

## Cooley Dickinson Hospital - FY2011

### Community Benefits Mission Statement

Cooley Dickinson Health Care Corporation (Cooley Dickinson) will work in partnership with community leaders in business, government, education, religion, health care, public health and other areas to develop and enact a common vision of improving the health status of the communities and the people we serve.

The Community Health Improvement Mission will be accomplished by providing accessible, quality health care services at a reasonable price, by taking an active role in assessing community needs, by developing a plan and allocating resources to said needs, and by serving as a role model for other institutions."

- The above mission was affirmed by the Cooley Dickinson Health Care Corporation Board of Trustees, February 1995; revised, August 1996; revised, October 2009.

### Target Populations

Name of Target Population	Basis for Selection
Local residents who are uninsured or underinsured	2% of residents are uninsured (or approximately 2880 Hampshire County residents).
People who live in rural areas	Historically lack access to newer technology
Patients who need medical interpreter services in community settings	About 700 people need this service each year
Latino residents who lack access to health care	Results of a needs assessment
Patients with diabetes and mental illness	Anecdotal evidence from providers
Latino patients with diabetes	Result of needs assessment
Hampshire County residents with AIDS	Needs assessment
Hampshire County youth prevention coalitions	Need for technical support

### Publication of Target Populations

Website

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

[www.cooley-dickinson.org](http://www.cooley-dickinson.org)

### Key Accomplishments of Reporting Year

Cooley Dickinson Hospital released its Community Health Assessment in January 2011 (available here: <http://www.cooley-dickinson.org/about/community-health-assessment>). This assessment included data on a variety of indicators, with particular emphasis on chronic disease, social determinants of health and health behavior. An official launch event was held in March 2011 which was attended by over 80 community representatives. As a result, the hospital released a request for grant proposals focused on building capacity for policy and systems change in the realm of healthy eating and physical activity. \$59,000 in grants were awarded to 9 community organizations.(\$25,000 in FY 2011, \$24,000 in FY 2012).

Program highlights for the reporting year include:

- The medical interpreters program provided translation services for 2,566 visits.
- More than 2,300 clients were assisted by Hampshire HealthConnect.
- The Care Transitions Program made 712 visits to patients in the hospital and home, helping them to transition from one health care setting to another and assisting them in establishing a stable, independent home environment.

- The Centers for Excellence in Diabetes Education provided education to 693 clients and assisted 868 clients in managing their diabetes.
- AIDS Care/Hampshire County's unique model of service delivery is being closely monitored by DPH for possible "best practice" in other rural areas of the Commonwealth.
- We have seen declines in youth substance abuse in the communities we work with. Hampshire County rates have declined, generally, due to the work of the SPIFFY Coalition and the Western Mass Center for Healthy Communities. For example, 8th grade 30 day alcohol use has declined from 18% in 2007 to 14% in 2011; 10th grade, from 38% in 2007 to 32% in 2011. 12th grade use has dropped slightly from 58% to 56%.
- The Dementia Initiative has educated and trained 300 dementia caregivers in the best ways to care for their loved ones including physical handling, appropriate responses to confusion and emotionally labile behavior, incontinence and swallowing issues.
- The Hampshire County Health Access Task Force has obtained a BCBS Foundation grant to study the feasibility of expanding services to improve access for low income and other community members.

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

In February 2012, Cooley Dickinson Hospital announced plans to merge with Massachusetts General Hospital. We anticipate learning more about integrating community health and clinical services and identifying promising practices to improve population health by building from the health assessment results, developing partnerships with physicians and community programs, and creating a robust local healthcare delivery system.

## **Community Benefits Process**

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### **Select Community Benefits Process**

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

The Cooley Dickinson Hospital Healthy Communities Committee is one of four board subcommittees. This committee includes board members, senior managers, staff, community representatives, and a physician. The committee provides recommendations on an annual plan and budget to the board, which has final approval. Updates are provided to the board monthly.

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

The Healthy Communities Committee meets monthly to establish goals, an action plan, and budget recommendations; to review progress toward goals; to review health assessment data and emerging public health topics; and to provide oversight to the general functioning of hospital community health programming.

#### **Community Partners**

There are 18 community representatives on the Committee, 3 of whom are also board members. Four are municipal or non profit partners:

The Northampton Health Department

Hilltown Health Centers

Strategic Planning Initiative for Families and Youth

Northampton Public Schools

## Community Health Needs Assessment

### Date Last Assessment Completed and Current Status

The Cooley Dickinson Hospital 2011 Community Health Assessment was released in Jan. 2011. (<http://www.cooley-dickinson.org/about/community-health-assessment>)

The results from the Northampton Survey Project, a door-to-door survey administered by young people in Northampton, was released in March 2011. (<http://www.cooley-dickinson.org/about/northampton-community-survey-project>)

### Consultants/Other Organizations

The Northampton Health Department assisted with data collection by making the community survey available on-line.

The Strategic Planning Initiative for Families and Youth assisted by providing youth data including behaviors, risk factors, and protective factors.

Northampton Public Schools provided diabetes and obesity data.

Easthampton Public Schools assisted by making staff and students available for interviews and surveys.

Generation Q youth, part of Community Action Youth Programs, participated by conducting community surveys.

The University of Massachusetts School of Public Health provided survey data entry, analysis, and reporting.

The Massachusetts Department of Public Health provided assistance with running reports on MassCHIP (community health information profile).

Latino Health Access Project provided results from their needs assessment.

### Data Sources

Community Focus Groups, Hospital, Consumer Group, Interviews, MassCHIP, Public Health Personnel, Surveys, Other - US Census Bureau, Education Dept, CDC, Bureau of Labor Statistics, County Health Rankings, MA Dept. of Public Health, USDA

## Select Community Benefits Programs

### Care Transitions Coaching Program

#### Brief Description or Objective

This program serves the increasingly complex needs of patients with chronic physical and mental health conditions by providing case management to these patients through medical social workers and Transitions Coaches.

#### Program Type

Direct Services, Outreach to Underserved, Prevention

#### Target Population

- **Regions Served:** County-Franklin, County-Hampshire
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse, Other: Cardiac Disease, Other: Chronic Pain, Other: Diabetes, Other: Elder Care, Other: Homebound, Other: Homelessness, Other: Pulmonary Disease/Tuberculosis, Other: Stroke, Other: Uninsured/Underinsured, Substance Abuse
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** All

#### Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

#### Goal Description

#### Goal Status

We aim to reduce all cause 30 day readmissions to 7% by the In progress

end of the calendar year by improving quality and safety for people with complex care needs across the continuum and during transitions from one setting to another.

## Partners

### Partner Name, Description Partner Web Address

Western Mass Nursing  
Education Collaborative

Western Mass Senior Care  
Foundation

Hampshire County Cross  
Continuum Committee

Senior Health Advisory Group  
(SHAG)

CDH Patient Family Advisory  
Council

VNA/Hospice of Cooley Dickinson <http://www.vnaandhospice.org/>

### Contact Information

Tammy Cole-Poklewski Cooley Dickinson Hospital 30 Locust Street Northampton, MA 01060 (413) 582-2000, Tammy\_Cole-Poklewski@cooley-dickinson.org

### Detailed Description

Not Specified

## Primary and Dental Care Interpreter Project

### Brief Description or Objective

Provides services to area residents needing interpreter services to access primary care and dental services. Services are provided directly in the medical or dental office.

### Program Type

Direct Services, Outreach to Underserved

### Target Population

- **Regions Served:** County-Hampshire
- **Health Indicator:** Access to Health Care, Other: Cultural Competency, Other: Dental Health, Other: Language/Literacy
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

### Goal Description

Our primary goal is to ensure the best health care possible, by ensuring clear communication among providers and patients.

### Goal Status

In progress

## Partners

### Partner Name, Description Partner Web Address

Casa Latina, Inc.

UMass Translation Services,  
University of Massachusetts at  
Amherst

### Contact Information

Emma Dias Medical Interpreter Services Coordinator Cooley Dickinson Hospital 30 Locust Street Northampton, MA 01060 (413) 582-2020, emma\_dias@cooley-dickinson.org

### Detailed Description

Not Specified

## Hampshire HealthConnect

**Brief Description or Objective** The goal of HHC is to ensure that people who are uninsured or underinsured receive assistance to enroll in insurance products for which they are eligible and/or receive care from a network of volunteer physicians and other providers who see HHC enrolled clients on a free or reduced fee basis.

**Program Type** Health Coverage Subsidies or Enrollment

**Target Population**

- **Regions Served:** County-Franklin, County-Hampshire
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

### Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

#### Goal Description

The goal of HHC is to ensure that people who are uninsured or underinsured receive assistance to enroll in insurance products for which they are eligible and/or receive care from a network of volunteer physicians and other providers who see HHC enrolled clients on a free or reduced fee basis.

#### Goal Status

In progress

### Partners

#### Partner Name, Description Partner Web Address

Not Specified

#### Contact Information

Laurel Dugre 30 Cooley Dickinson Hospital 30 Locust Street Northampton, MA 01060 (413) 582-2000, Laurel\_Dugre@cooley-dickinson.org

#### Detailed Description

Not Specified

## Bridges to Latino Health

**Brief Description or Objective** Participate in the Bridges to Latino Health Coalition by attending trainings, coalitions meetings, and committing to goals to ensure culturally competent services

**Program Type** Community Participation/Capacity Building Initiative

**Target Population**

- **Regions Served:** County-Hampshire
- **Health Indicator:** Access to Health Care, Other: Cultural Competency
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** Hispanic/Latino
- **Language:** Spanish

### Goals

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

#### Goal Description

Provide funding and support to Casa Latina to develop a database management system to track information and referrals

#### Goal Status

In progress

### Partners

**Partner Name, Description Partner Web Address**

Casa Latina

**Contact Information**

Jeff Harness Cooley Dickinson Hospital 30 Locust Street, Northampton, MA 01060 413 582-2000 , Jeff\_Harness@cooley-dickinson.org

**Detailed Description**

Not Specified

**Center for Excellence in Diabetes Education****Brief Description or Objective**

Provide educational services to patients with diabetes, pre-diabetes, or at risk of developing diabetes.

**Program Type**

Direct Services

**Target Population**

- **Regions Served:** County-Franklin, County-Hampshire
- **Health Indicator:** Other: Diabetes
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

The overall goal is to promote improved quality of life for people with diabetes by improving outcomes and reducing risks of short and long-term health complications

**Goal Status**

In progress

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

Partner Name, Desc. Partner Web Address  
<http://www.servicenet.org/>

Casa Latina [www.casalatinainc.org](http://www.casalatinainc.org)

**Contact Information**

Kelly Henry Center for Excellence in Diabetes Education 264 Elm Street Northampton, MA 01060, kelly\_henry@cooley-dickinson.org

**Detailed Description**

Not Specified

**AIDS Care Hampshire County****Brief Description or Objective**

Provide case management and other supportive services to people with AIDS or who are HIV positive

**Program Type**

Direct Services

**Target Population**

- **Regions Served:** County-Franklin, County-Hampshire
- **Health Indicator:** Other: HIV/AIDS
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Goal Description**

To improve the quality of life for people living with HIV/AIDS, reduce the risk of

**Goal Status**

In progress

transmission and eliminate health disparities.

**Partners**

**Partner Name, Description**

**Partner Web Address**

Dr. Joanne Levin

Dr. William Swiggard

Dr. Angela Martagon Villamil

Dr. Robert Weitzman

Tri-County Continuum of Care

Springfield Continuum of Care

Western Massachusetts Regional Coordinating Network

City of Springfield's Interagency Council on Housing & Homelessness

Housing and Community Development Planner, City of

Northampton NEXT STEP Collaborative

Survival Centers

Department of Social Services

DTA Social Security Administration

Tapestry Health Services <http://www.tapestryhealth.org/>

Baystate Medical Center <http://baystatehealth.com/Baystate>

Holyoke Health Center <http://www.hhcinc.org/>

River Valley <http://www.rvcc-inc.org/>

## AIDS Project

Hampshire and Franklin Counties Jail & House of Corrections [http://www.hampshiresheriffs.com/index.php?option=com\\_content&task=view&id=12&Itemid=40](http://www.hampshiresheriffs.com/index.php?option=com_content&task=view&id=12&Itemid=40)

COSA <http://cosahampshirecounty.wordpress.com/>

Soldier On <http://www.wesoldieron.org/>

Stavros <http://www.stavros.org/>

Center for Independent Living

Highland Valley Elder Services <http://www.highlandvalley.org/>

Casa Latina <http://www.casalatinainc.org/>

Food Bank of Western Mass <http://www.foodbankwma.org/>

Serio's Pharmacy <http://www.seriosmarket.com/History/>

Collective Home Care <http://www.collectivehomecare.com/>

Safe Passage <http://www.safepass.org/>

Gay Men's Domestic Violence Program <http://gmdvp.org/>

Western Mass Legal Services <http://www.communitylegal.org/>

**Contact Information**

Betsy Shally-Jensen , Post Office Box #1299, Northampton MA 01061-1299 Tel: (413) 586-8288/ Fax: (413) 586-8996, Betsy\_Shally-Jensen@cooley-dickinson.org

**Detailed Description**

Not Specified

**Behavioral Health Response Team****Brief Description or Objective**

Evaluate patients in the emergency department who may be experiencing mental health and/or addiction problems

**Program Type**

Direct Services

**Target Population**

- **Regions Served:** County-Franklin, County-Hampshire
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations

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

Provide evaluation and referral services to emergency department patients presenting with psychiatric conditions.

In progress

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

Clinical Support Options



<b>Contact Information</b>	Carol Carson Cooley Dickinson Hospital 30 Locust Street, Northampton, MA 01060 413 582-2000, Carol_Carson@cooley-dickinson.org
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<b>Detailed Description</b>	Not Specified
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## Western Massachusetts Center for Healthy Communities

<b>Brief Description or Objective</b>	Provide training and technical assistance to SPIFFY to support positive youth development and reduce substance abuse
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<b>Program Type</b>	Community Participation/Capacity Building Initiative, Healthy Communities Partnership
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<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> County-Hampshire</li> <li>• <b>Health Indicator:</b> Substance Abuse, Tobacco Use</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Child-Teen</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>
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### Goals

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

Goal Description	Goal Status
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The goal is to prevent or reduce underage drinking and use of illegal drugs.	In progress
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### Partners

Partner Name, Description	Partner Web Address
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Strategic Planning Initiative for Families and Youth	<a href="http://spiffycoalition.org/">http://spiffycoalition.org/</a>
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Northern Berkshire Community Coalition	<a href="http://nbccoalition.org/">http://nbccoalition.org/</a>
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Franklin Communities That Care	<a href="http://www.communitiesthatcarecoalition.org/">http://www.communitiesthatcarecoalition.org/</a>
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Pittsfield Prevention Partnership	<a href="http://www.totallyfreeberkshires.org/">http://www.totallyfreeberkshires.org/</a>
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Southern Berkshire County Youth Coalition	<a href="http://www.southberkshirecommunitycoalition.org/">http://www.southberkshirecommunitycoalition.org/</a>
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Mason Square Drug Free Communities Coalition	
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Springfield STOP Access	
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Holyoke Youth Task Force	<a href="http://youthtaskforce.org/">http://youthtaskforce.org/</a>
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North Quabbin Community Coalition	<a href="http://www.nqcc.org/">http://www.nqcc.org/</a>
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Hampden/Wilbraham Safe Schools	
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Ludlow Prevention Coalition	
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Holyoke Food & Fitness Policy Council	<a href="http://holyokefoodandfitness.org/">http://holyokefoodandfitness.org/</a>
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Cooley Dickinson Hospital	<a href="http://www.cooley-dickinson.org">www.cooley-dickinson.org</a>
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Northampton	<a href="http://www.northamptonprevents.org">http://www.northamptonprevents.org</a>
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Prevention Coalition

**Contact Information** Jeff Harness Western Massachusetts Center for Healthy Communities 489 Whitney Avenue Holyoke, MA 01040, Jeff\_Harness@cooley-dickinson.org

**Detailed Description** Not Specified

### Healthy eating/Active living

**Brief Description or Objective** Develop partnerships in the communities we serve to increase healthy eating and active living. This is a new initiative. Specific objectives will be developed based on community health assessment results and input from community and partnering organizations

**Program Type** Healthy Communities Partnership

**Target Population**

- **Regions Served:** County-Franklin, County-Hampshire
- **Health Indicator:** Other: Nutrition, Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Increase access to healthy, affordable food	In progress
Increase access to physical activity	In progress

### Partners

Partner Name, Description	Partner Web Address
Strategic Prevention Initiative for Families and Youth (SPIFFY)	<a href="http://spiffycoalition.org/">http://spiffycoalition.org/</a>
Northampton Health Department	<a href="http://www.northamptonma.gov/healthdept/">http://www.northamptonma.gov/healthdept/</a>
Grow Food Northampton	<a href="http://www.growfoodnorthampton.com/">http://www.growfoodnorthampton.com/</a>
Hadley Public Schools	<a href="http://www.hadleyschools.org/">http://www.hadleyschools.org/</a>
Easthampton Council on Aging	<a href="http://www.easthamptonseniorcenter.org/">http://www.easthamptonseniorcenter.org/</a>
RSVP	<a href="http://www.hampshirecog.org/rsvp/">http://www.hampshirecog.org/rsvp/</a>
Fertile Ground	<a href="http://www.fertilegroundschools.org/index.html">http://www.fertilegroundschools.org/index.html</a>
Jackson St. Elementary School	<a href="http://jackson.northampton-k12.us/">http://jackson.northampton-k12.us/</a>
Communities that Care Coalition	<a href="http://www.communitiesthatcarecoalition.org/">http://www.communitiesthatcarecoalition.org/</a>
Community Action Youth Programs	<a href="http://www.communityaction.us/youth-programs.html">http://www.communityaction.us/youth-programs.html</a>
Amherst	<a href="http://www.amherstma.gov/index.aspx?">http://www.amherstma.gov/index.aspx?</a>

Health NID=65  
Department

**Contact Information** Jeff Harness Cooley Dickinson Hospital 30 Locust Street, Northampton, MA 01060 413 582-2000, Jeff\_Harness@cooley-dickinson.org

**Detailed Description** Not Specified

### Community Health Assessment

**Brief Description or Objective** A comprehensive community health assessment was conducted and includes sections such as demographics, chronic disease, and health access. The report is available at: [www.cooley-dickinson.org](http://www.cooley-dickinson.org) (about us section)

**Program Type** Community Health Needs Assessment

**Target Population**

- **Regions Served:** County-Franklin, County-Hampshire
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Not Specified

Goal Description	Goal Status
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Make health assessment results and report available to the public	In progress
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### Partners

Partner Name, Description	Partner Web Address
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Northampton Department of Public Health	
Massachusetts Department of Public Health	

**Contact Information** Sarah Bankert Cooley Dickinson Hospital 30 Locust Street, Northampton, MA 01060 413 582-2000, Sarah\_Bankert@cooley-dickinson.org

**Detailed Description** Not Specified

### Hampshire County Health Access Task Force

**Brief Description or Objective** A group of stakeholders that convene regularly to discuss gaps in health insurance coverage for vulnerable populations and how to leverage resources to address these gaps.

**Program Type** Community Benefits Planning Process

**Target Population**

- **Regions Served:** Amherst, County-Franklin, County-Hampshire
- **Health Indicator:** Access to Health Care, All
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Reducing Health Disparity

Goal Description	Goal Status
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The goal of the task force is to make sure that everyone has access to care.	In progress
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Identify leadership to coordinate strategies, actions, and communication	In progress
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Survey providers to understand In progress  
patient's access to care

Connect gatekeeper In progress  
organizations to community-  
based navigators

Build on current infrastructure In progress

Increase primary care In progress  
workforce in Hampshire  
County

Expand stakeholder group In progress

## Partners

Partner Name, Description	Partner Web Address
Center for New Americans	<a href="http://www.cnam.org/">http://www.cnam.org/</a>
University of Massachusetts Amherst	<a href="http://www.umass.edu/">http://www.umass.edu/</a>
Cooley Dickinson Hospital	<a href="https://www.cooley-dickinson.org">https://www.cooley-dickinson.org</a>
Hampshire Health Connect	<a href="http://www.cooley-dickinson.org/services/hampshire-health-connect">http://www.cooley-dickinson.org/services/hampshire-health-connect</a>
Representative Ellen Story's office	
Hilltown Community Health Center	<a href="http://www.hchcweb.org/">http://www.hchcweb.org/</a>
Amherst Survival Center	<a href="http://amherstsurvival.org/">http://amherstsurvival.org/</a>
Blue Cross Blue Shield Foundation of Massachusetts	<a href="http://bluecrossmafoundation.org/">http://bluecrossmafoundation.org/</a>

**Contact Information** Jeff Harness, Cooley Dickinson Hospital 30 Locust Street, Northampton, MA 01060 413 582-2000, [jeff\\_harness@cooley-dickinson.org](mailto:jeff_harness@cooley-dickinson.org)

**Detailed Description** Not Specified

## Dementia Initiative

**Brief Description or Objective** Approximately 15-20% of all individuals over the age of 65 living in Hampshire, Franklin and Hampden Counties have some form of dementia.(U.S. Census Bureau) Caregivers, usually the elderly spouse of the individual with dementia, have no training in dem

**Program Type** Community Education,Community Participation/Capacity Building Initiative,Support Group

**Target Population**

- **Regions Served:** County-Franklin, County-Hampden, County-Hampshire
- **Health Indicator:** Mental Health, Other: Alzheimer Disease, Other: Elder Care
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** All

**Goals**  
**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
The primary goal of the Dementia Initiative is to provide information and support to caregivers of individuals with Dementia.	In progress

## Partners

Partner Name, Description	Partner Web Address
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Medical equipment suppliers  
 neuropsychologists  
 social workers  
 physicians  
 nurses and hospital  
 administrators  
 physical, occupational and  
 expressive therapists  
 Nursing Home ombudsman

**Contact Information**

Jeanne Ryan, Executive Director of the VNA/Hospice of Cooley Dickinson Hospital 168  
 Industrial Dr. Suite 1 Northampton, MA 01060, [jeanne\\_ryan@cooley-dickinson.org](mailto:jeanne_ryan@cooley-dickinson.org)

**Detailed Description**

Not Specified

**Expenditures**

Program Type	Estimated Total Expenditures for FY2011	Approved Program Budget for 2011
<a href="#">Community Benefits Programs</a>	<a href="#">Direct Expenses</a> \$1,118,876 <a href="#">Associated Expenses</a> \$0 <a href="#">Determination of Need Expenditures</a> \$30,365 <a href="#">Employee Volunteerism</a> Not Specified <a href="#">Other Leveraged Resources</a> \$45,037	\$2,298,209  *Excluding expenditures that cannot be projected at the time of the report.
<a href="#">Net Charity Care</a>	<a href="#">HSN Assessment</a> \$2,189,716 <a href="#">HSN Denied Claims</a> \$14,972 <a href="#">Free/Discount Care</a> \$1,012,388 <a href="#">Total Net Charity Care</a> \$3,217,076	
<a href="#">Corporate Sponsorships</a>	\$34,455	
	<b>Total Expenditures</b> \$4,445,809	
<b>Total Patient Care-Related Expenses for FY2011</b>		\$143,002,002
<b>Comments:</b> <a href="http://www.cooley-dickinson.org">www.cooley-dickinson.org</a>		

**Optional Information**

Expenditures	Amount
<a href="#">Community Service Programs</a>	<a href="#">Direct Expenses</a> \$26,485 <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>		\$26,485
<b>Bad Debt:</b>		Not Specified    Not Specified
<b>IRS 990:</b>		Not Specified