

Community Benefits Report
Saint Vincent Hospital
Worcester, Massachusetts

Report for Fiscal Year 2010 (July 1, 2009 – June 30, 2010)

Introduction

Saint Vincent Hospital's 2010 Community Benefit Report reflects its corporate fiscal year (July 1, 2009-June 30, 2010).

I. Community Benefits Mission

Saint Vincent Hospital's Board of Trustees-approved Mission Statement reads as follows: "Saint Vincent Hospital is a medical institution dedicated to providing quality patient care with unrelenting attention to clinical excellence, patient safety and an unparalleled passion and commitment to assure the very best healthcare for those we serve." To help fulfill this overall mission, the Saint Vincent Hospital Community Benefits Committee's mission is to make recommendations to Saint Vincent Hospital Administration to provide funding for health-related initiatives, programs or services of organizations serving vulnerable populations in the Greater Worcester area and throughout Central Massachusetts. This includes working collaboratively with other community organizations to identify the health needs of people in the community, and systematically allocating resources to develop and support programs and services that effectively meet those needs.

This also includes incorporating the hospital's *Health for Life* initiative into our goals. Introduced to the employees of Saint Vincent Hospital in February 2010, the *Health for Life* mission is designed to help people achieve health for life. The *Health for Life* vision is to create life-long relationships by changing the way health care is delivered in our communities. By building a health and healthcare delivery platform that improves the health of our communities, it is Saint Vincent Hospital's goal to establish strong bonds with our patients and our communities. The *Health for Life* initiative merges the Saint Vincent Hospital mission, vision and values with those of its corporate owner Vanguard Health System. This initiative does not replace what the Hospital has in place, but rather aligns both to make them stronger.

The Hospital's *Health for Life* initiatives in FY 2010 also included a greater emphasis on green health and sustainability initiatives.

II. Internal Oversight and Management of Community Benefits Program

Oversight of the Saint Vincent Hospital Community Benefits Program is the responsibility of the Hospital's Board of Trustees. The Community Benefits Committee of the Board of Trustees oversees the development and the implementation of the Community Benefits Plan. The committee is co-chaired by a consumer representative of the community -- who is also a member

of the Hospital's Board -- and the Hospital Chief Executive Officer. The committee was staff by a hospital employee. Other members of the committee include community members who represent different constituencies, as well as other members of the Hospital's Board. Committee recommendations are reported to the Hospital Board of Trustees for approval.

Information on the Community Benefits program is shared with Hospital employees through the employee newsletter, *InPulse*. For the external community, press releases are sent to local daily and weekly newspapers and a summary report is distributed. Information, including updates on grants, is also posted on the Hospital web site. All activities are reported to the Board of Trustees.

III. Community Health Needs Assessment

While all types of health-related initiatives were encouraged to apply, in 2010 the Committee chose to focus on programs that were geared toward reducing infant mortality. As identified by the Worcester Healthy Start Initiative (<http://www.worcesterhealthystart.org/>), Worcester has the highest infant mortality in the state of Massachusetts. The astronomical costs of neonatal care eventually impacts all of us in some way, and the future of this community is in our healthy children. An additional priority focuses on challenges to health care services as a result of the economy. Many individuals within the Hospital's service area have been negatively impacted by the recession, with Worcester's estimated unemployment rates running above 9 percent in the 2009/2010 time period, as reported at www.areavibes.com.

To help determine community needs, the Community Benefits Committee was also guided by the findings and recommendations from the Common Pathways, (CHNA 8) "Healthy Communities" initiative, and the results of requests for proposals. Based on findings from the 2008 report, Community Benefits initiatives focused on food aid for the elderly and families with children, access to healthcare (including transportation and interpreter services), reducing rates of obesity (promoting the well-being of residents by providing access to healthy lifestyle choices), prenatal care, and mental health.

In seeking grant proposals, the Hospital's Community Benefits Program looks for health-related initiatives that serve vulnerable populations in the Greater Worcester and Central Massachusetts areas, with target audiences that include infants, youth, women, the elderly, non-English speaking groups, and those affected by the challenging economy. For FY 2010, the Saint Vincent Hospital Community Benefits Committee supported causes that affected the health of our communities by funding qualified 501 (c) 3 organizations that met the eligibility criteria and operated in the Hospital's focus areas.

IV. Community Participation

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

- John E. Smithhisler, Co-Chair, Saint Vincent Hospital President/CEO Sheilah Dooley, Co-Chair, Saint Vincent Hospital Board of Trustees Member; Executive Director of Pernet Family Health Service

- Susana Cosgrove, Supervisor, Interpreter Services, Saint Vincent Hospital
- Teri Hegarty, Manager of Marketing and PR, Saint Vincent Hospital
- John Hess, VP of Planning, Great Brook Valley Health Center
- Ken Michard, Director, Youville House
- Lisa Piehler, Saint Vincent Hospital Board of Trustees Member; Executive Director, American Red Cross of Central Massachusetts
- Rosemary Quagan, Family Health Center
- Monsignor Tinsley, Diocese of Worcester
- Anne Tisdell, Saint Vincent Hospital Prenatal Care Clinic
- Carlton Watson, Executive Director, Henry Lee Willis Community Center

The Community Benefits Committee implements the Community Benefits Plan by:

- Following 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

The Community Benefits Committee meets on a regular basis to confer, plan, review, and assist in the execution of the Community Benefits initiatives.

V. Community Benefits Plan

As stated previously, all types of health-related initiatives were encouraged to apply for funding, but in 2010 the Committee was especially focused on applications that were geared toward reducing infant mortality or that dealt with overcoming challenges to health care services that had come about because of the economy.

The goal of the Community Benefits Grant Program is to help provide funding for health-related initiatives, program or services of organizations serving vulnerable populations in the Greater Worcester and Central Massachusetts areas. Program outcomes are measured by participation, participant and facilitator feedback, and communication with participating community organizations.

Saint Vincent Hospital also recognizes the link between environmental choices and the health of the community and beyond. With that in mind, the hospital established a number of sustainable, environmentally friendly practices. Under the guidance of a Green Health Committee, led by Enzo Centofanti, executive director of the Center for Cancer Services at Saint Vincent Hospital, and with the assistance of Amy Collins, M.D., a consultant working with hospitals within the Vanguard Health System, Saint Vincent Hospital has expanded, re-enforced and implemented a variety of green health practices. From equipment recycling, to buying local foods, to reducing the number of printed employee newsletters, Saint Vincent Hospital is committed to caring for our patients, our staff, our community and the planet.

VI. Program Report: Activity During Reporting Year Sustainability Initiatives

Saint Vincent Hospital participates in ongoing recycling of cardboard (the Hospital sends out approximately 13 tons a month for recycling), paper, printer cartridges, light bulbs and batteries. By using the Stericycle Sharps Management Service and BioSystems Reusable Sharps Containers, Saint Vincent Hospital regularly diverts tens of thousands of pounds of carbon dioxide, plastic and cardboard. Whenever possible, the Hospital's chemical waste is sent for fuel blending and used to create energy/electricity at a conversion plant. (Saint Vincent Hospital has been a mercury-free facility since opening at its Summer Street location in April of 2000.) In addition, the Hospital's food services department buys local. This helps to support and preserve the American family farm and reduces the carbon footprint of our supply chain. The Hospital also participates in the Monterey Bay Aquarium Seafood Watch program that helps protect the threatened global fish supply.

Saint Vincent Hospital is a member of Health Care without Harm, the Healthier Hospitals Initiative and Practice GreenHealth.

Health Education

In addition to health information events such as National Cancer Survivor's Day; Breast Cancer Awareness Day; Lung Cancer Awareness Day; Healthy Heart Healthy Day, and the Go Red In Your Own Fashion event to benefit the American Heart Association, Saint Vincent Hospital offered a number of health education programs, including:

- **Childbirth Education**

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

- **Continuing Education Classes**

Free continuing education programs were held for athletic trainers and rehab therapists and assistants throughout the year.

- **EMS Classes**

Free and/or subsidized continuing education classes were offered to EMS personnel and nursing throughout the FY 2010 time period. These classes focused on topics such as brain injuries; asthma; airway management, and infectious diseases.

- **Community Wellness Programs**

Between July 2009 and June 2010, Saint Vincent Hospital hosted 25 community wellness programs. These events were free and open to the public and covered a wide range of health-related topics such as prostate cancer prevention and the importance of joint replacement. Programs were held at various locations throughout the region including: Saint Vincent Hospital; Worcester, Shrewsbury Senior, and Grafton Centers; The DCU; the Doyle Conservation Center in Leominster; Moore State Park in Paxton; and at area businesses.

Grant Awards

As part of its Community Benefits Program, Saint Vincent Hospital provided funding for a number of health-related initiatives, programs and services of organizations serving vulnerable populations in the Greater Worcester and Central Massachusetts areas. Programs and collaborating organizations included:

- **Abby Kelley Foster House, Inc. (Worcester)** For the Women's Center program, which provides a variety of resources and services including health promotion services and activities; literacy programs; individualized financial assistance; computer training; and ESL instruction.
- **American Red Cross of Central MA (Worcester)** Student scholarship assistance for the Certified Nurse Assistant, Phlebotomy and EKG Training Programs.
- **Catholic Charities of the Diocese of Worcester (Worcester)** Assists clients in assessing health care needs through prescription assistance, financial assistance and transportation.
- **Children's Friend, Inc. (Worcester)** Provides pregnant and parenting teenagers with prenatal and parenting education, as well as counseling, group support, case management, and child care.
- **Dismas House of MA, Inc. (Worcester)** To provide a full complement of needed healthcare services and linkages for the men and women participating in its expanded programs.
- **Family Health Center of Worcester, Inc. (Worcester)** To expand and enhance the Centering Pregnancy Prenatal Group Visit Program. Allowing Centering Pregnancy model to be offered to more high-risk, low-income, multi-culturally diverse prenatal patients.
- **Friends of the Shrewsbury Senior Center, Inc. (Shrewsbury)** Funding to offset transportation costs for Shrewsbury residents being transported to and from Saint Vincent Hospital.
- **Genesis Club, Inc. (Worcester)** A structured exercise fitness program designed to improve the health of those with mental illness.
- **Girls Inc. of Worcester (Worcester)** A program to support fun, action time with peers in a supportive environment, and to increase self esteem and to encourage healthy eating and activity.
- **Great Brook Valley Health Center (Worcester)** Supports the goal of providing each non-English speaking client with a trained medical interpreter.

- **Life-Skills, Inc. (Southern Worcester County Rehabilitation Center, Inc.) (Webster)** To purchase equipment necessary to further enhance and continually monitor the physical well being of clients.
- **McAuley Nazareth Home for Boys (Leicester)** To have a staff member certified as a WALK Leader to help integrate the benefits of daily exercise into the lives of troubled youth.
- **Pernet Family Health Service, Inc. (Worcester)** Addresses the health needs that many young, new parents have concerning their unborn or newborn children by providing nursing and supportive services to families in crisis and/or in need of teaching, support, and supervision.
- **Rachel's Table (A program of the Jewish Federation of Central MA, Inc.) (Worcester)** Funding to purchase milk for children at 23 area agencies. 905 gallons of milk are provided every week at no charge.
- **Saint Paul's Elder Outreach (Worcester)** To identify underserved and at-risk elders in Worcester and help them to access health and community services.
- **Veteran's, Inc. (Worcester)** For medical supplies and equipment for use at their emergency shelter program on Grove Street.
- **Visitation House (Worcester)** Provides women in crisis pregnancies with a home, life skills training, classes in spirituality, and instruction in prenatal and neonatal care.
- **VNA Care Network, Inc. (Worcester)** To offer a series of group education sessions along with home safety assessments for Worcester elders.
- **Why Me, Inc. (Worcester)** To help alleviate the isolation, desperation, and stress a child and their family faces as they cope with childhood cancer.
- **Worcester Evening Free Medical Service (c/o Epworth United Methodist Church) (Worcester)** To support an Eye and ear program which provides eye exams, glasses, hearing exams, and hearing aids to those without other means of obtaining these services.
- **YWCA of Central Massachusetts, Inc. (Worcester)** Provides assistance, support and education to women diagnosed with breast cancer.

Ensuring Volunteer Involvement

Saint Vincent Hospital employees are actively engaged in leadership roles in wide array of community health and human service agencies, including, but not limited to: Common Pathways, United Way of Central Massachusetts, Worcester-area Mental Health Coalition, Worcester Advisory Food Policy Council, Family Health Center, Edward Street Child Services, Worcester Infant Mortality Reduction Task Force, Building Brighter Futures, YMCA, YWCA of Central

Mass., and the Greater Worcester Community Foundation. This in-kind contribution of time is not reflected in the Community Benefits Program Expenditures reported below:

**SAINT VINCENT HOSPITAL
COMMUNITY BENEFITS REPORT
FY JUNE 30, 2010**

Community Benefits Program Exp.	\$50,000
Free Care (HSN)	\$2,602,303 9/30/2010 HSN YTD liability + shortfall
Corporate Sponsorships	\$71,259
Massachusetts Sales Tax	\$1,401,776
Worcester property and real estate taxes	\$1,515,178
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	\$5,640,516
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Patient Care Related Expenses \$ **291,617,089 403 Sch XVIII Ln 37 (9/30/09 & 9/30/10)**

VII. Next Reporting Year

Community benefits initiatives will be based on data from the RFPs, input from community health initiatives, and other indicator data including evaluations received from Community Wellness Programs.

VIII. Contact Information

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