The Science Behind Pixar. Highly interactive, this exhibit showcases the science, technology, engineering and math (STEM) concepts used by the artists and computer scientists behind Pixar's award-winning films.

Celebrating Teamwork and Success: Bristol Consolidation Project

On June 26, the Bristol Project Team gathered to mark the successful completion of the Bristol consolidation project. The event provided an opportunity to recognize the team's hard work and dedication, and to reflect on this significant achievement. With refreshments and drinks, it was a great chance to socialize and appreciate the collaborative spirit that drove this project's success.

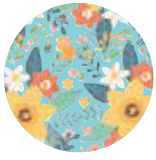


A Wave of Team Spirit: Cheering on the Norwich Sea Unicorns

Our shoreline offices had a fun day at the baseball field! There, they cheered on the Norwich Sea Unicorns. From big plays to ballpark snacks, it was a great way to enjoy time together as a team. Plus, Michael Bogdan from our primary care team in Groton threw out the first pitch. We love taking time to celebrate our teammates and sharing a sea of support, whether we're in the office or the stands. Go Sea Unicorns!



We've Got Spirit, Yes We Do: Spirit Days at ProHealth



April: We had a fantastic April! The month kicked off with a colorful display of spring and summer themes on our doors. Then, on Friday, April 18, we enjoyed a Casual Friday, where everyone donned their favorite jeans and enjoyed a more relaxed atmosphere—all while keeping it neat and professional, of course! It was a great way to boost morale and have some fun.



May: We had a fun-filled May! On Monday, May 5, we got into the Aloha spirit with Hawaiian Day, showcasing bold tropical prints and island style. Later, on Friday, May 16, we enjoyed a Casual Friday, embracing denim in a relaxed yet professional way. The events brought a refreshing energy to our workplace and highlighted the camaraderie among our team members.



June: We celebrated June with two special Spirit Days! On Friday, June 20, we enjoyed a Casual Friday, and on Friday, June 27, we marked Pride Day, embracing the spirit of inclusivity and diversity. It was a wonderful opportunity to come together and celebrate the richness of identities and experiences that make our community stronger.

These fun and meaningful activities not only boost spirits, but also build a culture of care and camaraderie that fosters a truly supportive community. Cheers to a fun and healthy quarter! 🍹





Announcing...

What's happening at your practice or department? Send us photos and updates about team activities, charitable efforts, and awards.



A Heartfelt Thank You to Our Former Advisory Board Members

On behalf of ProHealth Physicians and the Advisory Board, I extend sincere gratitude to Bruce Freeman, MD, Karen Sullivan, APRN, Tom Ward, MD, Penny McEvoy, APRN, and Allen Davis, MD for their dedication and commitment. Their insight, leadership, and support have been invaluable in guiding our organization forward. We appreciate the time, energy, and expertise they shared, helping us better serve our patients and communities. Thank you for your meaningful contributions and lasting impact.

– Submitted by Tim Buckley, DO



We're ONE! Happy 1 Year to Our Central Referral Team

On June 24, 2025, we proudly celebrated the one-year anniversary of the central referral team. What an incredible year it has been! Our powerhouse team of 11 dedicated professionals worked tirelessly to support all ProHealth offices. Together, they successfully completed an astounding 237,706 imaging orders and specialty referrals.

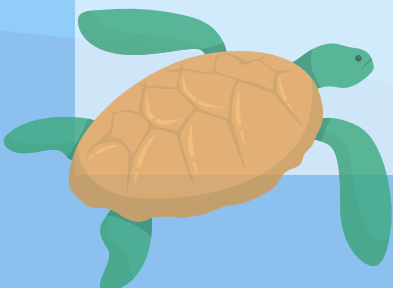
This milestone is a testament to our team's commitment, collaboration and impact. Here's to many more years of excellence and service. Thank you, central referral team!

– Submitted by Zoey Zahedi



Celebrating Jen Clune's Legacy

We are deeply grateful for Jen Clune's remarkable leadership and dedication during her 12 years at ProHealth. As a regional director, Jen embodied the perfect blend of compassion and effectiveness, leading with empathy and integrity that inspired countless individuals. Her leadership, marked by composure and kindness, fostered a culture of mutual respect. We are thankful for the legacy she leaves behind.



Celebrating Our Hiring Wins!

We continue making strides in our recruitment efforts. Our leadership and People Team are actively working behind the scenes to meet our staffing needs and business goals:

- Attract and retain top talent
- Meet patient demand and consistently improve access and clinical outcomes
- Maintain appropriate staffing ratios
- Ensure the delivery of exceptional patient care



Let's give a warm welcome to the following teammates:

DOCTORS & APCS

Yevgeniy Borshchenko, MD
Danbury Medical Group

Kayla Dixon, APRN
Southington Internal Medicine

Delvyann Gordon, APRN
Western CT Primary Care

Julie Huston, APRN
Higganum Family Medical Group

Madelaine McCarthy, APRN
Simsbury Pediatrics

Aiste Norberg, MD
Torrington Primary Care

Stephanie Pineiro, PA-C
Sparrow Commons Family Practice

Mary Sutterfield, APRN
Mansfield Pediatrics

Yalitzia Wright, APRN
Meriden Family Practice

MEDICAL ASSISTANTS

Kimberly Alfaro
PHP Primary Care, Groton

Shelby Bellamy
Village Square Internal Medicine

Janice Besler
Danbury Medical Group

Lauren Burley
Higganum Family Medical Group

Misbah Chaudhry
Vernon Family Medicine

Makalia Coleman
PHP of Manchester

Angela Colon
Putnam Medical Associates

Jennifer Conneely
PHP Pediatrics, Wethersfield

Amanda Cooper
Glastonbury Pediatrics
& Adolescent Medicine

LacChante Crawford
Danbury Medical Group

Tayza Daniels
PHP Pediatrics & Family
Medicine, Middletown

Jamie DellaBartolomea
Tolland Primary Care

Shaquina Diaz
PHP Pediatrics & Family
Medicine, Middletown

**Vanessa
Figueroa-Bermudez**
Glastonbury Primary Care

Alexis Grant
PHP Family Medicine, Guilford

Karl Helff
PHP of Hamden

Jahmila Husman
PHP of Bristol

Yelitza Johnson
Bloomfield Internists

Santashia Joyner
Childrens Medical Group,
Bloomfield

Aimee Kai
Enfield Pediatric Associates

Jazlene LaSanta
Tolland Primary Care

Hannah Linder
Glastonbury Pediatrics
& Adolescent Medicine

Olivia Love
Bloomfield Internists

Alyssa Mancini
Gold Star Pediatrics

Shelly Molina
PHP of Manchester

Dorcaliss Morales
Glastonbury Pediatrics
& Adolescent Medicine

Kristie Navarro
Marlborough Family Practice Center

Aaliyah Overton
Newington Pediatrics

Cristina Peguero-Barrera
Torrington Primary Care

Allana Polk
PHP Pediatrics & Family
Medicine, Middletown

Tanya Ramos
PHP of Bristol

Lisa Rivera
PHP of Hamden

Jessica Rodriguez
Glastonbury Primary Care

Micheel Rodriguez Gomez
Village Square Internal Medicine

Jessica Rojas
PHP Pediatrics & Family
Medicine, Middletown

Robert Romain
PHP of West Hartford

Geraldine K. Rygiel
Mansfield Pediatrics

Josette Sanchez
Southington Internal Medicine

Maria Santiago
PHP of West Hartford

Laren Taylor
Newington Pediatrics

Sonya Thomas
Office of Dr. Matthew Friedman

Zuleika Torres
Glastonbury Primary Care

Nelissabeth Torres
Wallingford Family Practice

Rashanya Troupe
PHP Family Medicine, Guilford

April Walker
Danbury Medical Group

NURSES

Priscilla Agyapong, RN
Administrative Offices

Stephanie Caraballo, RN
South Windsor Pediatrics

Heather Chase, RN
Administrative Offices

Michelle Churma, RN
Clinical Lead
Wallingford Family Practice

Jennifer Cook, RN
PHP Pediatrics, Wallingford

Advija Dedic, RN
Western CT Primary Care

Andrew Deluke, RN
Simsbury Pediatrics

Emily Donley, RN
Family Medical Associates

Emma Graham, RN
Administrative Offices

Natalia Martins, RN
Danbury Medical Group

Abigail Moisan, RN
PHP Pediatrics, Wallingford

Naomi Rosado, RN
Meriden Family Practice

Melissa C. Ruocco, RN
Southington Internal Medicine

Hannah Russo, RN
Pediatric Associates of New London

Alexus Trudeau, RN
Vernon Family Medicine

Jason Woodin, RN
PHP of Bristol



➔ **Who's New** (Continued)

Molly Yale, RN
PHP Pediatrics & Family
Medicine, Middletown

Zaneta Zurawski, RN
PHP Pediatrics & Family
Medicine, Middletown

**PATIENT ACCESS
COORDINATORS**
Patient Access Center

Tracy Dunlop

PRACTICE SERVICES
Lizaida Andujar Lopez
Medical Receptionist
Branford Pediatrics

Peter Butrico
Medical Receptionist
PHP Primary Care, Madison

Bonnie Charbonnier
Medical Receptionist
Glastonbury Primary Care

Stephanie Chase
Medical Receptionist
Simsbury Pediatrics

Emilie Combs
Medical Receptionist
PHP Pediatrics & Family
Medicine, Middletown

Jaheim Cousin
Medical Receptionist
Childrens Medical Group, Bloomfield

Leslie Cruz
Medical Receptionist
PHP of Farmington

Wanda Cunningham
Medical Receptionist
PHP Pediatrics, Wallingford

Monique DaGraca
Medical Receptionist
PHP of Bristol

Chelsea Daigle
Outreach Coordinator
Administrative Offices

Carlanna Dyer
Phlebotomist
Marlborough Family Practice Center

Elizabeth Ferrone
Registered Sonographer
Imaging Services

Alina Figueroa
Medical Receptionist
Glastonbury Primary Care

Etta Folk
Lab Clerk
Laboratory

Lisa Galipo
Medical Receptionist
PHP Primary Care, Groton

Hannah Godwin
Medical Receptionist
Glastonbury Pediatrics
& Adolescent Medicine

Emily Golec
Medical Receptionist
South Windsor Pediatrics

Jayni Harley
Medical Receptionist
Tolland Primary Care

Kristin Harlow
Radiology Tech
Imaging Services

Shariah Hoskie
Medical Receptionist
PHP Pediatrics, Wethersfield

Nachelis Irizarry
Medical Receptionist
Solano Medical

Laura King
Application Trainer
Administrative Offices

Sophie Loboncz
Phlebotomist
Western CT Primary Care

Constance M. Luke
Medical Receptionist
PHP Family Medicine, Guilford

Alyssa M. Nash
Phlebotomist
PHP of Farmington

Alaysa Ortiz
Medical Receptionist
PHP of Manchester

Joselyn Rodriguez
**Complex Customer Care
Representative**
Administrative Offices

Thomas Santos
Medical Receptionist
Childrens Medical Group, Rocky Hill

Raquel Shaw
Medical Receptionist
PHP of Manchester

Catalina Sheridan
Central Referral Coordinator
Administrative Offices

Victoria Smith
Medical Receptionist
Glastonbury Primary Care

Nicole Taylor
Phlebotomist
PHP Primary Care, Madison

All aboard!
ProHealth's got new
talent on deck.

Welcome
105 New Hires



*List courtesy of Jena Spatkowski:
jspatkowski@prohealthmd.com

3 Farm Glen Boulevard, Farmington, CT 06032 | P: 860.284.5200
ProHealthMD.com