

Report of Community Benefits 2004

“Community Benefits” include programs, grants and other initiatives developed by hospitals and HMOs as part of a formal plan to address health and social needs in their communities consistent with the principles of the Attorney General’s Community Benefits Guidelines for Nonprofit Acute Care Hospitals. The Community Benefits Guidelines represent a unique non-regulatory approach under which Massachusetts hospitals and HMOs voluntarily commit resources to respond to the unmet needs of their communities.

For more information about the Attorney General’s Community Benefits Guidelines or to review other hospital and HMO community benefit annual reports visit www.ago.state.ma.us/healthcare/

Milton Hospital is pleased to present its 2004 Community Benefits summary.

Community Benefits Mission Statement

Milton Hospital is committed to improving the health of our community by providing high quality, personalized health care with compassion, dignity and respect in a cost effective and safe manner. We strive to continuously improve our performance to better serve our community.

Program Organization and Management

A community benefits committee comprised of representatives from the hospital administration and staff, the board of directors, the medical staff and community leaders implemented a formal plan adopted by the board of directors in 1995. Components of the community benefits plan are managed and executed by the public relations and development office staff, under the direction of the executive director. The public relations staff work collaboratively with community groups, schools, health, senior and civic organizations to plan programs that meet community needs.

Key Collaborations and Partnerships

Affiliated Community Visiting Nurses Association
Beth Israel Deaconess Medical Center
Blue Hills Regional Technical School
Canton Board of Health
Cooperative Elder Services
Curry College
Fallon Ambulance Service
Fontbonne Academy
Milton Academy
Milton Board of Health
Milton Council on Aging

Milton Fire
Milton Healthcare Facility
Milton Police
Milton Public Schools
Milton Residences for the Elderly
Quincy Senior Housing
Quincy Council on Aging
Randolph Public Schools
Randolph Council on Aging
South Shore Elder Services
St. Agatha's School

Community Health Needs Assessment

The needs assessment identified the following areas:

- Comprehensive geriatric care
- Youth health education programs
- ACLS and defibrillator training and support for the police and fire departments
- Community based primary care and specialty physicians

* In 2005, the hospital plans to conduct a health needs assessment and will identify 3-5 new program opportunities related to needs identified in the community and in conjunction with Beth Israel Deaconess Medical Center.

Community Benefits Plan

Milton Hospital's priorities are:

1. Implement second phase of Geriatrics Program - develop a geriatric staff education and clinical skill review program for local nursing homes to increase quality level of care and offer staff training to these facilities.
2. Primary Stroke Designation: Provide acute stroke patients greater chance for successful treatment by obtaining Primary Stroke Designation from the Massachusetts Department of Public Health.
3. Youth: a. sponsor health and safety education b. offer volunteer and health career learning opportunities
4. Community Health: a. provide free and low cost public wellness programs b. increase access to community based primary care and specialty physicians c. Provide education and increase awareness on the importance of prevention and early detection of disease.
5. Build its medical staff to offer more primary care and specialty medical services.

Key Accomplishments of Reporting Year

The geriatrics program implemented a nursing home staff and clinical education

program that also placed Milton Hospital physicians into offices at three area skilled nursing facilities to allow senior residents on site health care.

Milton Hospital successfully obtained primary stroke designation license from the DPH. State mandated criteria include 24-hours, 7-day availability of an acute stroke team comprised of emergency, radiology, neurology and lab services.

The hospital offered more than 60 health outreach programs free or low cost to public.

The hospital offered junior volunteer, internships and community service opportunities to youth.

With Fallon Ambulance, the hospital ran 10 CPR programs and certified 35 community members and 106 Randolph High School seniors.

Milton Hospital welcomed three new primary care physicians and two gynecologists, as well as other specialists, to its medical staff to serve the health care needs of the community.

Plans for Next Reporting Year

In the next reporting year, Milton Hospital will:

Conduct a market research study and implement new programs identified as community needs;

Undertake a \$28.3 million renovation and expansion project to better serve our patients;

Expand its geriatrics program and strengthen its ties with area senior living facilities;

Focus community health and wellness programs on cardiac disease, weight management, cancer prevention and screenings and community wide safety initiatives;

Provide youth with learning opportunities;

Build an outpatient nutrition program;

And, expand access to community-based physicians.

Geriatrics Program

In its second year, the Milton Hospital Geriatrics program, one of the core affiliation programs between Milton Hospital and Beth Israel Deaconess Medical Center, continues its mission of providing state of the art health care to south shore seniors. Under the direction of Dr. Virginia Cummings, also the director of long-term care at BIDMC, the program now has 14 primary care physicians who are expanding their geriatrics practices, welcome referrals of senior citizens and are participating in a curriculum of geriatric education taught by Harvard

geriatricians. Seniors who are referred to these physicians have access to all of the resources of Milton Hospital's geriatrics program as well as BIDMC's Gerontology Division.

Home Visits

Dr. Alan Waltman, a board-certified geriatrician, has joined the Milton Hospital staff to start a **physician home visit** program. Dr. Waltman will be working with local home care agencies to provide care to homebound seniors.

Geriatric Nurse Practitioners

Geriatric Nurse Practitioners Roxanne Musto, RN-C, ANP, and Maureen O'Shea, RN-C, ANP, GNP, are **working at Milton Hospital and in many nursing facilities in the area to improve the quality of nursing care delivered to our seniors**. They are teaching one-on-one, clinical case-based instruction to the nursing staff at area skilled nursing facilities.

Assisted Living and Senior Retirement Communities

Geriatric program physicians are on site at many area assisted living and senior retirement communities, giving seniors direct access to medical care and allowing them to take advantage of the resources at Milton Hospital and BIDMC.

Community Outreach

Dr. Cummings and the geriatric nurse practitioners give lectures and presentations at sites across the south shore. Dr. Cummings also writes a monthly column for the South Shore Senior Times entitled, "Ask the Doctor." Every member of the Milton Hospital Geriatrics Program is committed to providing education on important geriatric topics to the south shore's seniors.

Primary Stroke Designation

Milton Hospital has been licensed as one of Massachusetts' first hospitals designated to provide Primary Stroke Services.

The designation indicates that the hospital is prepared to rapidly diagnose and treat acute stroke patients. The Primary Stroke Service regulations were developed to provide acute stroke patients with a greater chance of successful treatment. Through a combination of community education, medical staff training, implementation of hospital protocols geared toward quick stroke diagnosis and treatment, and results analysis, the program is intended to improve treatment of stroke patients before significant irreversible damage occurs.

The hospital has appointed neurologist Paul S. Blachman, M.D., as its stroke service medical director.

Milton Hospital was granted the primary stroke service license after a year of preparation. State-mandated criteria for the program include 24-hour, 7-day availability of an Acute Stroke Team, equipped and trained to handle stroke emergencies. The multi-disciplinary team includes members of radiology, neurology, laboratory services, emergency nursing and emergency medicine.

Training and coordination with local Emergency Medical Service (EMS) providers is required, so that the hospital's emergency department is prepared to receive and triage patients with acute stroke symptoms. The hospital is also required to periodically review its stroke services, and make any necessary revisions to the program to ensure ongoing compliance with strict DPH guidelines.

Continuing education, including ongoing training of emergency department and EMS personnel and an extensive community education and awareness initiative, are also mandated. Community education includes information regarding the prevention of stroke, recognition of stroke symptoms and stroke treatment.

Community Health Education and Outreach

Last year more than 1,000 community members took advantage of Milton Hospital's health education lectures, screenings and workshops, offered free or at low cost to the public. The programs are conducted by hospital physicians, clinicians and nurses as well as affiliated instructors for yoga, tai chi, 55 Alive Mature Driving and stress reduction. Screenings include hearing, prostate, foot, skin cancer and glaucoma. For youths ages 11-13 the hospital offers the national Safe Sitter program that teaches safe babysitting practices to adolescents. Programs target the health needs and recommendations of community groups, issues gaining national attention and health status indicators for the hospital's service area. In 2004, 40 programs were offered. In addition, physicians and staff participated in ten health fairs and offered blood pressure checks, body fat analysis, glucose screenings and more.

Cardiopulmonary Resuscitation Program

Milton Hospital hosts monthly adult and pediatric CPR programs taught by instructors certified by the American Heart Association. Program fees cover the cost of materials and instructors only. The hospital, Fallon Ambulance and the Randolph Public Schools certified 106 Randolph High School students during an annual CPR Marathon in June.

Advanced Cardiac Life Support and Defibrillator Training

Milton Hospital oversees training initiatives for Town of Milton Fire and Police personnel, as well as Fallon Ambulance paramedics and emergency

medical technicians. The objective is to maintain a high level of confidence and training in first responders.

Milton Hospital's chief of emergency services maintains ongoing training for advanced cardiac life support techniques and defibrillator use. Training includes equipment use, updates on technology, and technique.

Volunteer and Health Career Opportunities for Youth

The hospital offers opportunities for young people to learn about careers in health care by offering internships and through its Junior Volunteer Program. Milton Hospital partners with many local colleges and universities to provide internships to students in physical therapy, phlebotomy, nursing and more. The hospital's Auxiliary also oversees the Junior Volunteer Program, which allows high school students to volunteer in various areas of the hospital. This program is especially valuable to students fulfilling a community service requirement. The hospital also hosts Milton Academy students annually for their service to the community day.

Public Safety/Disaster Planning/Bioterrorism Preparedness

In cooperation with town public safety officials, as well as state and federal safety agencies, Milton Hospital recognizes its responsibility to initiate the first response to a public safety issue, large scale disaster or bioterrorism attack. Hence, the hospital works to develop practical and realistic response plans and perform practice drills in preparation for a large scale disaster, real or suspected bioterrorism attack. Milton Hospital has members who have been appointed by the Board of Selectmen to sit on the LEPC (local emergency planning committee and work with state and local agencies to assure preparedness as a community. Milton Hospital also has members who sit on a variety of MHA/DPH work groups to study emergency preparedness. The hospital regularly reviews its plan and twice annually performs practice drills that include state and local EMS agencies.

Access to Primary & Specialty Care

Milton Hospital welcomed three new primary care physicians and two gynecologists, as well as other specialists, to its medical staff to serve the health care needs of the community. Internists Patricia Steward, M.D., and Michael Stillman, M.D., have practices in Milton. Alina Fernandez, M.D., also an internist, opened a practice in Randolph at 32 South Main Street. Gynecologist Michael Iannessa, M.D., has office hours in the Milton Hospital medical office building and

Sandra Dayaratna, M.D., an obstetrician/gynecologist, welcomes new patients to her practice in Braintree, at 10 Forbes Road.

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