

BERKSHIRE MEDICAL CENTER COMMUNITY BENEFITS REPORT –FISCAL 2001

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I. INTRODUCTION

In fiscal year 2001, Berkshire Medical Center continued to provide activities and programs that focused on the areas for which it had already made a strong commitment, including: threats to youth, access to care and the MassHealth initiative. With the benefit of health data and statistics, BMC also increased efforts at educating the community about health risk behaviors and prevention.

This Community Benefits Report contains an overview of the efforts made by Berkshire Medical Center to continue to enhance the health status of the community it serves.

Berkshire Medical Center Overview

Berkshire Medical Center is a nonprofit regional healthcare provider, which is licensed for 306 beds and is fully accredited by the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO). As a medical center affiliated with Berkshire Health Systems, Berkshire Medical Center and its Hillcrest Campus serve all residents of Berkshire County, Massachusetts and communities in adjacent eastern New York, northwest Connecticut and southwest Vermont.

Berkshire Medical Center offers a full continuum of medical specialties, including anesthesiology, dentistry, emergency medicine, family medicine, internal medicine, neurology, obstetrics and gynecology, ophthalmology, orthopedic surgery, otorhinolaryngology (ear, nose and throat), pathology, pediatrics, psychiatry, radiation oncology, radiology, rehabilitation, substance abuse, neurosurgery, cardiac rehabilitation, a sleep lab, Magnetic Resonance Imaging unit (MRI), among others.

Berkshire Medical Center is supported by a dedicated team of physicians and staff, focused on providing high quality, cost effective, compassionate primary and specialized health care services to the people of Berkshire County and surrounding communities.

BMC's ambulatory and outpatient clinics provide a broad range of services. Services include care for trauma patients and an express care center, dental clinic, the Neighborhood Health Center, Occupational Health, the Crane Center for Day Surgery, renal dialysis unit, psychiatric care programs, Rehabilitation Center, Sleep Disorders and Memory Disorders units, cardiac and pulmonary rehabilitation, physician practices and others.

BMC is a major teaching affiliate of the University of Massachusetts Medical School and a clinical site for anesthesia, nursing and allied health fields. The Medical Center sponsors residency programs in medicine, surgery, pathology, dentistry and American Osteopathic programs. As many as 100 medical students from the University of Massachusetts Medical School and other medical schools are experiencing third and fourth year rotations at BMC.

An inestimable benefit to the community is the 24-hour-per-day; 7-day a week cadre of physicians and medical students on duty in the Medical Center delivering services as they learn under supervision. BMC is the only Medical Center in Berkshire County with this distinction. As a teaching facility, BMC has been able to attract the finest in both full-time and voluntary attending staff, committed to the most modern medical knowledge and skills available.

Language translation services are provided by a national telephone service for over 100 languages. BMC has also arranged for sign language interpreters through the Commission for the Deaf and Hard of Hearing. Through a cooperative arrangement with the Jewish Federation of the Berkshires, Berkshire Medical Center also helps provide the local immigrant population with language interpretation services to aid in the provision of healthcare services.

In addition to BMC's inpatient and outpatient services, the Berkshire Visiting Nurse Association provides professional home health services as an adjunct to BMC's acute care services. Headquartered at the Hillcrest Campus, the BVNA provides comprehensive, multi-disciplinary home care and community service throughout Berkshire County. In cooperation with the City of Pittsfield and the Berkshire United Way, the BVNA provides geriatric health maintenance clinics at numerous locations within the community. The BVNA conducts several community blood pressure and immunization clinics throughout the year and is contracted by 10 boards of health to provide public health services.

Berkshire Medical Center Mission Statement

Berkshire Medical Center, a subsidiary of Berkshire Health Systems, is a private, not-for-profit community teaching Medical Center, which serves as the regional leader in the delivery of high quality, cost-effective, compassionate primary and specialized health care services to the people of Berkshire County and surrounding communities. BMC enhances the health status of the community by providing services directly and by integrating its services with the continuum of care provided through Berkshire Health Systems.

Value Statement

We believe *that we should foster an environment of mutual trust, respect, cooperation, and ethical conduct among all those associated with the Health System.*

We believe *in the worth, dignity, and individuality of each person we serve and of each person in our organizations.*

We believe *that needed health care services should be accessible to all members of the community.*

We believe *that quality is enhanced by providers working as a team, responsive to the needs of patients, their families and health care purchasers.*

We believe *that the Health System should maintain clear, effective lines of communication to the community it serves.*

We believe *that the quality of our services relies upon the quality of the individuals who make up our organizations. Accordingly, we will attract and maintain an outstanding medical staff and group of employees to ensure the delivery of high quality and compassionate care.*

We believe *that to ensure the quality of our services, we need to maintain a financially viable organization.*

II. COMMUNITY BENEFITS MISSION STATEMENT

“The Trustees of Berkshire Medical Center, in fulfillment of BMC’s mission, recognize the value of a formal process with the community to allocate resources that maintain and improve the wellness and health status of our community with particular attention, for community benefit purposes, to Pittsfield, Richmond, Dalton, Lenox and Lanesboro. BMC, in fulfillment of its charitable purpose, also affirms its commitment to be accountable for the stewardship of the community’s health care resources and to develop a formal community benefits plan.”

The Community Benefits Mission Statement approved by the Board of Trustees annually affirms the Medical Center’s commitment to improving the health status of the community. Our strategic plan calls for us to develop a plan to assess and improve the health status of our community and increase our involvement in our community.

III. COMMUNITY BENEFITS PLANNING

Historical Perspective

The Board of Trustees approved Berkshire Medical Center’s Mission and Value Statements in 1993. This effort set forth from the Medical Center’s commitment and strategic plan for the development of a formal community benefit process from which the Community Benefits Mission Statement evolved. The Board mandated a process, which would improve the health status of the community, identify health care needs, provide access to care and demonstrate leadership in the organization of a community-wide effort.

In 1994 a group of individuals met to develop a plan to assess and improve the health status of the community, increase awareness and improve access to services that benefit the community and establish new ways to increase our involvement in the community. We set forth a process to accomplish these goals and simultaneously meet voluntary community benefit guidelines established by the Massachusetts Attorney General.

At the time, a Community Relations Committee, designated as overseer of the Community Benefits Plan, identified a geographic area within the central Berkshire region in which to concentrate efforts. The identified community includes Pittsfield, Dalton, Lanesboro, Richmond and Lenox. Since that time, the Board of Trustees has chosen to be the committee overseeing the Community Benefits Plan. The chair of the Community Benefits Committee is Catherine May. Management responsibility has been delegated to the Senior Vice President of System Planning and Improvement, the Director of Development and Community Relations, and the Executive Director of the Berkshire Visiting Nurse Association.

Needs Assessment and Data Sources

The Community Benefits Committee meets regularly to analyze and discuss information regarding key health issues in the target area and to discuss and gather information about services presently provided by Berkshire Medical Center and Berkshire Health Systems. The Committee, through association with a diverse group of individuals and organizations seeks community input in the determination of identifying the healthcare needs of the community. In Fiscal 2001, this Committee initiated a restructuring of the needs assessment and planning process for community benefits to identify community needs for Fiscal Years 2002-2005.

For FY 2001, data was collected from federal (Healthy People 2001), state (DPH Health Status Indicators), and local health data sources. In addition, this comprehensive health assessment included such data sources as: DPH Bureau of Family and Community Health's Injuries in Massachusetts report, demographic data supplied by the Executive Office of Communities and Development and the Division of Health Care Finance. We also relied on information provided by the Lodestar Project, which was directed by the Berkshire United Way. Berkshire Medical Center representatives worked with the parent/teacher group at Reid Middle School to determine the need for and advocate provision of a program for children experiencing disciplinary problems. Through the leadership of its Department of Medicine, Berkshire Medical Center also used national health needs data to identify key areas of service for new program development or enhancement of existing programs.

These data sources contributed quantifiable health status indicators for the community focus groups that were established to determine health care priorities. Next, the assessment process looked at information that would be helpful for prevention and health promotion efforts before residents became a statistic.

Identification of 5 Priority Areas

Initially, focus groups were conducted with key community health care providers to identify gaps where health care problems need to be addressed. Based upon data presented, advisory group members prioritized five (5) dominant health issues and reviewed current services provided by BMC/BHS to address these areas. The areas include:

- 1) Threats to youth
- 2) Access to healthcare services for the poor and underinsured
- 3) Health risk behaviors
- 4) Infant and child health problems
- 5) Domestic violence

Review, Evaluation and Plan Update

Our community benefits program is reviewed on a regularly scheduled basis by the Community Benefits and Access Committee, with leadership from the Board of Trustees and with input from community-based organizations.

The community benefits plan is modified according to community feedback through formal participant surveys, patient interaction and community action groups such as the local CHNA (Community Health Network Area). Modifications are under study and planned for the following two fiscal years, as stated earlier.

We gathered data from health risk assessments, health outcome profiles, access to care surveys and clinical diagnostic data to guide community outreach efforts. This data is utilized to understand the health care needs of our community and target our efforts & program to address the identified needs. A formal update of our community benefits planning began in Fiscal 2001 and is expected to be complete in Fiscal 2002. The process includes review of community benefits mission, a community profile, internal assessment of programs, community input and establishment of new priorities. This process is being overseen by the Community Benefits and Access Committee and the Board of Trustees, and will lead to a new plan.

IV. COMMUNITY BENEFIT PLAN AND IMPLEMENTATION

Our Fiscal Year 2001 community benefit activities are the result of a proactive, systematic plan to address the five dominant themes established with community input in 1995. In 1995 and 1996, Berkshire Medical Center focused attention on the first of our priority issues: **Threats to Youth**. In Fiscal 2001, BMC, in collaboration with our partner in education, the Reid Middle School, initiated the *Strong Families, Strong Kids, Strong Communities* program, a school to community partnership that is designed to promote family success. In addition, BMC continued the expansion of our *Teens at Risk* program, which helps to educate adolescents on the real consequences of engaging in risky behaviors through a day-long intensive effort that includes participation by emergency personnel, intensive care professionals, mental health experts and a local man who was severely injured in a motor vehicle crash. In 1996 and 1997, we expanded our focus to include **Access to Care**. In 1997 and 1998 we continued to address both Threats to Youth and Access to Care and added a specific new focus on the overlapping theme of **Health Risk Behaviors**. In 1999, 2000 and 2001 we continued to emphasize all themes while focusing on additional **Health Risk Behaviors**, including continued emphasis on an existing program on prevention and risks associated with falls in our senior population. In FY 2000 Berkshire Medical Center opened a Community Health Information Center (CHIC), which provides easy public access to key, physician-approved information on numerous healthcare issues, diseases, conditions and

treatments and offers free blood pressure, stroke risk and other screening services to the community.

2001 INITIATIVES

Threats to Youth

Goal: To identify and decrease behaviors that place youth at risk.

Measurement: The number of programs provided and the number of students and staff participating. The overall measurement of success will be in the modified behavior of the students over a period of time.

In 1995, a committee of BMC staff and board members, teachers and administrators joined forces to examine specific concerns revolving around issues such as pregnancy, violence, substance abuse, health risk behaviors, low self esteem and lack of respect.

Berkshire Medical Center was working with the Chamber of Commerce to establish linkages between local schools and businesses to work as partners to develop meaningful programs within the schools. BMC adopted Reid Middle School in Pittsfield as its partner and subsequently used Reid as the catalyst to address the Threats to Youth issues that were identified in discussions with the community.

It was the consensus of the committee to initiate a program that would reward positive behaviors and improve leadership abilities. It was thought that if those objectives were met, it would help to diminish other areas of concern such as violence, sexual activity and drug abuse. Hence, a mentoring program was established for those students at risk of dropping out of school. The results after five years showed that all targeted students graduated from high school with diplomas and one with a General Equivalency Diploma (GED).

In conjunction with the mentoring program, a questionnaire was distributed to the entire student body to encourage students to talk about their fears and anxieties so staff and volunteers could focus on the most important issues. The results of this questionnaire identified that the students were most concerned about threats to their own safety both at school and away from school. As a result, BMC personnel and school faculty developed a Respect, Recognition and Rewards program to support this effort. In addition, students responding to a questionnaire focusing on safety in the school reported they felt an increased sense of security following participation in the program. The questionnaire compared feelings of safety from the 1996-97 school year to 1997-98.

In Fiscal 2001, as part of our collaboration with Reid, BMC initiated the *Strong Families, Strong Kids, Strong Communities* program in the Middle School. Detailed further below,

this program is a school to community partnership that promotes family success. The program addresses family issues that can lead to truancy and other problems, such as financial hardship, inadequate housing and family stresses.

Berkshire Medical Center's efforts at addressing threats to our youth have also been concentrated on pre-natal and peri-natal nutrition and wellness through a unique program called Operation Better Start, detailed below. In addition, BMC, in collaboration with the Governor's Highway Safety Bureau, the local courts and law enforcement agencies developed its *Teens at Risk* program.

Strong Families, Strong Kids, Strong Communities Program

In collaboration with the Pittsfield School System, the Berkshire Center for Families and Children and our partner in education, Reid Middle School, Berkshire Medical Center helped establish the *Strong Families, Strong Kids, Strong Communities* program at Reid. This locally developed, school-based family support program functions as a catalyst to draw resources from community agencies closer to socially isolated families and to the schools in which their children are enrolled. BMC worked actively with Reid Middle School officials to launch the program at Reid in September of 2001, the final month of Fiscal 2001.

Schools are faced with numerous behavioral concerns, including absenteeism, bullying by students, and disorganization. Family risk factors include poor communication with the school, single parenthood, lack of parenting skills and support, child maltreatment, mental health issues, domestic violence, substance abuse and isolation from the community resources that could help with these issues. The program's goals are to strengthen the families of individual children at risk, increase parental involvement in school and build the capacities of the community to support children and their families. A key component of the program is the placement of a coordinator in the school setting to reach out and engage the family around the school's concerns. The coordinator acts as a liaison between the school and the families of high-risk children, connects families with community resources and services, makes referrals as required and provides outreach services in the form of parenting education, budgeting skills and general support.

While a full year's statistics will not be available until the end of Fiscal 2002, during the first month of the program, initiated in Fiscal 2001, the coordinator at Reid was already active in serving families of children attending the school.

Reid Middle School Partnership

BMC remained active as participants on the Parent School Council with at least one of two representatives present at each monthly meeting. Several topics vital to Reid were discussed and various plans or programs developed to prepare to address these important issues. One of these involved the challenge of bullying in schools. A speaker was brought in to address this issue and several plans were developed to prevent or cope with it. One of

the plans focused on the development of a core of volunteers to assist in hall duties, particularly during the lunch breaks. BMC representatives met with the Chair of this group and helped establish criteria for this. In addition, much work was done on the potential impact the financial crisis in the Pittsfield school system will have on the future of Reid. An active role was also played in the development of the school's annual plan. This plan serves as the driver for the future direction of Reid.

A career mentoring program for 12 students from the 7th grade was initiated in Fiscal 2001. The students meet with and shadow selected BMC employees weekly for several weeks. At that time, they learn specifics about individual jobs and the training and education required to be employed in that field.

A teacher appreciation day was held for all Reid instructors. BMC and its parent system, Berkshire Health Systems, along with school dignitaries were in attendance in an effort to thank and honor the teachers for the important work that they perform. There were several difficult incidences at Reid in Fiscal 2001, and BMC worked to assist in a motivational activity to help the teachers realize the valuable positions they hold in the eyes of both the student population and our community at large.

Conte Elementary School Partnership

Volunteers from BMC work with children from the Conte Elementary School in many capacities. Activities that BMC initiated with our Conte partner in education included:

- Student Recognition – Students who were judged to be “good citizens” at Conte were invited to BMC and a luncheon with Berkshire Health Systems’ President David Phelps and other Medical Center representatives. During this luncheon – held several times during the year with different groups of students – certificates and gifts were presented to each Conte participant.
- Beanie Baby Raffle – Held to benefit the Conte School Library. Approximately \$400 was raised. The Beanie Babies were donated by the BMC Hillcrest Gift Shop.
- Spaghetti Dinner/Pancake Breakfast – These two events helped raise an additional \$750 for the Library Fund.
- Flu Vaccine – Offered at no cost to employees at Conte.
- Conte Fun Fair – BMC employees from several departments, including Nutrition and Food Services prepared food to be sold at the annual event.
- Student/Patient Interaction – Students from Conte made Valentine’s Day, Thanksgiving and other holiday cards for BMC patients and participated in a choral presentation for patients during National Hospital Week and the Christmas holiday season.

Teens at Risk

In fiscal 1999, a program was developed in collaboration with the Governor’s Highway Safety Program, County Ambulance Service, local and state police and the judicial system designed to educate first time teen offenders on the consequences of risk-taking behavior. The Teens at Risk THINKFIRST program, which continued in fiscal 2001,

features these adolescents observing how the local emergency response system functions, from first response to a car crash and then to the Berkshire Medical Center Emergency Department. Emergency personnel discuss the nature of trauma with the participants, talk about real life situations and demonstrate the life-saving medical tools that are used in emergent care.

The participants tour the intensive care unit at BMC as part of the program and discuss with staff the types of trauma that result in a patient being admitted to the unit and the emotional impact on staff of dealing with patients, families and friends. They also hear from mental health professionals who discuss the psychology of substance abuse and preventive measures, and the effect on the brain of traumatic injury. In addition, as part of a focus on rehabilitative care, the participants meet with a trauma patient, who describes how his injuries have impacted his personal independence and how the injuries have effected his family and friends. Participants are then asked to express their own feelings about what they have seen and heard through a collage or work of creative writing. Of those coming to the program from within the Juvenile Court system, only 8% have been charged with repeat driving offenses after their participation.

Operation Better Start

Operation Better Start was developed through a partnership between Berkshire Medical Center and the Massachusetts Department of Public Health as a means to identify health risks and coordinate care for perinatal, pediatric and adolescent clients and their families. The program's mission is to promote the health of pregnant and postpartum women, along with the health of children in central Berkshire County. The program's intent is to achieve positive changes through a focus on healthy lifestyles. Operation Better Start directly addresses several of the top 10 National health objectives presented in Healthy People 2010: overweight and obesity, physical activity, and immunizations.

According to the Centers for Disease Control and Prevention, the percentage of young people who are overweight has more than doubled in the past 30 years. One in five children are classified as being overweight, according to the CDC data. Only tobacco results in more preventable deaths. In addition, overweight children and adolescents are more likely to become overweight adults, thus increasing the risk for heart disease, high blood pressure, stroke, diabetes and some types of cancer. There are also significant psychological ramifications associated with being overweight - particularly for children - such as peer relations, scholastic discrimination, low self-esteem and negative body image. Data reveals that a significant number of children 5-19 years of age are clinically obese in Berkshire County.

Using a collaborative approach, Operation Better Start, based at the Hillcrest Campus of BMC, teams nutrition professionals with other available services in the county, including the Berkshire Women Infants and Children's program, the Berkshire Breathing Room (Medical Center's smoking cessation program), Access for Advocacy and area pediatric physician practices. The program addresses many areas of peri- and post-natal, pediatric

and adolescent nutrition, as well as focusing on physical activity and self-esteem building . Nursing case management services provide coordination of care including, asthma education, maintaining healthy teeth, smoking cessation, aiding failure to thrive toddlers, children with eating disorders, breastfeeding problems for new mothers, and client transportation. The program is involved in health data collection and analysis for the Mass Dept. of Public Health and the Berkshire Medical Center's CARE Unit.

An added component is a cooperative agreement between Operation Better Start and the Berkshire Nautilus Fitness Center designed to help pre-teens and adolescents build self-esteem and inner strength, as well as to improve physical fitness. The collaboration with Berkshire Nautilus provides children and teens utilizing Operation Better Start with a supervised exercise program in a low-key, nonjudgmental atmosphere. In addition, Operation Better Start is in its second year of a joint venture with the Pittsfield Family YMCA providing a "Healthy Self" summer camp designed to provide and active and enriching environment for child with weight related health issues to enjoy healthy summer time activities. Another focus of the program's approach to combating adolescent obesity is educating families, who have often passed along unhealthy habits to their children. As a result, family involvement and the education and support of the extended family are key components to the program's success.

Perinatal and pediatric RN clinical managers, Registered, Licensed Dietitians, and Certified Personal Trainers staff the program. Operation Better Start utilizes an extensive referral network for its clients, including 18 pediatric physicians and nurse practitioners, Lee Family Practice, Family Practice Associates, 7 OB/GYN physicians and 2 certified nurse midwives, a family practice group based at Hillcrest, Advocacy for Access, Head Start, the Berkshire Visiting Nurse Association, The Family Center and numerous other healthcare providers.

In fiscal 2001, Operation Better Start reported having over 1300 nutrition, and over 2000 nursing contacts scheduled, over 3300 in all. The program helped to enroll over 125 families in the Women, Infants and Children program; over 125 referrals were made to smoking cessation, and over 70 to Mass Health.

Access To Care

Our Goal:

To eliminate and/or reduce the barriers to receiving health care for the uninsured and underinsured in south and central Berkshire County.

Measurement:

We will measure the number of new people enrolled in MassHealth (Basic, limited, prenatal and common health) and the number of new people applying for and receiving free care as well as the number of businesses contacted.

Two significant health education/outreach initiatives have been created to address access to care barriers: *Advocacy for Access* and *Accent on Health*.

Advocacy for Access

The Health Care Access Act expanded health care benefits for low and moderate-income families and individuals that live in Massachusetts. In partnership with the local Community Health Network Area (CHNA) and The Department of Public Health, Berkshire Medical Center continues to utilize a specialized outreach program called Advocacy for Access. In June of 2000, Advocacy for Access received a Federal Rural Grant through the Area Health Education Center and began a second program at Fairview Hospital (also an affiliate of Berkshire Health Systems and a sister hospital to BMC) in Great Barrington.

The goal of Advocacy for Access is to facilitate the enrollment of eligible applicants into a variety of available public programs including MassHealth, the Children's Medical Security Plan and Free Care.

The role of this program is to eliminate or reduce the number of people who are uninsured or underinsured and to create awareness of the different programs that help to pay for health services. Our intention is to eliminate or reduce the numbers of people who experience this barrier to health care. The program provides an effective outreach effort that assists patients, clients and families with the often time consuming issues and problems that evolve with MassHealth applications.

The partnership with the Department of Public Health's local CHNA serves as a conduit for communication with 40-50 community agency representatives to identify needs and recommend appropriate approaches to care at BMC. It also serves as a means to facilitate and educate the community and MassHealth enrollees of available public programs, including the Children's Medical Security Plan, the Women's Health Network at Project HEROA and Free Care.

The Advocacy for Access Program serves as a central resource for community questions and referrals, coordinates and problem solves for each Berkshire Medical Center point of entry service staff member who help facilitate patient access. This individual works closely with The Department of Medical Assistance and other specialized outreach programs to coordinate services such as:

- Preparation of educational flyers and handouts to distribute throughout the central and southern Berkshire County.

- Identifying and tracking eligible clients throughout the enrollment process.

Working with local businesses to reach employees who are not presently covered by company health plans and who may be eligible for Family Assistance or the Insurance Partnership Program.

Working with the House of Corrections and the Community Correction Program With soon to be released inmates to educate and help enroll them in Masshealth Insurance.

Advocacy For Access also meets with self pay patients from our Jones II, III, and McGee Substance Abuse Unit in need of healthcare.

Advocacy for Access Statistical Data – for the period October 1, 2000 – September 30, 2001

MassHealth Insurance Enrollments Approved	1117
Applicants Denied MassHealth (did not meet guidelines, or potential free care)	380
Applications Requiring Follow-up Verifications	236
MassHealth Insurance Applications Processed by Program	2,265
Community Residents Served through Program (residents who did not apply for MassHealth educated, or referred to free care, Project HEROA, Healthy Start, WIC, Accent on Health , misc. prescripition programs or non-group insurance).	4,275(approx.)
January of 2001 started doing applications for Jones II,III & McGee	
MassHealth Applications	79
Freecare	101
March of 2001 started program at the House of Corrections and Community Corrections.	
Masshealth Applications	200
Freecare Applications	7
Freecare Applications in the community	182

Accent on Health

The Accent on Health program was developed in 1997 to address barriers to care identified in a variety of community-wide needs assessments. The specific focus was on providing

easy access to health education, health screenings and referral information. The presence of registered nurses in the community, the distribution of a community health calendar through the Community Health Information Center and the establishment of a telephone health-line were initiatives that were enthusiastically received by the community.

In consultation with the Medical Center's Community Benefits and Access Committee and other community groups, the Accent on Health program was expanded significantly to include additional services with a special emphasis on Prevention and Health Risk Behaviors. During fiscal 2001, the Accent on Health program served as the infrastructure through which Berkshire Medical Center addressed the third Community Benefit Theme of "Health Risk Behaviors."

Registered Nurse Training Program

Berkshire Medical Center, like all healthcare providers, is effected by the national shortage of nurses. In Fiscal 2001, the Medical Center, in collaboration with the Massachusetts Department of Employment and Training and the Service Employees International Union (representing Licensed Practical Nurses at BMC) initiated a Registered Nurse Training Program. This effort, partially funded by a state grant with the remaining funding provided by Berkshire Health Systems, provided 20 individuals with free tuition and course materials for enrollment in the Berkshire Community College nursing degree program. In addition, the participants – who were employees of Berkshire Health Systems – were granted paid release time from their current positions to attend class and to study. While many of the participants were nurses who were undergoing training to the next level of expertise, several were regular staff who desired to enter the field of nursing. These individuals are scheduled to graduate from the BCC program in Fiscal 2002.

Health Risk Behaviors

Our Goal: To offer programs through the Accent on Health initiative which will identify and address health risk behaviors and offer programs that will promote healthy lifestyle changes.

Measurement: Long term effect on health status
Number of Participants

The Accent on Health program provides the infrastructure for addressing identified health risk behaviors in the community and is the coordinating department for all Berkshire Medical Center community health outreach efforts. Accent on Health, which is staffed by Registered Nurses who have received special training in area like Cardiovascular Disease risk reduction offers programs to enhance the health status of our community and enables people to make informed decisions about their health care through the targeted use of risk assessment tools, referral information, behavioral

interventions, support groups and individual and group education. The use of interactive computerized medical information, brochures, videos, classes, discussions and individual counseling, provided in a professional setting of support and encouragement, will promote personal responsibility for health and improve health outcomes.

The Accent on Health initiative became Berkshire Medical Center's primary community outreach effort in 1998, and continued in that role through fiscal 2001. With the support and endorsement of our community, Berkshire Medical purchased a health education van in 1998 to provide convenient access to health care professionals; health education and health screenings. Registered nurses, medical residents and other health care professionals provide health information and free prevention screenings at regularly scheduled sites within the community.

The mobile health van provides:

- Computerized health risk assessment
- Various screenings, including cholesterol, stroke risk, blood pressure and blood glucose testing
- Counseling, health education and health promotion
- A video library with television
- Information on insurance eligibility & health care coverage

Community collaboration is a crucial part of our outreach initiative. Examples of collaboration include the regular visits of our health professionals to organizations serving a diverse population, including the under-served and minority populations. These collaborative organizations include:

- Christian Center
- Salvation Army
- Mental Health and Substance Abuse Services of the Berkshires
- Local Businesses
- Schools
- Senior Centers
- U.S. Post Office in Pittsfield
- Libraries
- Major Shopping Centers
- Various human service agencies

These consistent and regularly scheduled services have provided a basis for building strong relationships with BMC professionals which help to promote personal responsibility for health, resulting in improved individual health status.

Our multi-focal approach was designed to meet the needs identified by our community and includes:

- Over 30,000 health-related contacts made in the community.
- Professional evening lectures presented on numerous subjects, designed to address specific Berkshire County health issues. These offerings are free, available at various community locations and often are in response to requests from other community agencies.
- Weekly health screenings at a variety of sites open to the community, free of charge.
- Additional health screenings provided at the Hillcrest Campus of Berkshire Medical Center using a secure setting that offers privacy for the patient being screened.
- Flyers offering current, convenient information about health screenings, educational offerings and support groups and made available to the public at various human service agency headquarters, the BMC Community Health Information Center, and at screening and health risk assessment locations.
- A telephone Health-Line staffed by licensed clinicians to provide a centralized place for people in the community to call for answers to health-related questions, or to receive appropriate community referrals.

Community Health Information Center

In fiscal 2001, Berkshire Medical Center continued the operation of its Community Health Information Center (CHIC), opened in fiscal 2000. The CHIC is designed with the simple yet highly effective philosophy of providing a Medical Center-based program staffed by healthcare professionals and offering a large volume of healthcare information to the public, while at the same time extending much of that information and professional expertise electronically via the Internet.

- Physically located in the lobby of Berkshire Medical Center and virtually found on the Berkshire Health Systems web site, the CHIC provides health education and support to the community, regardless of educational and language barriers, through a multi-media forum, in order to enhance the health status of its users. The vision for the CHIC was to provide a supportive environment for Berkshire residents, patients, families of our patients and visitors to the region to better understand the healthcare issues they are faced with every day. The goals of the Center were to help the community strive for wellness through access to key healthcare information and resources, and to improve communication with physicians and nurses.

Set conveniently near the main entrance to Berkshire Medical Center, the CHIC is a comfortable but professional setting for the community, and features several forms of media for use by the public to research healthcare issues, including:

- Two Internet accessible computer terminals
- Information links to nationally recognized and physician verified Internet sites
- Information links to the BMC Health Science Library with access to databases, CD-Roms and publications
- Video and audio equipment
- Reference materials, including brochures, books, and magazines
- Information on local health events and community resources
- Reference books on medications, medical terminology, nutrition, wellness and specific diseases
- Micromedex healthcare education system
- Monthly displays on healthcare issues

The CHIC is staffed by healthcare professionals who are available to provide users with knowledgeable recommendations and detailed information about their healthcare concerns and questions. In addition, Center staff provide:

- Health Screenings
- Computerized Health Assessments
- Referral Information
- Hands-on Learning
- Classroom Style Education

Opened in the middle of 2000, the CHIC in Fiscal 2001 recorded 6,577 total visits in a literal sense, and over 4,000 virtual visits to the CHIC web site. The Center provided over 1,400 blood pressure screenings between February and September of 2001, when these screenings were first provided on a daily basis. In all, the Center averages between 30-40 visits per day. In addition, physicians are referring patients at risk for high blood pressure to the CHIC for regular blood pressure screenings. The Center is also offering weekly diabetes clinics.

With its state-of-the art technology and wide variety of printed materials, the Community Health Information Center represents an innovative approach to providing valuable healthcare information to patients, their families and the community and offers users the opportunity to become better educated about specific illness, their causes and treatments. In this way, patients and families can make more informed decisions about treatment options.

Cardiovascular Disease

In Fiscal 2001, Berkshire Medical Center directed significant community outreach resources to the prevention of cardiovascular disease and education for the public on the risk factors associated with heart disease. According to the American Heart Association, cardiovascular diseases kill close to 950,000 Americans each year. Working collaboratively with the American Heart Association, the emergency response services in the Berkshires and others, BMC coordinated efforts to increase the number of local residents trained in

Cardiopulmonary Resuscitation (CPR), continue providing stroke risk screenings throughout the community, and implement screenings for Atrial Fibrillation, a leading risk factor for stroke.

In collaboration with the American Heart Association and County Ambulance, BMC in Fiscal 2001 planned and held a mass CPR training at the Crowne Plaza in Pittsfield. The event, which was offered free of charge to any local resident, drew over 200 participants. In the course of two and a half hours, each participant, working in groups of four or five, was given basic training on CPR and its importance. The goal is to increase the number of area residents trained in delivering CPR, a critical component in what is called the Chain of Survival.

In addition, Berkshire Medical Center was an active participant in the American Heart Association's Get With The Guidelines initiative, designed to close the treatment gap in secondary prevention of cardiovascular disease. Under this program, BMC documented improvement in meeting or exceeding benchmarks in five core indicators: smoking cessation, lipid lowering drugs, aspirin, Beta-blockers and ACE inhibitors. As a result of the program – led at BMC by its Department of Medicine in collaboration with local physicians – the American Heart Association recognized the Medical Center with one of its highest honors, the Platinum Achievement Award. In order to be considered for this, a hospital's data must indicate achievement of compliance of the five performance criteria in at least 85% of patients. Berkshire Medical Center has documented compliance of the criteria in 100% of patients in all five areas. Berkshire Medical Center was the only hospital in New England to achieve the Platinum designation.

According to American Heart Association statistics, within six years after a recognized heart attack, 18 percent of men and 35 percent of women will have another heart attack, and about 22 percent of men and 46 percent of women will be disabled with heart failure. Research supports the theory that these numbers could improve if a program like Get With The Guidelines is implemented.

Stroke Risk Screening

Stroke is reported to be the third leading cause of death in the United States, as well as a leading cause of serious, long-term disability. Close to 600,000 new strokes are documented annually, and it has been estimated that carotid artery disease may be responsible for 20 to 30% of them. For people over the age of 55, the incidence of stroke more than doubles in each successive decade. About 29% of people who have an initial stroke die within one year, and this percentage is even higher for those 65 and older. As the average age of residents within Berkshire County continues to rise, Berkshire Medical Center in Fiscal 2001 through its Accent on Health effort continued its screening program to identify individuals at risk for stroke.

Utilizing a comprehensive approach to help community residents identify their risks for stroke, Accent on Health provided numerous public screening programs targeting the major risk factors. Stroke risk screenings were conducted, stroke education programs

were held, with over 120 registrants, cholesterol screenings at both the community and corporate level were provided to close to 600 people, close to 120 attended programs focusing on general wellness, including stroke prevention, and close to 4,000 people participated in hypertension clinics held throughout the community. In conjunction with BMC's comprehensive stroke treatment and recovery program, which includes a dedicated stroke unit at the Medical Center, professionals from the Accent on Health program regularly promoted screening programs and discussed stroke risks and preventative measures through appearances on local radio programs and through articles published in the *Berkshire Eagle* newspaper.

Cooperative Efforts

As mentioned, another essential cooperative effort is our association with the local Community Health Network Area (CHNA). Berkshire Medical Center is an active participant in a monthly forum, which serves as a means for BMC to understand current community health issues and to develop corresponding programs to address these needs. This forum also provides an excellent way of communicating existing health resources and available health programs, which are provided by Berkshire Medical Center throughout Berkshire County. Approximately 40 agencies, in conjunction with Berkshire Medical Center, are working together to enhance the health status of our community. This partnership helps us to better understand health care access issues and barriers to care, as well as accurately identifying community needs. In addition, the Berkshire United Way began its update of the Lodestar Study to better understand the human service needs of area residents. BMC will participate in the process and outcome of the assessment.

V. PROVIDING FOR THE FUTURE NEEDS OF OUR COMMUNITY

All available health status and needs assessment data is being used to guide our community benefit efforts in Fiscal 2002. Survey data was gathered from Lodestar, a United Way project that surveyed approximately 800 community households, focus groups and community leaders to identify and prioritize community issues and needs. Data from the Department of Public Health, Elder Services, as well as ongoing community input will guide us in 2002. As previously mentioned, the Community Benefits and Access Committee is also in the process of restructuring the planning process to assess community needs as the Medical Center designs and implements programs to meet those needs for the next several years.

Berkshire Medical Center will continue to expand the outreach services provided by the Accent on Health program. As we expand our efforts, we intend to focus additional resources on providing key health-related information to our community and providing additional screening programs designed to identify risk factors and initiate preventive education for those suffering from or at risk for cardiovascular disease, stroke and diabetes. New or expanded community benefits initiatives for Fiscal 2002 will include:

Physician/Healthcare Professional Recruitment Efforts

Berkshire County, as is the case in many areas of the country, and particularly in Massachusetts, is faced with a severe shortage of both primary care physicians and specialists, as well as a shortage of nursing and other healthcare professionals.

Inadequate reimbursement rates for physicians in combination with escalating rates for malpractice insurance coverage have exacerbated the migration of physicians to other sections of the United States, where economic conditions are more favorable. As a result, when combined with the attrition of physicians retiring from their practices, Berkshire County has seen a significant exodus in its physician base over the past several years. In 1992 there were close to 100 primary care physicians serving Berkshire County. In Fiscal 2001 that number had dropped to 70. Specialty areas have been similarly effected, particularly Neurology, where in the year 2000 the region was served by six Neurologists, and in 2001 that number had shrunk to three.

As stated earlier, Berkshire County is also effected by the nationwide shortage of nursing and other healthcare professionals. Demographically, the existing core of nurses – many from the Baby Boom generation – is approaching retirement, while fewer individuals from younger generations are selecting nursing as a career.

As a result of these disturbing trends, Berkshire Health Systems will in Fiscal 2002 continue to enhance and redevelop its physician recruitment program, and plans to expand tuition reimbursement programs for employees entering nursing degree programs. Working collaboratively with existing physician practices, BMC will provide resources for these practices to more effectively recruit new physicians. In addition, the Medical Education program at Berkshire Medical Center, which is a teaching affiliate of the University of Massachusetts Medical School, will continue to utilize its resources to provide students with a wide range of training and residency programs. Many residents, after completing their residency requirements at BMC have chosen to practice locally. On the nursing front, Berkshire Health Systems will initiate a program providing free tuition to any qualified nursing program for any employee within the Health System who meets certain qualifications.

Strong Kids, Strong Families, Strong Communities

Working cooperatively with the local school system and the Berkshire Center for Families and Children, this program, as described earlier, was initiated at Reid Middle School, BMC's partner in education in September of 2001. The program will continue through Fiscal 2002. Strong Families addresses the breakdown of family values and problems with parenting. It was conceived in response to children who exhibit an escalating level of defiance and aggression that if left untreated will result in school failure, truancy and potential criminal behavior. A fuller description of the program can be found in the section entitled "Threats to Youth."

Meningitis/Neurological Disease Awareness

In Fiscal 2002, Berkshire Medical Center will create an endowed program for the purpose of raising awareness of the need to combat Meningitis and other neurological diseases, particularly in children. BMC, in collaboration with the parents, family and friends of a young child who died from Meningitis in 2000 will establish the initial framework and start-up funding for the Lauren J. Anderson Fund at Berkshire Medical Center. The Fund will be established to address meningitis, meningococemia and other neurological infections through education, awareness and supportive services throughout Berkshire County.

Expansion of Existing Programs

For Fiscal 2002, BMC will continue to expand a number of existing community benefit programs targeting health risk behaviors, access to care and threats to youth. The Teens at Risk program will be expanded in Fiscal 2002. The program, in Fiscal 2001 was provided two days per month targeting teens who have gone through the Juvenile Court system. During Fiscal 2002 the program will be expanded to include students attending local high schools, who we feel will benefit from the program as much as those who are in the court system. In addition, Berkshire Medical Center will continue to enhance and expand its cardiovascular disease program and screening programs assessing stroke risk. In addition, BMC plans to enhance and improve screening and treatment efforts for Diabetes patients, both within the hospital and throughout the community. BMC also plans to improve its services to women facing breast cancer through the development of a new program to support that patient population.

New Priorities

The revision of the Community Benefits planning process is scheduled for completion in the first half of Fiscal 2002. As that process develops, BMC will update its priorities and target new initiatives based on the current profile of health needs and data from our community. The revised community profile will facilitate the Medical Center's efforts to modify existing programs and to launch new initiatives and partnerships, enhancing the effectiveness of our community benefits mission.

VI. COMMUNITY COMMITMENT

BMC is committed to meeting the needs of the underserved population. The revenue we collect from many of these programs falls far short of the costs of providing these much-needed services.

Neighborhood Health Center

Berkshire Medical Center's Neighborhood Health Center was relocated and enlarged in 1996 to increase the ability to educate and treat the uninsured and underinsured population. In Fiscal 2001 the Neighborhood Health Center treated 2,149 patients. Office hours are 9

a.m. - 4:00 p.m., by appointment. The NHC provides outpatient primary care, educational, preventative, health promotion, counseling, and treatment services to patients who are 14 years old and older. Internal Medicine physicians, two nurse practitioners, registered nurses, medical residents and medical assistants provide care.

The Women's Health Network at Project H.E.R.O.A.

This program provides free screening and diagnostic services to eligible uninsured and underinsured women aged 18 and over for breast and cervical cancer and cholesterol, diabetes and hypertension. Screening is available to women throughout Berkshire County through collaborative agreements with area Medical Centers and physicians. Primary funding comes from the Massachusetts Department of Public Health, with underwriting for New York State residents from the New York Department of Health. The program has been in operation since 1994. Over 2,000 area women have been screened. More than 70 women have attended volunteer training sessions and have assisted with various outreach and education activities. Volunteers include cancer survivors, current and former clients and other interested women from throughout Berkshire County and surrounding communities. A specially trained bilingual group of Spanish/English speaking volunteers have conducted health education programs for area Latin-American women on such topics as nutrition, label reading and breast self-examination.

With the cooperation of the Medical Center, radiologists, surgeons and other professionals, the program has also established a reduced rate mammography screening and diagnostic program for uninsured moderate-income women not currently eligible for the free screening program.

Grants from private funding sources have underwritten cardiovascular disease risk screening and intervention for specific populations, as well as other projects to improve the health status of area women.

Dental Clinic

There were over 3,500 patient visits in fiscal year 2001 to the Dental Clinic at Berkshire Medical Center. The dental clinic is essential to our underinsured/underserved population and is accessible to all patients, as well as being well-suited for nursing home residents, special needs patients and vocational rehabilitation clients.

Berkshire Visiting Nurse Association (BVNA)

The BVNA provided services to the community including: senior health clinics; walk-in clinics in the community and businesses; Senior Sunday; health fairs; maternal child health education; regional immunizations; community education; healthy feet program. These programs are supported in part with a grant from the Berkshire United Way and the City of Pittsfield.

State Clinics at BMC

Berkshire Medical Center provides the facilities and administrative support for the State Clinics, which are located at the Neighborhood Health Center. In Fiscal 2001, the State Clinics recorded nearly 1,700 patient visits. At the Sexually Transmitted Disease Clinic 556 patients were provided services, including testing and treatment for sexually transmitted diseases, pregnancy testing, PAP testing, pre-marital blood work, hepatitis C testing and administration of the hepatitis B vaccine. The Tuberculosis Clinic recorded 487 patient visits, while 609 visits were recorded at the HIV Testing and Counseling site. In addition, free lectures and educational programs were provided to the community.

Dr. George R. Porter Lecture Series

This endowment fund was set up in 1988 to fund annual lecture/presentation in memory of Dr. George Porter, a very popular and beloved local Pediatrician.

Senior Sunday

This program offers free health-related presentations specifically for the older adult. This quarterly lecture series is co-sponsored by BMC and the Berkshire Visiting Nurse Association and attracts over 100 adults per session. Topics include: stroke, diabetes, skin disorders, falls in the elderly population, and other health related issues.

WIC (Women, Infants and Children Nutrition Program)

Berkshire Medical Center is the sponsoring agency for this essential nutrition program and provides administrative support, as well as the facilities for this important program. Over 850 client visits are made monthly between the three site locations in Pittsfield and North Adams.

Accent on Health

As part of our Accent on Health initiative, Berkshire Medical Center sponsors a lecture series, which is free and open to the public. See Section IV, Access to Care.

Trauma Services

In Fiscal 2001, the Berkshire Medical Center Trauma Service provided care for 547 patient categorized by the Trauma Registry as needing emergent services for stabilization after injury. Trauma care is available 24 hours a day to all patients presenting to the Emergency Department. The clientele served includes those from local communities, visitors and those travelling through the Berkshires. Of the 547 patients managed at Berkshire Medical Center in 2001, 3.5% were referred by other hospitals in the Berkshire Area for Trauma Service Management.

Initial stabilization is provided to all patients regardless of the severity of their injuries. The majority of the 2001 trauma patients (96.5%) received definitive care at Berkshire Medical Center. The remaining trauma patients (3.5%) were transferred for definitive care to Level I Trauma Centers and Specialty Centers (burn care, pediatric intensive care, and others). Of these patient transfers, 100% required initial stabilization and management prior to transfer. The Trauma Service is involved with care of patients along the continuum from community injury prevention programs through rehabilitation. The Trauma Service is dedicated to providing optimal, comprehensive, quality care. The Trauma Service is actively involved in Community Prevention Programs as well as Pre-Hospital and Hospital Health Care Provider Education.

* * * * *

Community Programs

Berkshire Medical Center departments and individual staff are encouraged to develop and participate in a wide range of events and programs throughout the community. BMC's participation in these programs is listed below and on the following pages. A key to the level of participation is contained at the end of the listings.

Programs for Youth

Adolescent Healthy Eating Program - B
Conte School Health Fair - S
Conte Fun Fair – S/F
Conte Pasta Dinner – S/F
Cops and Kids Program - F
DARE Summer Camp Program - F
Elementary, Middle and High School Tours and Programs - B
Elementary, Middle and High School Health Education - B
Health Risk Assessment for Schools - B
High School Career Day - B
Medical Center Tours - B
Job Shadowing Programs – B
Social Normalizing Lecture - B
Student Observer Programs - B
Think First: Teens at Risk Program - B

Educational Programs

Asthma Lecture – B
Berkshire Community College Health Fair – S
Berkshire Disability Pride Day – S
Bicycle Helmet Safety – F/S
Breast Cancer Awareness Workshop – B
Cable Television Programs – S
Cancer Answers Program – B
Cardiac Rehab Healthy Day – B
Colon Cancer Lecture – B

Congestive Heart Failure – B
Corporate Health Fairs – F/S
Diabetes Jump Start Program – B
Diabetes Resources in the Community – F/S
Diabetes Nutrition Education – B
Diabetes “Scoop on Sugar” – B
Dr. George Porter Memorial Lecture Series – B
Easy Healthful Exercise Program – B
Emergency Medical Services Instruction – F/S
Emotional Aspects of Cancer – B
Emotional Impact of Living With Kidney Disease – B
First Aid Classes – B
Healthcare Proxy Program – B
Health Fairs – F/S
Healthy Nutrition for Adults – B
Hearing Impairment Lecture – B
Heart Health Programs – B
Hepatitis Program – B
Kimball Farms Education Program – B
Latex Allergy Program – B
Mall Walkers Sleep Program – B
Memory Program/Lecture – B
Menopause Lecture – B
Migraine Program – B
Mindfulness Meditation – B
Osteoporosis Lecture – B
Physical Assessment Classes – B
Practicums – B
Radio News Programming – General Health News – F/S
Stress Management – B
Stroke Lectures – B
Substance Abuse Program – B
WBEC Community Insight Talk Show – B
Wheelchair Basketball – F/S
Wheelchair Wash and Tune-up – F/S

Health Education Series

Good News About Diabetes – B
Salisbury Estates Healthy Seniors – B
Senior Sundays – B
Smoking Cessation Series – B
Ways to Wellness – B
Women’s Health (A Woman’s Journey) – B

Screenings

Breast Health – B
Cholesterol Screenings for Local Businesses – B
Community Cholesterol Screenings – B
Diabetes – B
Depression – B
Heart Health Fair – B
Health Fairs – B
Health Screenings for Business – B
Hearing and Hearing Aid Screenings – B
Hypertension, Stress Management – B
Periferal Vascular Disease – B

Support Groups

AICD – B
Alcoholics Anonymous – F
Better Breathers – B
Better Sleepers – B
Cancer – B
Diabetes – B
Head Injuries – B
Hepatitis C – B
Huntington's Disease – B
Learning Disabilities – B
Maternal Child Health – B
Multiple Sclerosis – B
Narcotics Anonymous – F
Parkinson's Disease – B
Pediatic Diabetes – B
Renal Education – B
Stroke – B
Transition to Home – B
Volunteers – B

Community Involvement

Staff at Berkshire Medical Center volunteer time and effort toward numerous community organizations. Below is a sampling of the organizations and boards on which BMC staff serve.

Advisory Board Membership at Springfield College and Greenfield Community College - S
Area Health Education Center Board Membership - S
American Cancer Society Volunteers – S
American Heart Association – F/S
Bereavement Support Group - S
Berkshire Adaptive Sports and Recreation - S
Berkshire Connect Steering Committee - S
Berkshire County Charity Auto Show - S
Berkshire Leadership Group - S

Berkshire United Way Allocations Committee - S
Berkshire United Way Campaign Volunteer - S
Berkshire United Way Loaned Executive – S
Bike Path Committee - S
Blue Cross Blue Shield Dinner - S
Board of Directors – Berkshire Federal Credit Union - S
Berkshire Visiting Nurse Association Professional Advisory Committee - S
Cancer Walk – Relay for Life - S
Elder Services Personnel Committee – S
Emergency Services Task Force – F/S
Heart Fund Youth Program - S
Independence Day Road Race – B
July 4th Parade - S
Lanesboro Board of Health – S
Lodestar Project – F/S
Life Span Board Member - S
Miss Hall’s School Horizons Program - S
Northern Berkshire Girls Softball League Board of Directors - S
North Adams Planning Board - S
North Adams Redevelopment Authority – S
Operation Heartbeat – F/S
Pasta Pizzazz Fundraiser – S
Parent/Teacher Organizations - S
Pittsfield YMCA Board - S
Success By Six – S

Responsibility to our Neighbors in Need

Adams Youth Center – F/S
American Heart Association - F
American Red Cross - F
Berkshire ARC - F
BCC Foundation (college scholarship fund) - F
Boys and Girls Club - F
Cancer Relay for Life – F/S
Cancer Walk – F/S
Create-a-Dream – F/S
Cystic Fibrosis - F
Daffodil Days - S
Goodwill Industries - F
Jimmy Fund - F
Literacy Volunteers - F
March of Dimes - F
Pittsfield Girls Softball - F
Pittsfield High School DARE/Prom Raffle - F
Pittsfield High School Girls Soccer - F
Pittsfield Little League - F
Pittsfield Youth Soccer - F
Santa Toy Fund - F
Senior Citizens Prom - F
Southern Berkshire Transportation Services - F

Thanksgiving Food Drive - S
UNICO - F
United Cerebral Palsy - F
Veterans Day (complimentary meal) – F

B – BMC program **F**- BMC supports the program financially **S**- BMC staff participate

Total patient care-related expenses for reporting year: \$146,812,231
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Expended Year Ended 9-30-2001				Budgeted for Year Ended 9-30-2002		
Community Benefits Programs	Gross Community Benefits	Grants, Donations, Other Revenue	Net Expenditures	Gross Expenditures	Grants, Donations, Other Revenue	Net Expenditures
Free Care	\$4,316,221	\$2,946,966	\$1,369,225	\$4,297,343	\$3,816,767	\$480,576
Community Pgms	\$2,034,252	\$962,831	\$1,071,421	\$2,000,000	\$950,000	\$1,050,000
Med. Ed. Pgms**	\$6,849,006	\$3,127,239	\$3,721,767	\$6,849,006	\$2,936,737	\$3,912,269
Uncompensated Care Pool	\$2,702,767	\$0	\$2,702,767	\$2,592,593	\$0	\$2,592,593
TOTALS	\$15,902,246	\$7,037,036	\$8,865,180	\$15,738,942	\$7,703,504	\$8,035,438

*-note: Grants, donations offsetting Free Care is the Uncompensated Care Pool, which is funded, in part by the Medical Center's reimbursement rates.

** - Represents Fiscal 1999 numbers for Medical Education. FY 2000 is not available until June 2002 and FY 2001 unavailable until October 2002 due to cost report extensions.