

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

AMBULANCE COMMUNITY EVENTS

Description: Providing ambulance coverage for various community events.
Gender: Both Males and Females
Department: 566 (RISK MANAGEMENT)
Department Contact: ROBERT MOORE (413-534-2650) (MOORE-ROBERT@HOLYOKEHEALTH.COM)
Community Need: Ambulance stand-by service for community events.
Need Determined: By request.
Objective: Provide first aid and care if needed.
Enhance Community: True
Relieve Burden: True
Persons: Unknown
ENC: 0
Expenses: 1,607
Revenues: 0
Benefit: 1,607

AUGMENTATIVE/ALTERNATIVE COMMUNICATION CLASSES

Description: Hosted and provided training class for area speech therapists, teachers, and classroom aides who work with children with speech generative devices. Manufacturer training on computer updating for vocabulary, syntax, expanded use of devices.
Gender: Both Males and Females
Department: 444 (SPEECH & HEARING)
Department Contact: Janice Walker (413-534-2508) (WALKER_JANICE@HOLYOKEHEALTH.COM)
Community Need: Training professional speech therapy community to work within very specialized area of patients who are unable to speak and must speak via computer. Enriches lives of families and children by providing an outlet for communication at home, in school, in advocating for their own medical care, and in social groups.
Need Determined: School system requested, based therapist and family request for advanced training of professionals and families on use of computer devices.
Objective: Meet needs of families in community who desired improved communication for children who speak via assistive devices by expanding professional knowledge. Goal is training initially 10% of key speech therapists and aides in each school; eventually 100% of all aides and therapists who service augmentative and alternative communication device patients.
Enhance Community: True
Baseline/Goal: Train speech therapists, teachers, and classroom aides on recognizing the students who would benefit from augmentative and alternative communication devices.
Train on care and use of devices.
Train on vocabulary and syntax building through software upgrade and downloads into devices.
Persons: 60
ENC: 0
Expenses: 1,358
Revenues: 0
Benefit: 1,358

BEHAVIORAL HEALTH - COMMUNITY LIAISON WORK

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Description: Holyoke Medical Center staff perform liaison work with agencies in the mental health community in order to improve the provision of behavioral health/psychiatric services for community members.

Gender: Both Males and Females

Department: 490 (BEHAVIORAL HEALTH ADMINISTRATION)

Department Contact: MATTHEW HAAS (413-534-2628) (HAAS_MATT@HOLYOKEHEALTH.COM)

Community Need: To address the needs of the mental health community related to coordination of care and improving the provision of care.

Need Determined: The need for forums to increase inter-agency communication and collaboration was identified when addressing cases of complex psychiatric patients or systematic issues.

Objective: To better coordinate care amongst mental health providers community-wide, so as to improve the provision of mental health services for community members.

Improve Access: True

Enhance Community: True

Advance Knowledge: True

Relieve Burden: True

Partners: Various state and local mental health provider agencies, including, but not limited to, the Department of Mental Health (DMH), Community Support Program (CSP), and Behavioral Health Network (BHN).

Baseline/Goal: Psychiatric care provided to members of the community will improve as a result of increased inter-agency communication and collaboration.

Persons: 100

ENC: 20

Expenses: 2,017

Revenues: 0

Benefit: 2,017

BEHAVIORAL HEALTH COLLEGE LECTURES

Description: Melissa Perry, RN does college level lectures for nursing students re: mental health topics.

Gender: Both Males and Females

Department: 313 (CENTER FOR PSYCHIATRY)

Department Contact: MELISSA PERRY (413-534-2740) (PERRY_MELISSA@HOLYOKEHEALTH.COM)

Community Need: Need for health professions education

Need Determined: Requested by area colleges

Objective: Provide education re: mental health topics to students studying health professions

Advance Knowledge: True

Persons: 43

ENC: 11

Expenses: 1,553

Revenues: 0

Benefit: 1,553

BEHAVIORAL HEALTH, INPATIENT - CIVIL COMMITMENTS

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Description: Uncompensated legal proceedings to commit patients to inpatient psychiatric treatment when they are assessed to be a danger to themselves or members of the community based on psychiatric symptoms.

Gender: Both Males and Females

Department: 313 (CENTER FOR PSYCHIATRY)

Department Contact: MELISSA PERRY (413-534-2740) (PERRY_MELISSA@HOLYOKEHEALTH.COM)

Community Need: Uncompensated legal proceedings to commit patients to inpatient psychiatric treatment, as well as to enforce compliance with said treatment, when patients are assessed to be a danger to themselves or members of the community based on psychiatric symptoms.

Need Determined: Need determined on case-by-case basis by M.D. specializing in Psychiatry, with input from behavioral health treatment team to maintain the safety of both the patient and members of the community.

Objective: To seek to civil commitment of patients through the Commonwealth of Massachusetts District Court, Hampden Division, under M.G.L. Chapter 123, Section 8, via M.G.L. Chapter 123, Section 7.

Improve Access: True

Enhance Community: True

Advance Knowledge: True

Relieve Burden: True

Baseline/Goal: To provide for the safety of patients and members of the community by initiating and overseeing uncompensated civil commitment legal proceedings for patients who are assessed to be a danger to themselves or others.

Persons: 24

ENC: 24

Expenses: 57,720

Revenues: 0

Benefit: 57,720

BEHAVIORAL HEALTH-PARTIAL HOSPITALIZATION PROGRAM TRANSPORTATION

Description: Provide free van transportation to members of the community who do not have their own transportation, and are in need of Partial Hospitalization or Intensive Outpatient levels of care for mental health treatment. Transportation is provided to and from the program five days/week.

Gender: Both Males and Females

Department: 490 (BEHAVIORAL HEALTH ADMINISTRATION)

Department Contact: MATTHEW HAAS (413-534-2628) (HAAS_MATT@HOLYOKEHEALTH.COM)

Community Need: Provision of free transportation to and from Holyoke Medical Center's Partial Hospitalization Program/Intensive Outpatient Program (PHP/IOP) for members of the community who do not have their own transportation, but require PHP/IOP level of care for treatment of mental health issues.

Need Determined: Need is determined at time of admission evaluation to the PHP/IOP by asking each client if they have their own transportation or require transportation through the PHP/IOP van service.

Objective: To allow members of the community in need of PHP/IOP level of care to attend Holyoke Medical Center's PHP/IOP, even if they do not have their own means of transportation.

Improve Access: True

Enhance Community: True

Relieve Burden: True

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Baseline/Goal: To increase access to the PHP/IOP level of care for mental health treatment for members of the community who do not have their own means of transportation.

Persons: 165
ENC: 1,276
Expenses: 28,599
Revenues: 0
Benefit: 28,599

BEHAVIORAL HEALTH SERVICES

Description: Inpatient Services, including Social Work AssessmentTeam
Gender: Both Males and Females
Department: 490 (BEHAVIORAL HEALTH ADMINISTRATION)
Department Contact: MATTHEW HAAS (413-534-2628) (HAAS_MATT@HOLYOKEHEALTH.COM)
Persons: Unknown
ENC: 0
Expenses: 4,022,631
Revenues: 3,292,555
Benefit: 730,076

CANCER SUPPORT GROUP

Description: Support group for general community aimed at educating and supporting patients with cancer and their families.
Gender: Both Males and Females
Department: 0 (Unknown)
Community Need: Support group for patients with all types of cancer and their family members
Need Determined: No support mechanism in place at hospital to support patients with all types of cancer and their family members at this hospital.
Objective: To provide education and support to patients and their families who are dealing with a cancer diagnosis. Goal: for patients to be in a non-threatening environment to voice their concerns, feelings and emotions with others sharing the cancer diagnosis.
Improve Access: True
Enhance Community: True
Advance Knowledge: True
Relieve Burden: True
Baseline/Goal: Prevent and reduce all types of cancers.
Prevent and reduce incidences of mental health disorders associated with a cancer diagnosis.
Patient education for all types of cancers including colon, breast, lung, prostate and skin.
Promote healthy behaviors.
Persons: 8
ENC: 10
Expenses: 4,164
Revenues: 0
Benefit: 4,164

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

CAREER DAY

Description: National Youth League visited HMC to learn about health careers
4 hours with educator

Gender: Both Males and Females

Department: 393 (EDUCATION AND TRAINING)

Department Contact: CARLENE BAILEY (413-534-2514) (TYMINSKI_CLAIRE@HOLYOKEHEALTH.COM)

Community Need: Career Day - National Youth League

Need Determined: Requested

Objective: Education of youth to hospital careers

Advance Knowledge: True

Baseline/Goal: Explain what health careers are available

Persons: 42

ENC: 2

Expenses: 878

Revenues: 0

Benefit: 878

CASH DONATIONS/NOT-FOR-PROFIT COMMUNITY ORGANIZATIONS

Description: Cash to WMPA for support without would cause service to terminate. Leaving OB-GYN, Pedi , Internal
Medicine shortage in community.

Gender: Both Males and Females

Department: 560 (ADMINISTRATION)

Department Contact: CLARK FENN (413-534-2750) (FENN_CLARK@HOLYOKEHEALTH.COM)

Community Need: Cash to WMPA for support without would cause service to terminate. Leaving OB-GYN, Pedi , Internal
Medicine shortage in community.

Need Determined: review of community services.

Objective: to improve access and improve community health

Improve Access: True

Enhance Community: True

Persons: Unknown

ENC: 0

Expenses: 1,100,000

Revenues: 0

Benefit: 1,100,000

COMMUNITY BENEFIT OPERATIONS SUPPLIES

Description: LYONS SOFTWARE , CHA GUIDES AND OTHER COMMUNITY BENEFIT SUPPORT SUPPLIES

Gender: Both Males and Females

Department: 560 (ADMINISTRATION)

Department Contact: CLARK FENN (413-534-2750) (FENN_CLARK@HOLYOKEHEALTH.COM)

Persons: Unknown

ENC: 0

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Expenses: 2,214

Revenues: 0

Benefit: 2,214

COMMUNITY BENEFIT OPERATIONS/DEDICATED STAFF

Description: COMMUNITY BENEFIT TRAINING AND CONSULTANT REVIEW. ADMIN STAFF OVERSIGHT AND RESEARCH

Gender: Both Males and Females

Department: 560 (ADMINISTRATION)

Department Contact: CLARK FENN (413-534-2750) (FENN_CLARK@HOLYOKEHEALTH.COM)

Persons: Unknown

ENC: 0

Expenses: 9,220

Revenues: 0

Benefit: 9,220

COMMUNITY LECTURE SERIES

Description: The hospital offers lectures and seminars on a continuing basis.

Gender: Both Males and Females

Department: 564 (PUBLIC RELATIONS)

Department Contact: NANCY COLEY (413-534-2532) (COLEY_NANCY@HOLYOKEHEALTH.COM)

Community Need: Holyoke Medical Center provides ongoing educational programs/lectures/screenings utilizing medical and professional staff. Our goal is to provide an educational opportunity that, to our knowledge, is not currently being offered to our community.

Need Determined: Determining need is an ongoing process. Each time a lecture is conducted, participants are surveyed and asked what education programs would be beneficial to them in the future. Programs are then planned using that information. Media reporting is also used to find areas/gaps or current health care trends that would provide education opportunities for the community. The goal being to provide up-to-date health information and enable the community to be pro-active in their own health care choices and decisions.

Objective:

- Promote healthy behavior
- Encourage routine medical screenings
- Prevent and reduce disease and disorders;
- Prevent and improve cardiovascular health
- Prevent and improve stroke care and access
- Prevent and educate on chronic disease
- Prevent and educate on infectious disease and flu
- Prevent potential pulmonary disease and improve current pulmonary function
- Educate on speech, hearing, and vision
- Educate and improve access to primary and preventative care

Improve Access: True

Enhance Community: True

Advance Knowledge: True

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Baseline/Goal: Our goal is to improve the overall knowledge and health of our general community in the following areas:

- Promote healthy behavior
- Encourage routine medical screenings
- Prevent and reduce disease and disorders;
- Prevent and improve cardiovascular health
- Prevent and improve stroke care and access
- Prevent and educate on chronic disease
- Prevent and educate on infectious disease and flu
- Prevent potential pulmonary disease and improve current pulmonary function
- Educate on speech, hearing, and vision
- Educate and improve access to primary and preventative care

Persons: 1,386

ENC: 0

Expenses: 58,268

Revenues: 955

Benefit: 57,313

COMMUNITY LECTURE SPEECH AND HEARING

Description: Lecture format with question and answer period for Seniors at Holyoke Council on Aging. See objectives.

Gender: Both Males and Females

Department: 444 (SPEECH & HEARING)

Department Contact: JANICE WALKER (413-534-2508) (WALKER_JANICE@HOLYOKEHEALTH.COM)

Community Need: Consumer education on hearing aids; community education on options for treatment of hearing loss

Need Determined: Council on Aging requested guest speaker

- Objective:**
1. Explain basic function of ear
 2. Review common causes of hearing loss
 3. Describe function of hearing aid
 4. Discuss current technology options with hearing aids/prices/assistance with payment options
 5. Discuss importance of communication partners and the inability of hearing aids to solve all communication difficulties

Persons: 45

ENC: 1

Expenses: 173

Revenues: 0

Benefit: 173

COMMUNITY OUTREACH COAT DRIVE

Description: Coat Drive at Holyoke Medical Center collected 390 coats from employees & distributed to the community thru outreach activity at Radio Redentor Station 200 Main St. Holyoke.

Gender: Females

Department: 508 (COMMUNITY OUTREACH)

Department Contact: RAFAEL MOJICA (413-534-2607) (MOJICA_RAFAEL@HOLYOKEHEALTH.COM)

Persons: 390

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

ENC: 0
Expenses: 360
Revenues: 0
Benefit: 360

COMMUNITY SUPPORT/MENTORING PROGRAMS

Description: HMC provides a variety of community sponsorships designed to help local local organizations. Our goal, through these sponsorships, is to help support cultural and healthy lifestyle events, whether it be support of a youth sports team and an evening celebrating young academic leaders and their families and teachers, or support of a community celebration, such as a parade or festival. Our intended outcome is to make this a better place in which to live and work

Gender: Both Males and Females

Department: 564 (PUBLIC RELATIONS)

Department Contact: NANCY COLEY (413-534-2532) (COLEY_NANCY@HOLYOKEHEALTH.COM)

Community Need: HMC provides a variety of community sponsorship designed to help local local organizations. Our goal, through these sponsorship, is to help support cultural and healthy lifestyle events, whether it be support of a youth sports team and an evening celebrating young academic leaders and their families and teachers, or support of a community celebration, such as a parade or festival. Our intended outcome is to make this a better place in which to live and work

Need Determined: The majority of our community support is a provided as a result of requests from civic, social and athletic groups in need within our community. All programs are evaluated by PR and Administration on an annual basis to ensure they are reputable organizations that truly need the support we provide.

Objective: We are able to measure results through the attendance at the events, as well as other factors such as media coverage of the events.

Partners: Volleyball Hall of Fame
St Patrick parade committee
Holyoke Public Schools
Therapeutic Equestrian center
Girls ,Inc.
Lions club

Persons: Unknown

ENC: 0
Expenses: 621
Revenues: 0
Benefit: 621

COORDINATED FAMILY COMMUNITY ENGAGEMENT GRANT

Description: Working group of three Community Partnership for Children grant coordinators and Speech and Hearing supervisors to streamline paperwork and plan for FY11 contract for speech-language screening and parent education programs in community.

Gender: Both Males and Females

Department: 444 (SPEECH & HEARING)

Department Contact: JANICE WALKER (413-534-2508) (WALKER_JANICE@HOLYOKEHEALTH.COM)

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Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Community Need: Early childhood speech-language development and family education and training about speech-language skills. Assist families with obtaining public school services for children with delays.

Need Determined: Request of grant coordinators

Objective: Review budget flow to assure appropriate allocation of funds
Report on numbers of children who are seen in all programs (speech, OT/PT, behavioral, therapeutic play, hearing screening, family literacy, nutrition)
Receive information about relevant community grant-sponsored programs about parent education, pre-schooler activities, lecture series, etc.

Baseline/Goal: Grant provides funds to help families access services for speech/hearing, vision screening, OT/PT, behavioral consultants, parent training and advocacy, community education for families with children birth to age 8. Assist families with transition from pre-school to public schools, find community resources, advance literacy and health education.

Persons: 540

ENC: 0

Expenses: 768

Revenues: 0

Benefit: 768

CPR - CLASSES

Description: HMC offered CPR classes to community (public) and employees of Holyoke Health Center and Holyoke Visiting Nurse Assoc.

Gender: Both Males and Females

Department: 393 (EDUCATION AND TRAINING)

Department Contact: CARLENE BAILEY (413-534-2514) (TYMINSKI_CLAIRE@HOLYOKEHEALTH.COM)

Community Need: Increasing CPR knowledge
Training for certification and recertification due every 2 years

Need Determined: By request from community participants and Holyoke Health Center

Objective: Increase CPR knowledge and training to community to help save lives

Enhance Community: True

Advance Knowledge: True

Partners: BLS Provider CPR classes that are important to help save lives and to teach the correct techniques in cardiopulmonary resuscitation.

Baseline/Goal: Improve outcome for people in cardiac arrest, respiratory arrest or with signs of a stroke or heart attack

Persons: 130

ENC: 0

Expenses: 1,855

Revenues: 0

Benefit: 1,855

DIABETES EDUCATION

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Description: Diabetes classes every other month - first 3 Thursdays for one hour
48 served
3 hours per month for 6 months a year
3 educators - Clinical Instructor, Dietician, pharmacist

Gender: Both Males and Females

Department: 393 (EDUCATION AND TRAINING)

Department Contact: CARLENE BAILEY (413-534-2514) (TYMINSKI_CLAIRE@HOLYOKEHEALTH.COM)

Community Need: Diabetic education

Need Determined: Requested and an increase in class attendance

Objective: Understanding Type 2 Diabetes
Planning meals & diet needs
Taking & managing medications

Enhance Community: True

Advance Knowledge: True

Partners: Diabetic nurse - Understanding Type 2 Diabetes
Dietitian - Planning meals
Pharmacist - managing medication & insulin

Baseline/Goal: Diabetic education available to the community for 3 hours every other month

Persons: 26

ENC: 0

Expenses: 1,483

Revenues: 0

Benefit: 1,483

EDUCATION NURSING STUDENTS

Description: 2011 12 schools and 46 groups of nursing schools affiliated at HMC. We served them by educating on the computer and glucometer
140 hours
We serve 307

Gender: Both Males and Females

Department: 393 (EDUCATION AND TRAINING)

Department Contact: CARLENE BAILEY (413-534-2514) (TYMINSKI_CLAIRE@HOLYOKEHEALTH.COM)

Community Need: nursing education & orientation to HMC

Need Determined: requested

Objective: Computer education for senior students from affiliating school - required for documentation skills
Educate students on use of the glucometer for better patient care
Orientate new instructor to the HMC facility

Enhance Community: True

Advance Knowledge: True

Partners: Educate nursing students to fill nursing shortage needs
Department of education, IS and Lab-assists in the educational needs

Baseline/Goal: Educate affiliating nursing students to the hospital setting to prepare them for a nursing career

Persons: Unknown

ENC: 0

Expenses: 15,990

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Revenues: 0
Benefit: 15,990

EMERGENCY AMBULANCE

Description: City of Holyoke EMS 911 contract
Gender: Both Males and Females
Department: 566 (RISK MANAGEMENT)
Department Contact: ROBERT MOORE (413-534-2650) (MOORE-ROBERT@HOLYOKEHEALTH.COM)
Persons: Unknown
ENC: 0
Expenses: 67,390
Revenues: 14,400
Benefit: 52,990

EMPLOYEE COMMUNITY HEALTH MEDIA INTERVIEWS

Description: HMC Employees provide media interviews on health education topics
Gender: Both Males and Females
Department: 564 (PUBLIC RELATIONS)
Department Contact: NANCY COLEY (413-534-2532) (COLEY_NANCY@HOLYOKEHEALTH.COM)
Community Need: Education of community on various health topics via media interviews with employees and physicians.

Need Determined: In collaboration with local media requests for health information related to a wide variety of pertinent topics as suggested by media and/or Holyoke Medical Center.

Objective:

1. Educate the Community on a variety of health-related topics.
2. Promote Healthy Behaviors.
3. Make media more aware of key health topics of primary interest to the community.
4. Prevent and Reduce Diseases and Disorders, such as cancer, cardiovascular, chronic diseases, infectious diseases, mental health, pulmonary, sensory needs, etc.

Improve Access: True
Enhance Community: True
Advance Knowledge: True

Partners: This is a collaborative effort with local media outlets, Public Relations and the employees and Medical Staff at Holyoke Medical Center.

Baseline/Goal: To improve the overall knowledge and health of our general community with regard to the following areas:

1. Promote Healthy Behaviors.
2. Make media more aware of key health topics of primary interest to the community.
3. Prevent and Reduce Diseases and Disorders, such as cancer, cardiovascular, chronic diseases, infectious diseases, mental health, pulmonary, sensory needs, etc.

Persons: Unknown
ENC: 0
Expenses: 6,450
Revenues: 0
Benefit: 6,450

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

END OF LIFE PRESENTATION

Description: End of Life presentation for HCC nursing students
Gender: Both Males and Females
Department: 393 (EDUCATION AND TRAINING)
Department Contact: CARLENE BAILEY (413-534-2514) (TYMINSKI_CLAIRE@HOLYOKEHEALTH.COM)
Community Need: Teaching nursing students from HCC how to handle the dying patient & their family
Need Determined: Requested
Objective: What to say to the family
How to assist the family of a loved one dying
Sensitivity to feelings
Understanding other cultures
Enhance Community: True
Advance Knowledge: True
Baseline/Goal: How do we assist the family at the end of Life
Persons: 50
ENC: 0
Expenses: 228
Revenues: 0
Benefit: 228

FLU VACCINE CLINICS

Description: Flu vaccine administered to the general public free of charge.
Gender: Both Males and Females
Department: 564 (PUBLIC RELATIONS)
Department Contact: NANCY COLEY (413-534-2532) (COLEY_NANCY@HOLYOKEHEALTH.COM)
Community Need: Flu vaccine is dispensed to general public at no charge. Other area flu clinics, i.e. CVC, Rite-Aid, etc, charge for the services.
Need Determined: Need is based on seasonal flu that occurs every year. Some members of the community are unable to pay for vaccine.
Objective: To vaccinate members of the general public in order to reduce the incidence of flu and its impact on the community.
Improve Access: True
Enhance Community: True
Advance Knowledge: True
Relieve Burden: True
Baseline/Goal: Purchase flu vaccine and dispense to the community.
Persons: 369
ENC: 0
Expenses: 5,670
Revenues: 0
Benefit: 5,670

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Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

HEALTH FAIRS

Description: Various outside agencies request HMC participation in community Health Fairs
Gender: Females
Department: 564 (PUBLIC RELATIONS)
Department Contact: NANCY COLEY (413-534-2532) (COLEY_NANCY@HOLYOKEHEALTH.COM)
Persons: 775
ENC: 0
Expenses: 4,281
Revenues: 0
Benefit: 4,281

HOLYOKE FAMILY LITERACY COALITION

Description: Monthly meeting of community program directors. Mission: To forge effective partnerships which result in universal access to an expanded, comprehensive, and highly integrated system of family literacy and support services.
Gender: Females
Department: 444 (SPEECH & HEARING)
Department Contact: JANICE WALKER (413-534-2508) (WALKER_JANICE@HOLYOKEHEALTH.COM)
Community Need: Children and families in poverty; English second language;
Need Determined: Demographic data/grant awards/community activist ideas
Objective: Family literacy, and assistance in accessing education, healthcare, and other community networks which provide the opportunity for advancement and improved lifestyle. Agencies exchange information on area programs and plan literacy based events to heighten community awareness.
Persons: Unknown
ENC: 0
Expenses: 118
Revenues: 0
Benefit: 118

HOLYOKE VNA ADVISORY BOARD SPEECH AND HEARING

Description: Advisory committee. Review policy. Review patient complaints/resolution. Meets twice a year, one hour.
Gender: Both Males and Females
Department: 444 (SPEECH & HEARING)
Department Contact: JANICE WALKER (413-534-2508) (WALKER_JANICE@HOLYOKEHEALTH.COM)
Community Need: Home-bound patients in greater community.
Need Determined: VNA request
Objective: Assure safety and adequacy of policies and procedures for home nursing care. Provide mechanism for public relations follow-up on patient comments and complaints. Provide forum to discuss quality care in community.
Baseline/Goal: Forum for policy and procedure discussion
Persons: Unknown
ENC: 0

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Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Expenses: 88
Revenues: 0
Benefit: 88

LACTATION SUPPORT

Description: Lactation consultant meets one-on-one with new mothers requiring lactation support.
Gender: Females
Department: 317 (BIRTHING CENTER)
Department Contact: VIRGINA THOMAS (413-534-2700) (THOMAS_VIRGINA@HOLYOKEHEALTH.COM)
Community Need: Women in Hampden county requiring lactation consultant support.
Need Determined: MPink survey done by Mass DPH and CDC determined that mothers in our area do not meet national goals for breastfeeding duration.
Objective: To increase breastfeeding duration in women in our community.
To improve nutrition in newborns in our community.
To empower women to care for their babies independently.
Enhance Community: True
Partners: This is the only one-on-one breastfeeding support in our community offered free of charge to all women.
Persons: 48
ENC: 0
Expenses: 5,277
Revenues: 0
Benefit: 5,277

LOOMIS HOLYOKE HEARING AID CLINIC AUDIOLOGY

Description: Clean, check, provide minor hearing aid repairs for elderly population monthly.
Gender: Both Males and Females
Department: 444 (SPEECH & HEARING)
Department Contact: JANICE WALKER (413-534-2508) (WALKER_JANICE@HOLYOKEHEALTH.COM)
Community Need: Provide hearing aid services to elderly community with vision, cognitive and transportation issues. Out monthly service minimizes need for costly hearing aid repairs.
Need Determined: Loomis Holyoke requested service. We had been providing hearing aid clinic services to Loomis South Hadley for many years successfully.
Objective: Check ears for wax
Clear hearing aid
Perform minor repair and adjustment services
Change wax filters
Change earmold tubing
Advise on follow-up for more detailed service
Educate on hearing loss/hearing aid use and care
Minimize costly repairs
Improve Access: True
Enhance Community: True

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For period from 10/1/2010 through 9/30/2011

Baseline/Goal: Check ears for wax
Clean hearing aids
Change wax guards and tubing as needed
Educate on hearing aid care and use
Open to all residents with hearing aids

Persons: 116

ENC: 0

Expenses: 1,839

Revenues: 0

Benefit: 1,839

LOOMIS SOUTH HADLEY HEARING AID CLINIC AUDIOLOGY

Description:

Clean, check, provide minor hearing aid repairs for elderly population monthly.

Gender: Both Males and Females

Department: 444 (SPEECH & HEARING)

Department Contact: JANICE WALKER (413-534-2508) (WALKER_JANICE@HOLYOKEHEALTH.COM)

Community Need: Cleaning, checking, minor repairs of hearing aids for elderly patients to minimize need for major repairs, assist seniors with vision difficulties who cannot see to clean aids, cognitive deficits, and/or transportation problems.

Need Determined: Planning for a monthly clinic helps serve patients in a timely manner, and minimizes some of the walk-ins to the medical center clinic who might not be able to be seen by staff who are working by appointment only.

Objective:

Improve Access: True

Enhance Community: True

Baseline/Goal: Open to all residents with hearing aid
Clean aids, change wax filters and tubing
Check ears for wax

Persons: 179

ENC: 0

Expenses: 1,703

Revenues: 0

Benefit: 1,703

NATIONAL YOUTH LEADERSHIP FORUM

Description: 10 day intensive introduction to healthcare for high school students from around the country. HMC hosted a one day site visit.

Gender: Both Males and Females

Department: 569 (VOLUNTEER SERVICES)

Department Contact: DEBORAH LONG-SMITH (413-534-2568)

Community Need: encouraging youth to enter health care professions

Objective: expand students knowledge of community hospitals

Advance Knowledge: True

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Partners: National Youth Leadership Forum in Medicine
Persons: 20
ENC: 0
Expenses: 4,347
Revenues: 0
Benefit: 4,347

PHYSICIAN RECRUITMENT

Description: Due to the lack of coverage in our community patients are often transferred to other communities for Emergency Orthopedic care, OB -GYN Primary care and other MD specialities. Do to difficulty in statewide recruiting it is necessary to look Nationwide.

Gender: Both Males and Females
Department: 364 (Orthopedic Surgeons)
Department Contact: Kevin Neill (534-5615) (NEILL_KEVIN@HOLYOKEHEALTH.COM)
Community Need: Due to the lack of coverage in our community patients are often transferred to other communities for Emergency Orthopedic care. Due to difficulty in statewide recruiting it is necessary to look Natiowide.

Need Determined: By review of number of patients sent out of community for care and open slots for Ortho coverage of ED
Objective: To eliminate the need to transfer patients outside the community for Ortho care and delaying treatment

Improve Access: True
Enhance Community: True
Relieve Burden: True
Persons: Unknown
ENC: 0
Expenses: 121,532
Revenues: 0
Benefit: 121,532

PREPARED CHILDBIRTH CLASSES

Description: Seven week series offered to pregnant women and their support people. Series includes preparation for childbirth, pain management, options for birth, infant feeding, newborn care and safety, postpartum issues for new family.

Gender: Both Males and Females
Department: 317 (BIRTHING CENTER)
Department Contact: VIRGINA THOMAS (413-534-2700) (THOMAS_VIRGINA@HOLYOKEHEALTH.COM)
Community Need: Lack of knowledge regarding the birth process, and birth options.
Empower women living in poverty and abusive relationships.
Assist families to make healthy choices regarding their own health and the health of their newborns.

Need Determined: Massachusetts birth data

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Objective: Increase the knowledge base of women and their partners regarding pregnancy, and the birth process, to assist them in having a positive birth experience.
Empower women living in poverty and abusive relationships so that they can make healthy decisions for themselves and their newborns.
Educate new families regarding the choices that they will be making regarding their own care, and the care of their newborns, and how to make healthy choices

Enhance Community: True

Advance Knowledge: True

Persons: 110

ENC: 0

Expenses: 12,606

Revenues: 0

Benefit: 12,606

SPEECH AND HEARING GRADUATE STUDENT

Description: Worcester State College graduate student in Speech 20 hours per week for 12 weeks, 240 in total.

Springfield College undergraduate student in Speech 20 hours per week for 12 weeks, 240 in total.

Gender: Both Males and Females

Department: 444 (SPEECH & HEARING)

Department Contact: JANICE WALKER (413-534-2508) (WALKER_JANICE@HOLYOKEHEALTH.COM)

Community Need: Clinical practicum placement for graduate student in speech-language pathology as part of Master's degree program at Worcester State College.

Partners: UMASS AND SPRINGFIELD COLLEGE

Persons: 4

ENC: 0

Expenses: 13,702

Revenues: 0

Benefit: 13,702

SPEECH STROKE SUPPORT GROUP

Description: Monthly two hour meeting. One hour of structured communication skills/language activity for group, along with strategies for communicating at home with family and daily living community situations. One hour of social activities. Room and coffee/tea for 35 provided by medical center, as well.

Gender: Both Males and Females

Department: 444 (SPEECH & HEARING)

Department Contact: JANICE WALKER (413-534-2508) (WALKER_JANICE@HOLYOKEHEALTH.COM)

Community Need: Continued support for stroke patients once patients have used all individual therapy sessions provided by insurance. Group speech-language activities provided, as well as family support and suggestions for communication strategies at home.

Need Determined: On-going program for past 42 years, continued by patient request and participation.

Objective:

1. Increase communication capabilities of stroke patients.
2. Assist families/others with support and suggestions for communication strategies at home.
3. Provide social setting to enable patients to continue to refine communication skills.

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Enhance Community: True

Advance Knowledge: True

Baseline/Goal: Share life experiences, socialize with others who have had CVA/TIA, and participate in structured language based tasks to strengthen communication skills once health insurance no longer pays for speech therapy.

Persons: 410

ENC: 0

Expenses: 21,287

Revenues: 0

Benefit: 21,287

SPEECH/LANGUAGE DEVELOPMENT IN PRE-SCHOOLERS

Description: Provide speech-language screening services, assistance with referring to public school for services, staff and parent education regarding speech-language developmental milestones and language enriching activities to 15 day care and pre-schools who are members of the Greater Holyoke Coordinated Family and Community Engagement Council.

Gender: Both Males and Females

Department: 444 (SPEECH & HEARING)

Department Contact: JANICE WALKER (413-534-2508) (WALKER_JANICE@HOLYOKEHEALTH.COM)

Community Need: For more than ten years, a Department of Public Health grant to the Council allowed us to provide these services, along with individual and group therapy as needed. The grant was not funded for FY11. We no longer provide therapy, but because of the great need in Holyoke: lower literacy levels, pervasive speech-language, young parents, English second language, we believe providing screenings to those children referred by teachers and assisting with transition to public school programs continues to provide valuable community benefit that is otherwise unavailable on such a large scale.

Need Determined: Discussion at the request of the Greater Holyoke Coordinated Family and Community Engagement Council which is comprised of all daycare and preschool owners, Holyoke Public Schools, and other key members from relevant area city and state agencies.

Objective: Provide 8-10 hours per month of quality speech-language screenings for young children in Holyoke.

Baseline/Goal: Baseline data will be gathered this year, our first year attempting this community service.

Persons: 12

ENC: 12

Expenses: 241

Revenues: 0

Benefit: 241

STROKE COMMUNITY EDUCATION-HEALTH FAIRS

Description: Community Education that provides information to the public regarding prevention of stroke, recognition of stroke symptoms, and/or treatment of stroke. These are offered above and beyond what is required for licensure.

Gender: Both Males and Females

Department: 309 (STROKE SERVICES)

Department Contact: ANGELA SMITH (413-534-2794) (SMITH_ANGELA@HOLYOKEHEALTH.COM)

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Community Need: Improved outcomes are seen in patients with close proximity to stroke centers. No other hospital in the immediate area provides this level of care.

Need Determined: Evidenced based studies on stroke care and outcomes.

Objective: Patient to recognize symptoms of stroke and obtain care quickly, there are improved outcomes and a decrease in disabilities.

Enhance Community: True

Advance Knowledge: True

Persons: 450

ENC: 0

Expenses: 924

Revenues: 0

Benefit: 924

STROKE COMMUNITY EDUCATION-LECTURES

Description: Community Education that provides information to the public regarding prevention of stroke, recognition of stroke symptoms, and/or treatment of stroke. These are offered above and beyond what is required for licensure.

Gender: Both Males and Females

Department: 309 (STROKE SERVICES)

Department Contact: ANGELA SMITH (413-534-2794) (SMITH_ANGELA@HOLYOKEHEALTH.COM)

Community Need: Improved outcomes are seen in patients with close proximity to stroke centers. No other hospital in the immediate area provides this level of care.

Need Determined: Evidenced based studies on stroke care and outcomes.

Objective: Patient to recognize symptoms of stroke and obtain care quickly, there are improved outcomes and a decrease in disabilities.

Enhance Community: True

Persons: 20

ENC: 0

Expenses: 89

Revenues: 0

Benefit: 89

SUPPORT GROUP/POSTPARTUM

Description: Postpartum depression support group.
Open to any woman in the community

Gender: Females

Department: 317 (BIRTHING CENTER)

Department Contact: VIRGINA THOMAS (413-534-2700) (THOMAS_VIRGINA@HOLYOKEHEALTH.COM)

Community Need: High incidence of postpartum mood disorders in community.

Need Determined: No other support group available to women in our community that related to postpartum mood disorders.

Objective: Provide support, referrals, safe place for postpartum women.

Enhance Community: True

Advance Knowledge: True

3/30/2012

Holyoke Medical Center

Program Detail Full

For period from 10/1/2010 through 9/30/2011

Partners: Motherwoman
Persons: 63
ENC: 0
Expenses: 8,787
Revenues: 0
Benefit: 8,787

TRANSPORTATION/PATIENT ACCESS TO CARE

Description: To Provide transportation to patients who have no other means of getting to and from the Hospital and other Hospital facilities in campus.

Gender: Both Males and Females

Department: 508 (COMMUNITY OUTREACH)

Department Contact: RAFAEL MOJICA (413-534-2610) (MOJICA_RAFAEL@HOLYOKEHEALTH.COM)

Community Need: Lack of transportation for people without cars, to ensure medical care continues and health does not decline

Need Determined: Patients and providers requested it, secondary to many missed appointments do to lack of transportation.

Objective: To provide access to health care

Improve Access: True

Persons: 3,141
ENC: 0
Expenses: 44,244
Revenues: 0
Benefit: 44,244
