

# FAULKNER HOSPITAL

## Introduction

Faulkner Hospital, a nonprofit community teaching hospital, has long recognized its responsibility to not only treat illness, but to help prevent disease and the factors that precipitate disease. Through the numerous health partnerships and initiatives that have developed over the years, the hospital works with neighbors to identify and address important community needs and concerns.

## Mission Statement

The Board of Directors, Oversight Committee for Community Health and Benefits, hospital administration, and larger hospital community, are all committed to Faulkner's community benefit mission, which is:

- *To evaluate the health status of service area neighborhoods of West Roxbury, Roslindale, Hyde Park, Jamaica Plain, and Dedham, and respond to identified needs*
- *To pay particular attention to health and wellness concerns affecting children in local schools, the elderly, women, and needy minorities, among others*
- *To provide a wide variety of free health screenings and immunizations, health education programs, and other services relating to important health issues affecting communities served*
- *To seek community participation in and feedback about our community benefits efforts, by involving community members in the hospital's planning and evaluation processes and by keeping the lines of communication open*
- *To engage in meaningful, active collaboration with a broad range of community residents, schools, service organizations, businesses, government agencies and others, to stay abreast of community needs, and to pool knowledge and resources in addressing those needs*
- *To periodically review and assess community benefits goals, services, and outcomes to insure that they remain relevant to issues affecting our communities, and to allocate or reallocate community benefits resources, as needed*

## Internal Oversight and Management of Community Benefits Program

### *Management Structure*

The Faulkner Hospital Board of Directors adopted its original Community Benefits Mission Statement in January of 1995, and it was subsequently revised in late 1995. In mid-1996, members were identified to form a sub-committee of the Board to be the Oversight Committee for Community Health and Benefits. Under the general direction from President and Chief Executive Officer of Faulkner Hospital, David J. Trull, and Chairperson of the Board of Directors, Maryanne Tynan, representatives of the Oversight Committee for Community Health and Benefits ensure that Faulkner's extensive community benefit programs are consistent with Faulkner's Community

Health and Benefits Mission Statement. The Committee, which comprises Board members, senior leadership, a Faulkner physician, community representatives, health care providers, administrators, and Faulkner community health and benefits staff, focuses on needs assessment, program effectiveness, allocation of resources, sustainability, and collaborative relationships with the community at large. The Committee follows the hospital's quality improvement model to help to continually refine and shape the programs and their effectiveness in the community.

On October 1, 1998, Faulkner Hospital and Brigham and Women's Hospital, under Partners HealthCare, formally announced a historic agreement that forged an alliance between one of the nation's top rated medical institutions and one of the region's most highly regarded community teaching hospitals. Both Brigham and Women's and Faulkner hospitals have been on the forefront of patient care, as well as, community service. This partnership will continue to enable both institutions to grow stronger and deliver the highest quality services to the community.

### ***Sharing Information***

Community health and benefit is a core function of Faulkner Hospital. Awareness and education of the community benefit mission and programs begin with the training and information program required for all new employees at Faulkner. Employees are encouraged by hospital leadership, as well as, by their direct supervisor/manager, to volunteer and participate in various activities to help fulfill the mission of serving the health needs of the communities outside of the hospital walls. Each year, more than 25 physicians and more than 300 employees from every department in the hospital participate in a community health and benefit program.

Additionally, staff at all levels are informed about community benefit efforts through the weekly hospital newsletter, a quarterly community benefit newsletter, e-mails, broadcast voicemail messages, information tables during peak employee hours in the cafeteria, fliers mailed to their offices, and posters and fliers posted throughout the hospital, including on the community benefit bulletin boards.

## **Community Health Needs Assessment**

The Community Benefits Mission Statement sets forth the Board's commitment to serve the evolving health care needs of neighbors through a variety of programs and collaborative initiatives. Among other goals, the Board seeks community participation in and feedback about Faulkner Hospital's community benefit efforts by involving community members in the hospital's needs assessment, planning and evaluation, and reporting process.

Faulkner Hospital is actively engaged in a wide variety of outreach efforts, collaborative partnerships, and other community services and programs, some of which have been in place for many years. These community benefit activities often are created in direct response to community input through vehicles such as advisory committees, community health networking initiatives, school site council memberships, community service group memberships, and others, as well as, in response to health data received through state and local agencies, internal hospital data, and other sources pointing to community health issues.

Primarily, it has been Faulkner's extensive collaboration and involvement with the community that has been the catalyst for community benefit programming. The hospital receives information, needs assessments, and feedback for action through ongoing relationships and involvement with several community initiatives, councils, schools, boards, and other groups that represent the communities served. These groups include the Faulkner Hospital Oversight Committee for Community Health and Benefits, American Cancer Society, American Heart Association, Boston Public Schools, Jamaica Plain Health Committee, Jamaica Plain Tree of Life, Boston Private Industry Council, Healthy Roslindale, Roslindale Mobilization for Change with Alcohol, Hyde Park Board of Trade, West Roxbury Rotary, Dedham Continuing Conference, and many others.

The foundation for the community benefit services provided to the hospital service area is established through the above-mentioned sources and collaborations. Faulkner has found that in general, the greatest needs revolve around preventative health screenings, made accessible especially to those with no insurance or limited insurance, services for children in local schools, and services dedicated to the elderly population.

## **Community Benefit Plan and Community Participation**

The Faulkner Hospital Oversight Committee for Community Health and Benefits has a supervisory capacity for reviewing, evaluating, planning, and implementing the hospital's overall community benefit plan. The Committee was established in 1996 and has been meeting on a regular basis. Committee members represent Faulkner's five service area neighborhoods, which coincide with the target neighborhoods of community benefit activities, and a variety of groups and populations. Their input, feedback, and insight regarding community needs is sought and valued. The role of the Committee is to insure that the extensive community health and benefit activities that are being undertaken are consistent with Faulkner's Community Health and Benefits Mission Statement, as well as, to track and evaluate the effectiveness and relevance of the programs and services. The Committee focuses on assessing needs, monitoring effectiveness, and providing information and input to improve programs and services. The Committee has adopted the hospital's quality improvement model (Plan, Do, Check, Act) in carrying out its activities.

Whenever appropriate and feasible, the hospital collaborates with other agencies, groups, and institutions to pool resources in carrying out the community benefit plan in regard to specific identified issues. The Committee encourages the identification and development of new collaborative relationships to provide these services.

### ***Short Term Goals***

- Increase the number of women in the Breast Health Care Access Program
- Offer the principal programs and services in the four areas of community health and benefits: health education, preventative health screening, school initiatives, and community outreach
- Engage in active collaboration with community residents and other groups to meet the needs of service area neighborhoods
- Outreach to school partners to assist with student population and staff needs for the current year

## ***Long Term Goals***

- Continue to evaluate the effectiveness of stroke education efforts
- Mirror the Breast Health Care Access Program with other disciplines
- Remain connected to a wide variety of community residents and groups to get the most accurate and diverse feedback in regard to perceived needs
- Strengthen and reinforce community relationships with the service area neighborhoods of West Roxbury, Jamaica Plain, Roslindale, Hyde Park, and Dedham
- Evaluate programs and services, with the assistance and feedback of community residents, the Oversight Committee and with supporting data, to ensure relevance and value
- Participate in and obtain community needs assessments and data to evaluate current and potential offerings
- Continue to explore ways for the Oversight Committee to maintain an effective process to review and assess community benefits goals, services, and outcomes
- Serve more than 50,000 residents annually through core programs

The Committee reviews and assesses existing community benefit efforts initiated by the hospital to determine effectiveness. Evaluation is done through review of individual program data such as program participation, relevance to the identified needs of the communities, impact of the program on the communities, participant program evaluations, and potential long-term impact on the communities' health status. Recommendations are based on the findings of the Committee.

Following the evaluation process, the Committee makes recommendations to the Board of Directors, hospital administrators, and community benefit staff regarding programs that may be newly implemented, maintained, expanded or discontinued, as deemed appropriate. The Committee's recommendations will also be used to help determine the allocation or re-allocation of resources to support community benefit programming.

## **Progress Report**

### ***Major Programs and Initiatives***

Faulkner is not only active in serving the health needs of the community; it is an integral part of it. The hospital is committed to working in partnership with its neighbors to improve community health and wellness and to respond to the health needs and concerns of its neighbors. The following are the five major program categories:

- Health Education
- Preventative Health Screenings
- School Partnership
- Community Outreach and Support Services
- Domestic Violence

## **Health Education**

Preventing disease and injury through education and awareness building is an important component of promoting good health in communities. Faulkner Hospital is committed to educating its neighbors through a variety of programs. The following programs serve more than 12,000 residents annually:

- Medication Safety Education
- Speakers Bureau Educational Lecture Program
- Stroke Education
- CPR Training
- Babysitter Training
- Nutrition Services
- Diabetes Education
- Smoking Cessation

### ***Medication Safety Education***

When a patient is hospitalized, it may be difficult to take an active role in medication safety. Hospitals usually take on this responsibility and have systems in place to make sure that every medication is given safely and effectively. However, during this critical time, patients and family members can help to ensure safe medication use by following some important guidelines.

Medication mistakes happen every day—at the doctor’s office, hospital, and at home. Some mistakes are more serious than others, but medication mistakes can be prevented. The medication safety education program addresses the issue of how to best manage taking medications both in and out of the hospital. It provides information to assist patients in the proper way to take, store, list and communicate what medications they are taking. The program describes what to look for and questions to ask when in the hospital to help caregivers prevent a medication error.

The program was created and implemented in 2007 and has reaches over 4,000 community members annually.

### ***Healthy Conversations – Speakers Bureau Program***

The Healthy Conversations Speakers Bureau Program was developed to fulfill Faulkner’s commitment to educating the community on health promotion topics. Upon request from community leaders and groups, presentations from Faulkner Hospital clinical experts provide current information and trends on specified topics. Nearly 500 community members were educated in 2008 in the following topics:

- Stroke Education
- Nutrition for Children
- Healthy Heart Awareness
- Dealing with Depression
- Ask Your Pharmacist
- Diabetes Awareness

The Healthy Conversations Speakers Bureau Program presents new practices and physicians, as well as, established clinical experts, with a long-standing outlet for educating the community about their services and expertise.

### ***Stroke Education***

Stroke is the third leading cause of death and the leading cause of disability in America. In Massachusetts, 17,799 people were hospitalized with stroke symptoms and 3,557 people died as a result of a stroke in 2002. Stroke places a tremendous public health and economic burden on the Commonwealth and its health care system.

In order to improve the care that acute stroke patients receive, and to increase the likelihood that they receive prompt access to definitive care, The Department of Public Health has designated select hospitals as Primary Stroke Service facilities. In December 2004, through a rigorous certification process, Faulkner became a designated primary stroke service facility.

As a Primary Stroke Service facility, Faulkner Hospital provides emergency diagnostic and therapeutic services by a multidisciplinary team 24-hours-a-day, seven days a week to patients presenting with symptoms of acute stroke. A comprehensive plan designated to assess and treat stroke patients, expedites patient flow from arrival at the Emergency Room through diagnostic testing to treatment for patients meeting the criteria for administration of the clot busting drug tPA. One aspect of the certification requirements is that the hospital provides education to the community about stroke signs and how important it is to be seen in a stroke center as soon as possible. Since Faulkner's certification in December 2004, an extensive stroke education program has been developed. Already existing programs and community relationships were used as a venue to educate the community about stroke. These included:

- CPR Classes
- Health Screenings
- Flu Vaccine Clinics
- Speakers Bureau Program "Healthy Conversations"
- Stroke Month Celebration (May)
- School Partnership events
- Community Health Centers
- Health Fairs
- Mayor's Health Walk
- Assisted Living
- Retirement Communities
- Senior Dinner Program

Annually, education efforts reach more than 4,000 community members. Additionally, Faulkner uses its website, waiting areas, press releases, mailings, and internal communications to further educate the community about stroke. An email address was established ([FHstroke@partners.org](mailto:FHstroke@partners.org)) so that community members may contact Faulkner for educational materials or to receive answers to questions they may have on stroke.

## Preventative Health Screenings

Faulkner’s early detection health screening and immunization program was created in response to information received through continual communication and collaboration with community residents, service providers, and advisory groups, as well as, through the review of health status indicators. All of the screenings are offered free of charge throughout the community at approximately 20 different locations. Educational materials and discussion accompany the screening clinics. Faulkner’s physicians, nurses, clinical specialists, technicians and health educators all donate their time and expertise to make the screenings possible. Each year thousands of people are served through the following screenings:

	<u>Number of Screenings</u>
Breast Health Care	56
Skin Cancer	50
Colorectal Cancer	150
Head and Neck Cancer	6
Cholesterol	900
Blood Pressure	1,200
Diabetes	900
Influenza Vaccine Clinics	1,840
Total Number of Participants	5,102

### ***Breast Health Care Access Program***

In late 2007, the Mammography Access Program was expanded and revised to reflect the changes in Massachusetts health care, as well as, in services. The first change was to the name of the program. Now called *Breast Health Care Access Program*, this name change reflects the comprehensive screening, treatment, and care that are covered in the program. Additionally, the criterion for one’s qualification based on residency for the program was expanded from the hospital’s immediate service area to include all uninsured and underinsured women living in Boston, as well as, Dedham. A patient may also qualify for the program if they are a past Sagoff-Centre patient or if they have a Faulkner-affiliated physician. As in the past, if there is a positive finding, the program pays for any further treatment and services the patient may require including biopsies, surgery, chemotherapy, and radiation therapy. Through the generous donation of Aurora Breast Imaging, located at Faulkner Hospital, a free breast MRI has been added to the services available, as well as, wound treatment for patients who develop lymphedema after surgery. Lastly, through a partnership with the West Roxbury/Roslindale YMCA, the hospital offers the *Pink Program* to all breast cancer survivors at the Hospital campus. This survivor fitness program addresses the issues of weight gain, flexibility, and range of motion after surgery and breast cancer. It also acts as an informal active support group for survivors. In 2008, there were 56 patients served in the breast health care access program and nearly \$35,000 was donated for their services and care.

## *El Planeta*

In September 2008, Faulkner participated in *El Planeta's* Health and Family Event. At the event, Faulkner provided information about our free Breast Health Care Access Program. Faulkner offered on the spot appointment scheduling for free mammograms for those without insurance. Additionally, Spanish translators were available to speak to the women regarding breast health and any questions or concerns. This wellness event attracted more than 4,000 people.

## **School Partnerships**

Because serving the health needs of the community involves more than just physical care for medical needs, Faulkner has an extensive school partnership program. The program is designed to help enrich the students' curriculum, encourage early awareness of how to foster good health, and help students deal with outside factors that may interfere with their health. Faulkner is committed to achieving the goals of the school partnership, which include fostering a sense of community-wide responsibility for the education of youth, providing programming, meeting identified student and teacher needs, supporting the larger school community, and serving as a resource. Several thousand children, parents, teachers, and staff at several local schools are served by the following school partnership activities each year:

- Health Screenings
- Health Education
- Bullying Education
- Job Shadow/Workforce Development Programs
- After school learning programs
- Violence Prevention
- Conflict Resolution/Peer Mediation
- Drug and Alcohol Education
- HIV/AIDS Education
- Career Planning
- Health Lectures
- First Aid & CPR Training
- Babysitter training
- Hospital visits/tours
- Work training programs for special needs students
- Training/conferences for teachers and parents
- Participation in school based events and committees
- Community Service Student Volunteer Program

Faulkner Hospital has had formal health partnerships with the Mildred Avenue Middle School (formerly Shaw Middle School) in Mattapan and the Manning Elementary School in Jamaica Plain for more than 17 years. Additionally, the hospital works regularly with the Lyndon School in West Roxbury, Catholic Memorial Lower School in West Roxbury, the Parkway Academy of Technology and Health at the West Roxbury Educational Complex, and Dorchester High School, among others as the need arises. Based on school data and expressed needs from the school principal, and staff, Faulkner provides students with health education programs that would not

otherwise be available due to limited resources and lack of full-time health education teachers at the schools. Students are educated about various health and wellness topics, including exercise and fitness, nutrition, smoking education, and cancer education. Students are taught prevention, making choices, risks, self-esteem, and healthy behaviors. In addition, Faulkner offers after school programs for continued learning, job shadow programs for workforce development, and volunteer opportunities for community service requirements. Through the school partnership program, students learn through a variety of teaching methods, including hands-on learning at Faulkner Hospital. Each year, the demand for health education at these schools increases and the value of the role of Faulkner Hospital in the partnership and students' curriculum becomes more evident.

The hospital's target audience for the formal partnership programs is the entire student population at each of the schools. Based on student incidence, absenteeism, the Boston Public School health survey, input from staff, parents, and administration, Faulkner determined that each of the schools has extensive health needs among their school populations.

### ***Workforce Development***

Beginning in January 2007, Nursing Job Shadow Days host large student groups from the Parkway Academy of Science and Health, which is located at the West Roxbury Education Complex; added this year are students from Dorchester High School. These students have been specifically selected based on their interest in nursing and health care. The program offers an opportunity to promote nursing and help establish a valuable workforce development initiative. The goal is to provide students with a better understanding of the skills and the education necessary to succeed in health care, and specifically in nursing careers.

The day is structured so that in the morning students receive a welcome and introduction to the Hospital. Students shadow their nurse-mentor for part of the morning, then the students and nurse-mentors come back together to discuss how the morning went and share experiences. This also gives students an opportunity to interact with nurses from other disciplines. The program takes place two times a year and work is being done to maintain a connection between nurses and students for a longer term.

Additionally, this past summer, five students were hired from the same program as paid interns in nursing, medical records, and community health. It is a wonderful way for students to further explore their interest in health care and to give the students an opportunity to earn money for college during the summer.

Faulkner also annually participates in the Boston Private Industry Council's Ground Hog Shadow Day program that offers shadow opportunities to all disciplines in the health care setting, and hosts select science students from the Mildred Avenue Middle School for a job shadow program of clinical positions in health care.

### ***Fitness and Health Management***

In 2008, Faulkner along with the Manning Elementary School, worked to create a walking and health program for students who were overweight. This small group of girls was provided with support from Faulkner through fitness instruction, new sneakers, water bottles, pedometers, and

balance balls to use during work outs. Additionally, Faulkner provides on-going nutrition education to the students to both help them lose weight, gain energy, and manage their diabetes.

### ***Goals for School Partnership Initiatives***

The following goals and objectives for the comprehensive school health education program are based on the National Health Education Standards for Students.

- Educate students so that they will comprehend concepts related to health promotion and disease prevention. The students will be able to:
  - Describe relationships between personal health behaviors and individual well-being
  - Identify health problems that should be detected and treated early
  - Describe how family and peers influence the health of individuals
  - Describe how appropriate health care can prevent premature death and disability
  - Describe how lifestyle, family history, and other risk factors are related to the cause or prevention of disease and other health problems
- Educate students so that they are able to demonstrate the ability to practice health-enhancing behaviors and reduce health risks. The students will be able to:
  - Identify personal health needs
  - Identify responsible health behaviors
  - Compare health behaviors that are safe to those that are harmful
  - Demonstrate strategies to improve or maintain personal health
  - Demonstrate ways to avoid and reduce threatening or pressure situations
- Educate students so that they are able to demonstrate the ability to use goal-setting and decision making skills to enhance health. The students will be able to:
  - Demonstrate the ability to apply a decision-making process to health issues and problems
  - Predict outcomes of positive health decisions
  - Set a personal health goal and track progress toward its achievement
- Educate students so that they are able to demonstrate the ability to advocate for personal, family, community, and school health. The students will be able to:
  - Express information and options about health issues
  - Describe a variety of methods to convey accurate health information and ideas
  - Identify community agencies that advocate for healthy individuals, families, and communities
  - Demonstrate the ability to influence and support others in making positive health choices
  - Demonstrate the ability to work cooperatively when advocating for healthy individuals, families, and schools
  - Demonstrate the ability to utilize experience gained from this school program to advocate for increased school health programming

The school partnership program utilizes a variety of teaching methods including interactive teaching, hands-on experiences, student preparation for learning and advocacy, text book lessons, video lessons, and internet instruction, where available, to accomplish the goals and objectives stated above.

In addition, the hospital includes active collaborative planning and involvement with school personnel, students, families, and related community agencies and organizations. Faulkner works with school advisory boards, school health councils, and other pertinent groups to insure implementation and support of the school program and to demonstrate the importance of all school health programs. Parents and families are encouraged to participate and act as advocates for increased school health.

### **Community Outreach and Support Services**

Faulkner Hospital reaches out to and supports the community in a number of ways, including direct financial contributions, interpreter services, educational and screening programs, fund-raising, and technical support. In addition, Faulkner holds memberships in a number of community groups, which allows hospital staff to keep abreast of community health needs and to foster strong relationships with the community's diverse residents, activists, and business people. The following are some of the groups and initiatives that are a part of this effort:

- Patient/Family Resource Center
- Lifeworks Series
- BWF Health Calendar
- Interpreter Services
- Volunteer Program
- Jamaica Plain Health Committee
- RMCA – Roslindale Mobilization for Change with Alcohol (Healthy Roslindale)
- Senior Dinner Program
- Support and recovery groups
- American Cancer Society
- Boston Public Health Commission
- Massachusetts Department of Public Health
- American Heart Association
- DARE Family Services
- United Way of Massachusetts Bay
- Greater Boston Food Bank
- Casa Nueva Vida
- AIDS Action Committee
- The Alliance for Community Health and CHNA
- Healthy Boston
- Rotary, Kiwanis, Lions Clubs, and other service organizations
- School Site Councils
- Youth committees
- Housing development task forces
- Local YMCAs and community centers
- Community-based and grassroots initiatives
- Community health fairs
- Jamaica Plain Regan Youth League

### ***United Way Campaign***

Each year, the United Way of Massachusetts recognizes one nonprofit for its commendable role in the annual United Way fundraising campaign. In 2008, Faulkner Hospital was the recipient. Faulkner was recognized for this award for demonstrating the “most improved and enthusiastic campaign.” The campaign raised \$20,572. Of those funds, \$7,403 was raised directly for community benefit programming.

### ***Look Good, Feel Better***

In 2008, Faulkner in partnership with the American Cancer Society reintroduced the program, Look Good, Feel Better. It teaches female cancer patients beauty tips to look better and feel good about their appearance during chemotherapy and radiation treatments. Volunteer beauty professionals lead small groups, usually about six to ten women, through practical, hands-on experience. Women learn about makeup application, skin care, nail care, and ways to deal with hair loss such as with wigs, turbans, and scarves. Each woman gets a free makeup kit to use during and after the workshop.

In 2008, Faulkner hosted two sessions, serving 13 patients.

### ***Volunteer Program***

Faulkner Hospital’s Volunteer Program supports the hospital’s mission of treating patients with dignity, compassion and respect and provides a valuable opportunity for those who wish to support their community hospital through volunteerism.

Celebrating diversity, all potential volunteers who would like to enrich their lives by donating their time in a health care setting are welcome. Currently, there are over 100 volunteers, representative of Faulkner’s surrounding communities and a broad range of ages and backgrounds, including college/graduate students, teenagers, retirees, professionals, and homemakers. Each serves in a function that matches his or her talents, interests, or experience. The volunteers serve in public areas, support patient care, or work in a variety of clerical and service roles behind the scenes.

Examples of these assignments include the Information Desks, the Gift Shop, the Admitting/Registration and Radiology departments, and the Dana Farber Cancer Institute at Faulkner. Specially-trained volunteers from the Patient/Family Resource Center, referred to as Rounders, visit Faulkner’s medical and surgical units to interview inpatients about their hospital stay. Visitor/Rounders also meet with oncology/hematology outpatients in Faulkner’s Dana Farber Cancer Institute regarding their experience with care and services. Volunteer support increases staff efficiency and morale and serves an important role in efforts to improve the patient experience.

The Student Volunteer Program gives students the opportunity to have first hand exposure to working in a health care environment. As they consider their future careers, they may volunteer to gain experience needed to complete a degree or certificate program, or merely for the opportunity to work in a hospital setting. Many young people fulfill the community service requirements of their school or religious organizations, and are inspired to choose a career in health care. The

students work in areas such as emergency department, registration, education, nursing, philanthropy, medical records, human resources, pharmacy, blood bank, radiology, and others.

Volunteers are asked to honor a service commitment of no less than four hours per week. Hours are flexible and can be arranged in order to accommodate their schedules. Benefits include free parking and meals, and on-the-job training. Volunteers are welcome to participate in various hospital events and educational programs throughout the year. In 2008, 109 adult volunteers contributed 15,623 hours, and 24 students performed 1,316 community service hours, totaling 16,939 hours.

### ***On-site Community Programs***

In addition to the many off-site health programs Faulkner provides in its service area, there are a number of health education events that take place on-site. These programs are offered to both the community and the hospital staff.

**Lifeworks.** This educational series looks at personal whole health and addresses issues such as care management, personal finances, and fitness. The programs listed below, are free of charge and open to both staff and to the community:

- April - ABC's of Home Buying
- May - Planning for Retirement
- September - Rape Aggression Defense (RAD) (four day training program)
- November - Caring for the Elderly Relative and Advance Care Directives

**Health Calendar.** The Calendar of Health Events is a collaborative program of Brigham and Women's and Faulkner Hospitals. In the spring and fall, clinical experts from both hospitals give topical lectures, classes, seminars, and screenings in popular areas such as women's health, healthy eating, and mind/body fitness. Specific Faulkner topics include diabetes, colon cancer, arthritis, asthma, and pain management, among others. In 2008, the "Heart Disease Prevention," with cardiologist Dr. Foody, and "Heartburn and Acid Reflux," with Dr. Wee, talks served more than 100 attendees. These free programs at Faulkner seek to cover an ever-changing variety of topics to educate participants on how to maintain good health and wellness in all aspects of their lives.

**Patient Family Resource Center's Open Houses.** Each month in the Faulkner Patient Family Resource Center, an Open House is offered on a specific health topic. Led by an expert in their field, the event presents educational information, demonstrations, resources, and screenings. Topics in 2008 included women's health, mental health, breast cancer, nutrition, and heart disease, among others. The program serves hundreds of participants each year and is a valuable resource to the community. Nearly 400 people attended the following schedule of events in 2008:

- February – Heart Health (73 attendees)
- March – Nutrition (77 attendees)
- May - Mental Health (77 attendees)
- October - Breast Cancer (94 attendees)
- November – Diabetes (69 attendees)
- November – World COPD Day (54 attendees)

## ***Interpreter Services***

Interpreter Services at Faulkner Hospital is a division of the Department of Social Work.

The service takes responsibility for two types of education: first, use of interpreters by health care professionals and second, introduction to cultural diversity for hospital staff provided in conjunction with the hospital Education Department.

Interpreter Services has been evolving to meet the changing needs of the Faulkner Hospital community. As the hospital's patient population changes, there is a structure in place to continually assess and respond to interpreter and cross-cultural needs of patients, families, and staff.

The mission of the program is to assure access to quality health care for non-English speaking, deaf and hard of hearing patients and families by providing language interpretation and translation of key health care documents.

Interpreting and translation services serve both patients who are completely non-English speaking and patients with partial ability to speak and understand English. The objective is to ensure that the patient and/or family and health care provider understand the giving and receiving of health care information. There is a separate policy for deaf and hard of hearing patients and families.

Interpreter Services has the ongoing responsibility to evaluate the language needs of the hospital community. The need for specific services is assessed through the following methods: patient/family feedback, feedback from community agencies, data collection using the interpreter request logbook, and by soliciting feedback from senior leadership, department managers and supervisors, and staff members. A written annual appraisal of the interpreting and translation needs assessment of the hospital will be completed in January for the year past.

The following table provides the number of patients provided interpreter services over the past five years.

	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
Russian	1,860	1,907	2,015	2,183	2,282
Spanish	1,073	1,723	1,994	2,307	2,903
Haitian Creole	48	55	83	187	339
Cantonese	23	22	29	34	30
Mandarin	38	41	49	66	87
Portuguese	46	42	56	161	326
Albanian	16	19	32	29	44
Arabic	27	14	21	32	58
Greek	29	37	62	113	270
ASL	23	64	104	139	150
Farsi	26	0	9	30	19
Italian	26	14	17	13	57
Japanese	12	3	18	16	15
Somali	2	2	5	0	0
Nepalese	1	3	2	4	2
Korean	8	20	36	30	50

	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
Polish	15	8	16	14	30
Sin	0	1	0	0	0
Thai	1	0	2	4	3
Swedish	0	1	3	0	0
Bulgarian	0	1	0	0	0
Czech	1	0	1	0	0
Amharic	0	1	0	3	0
Laotian	1	0	1	4	0
Hindi	31	8	11	4	5
French	21	13	14	8	2
Hebrew	1	0	2	0	0
Vietnamese	16	15	21	33	36
Turkish	0	3	2	4	3
Filipino	0	1	0	0	3
Armenian	5	5	8	12	15
Taiwanese	0	0	0	0	30
Fulkienese	0	0	0	0	20
Toisanese	0	0	0	0	6
Other	33	0	0	0	0
<b>Total</b>	<b>3,383</b>	<b>4,023</b>	<b>4,613</b>	<b>5,430</b>	<b>6,785</b>

In addition to on-site services, the hospital uses a remote interpreter service through the AT&T language line during off hours and during emergencies. Nearly 900 patients received interpreter services over the past five years with this tool.

### **Transportation Services**

In many cases, patients are unable to pay for parking, a ride home, or transportation to an appointment. In an effort to reduce the barriers to health care, Faulkner provides free parking and cab vouchers to those who need assistance.

In 2008, there were 25,352 free parking validation tickets given out, with an estimated value of \$114,084. Additionally, there were \$11,387 worth of cab rides given to patients.

### **Domestic Violence – Passageway at Faulkner Hospital**

Program Development Accomplishments 2007-2008:

- Passageway performed an extensive chart audit of Emergency Department and Medicine Service Nursing Assessment screens for abuse. Data was collected and analyzed to direct training efforts to areas with the lowest screening rates.
- Ongoing inclusion in orientation trainings for new PCA/Unit Coordinator Staff and for Newly Licensed Nurses.
- Ongoing convening of Domestic Violence Advisory Council (DVAC) meeting regularly within the structure of the Workplace Violence Subcommittee. In August 2008, spearheaded toiletry drive campaign which collected 29 boxes of donated toiletries for local shelter Elizabeth Stone House (an estimated value of \$1160).
- Facilitated focus group for older survivors July 2008.

Informational and Education Sessions Presented by Melanie LeGeros:

- FH: Department Head Meeting, October 2007  
Topic: Passageway Update  
Attendees: 40
- FH: MSW Intern Program: October 2007  
Topic: Domestic Violence Assessment and Intervention  
Attendees: 10
- FH: PCA/Unit Coordinator Orientation: Oct., Nov. & Dec. 2007 and Jan., Feb., March, May, June, July, August, Sept. 2008  
Topic: Your role in DV intervention  
Attendees: 5-25
- FH: Emergency Department  
Topic: DV Screening and Intervention in the ED Setting  
Attendees: 15
- FH: Newly Licensed Nurses Orientation: Nov. 2007, Jan., March, June & Aug. 2008  
Topic: Passageway Program Information & Domestic Violence Assessment and Intervention  
Attendees: 5-15
- FH: Addiction Recovery Program, Nov. 2007  
Topic: Screening and Discussion of "Something My Father Would Do"  
Attendees: 10
- FH: Day Surgery/OR, Feb. 2008  
Topic: DV Interventions and Services  
Attendees: 30
- Massachusetts College of Pharmacy & Health Sciences, Feb. 2008  
Topic: Health Care responses to DV  
Attendees: 25
- ETHOS, June 2008  
Topic: Passageway Services and Collaboration with ETHOS  
Attendees: 20
- FH: Sagoff Breast Imaging Center, Aug. 2008  
Topic: Assessment & Intervention in DV Cases  
Attendees: 15
- FH: Nursing Luncheon Series  
Topic: Screening for DV on the Medicine Service: Practical Applications  
Attendees: 10
- Boston Area Rape Crisis Center, Sept. 2008  
Topic: SAGE-Boston: IPV and Older Women  
Attendees: 25

Advocacy Services - FY2008:

- 107 new client referrals FY 2008
- 2,885 service contacts

## Referral Sources of Clients

<b>Referral Sources at Faulkner</b>	<i>% of NEW</i>
Emergency Department	19%
Inpatient Psychiatry	14%
Addictions Service	14%
Inpatient Medicine	10%
Employees	6%
Other Med./Surgical Spec.	5%
Partial/Outpatient MH	5%
Primary Care	4%
Self-referred	5%
Other (BWH, Chaplaincy, Security, etc.)	18%
<b>Total</b>	<b>100%</b>

### Domestic Violence Awareness Activities:

#### Hospital-Based:

- Safety Fair: October 2007
- Domestic Violence Awareness Month Informational Tables: October 2007
- October Grand Rounds 2007: Safety, Trust and Relationships (STAR), Perspectives from a Peer-led Teen Dating Violence Prevention Program
- Security Fair: May 2008
- Community Based:
- Roslindale DV Task Force Vigil: October 2007

## Next Reporting Year

FY2009 programming will be based on a continuance of FY2008 initiatives with like goals and expenditure projections. Faulkner anticipates, based on health status data and community feedback, that there will be modest changes to the objectives and focus.

Projected expenditures for FY2009 are:

Health Education	\$ 69,000
Preventative Health Screenings	150,000
School Partnerships	75,000
Community Outreach and Support Service	110,000
Non-clinical Programs and Services	70,000
Domestic Violence*	78,000
Interpreter Services	214,000
Donated Goods and Services	180,000
Direct Financial Contributions	35,000
<b>Total</b>	<b>\$981,000</b>

## Program Spending

Expenditures below represent FY2008 direct expenses, associated expenses, determination of need expenditures, employee volunteerism, and other leveraged resources for each category listed.

Health Education	\$ 69,400
Preventative Health Screenings	116,000
School Partnerships	75,500
Community Outreach and Support Service	106,200
Non-clinical Programs and Services	70,100
Domestic Violence*	78,000
Interpreter Services	212,337
Donated Goods and Services	175,471
Direct Financial Contributions	35,672
<b>Total</b>	<b>\$938,680</b>

\*Domestic Violence dollars reported are also reported in the Brigham and Women's report, as Passageway is a Brigham based program. The amount that is represented above is the amount designated specifically for Faulkner based services.

## Access to Care

In FY2008, Faulkner also provided care without charge for people unable to pay for care at a cost of more than \$5 million.

Faulkner is also a significant provider of health care for patients on Medicaid, providing nearly \$15 million worth of care to Medicaid patients in FY2008.

## Measuring the Commitment

One way to measure Faulkner's commitment to the community is by the amount spent on health care services and programs. The following table calculates this in two different ways: first, according to the guidelines promulgated by the Attorney General's office and second, according to a broader definition, which considers additional components of spending or revenue loss.

**Components of FY2008 Community Commitment**  
**(in \$ Millions)**  
*Compiled According to the Attorney General Guidelines*

Community Benefit Programs			
Direct Expenses			
		Program Expenses	0.9
		Health Center Subsidies (Net of HSN Care)	N/A
		Grants for Community Health Centers	N/A
Associated Expenses			N/A
DoN Expenses			N/A
Employee Volunteerism			N/A
Other Leveraged Resources			
		Grants Obtained	N/A
		Doctors Free Care	N/A
Hospital Health Safety Net (HSN) Care			2.3
Corporate Sponsorships			N/A
Total per AG Guidelines			3.2

**Components of FY2008 Community Commitment  
(in \$ Millions)**

*Compiled According to a Broader Definition*

Community Benefit Programs		
Direct Expenses		
	Program Expenses	0.9
	Health Center Subsidies(net of HSN and Payer Losses)	N/A
	Grants for Community Health Centers	N/A
Associated Expenses		N/A
DoN Expenses		N/A
Employee Volunteerism		N/A
Other Leveraged Resources		
	Grants Obtained	N/A
	Doctors Free Care	N/A
Hospital Health Safety Net (HSN) Care		4.0
Bad Debt (at Cost)		
	Hospitals	1.6
	Doctors	N/A
Medicaid Loss (at Cost)		
	Hospitals	3.6
	Doctors	N/A
Medicare Loss (at Cost)		
	Hospitals	14.3
	Doctors	N/A
Unreimbursed Expenses for Graduate Medical Education		0.6
Corporate Sponsorships		N/A
Linkage/In Lieu/Tax Payments		0.2
Total Broader Definition		25.2

*Note: Where N/A is reported, it should be noted that although amounts are not available for reporting, Partners hospitals, health centers, and physicians provide substantial contributions.*

Depending upon the definition used, Faulkner contributed between more than two and almost 18 percent of patient care-related expenses to the community in FY2008.

## Contact Information

For questions about this report, or for more information about Faulkner Hospital's community benefit activities, please contact:

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