

## Newton-Wellesley Hospital - FY2010

### Community Benefits Mission Statement

- To increase access to care in an equitable and efficient fashion to all
- To identify and address specific health care needs which are unique to the hospital's community
- To improve the health of the community and reduce health care costs through programs of preventive medicine and health promotion

### Target Populations

Name of Target Population	Basis for Selection
People affected by domestic violence	National, state, and local statistics
Child & Adolescent Health	CDC Risk Behavior Surveys
Elderly	Emergency Department data sources

### Publication of Target Populations

Marketing Collateral, Annual Report, Website

### Hospital/HMO Web Page Publicizing Target Pop.

<http://www.nwh.org/community-health-resources/>

### Key Accomplishments of Reporting Year

Working with community groups, and guided by research, nearly twenty separate community benefit programs have been implemented and conducted.

Key accomplishments include:

- More than 1,200 encounters for Newton city employees through the Health At Work Program
- Development of several programs to assist seniors in managing their fear of falling, and restoring their health after falling
- Partnership with a local organization providing transitional assistance to intimate partner violence survivors
- Contributions to environmental health through partnerships with local organizations
- A range of health education and community services programs

### **Plans for Next Reporting Year**

In addition to ongoing programs, two new initiatives are planned:

- Domestic Violence and Sexual Assault Advocacy Program
- Healthy Aging programs and Diabetes Management in conjunction with Springwell

## **Community Benefits Process**

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### **Select Community Benefits Process**

#### **Community Benefits Leadership/Team**

The Team consists of Board Members, senior leadership, and Directors. Additionally, the Directors of Health for each town in the area are de facto members of the Committee. The Committee will be restructured during 2011 consistent with the release of the community needs assessment currently in progress.

#### **Community Benefits Team Meetings**

The Committee meets semi-annually.

#### **Community Partners**

American Cancer Society  
Boston Athletic Association  
Boston Area Rape Crisis Center  
Brigham Community House  
Middlesex Child Fatality Review Team  
Newton-Needham Chamber of Commerce  
Newton, Needham, WALTHAM, Wellesley & Weston Councils on Aging  
Newton, Needham, WALTHAM, Wellesley & Weston Health Departments  
Newton, Needham, WALTHAM, Wellesley & Weston School Departments  
Newton & Waltham Boys and Girls Clubs  
Newton Rotary Club  
REACH  
Springwell Area Agency on Aging  
The Second Step, Inc.  
Waltham Chamber of Commerce  
Waltham Rotary Club  
Waltham School Department  
Waltham Senior Center  
Waltham YMCA  
Weston Health Council  
West Suburban Health Network (CHNA 18)

## Community Health Needs Assessment

### Date Last Assessment Completed and Current Status

The hospital used demographic and health data along with Healthy People 2010 to assess the communities health needs this past year. Also, during this year, a comprehensive community needs assessment has been in development in partnership with the CHNA 18, MA Department of Public Health, and Metro West Regional Center for Healthy Communities.

### Consultants/Other Organizations

CHNA 18, MA Dept. of Public Health, Regional Center for Healthy Communities, and Healthy Waltham, Weston Health Council, and the Waltham School Department's School Health Advisory Committee.

### Data Sources

Consumer Group, Interviews, MassCHIP, Public Health Personnel, Surveys

## Select Community Benefits Programs

### Fall-Related Injuries among Community Dwelling Elders: A Matter of Balance

#### Brief Description or Objective

Among community dwelling elders, fall-related injuries are the most common type of injury. The intervention, A Matter of Balance, mitigates the negative effects of fear of falling has among elders. The program focuses on coping skills, fall risk reduction and decreasing activity restrictions. The purpose of the program is to reverse or prevent loss of function and disablement commonly associated with fear of falling among older persons. In FY10, 51 elders participated in the Matter of Balance program bringing the total number of participants since the program inception in 1997 to 1,276. In FY10, 81 seniors participated in the Tai-Chi component of the program.

#### Program Type

Direct Services, Prevention

#### Target Population

- **Regions Served:** Needham, Newton, Waltham, Wellesley, Weston
- **Health Indicator:** Physical Activity
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** Not Specified
- **Language:** Chinese , Russian , Spanish

#### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

#### Goal Description

#### Goal Status

Reverse or prevent loss of function and disablement commonly associated with fear of falling among older persons.

51 participants in FY10; 1276 since inception (1997)

Reverse or prevent loss of function and disablement commonly associated with fear of falling among older persons.

Eight-one seniors participated in the Tai-Chi component of the program

Provide a group experience to reduce maladaptive ideas and beliefs about falls

Participants (two programs offered through senior centers) showed signs of fall

efficacy (degree of confidence in performing common daily activities)

Reduce the negative consequences for the physical, social and mental health status of older adults as a result of fear of falling

Higher levels of physical, social activity and improved balance

Increase the participants' activity, reduce isolation and fear of falling

Participants reported reduced fear of falling

## Partners

### Partner Name, Description Partner Web Address

Community Senior Centers

New England Research Institute (NERI)

<http://www.neriscience.com/>

### Contact Information

Kathy Beans Program Coordinator, Newton-Wellesley Hospital Wellness Center ,

### Detailed Description

[Download/View Attachment](#) (16.22 KB)  
File Name: NWH Program List.pdf

## The Domestic Violence/Sexual Assault Program at Newton-Wellesley Hospital (DV/SA Program)

### Brief Description or Objective

The DV/SA Program provides free, voluntary, and confidential services to patients and employees who are experiencing domestic violence, family violence and sexual assault. In FY10, 118 survivors were served.

### Program Type

Direct Services

### Target Population

- **Regions Served:** Needham, Newton, Waltham, Wellesley, Weston
- **Health Indicator:** Injury and Violence
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

### Goal Description

### Goal Status

Provides free, voluntary, and confidential services to patients and employees who are experiencing domestic violence, family violence and sexual assault.

118 survivors

Continue to increase safety, health and well-being of patients and employees by providing comprehensive services to those experiencing domestic and sexual violence.

Provided 1230 hours of safety planning, counseling and advocacy survivors.

Continue to increase safety, health and well-being of patients and employees by providing comprehensive services to those experiencing domestic and sexual violence.

Safety planning was undertaken with survivors to provide tools to protect 54 children and 47 pets.

Continue to increase safety, health and well-being of patients and employees by providing comprehensive

Responded to 15 hotlines

services to those experiencing domestic and sexual violence.

Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff.

Program staff provided trainings to health care providers and social work staff on issues including domestic and sexual violence 101, reproductive coercion, teen dating violence, violence during pregnancy, strangulation, and batterer-child relationships

Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff.

Program staff collaborated with the staff of the Middlesex County District Attorney's Office to organize an "Elder Abuse, DV, and Animal Abuse" conference, which brought together 100 health care providers, law enforcement officers, animal protection workers

Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff.

Took on leadership roles in SAGE's effort to organize the first annual "Abuse in Later Life" conference and the GLBT DV Coalition's annual screening conference, both of which reached large numbers of health care providers.

Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff.

Due to significant efforts of program staff, the number of individual consultations provided to hospital staff this year quadrupled, reaching a total of 122

Increase access to services by contributing to improved hospital policy

Authored draft domestic violence policy for NWH Human Resources Department that included not only domestic violence, but as well stalking, sexual assault and trafficking.

## Partners

### Partner Name, Description

### Partner Web Address

REACH Beyond Domestic Violence <http://www.reachma.org/>

The Second Step <http://www.thesecondstep.org/>

Boston Area Rape Crisis Center <http://www.barcc.org/>

GLBT Domestic Violence Coalition <http://www.thenetworklared.org/glbtdvcwebappl.pdf>

Middlesex Co DA's Office  
<http://www.middlesexda.com/>

Jane Doe, Inc.  
<http://www.janedoe.org/>

**Contact Information**

Erin C. Miller Domestic Violence/Sexual Assault Coordinator Newton-Wellesley Hospital,  
 emiller11@partners.org

**Detailed Description**

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**Occupational Medicine services to City of Newton employees.****Brief Description or Objective**

Health At Work (HAW) provides a wide range of services including an Employee Assistance Program (EAP), injury management, follow-up care, employment activities, drug testing, and employee fitness screenings for "first responders" and other municipal employees. In FY10, there were 298 Visits to Health At Work and 24 visits to EAP.

**Program Type**

Direct Services,Health Screening

**Target Population**

- **Regions Served:** Newton, Waltham
- **Health Indicator:** Injury and Violence
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Not Specified

**Goal Description****Goal Status**

Provide Occupational Medicine services to City of Newton employees.

298 Visits to Health At Work and 24 visits to EAP

Access to medical care for minor injuries and allow for early return job duties

Employees have reported confidence in confidential, competent, and timely services

Identify at risk employees through pre-employment physicals and drug screening

Managers have reported early return to employment for employees voluntarily seeking HAW services

Mitigate stress, grief and other psychosocial conditions through EAP services

Cost of health care have been reduced through the services provided by HAW

**Partners****Partner Name, Description****Partner Web Address**

City of Newton

<http://www.ci.newton.ma.us/>

Waltham Urgent Care Center

<http://www.nwh.org/clinical-centers/waltham-urgent-care-center/>

Partners EAP

<http://www.eap.partners.org/>

**Contact Information**

Joan Millian RN, Manager Newton-Wellesley Hospital,

**Detailed Description**

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**Provision of primary care to children and adolescents who are uninsured or present other challenges interfering with accessing primary care.****Brief Description or Objective**

The Pediatric Primary Care Clinic (PPCC) provides medical care to children and adolescents who do not have access to a private physician. Additionally, a wide range of specialty clinics associated with Massachusetts General Hospital for Children are available to Clinic patients. In

FY10, there were 572 visits (over 200 families). This was an increase of 18.4% over last year.

#### Program Type

Direct Services

#### Target Population

- **Regions Served:** Natick, Needham, Newton, Waltham, Wellesley, Weston
- **Health Indicator:** Access to Health Care, Immunization, Other: Asthma/Allergies, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All Children
- **Ethnic Group:** All
- **Language:** All

#### Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

#### Goal Description

Provide primary care to children and adolescents who are uninsured or present other challenges interfering with accessing primary care.

Accept agency referrals for children/adolescents without primary care

Provide primary and specialty care to uninsured children and/or those with medical/social conditions beyond ability of private office

Consult to schools and agencies and coordinate services for disadvantaged youth

#### Goal Status

572 visits (over 200 families) an increase of 18.4% over last year

A significant increase in number of youth served compared to last year

Numerous school consultations and participation on agency boards, e.g. Newton Boys & Girls Club

Minimized loss of school days for clinic youth as a result of primary and preventive care

#### Partners

##### Partner Name, Description Partner Web Address

Not Specified

#### Contact Information

Joel Bass, MD Chair, Department of Pediatrics Newton-Wellesley Hospital,

#### Detailed Description

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#### Health promotion focusing on nutrition and lifestyle.

#### Brief Description or Objective

The program is a partnership between the hospital and Springwell (Area Agency on Aging) for seniors who want to learn more about nutrition and how lifestyle changes can promote better health. In FY10, there were two programs held (six sessions, 15 hours per program). There were a total of 42 participants.

#### Program Type

Community Education

#### Target Population

- **Regions Served:** Needham, Newton, Waltham, Watertown
- **Health Indicator:** Other: Cardiac Disease, Other: Osteoporosis/Menopause
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

#### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

#### Goal Description

Educate seniors who want to learn more about nutrition and

#### Goal Status

There were two programs held during the year (six

how lifestyle changes can promote better health	sessions, 15 hours per program). Total of 42 participants
Recognize importance of nutrition and healthy eating	Participants reported healthier eating behaviors
Assist participants in goal setting and problem solving in eating and exercise habits	Participants reported increased physical activity
Increase physical activity and sound nutrition practices	Research at Stanford showed lower blood pressure and cholesterol along with weight loss in research subjects

## Partners

### Partner Name, Description, Partner Web Address

Springwell	<a href="http://www.springwell.com/">http://www.springwell.com/</a>
Wholefoods, Newton	<a href="http://wholefoodsmarket.com/stores/newton/">http://wholefoodsmarket.com/stores/newton/</a>

### Contact Information

Kathleen Beans, Department Coordinator, Wellness Center, Newton-Wellesley Hospital and Kathy Siemionko, Director of Community Planning, Springwell ,

### Detailed Description

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File Name: NWH Program List.pdf

## Expenditures

Program Type	Estimated Total Expenditures for FY2010	Approved Program Budget for 2010
<a href="#">Community Benefits Programs</a>	<a href="#">Direct Expenses</a> \$658,994 <a href="#">Associated Expenses</a> Not Specified <a href="#">Determination of Need Expenditures</a> \$100,000 <a href="#">Employee Volunteerism</a> Not Specified <a href="#">Other Leveraged Resources</a> \$138,891	\$7,938,918  *Excluding expenditures that cannot be projected at the time of the report.
<a href="#">Net Charity Care</a>	<a href="#">HSN Assessment</a> \$6,911,397 <a href="#">HSN Denied Claims</a> \$62,672 <a href="#">Free/Discount Care</a> Not Specified <a href="#">Total Net Charity Care</a> \$6,974,069	
<a href="#">Corporate Sponsorships</a>	\$66,964	
	<b>Total Expenditures</b>	\$7,938,918
<b>Total Patient Care-Related Expenses for FY2010</b>		<b>\$332,794,722</b>

**Comments:** Where 'Not Specified' is reported, it should be noted that although amounts are not available for reporting, Partners hospitals, health centers, and physicians provide substantial contributions.

### Optional Information

Expenditures	Amount	
<a href="#">Community Service Programs</a>	<a href="#">Direct Expenses</a>	Not Specified
	<a href="#">Associated Expenses</a>	Not Specified
	<a href="#">Determination of Need Expenditures</a>	Not Specified
	<a href="#">Employee Volunteerism</a>	Not Specified
	<a href="#">Other Leveraged Resources</a>	Not Specified
<b>Total Community Service Programs</b>		Not Specified
<b>Bad Debt:</b>	Not Specified	Not Specified
<b>IRS 990:</b>	Not Specified	