

Saint Vincent Hospital
at Worcester Medical Center
Worcester, Massachusetts

Report for fiscal year 2002 (July 1, 2002-June 30, 2003)

I. Community Benefits Mission

Saint Vincent Hospital's Board of Trustees-approved Mission Statement reads, in part, "...to participate in the creation of healthier lives within the community." To fulfill this mission, the hospital works collaboratively with other community organizations to identify the health needs of people in the community. Saint Vincent meets these needs by systematically allocating resources to develop and support programs and services that effectively improve the health and well being of the community.

II. Internal Oversight and Management of Community Benefits Program

Saint Vincent Hospital's Community Benefits Program is the responsibility of the Hospital's Board of Trustees. The Community Benefits Committee (the "Committee") of the Board of Trustees oversees the development and implementation of the Community Benefits Plan. A consumer representative of the community, who is also a member of the hospital's Board, chairs the Committee. The Committee is staffed by Dennis L. Irish, Director of Managed Care and Marketing, who reports directly to the hospital President and CEO. Other members of the Committee include community members who represent different constituencies, as well as another member of the Board. Committee recommendations are reviewed by the Hospital Board of Trustees.

Information on Community Benefits programs is shared with hospital employees through the bi-weekly employee newsletter, *InPulse*. For the external community, press releases are sent to local daily and weekly newspapers. All activities are reported to the Board of Trustees.

III. Community Health Needs Assessment

To help determine community needs, the Committee referred to findings from *Benchmarks for Progress 2001*, a report by the United Way of Central Massachusetts. *Benchmarks for Progress* gathered, compiled, and analyzed data on 34 communities in Central and Southern Worcester County. For the purpose of the report, research was based on existing databases, and included births, child abuse, substance abuse, uninsured rates, and rate of individuals receiving transitional aid to families with dependent children. Preliminary indicator data was presented to 50 community members who identified three major community needs:

1. Child well being
2. Affordable housing/basic needs
3. Workforce development

Following agreement to adopt *Benchmarks for Progress* as its community needs assessment instrument, the Committee issued Requests for Proposal (RFP) to 60 community agencies to further identify community needs. RFPs included program

description, target audience, budget, timeline, documentation of collaborative efforts, and process for outcome measurement. Thirty-nine out of the 60 agencies submitted proposals.

IV. Community Participation

Community Benefits initiatives were based on a combination of research noted in Section III above.

The following is a list of members of the Community Benefits Committee:

- ❑ Sheila Dooley, Chair, Saint Vincent Hospital Board of Trustees Member, Executive Director of Pernet Family Health Service
- ❑ Stephen Burke, CFO, Family Health Center
- ❑ Harriett Lebow, Community Leader/Volunteer
- ❑ Edna Opatka, Representative for the Disabled Community
- ❑ William O'Connell, DPH representative to Central Massachusetts
- ❑ Terrie Putnam, Senior Action Council
- ❑ Monsignor Edmond Tinsley, Saint Vincent Hospital Board of Trustees Member, Roman Catholic Diocese of Worcester
- ❑ Carlton Watson, Executive Director, Henry Lee Willis Community Center

The Community Benefits Committee implements the Community Benefits Plan by:

- ❑ Developing the Community Benefits mission statement
- ❑ Evaluating the health requirements of the community and recommending initiatives
- ❑ Soliciting community participation in the development of initiatives
- ❑ Evaluating community programs
- ❑ Ensuring volunteer involvement
- ❑ Reviewing, recommending and monitoring Free Care policies
- ❑ Reviewing the annual report of Community Benefits submitted to the Attorney General's Office

V. Community Benefits Plan

The short-term goal in regard to Community Benefits is to develop and implement programs that improve the health status of at-risk populations, with a long-term goal of ensuring access to preventative healthcare and improving overall quality of life. The hospital will strive to continue to provide the community with healthcare services, programs and education. The hospital will continue to develop, support, and implement initiatives that will help meet the healthcare needs of the community. Outcomes for evaluating programs include self-reports from participants, number of attendees, and review and feedback from community agencies.

Based on review of the *Benchmarks for Progress* and 39 RFP's received from local community agencies (as described in Section III), Saint Vincent Hospital identified three issues of concern for 2002 Community Benefits Plan:

1. Child well being

2. Nutrition
3. Pediatric oral health

The Committee reviewed the 39 proposals and recommended funding 14 programs or proposals. Six major initiatives will be highlighted in detail:

1. Guild of Saint Agnes of Worcester
2. Central Massachusetts Oral Health Initiative
3. AIDs Project Worcester, Inc.
4. City of Worcester “Save Our Summer” recreation program
5. Pernet Family Health Service
6. Greater Worcester Food Bank
7. Rachel’s Table

A brief description of additional projects will also be provided in Section VI.

VI. Progress Report: Activity During Reporting Year

Oral Health

Guild of Saint Agnes of Worcester

Direct expenses: \$7,500

Saint Vincent Hospital supported the Guild of Saint Agnes of Worcester, Child Care dental care program for at-risk, low to moderate-income families. Through the program, a nutritionist provided training to staff and children on healthy eating habits in relation to dental health; a hygienist conducted dental screenings; and referrals to dentists were provided if problems were detected. Information on dental care was also distributed to parents.

Central Massachusetts Oral Health Initiative

Direct expenses: \$18,500

The Central Massachusetts Oral Health Initiative is a collaborative of providers, community health centers, and community organizations that came together in 2000 to address oral health issues in Central Massachusetts. The mission is to increase access to oral health services for individuals on MassHealth and the uninsured. Additionally, the goal is to serve as a role model for oral health services in Massachusetts, which will, in turn, increase access to oral health services statewide. The program is administered by the University of Massachusetts Medical School.

In particular, Saint Vincent Hospital funded a part-time outreach worker to provide follow-up with children and families; work with community groups to disseminate information about oral health; and develop a children’s education program using material from the Massachusetts Dental Society, the Massachusetts Department of Public Health, and other sources.

Child Well Being

AIDS Project Worcester, Inc.

Direct expenses: \$13,500

Saint Vincent Hospital supported AIDS Project Worcester, Inc., which provides programming and assistance to children and teens of family members suffering with HIV. The hospital targeted the agency's Permanency Planning Programs for At-Risk Youth. School-age children of clients are eligible for programs that offer varied, life-enhancing, educational experiences on an ongoing basis.

City of Worcester "Save our Summer" Youth Recreation

Direct expenses: \$15,500

Faced with a reduction in local aid from the Commonwealth of Massachusetts, the City of Worcester eliminated all funding to operate its summer youth recreation programs. Saint Vincent Hospital made a contribution representing half the cost of operating one swimming pool/recreation site for the summer season.

Pernet Family Health Service

Direct expenses: \$5,000

Support was provided for a youth and teen afterschool program coordinated by Pernet Family Health Service. Specifically, the support contributed to a project linking mothers and infants in need of emergency assistance to programs that provide long-term support. The goal is to serve as a model for health improvement and the prevention of illness among children. The program included providing low-income families with infant formula and diapers to help insure proper nutrition and improved hygiene. An outreach specialist, trained in childbirth education and breastfeeding support, provided home visits to client families. Pernet provides long-term case management support through home visiting programs.

Additional programs targeted to at-risk youth:

Court Appointed Special Advocates Project, Inc.: Volunteer recruitment and training

Direct expenses: \$5,000

Worcester Children's Friend "School-Aged Mother's Program"

Direct Expenses: \$5,000

Oak Hill Community Development: Youth development

Direct expenses \$5,000

YWCA of Central Mass: Violence prevention for youth

Direct expenses: \$10,000

Nutrition

Worcester County Food Bank

Direct expenses: \$7,250

Saint Vincent Hospital provided funding to the Worcester County Food Bank, a nutrition education program for disadvantaged families. Through the program, a registered dietitian provided a wide range of nutrition education services to the staff, volunteers, and clients of 280 food bank member agencies. Services included one-on-one nutrition counseling, in-service training, workshops, and cooking demonstrations. The goal is to help people develop healthy eating habits and contribute to better overall health.

Rachel's Table

Direct expenses: \$5,000

Saint Vincent Hospital provided funding for Rachel's Table Children's Milk Fund, which purchases and transports milk to needy children at 24 agencies targeted to children. The milk is used within the agency or given to the child's family to take home.

Age Center of Worcester Area: Meals on Wheels

Direct expenses: \$5,750

In addition to the above programs, Saint Vincent Hospital also provided a total of \$12,500 to the following agencies for Community Benefits initiatives:

- *American Red Cross*: CNA/Home Health Aid training \$7,500
- *Henry Lee Willis Center*: Housing/substance abuse clients \$5,000

As well as Community Benefits programs, Saint Vincent Hospital also sponsored a number of Community Service Programs and Health Education Programs.

Community Service Programs

Elderly Outreach

Direct expenses: \$229,837

The Elderly Outreach Program operates as a community-based clinic providing free and/or affordable medical and preventative care through a wide variety of services, including primary healthcare, podiatry, rheumatology, health education, and screening and social services. The program operates 43 clinics, including Latino and Russian clinics with interpreter services.

Green Island Clinic

Direct expenses \$15,000

Saint Vincent Hospital continues to provide financial support to the Green Island Clinic to cover the cost of nursing services at its Free Clinic, as well as support through its residency program, which staffs the Free Clinic at this South Worcester Neighborhood Center.

United Way of Central Massachusetts
Direct expenses: \$11,000

Saint Vincent Hospital supports the United Way of Central Massachusetts with an annual pledge, as well as with staff support on designated committees.

Health Education

In addition to events such as the Senior Wellness Fair, National Cancer Survivors Day, and the Healthy Heart Fair, Saint Vincent Hospital offered a number of health education programs.

Booster Buddy Program

Staff in the Center for Women and Infants work with volunteers from the RSVP program to educate mothers regarding immunizations and Hepatitis B.

Childbirth Education

Childbirth Education programs are provided for prospective parents who will deliver at Saint Vincent Hospital.

Community Education

Fifty-two community education programs involving injury prevention, child passenger safety, and trauma and airbag safety were presented throughout the community.

VII. Summary

Community Benefits Program expenditures.....	\$ 115,500
Community Service Program Expenditures.....	255,837
Free Care:	3,335,129
Corporate Sponsorships.....	47,256
Total.....	\$ 3,753,722

In addition, Saint Vincent Hospital paid \$996,601 in sales tax to the Commonwealth of Massachusetts and \$1,600,702 in property and real estate taxes to the City of Worcester in Fiscal 02.

VIII. Next Reporting Year

Community Benefits initiatives will be based on data from the RFPs, community health needs assessments such as *Benchmarks for Progress*, and other indicator data. Based on the success on previous years' programs, continued participation from hospital staff and community agencies is expected.

IX. Contact Information

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