

## Mercy Medical Center - FY2011

### Community Benefits Mission Statement

The spirit of Community Benefit is rooted in the Sisters of Providence Health System's history and embedded within its Mission to "...being a community of persons committed to being a transforming, healing presence within the communities that we serve." The ministry of the Sisters of Providence is a profound legacy of compassion and service that continually inspires Mercy Medical Center's firm commitment to address unmet health needs, to collaborate with others to improve the health of the communities we serve, to address the root causes of health disparities, and to educate community members about prevention and self-care.

### Target Populations

Name of Target Population	Basis for Selection
Pregnant Women with Addictions	Bureau of Substance Abuse Priority Population
Addicted Persons Referred by Criminal Justice System	Bureau of Substance Abuse Priority Population
Homeless Persons Addicted to Drugs and/or Alcohol	Bureau of Substance Abuse Priority Population
Vietnamese Immigrants	Access barriers to health services
Patients Challenged by Illness and/or Disability	Need for Free Support Groups
Breast Cancer Patients	Lack of Insurance Coverage for Lymphedema Screening
Nursing Students and Emergency Medical Technicians	Clinical practice settings for practicums, internships and ongoing educational requirements
Pregnant Teens	Numerous community needs assessments and reports
Persons Addicted to Opiates	Numerous community needs assessments and reports
Individuals and Families Who Are Homeless	Numerous community needs assessments and reports
Children in Psychiatric Distress	Numerous community needs assessments and reports
Adults in Psychiatric Distress	Numerous community needs assessments and reports
Non-English-speaking Mothers	Numerous community needs assessments and reports
Mothers in Low Income Households	Numerous community needs assessments and reports
Breast Cancer Survivors	Lack of insurance coverage for prospective lymphedema screening

### Publication of Target Populations

Marketing Collateral, Website, Other- Healthy Balance Brochures; Balance Magazine; Health Coach

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

[www.mercycares.com](http://www.mercycares.com)

### Key Accomplishments of Reporting Year

1. Mercy Medical Center's Health Care for the Homeless (HCH) Program documented 1,262 medical intakes, recorded 10,839 medical encounters and enrolled 501 persons in MassHealth in 2011. Mercy Medical Center continued to partner with The City of Springfield and Friends of the Homeless (FOH) to develop further the new homeless resource center at the Worthington Street Shelter, as part of a comprehensive approach to eliminate homelessness. Experience demonstrates that simply adding more shelter beds is not the solution. The new facility contains a 2,200 square foot medical/dental clinic. The medical clinic is a partnership with FOH, Mercy Medical Center and the City of Springfield Health Service for the Homeless. Dental services, four exam rooms, laboratory room, and on-site mental health services are now available at this site. It is expected that Mercy Medical Center's HCH program will serve over 5,000 medical encounters a year in the new facility.

2. The Vietnamese Health Project served a total of 666 persons in 2011 in 3,128 medical encounters. Celebrating its 17th anniversary in 2011, the Vietnamese Health Project continues to provide an array of health services to this vital immigrant population in Greater Springfield.

3. Securing a 2nd grant from the Susan G. Komen for the Cure-Massachusetts Affiliate, Mercy Medical Center built upon the successes of last year's free lymphedema screening program, and screened 192 breast cancer survivors at the hospital and delivered free breast care awareness programs for 254 Vietnamese, Russian, Latina and African American women in the community.
4. The Massachusetts Executive Office of Health and Human Services awarded Mercy Medical Center a grant of \$2,000,000 for 5 demonstration projects, two of which took place at Providence Behavioral Health Hospital, as part of the Health Care Infrastructure and Capacity-Building RFR. Both projects at Providence Behavioral Health Hospital focused on innovations to boost quality health outcomes and to contain costs for MassHealth patients that are discharged from the Adult Inpatient Unit of the hospital.
5. In December of 2011, Mercy Medical Center's Health Care for the Homeless Program was awarded a \$125,000 grant from the Blue Cross Blue Shield Foundation of Massachusetts. The grant covers the first one-year period of a proposed 3-year project that carries a maximum award of \$375,000 to "redirect," for primary care and intensive case management, 120 homeless persons who are "high-end utilizers" of hospital emergency departments in Hampden, Hampshire and Franklin Counties. The goal is to focus an intensive array of clinical, social work and community health outreach services on a sub-population of homeless persons, to resolve multiple chronic conditions, including physical and behavioral health issues, as well as the lack of permanent housing. The program will aim for a 30% reduction of hospital ED utilization and related costs and to place at least one-third of the target population in permanent housing, from 2012 through 2014.
6. In 2011, Mercy Medical Center provided free community health outreach and education to 180 pregnant teens at two of the health system's store-front clinics in Holyoke and Springfield. Supported by a grant from the Community Foundation of Western Massachusetts, the "Baby Basics" program focused on health literacy issues for new and expectant parents.

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

The main focus of the Community Benefits Workgroup will be to plan the 2013 Community Health Needs Assessment process.

## **Community Benefits Process**

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### **Select Community Benefits Process**

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

1. Yvonne Boudreau, Sr. V.P. of Mission Services, Sisters of Providence Health System
2. Daniel Keenan, Sr. V.P. of Government Relations, Sisters of Providence Health System
3. Thomas Robert, Chief Financial Officer, Sisters of Providence Health System
4. Mark Fulco, Sr. V.P. of Strategy and Marketing, Sisters of Providence Health System
5. Kathleen Hunter, Sr. Reimbursement Analyst, Sisters of Providence Health System
6. Doreen Fadus, Director, Department of Community Health, Mercy Medical Center
7. Lewis Rudolph, Director of Grants and Community Benefit, Sisters of Providence Health System

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

September 16, 2011

January 17, 2012

#### **Community Partners**

City of Springfield Department of Health and Human Services  
City of Springfield Office of Housing and Neighborhood Services  
City of Springfield Continuum of Care  
City of Springfield Homeless Initiative  
Massachusetts Career Development Institute  
Asian Apostolate, Holy Name Church  
Massachusetts Department of Public Health

Massachusetts DPH Bureau of Substance Abuse Services  
The Massachusetts Executive Office of Health and Human Services  
The Massachusetts Department of Children and Families  
The Massachusetts Behavioral Health Partnership  
The Susan G. Komen for the Cure-  
Massachusetts Affiliate  
Big Y Foods, Inc.  
The Massachusetts Service Alliance-  
Commonwealth Corps  
Boston University School of Public Health  
Ronald McDonald House Charities  
United Bank Foundation  
New Alliance Foundation  
The Community Foundation of Western  
Massachusetts  
Blue Cross Blue Shield Foundation of Massachusetts  
The Diocese of Springfield  
Hampden County Sheriff's Department  
Partners for a Healthier Community  
The Russian Community Association of Massachusetts  
Jewish Family Service of Western  
Massachusetts  
Friends of the Homeless  
Mental Health Association of Greater  
Springfield  
American Cancer Society  
Western Mass. Refugees and Immigrants  
Consortium  
Massachusetts Alliance on Teen Pregnancy  
Youth Empowerment Adolescent Health Network  
Holyoke Infant Mortality Taskforce  
Community Outreach Workers Network Training  
Consortium  
Community Health Network Area #4  
Springfield Vietnamese American Civic Association  
SOS Boat People  
Western Mass. Substance Abuse Providers Association  
Carlson Recovery Center  
Gandara Mental Health Center  
Holyoke Health Center  
Tapestry Health  
New North Citizens' Council  
Springfield Public Schools  
West Springfield Public Schools  
Westfield Public Schools  
Behavioral Health Network  
River Valley Behavioral Health Services  
ServiceNet, Inc.  
Valley Psychiatric Services  
Women, Infants and Children (WIC)  
Catholic Charities  
Mayor of Springfield's Homeless Implementation Committee  
Dress for Success  
Regional Employment Board  
City of Springfield Maternal and Child  
Health Committee  
Springfield Parent Academy

Enlace de Familias  
 United Cerebral Palsy  
 Easter Seals  
 DCR Universal Access  
 Am-B-Care Ambulance Service  
 Elms College  
 American International College  
 University of Massachusetts-Amherst  
 University of Massachusetts Medical School-Worcester  
 Holyoke Community College  
 Springfield Technical Community College

## Community Health Needs Assessment

### Date Last Assessment Completed and Current Status

The most recent Community Health Needs Assessment was completed in 2010. A new Community Health Needs Assessment is now in the planning stages and will be completed in 2013.

### Consultants/Other Organizations

Mercy Medical Center contracted with Market Street Research, Inc. of Northampton, Massachusetts to conduct the 2010 Community Health Needs Assessment.

### Data Sources

Community Focus Groups, Hospital, Consumer Group, Interviews, MassCHIP, Other - American Community Survey ([www.factfinder.census.gov](http://www.factfinder.census.gov))

## Select Community Benefits Programs

### Health Care for the Homeless

#### Brief Description or Objective

The 20-member Health Care for the Homeless clinical team provides primary care, case management, disease management, health screening, community health outreach and mental health services at 46 shelters, soup kitchens and transitional living centers in Franklin, Hampshire and Hampden Counties, covering over 1,800 square miles.

#### Program Type

Direct Services

#### Target Population

- **Regions Served:** County-Franklin, County-Hampden, County-Hampshire
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, All Adults, All Children
- **Ethnic Group:** American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, White
- **Language:** All

#### Goals

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

#### Goal Description

To conduct at least 12,000 medical encounters with homeless persons in 2011

#### Goal Status

Completed 10,839 medical encounters in 2011

To enroll at least 300 homeless persons in MassHealth Insurance in 2011

501 homeless persons enrolled in MassHealth in 2011

## Partners

### Partner Name, Description

### Partner Web Address

City of Springfield Department of Health and Human Services

www.springfield-ma.gov/hhs

Friends of the Homeless

www.fohspringfield.org

Mental Health Association, Inc.

www.mhainc.org

Massachusetts Career Development Institute (MCDI)

www.mcditraining.com

City of Springfield Homeless Initiative

www.springfieldcityhall.com/housing/homelessness

### Contact Information

Doreen Fadus Executive Director Department of Community Health Mercy Medical Center 271 Carew Street Springfield, MA 01102 (413) 748-9062, doreen.fadus@sphs.com

### Detailed Description

[Download/View Attachment](#) (154.31 KB)  
File Name: Health Care for the Homeless Program Overview.mht

## Vietnamese Health Project

### Brief Description or Objective

The Vietnamese Health Project helps Vietnamese families and individuals through interpretive services, educational programs, case management, access to health insurance enrollment services and post-enrollment services. Bilingual/bicultural case managers help caregivers and patients overcome language and cultural barriers and take clients to physician appointments and hospital visits.

### Program Type

Outreach to Underserved

### Target Population

- **Regions Served:** County-Hampden
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** Asian
- **Language:** Vietnamese

### Goals

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

### Goal Description

To serve at least 500 Vietnamese patients in 2,500 medical encounters in 2011

### Goal Status

666 Vietnamese patients served in 3,128 medical encounters in 2011

## Partners

### Partner Name, Description

### Partner Web Address

Springfield Vietnamese American Civic Association

N/A

Asian Apostolate, Holy Name Church	www.holynamespringfield.org
Springfield Immigrant and Refugee Coalition, Jewish Federation of Western MA	www.jewishwesternmass.org
Boat People S.O.S.	N/A

**Contact Information**

Thu Pham, Program Director, The Vietnamese Health Project, Mercy Medical Center, 271 Carew Street Springfield, MA 01102. Phone:(413)748-9065., thu.pham@sphs.com

**Detailed Description**

[Download/View Attachment](#)(193.64 KB)

File Name: Vietnamese Health Project Overview.mht

**High Risk Maternal and Infant Health Programs****Brief Description or Objective**

Provides a continuum of community health services and programs to address health disparities of minority populations, including prenatal care, psychosocial assessments, social support groups, basic living skills education, community health outreach, health literacy, child birth classes, breastfeeding classes, new and expectant parents' education at Mercy Medical Center, participation in community-wide coalitions addressing maternal and infant health issues and conducting teen parent groups at Springfield and Holyoke OB/GYN clinics.

**Program Type**

Outreach to Underserved

**Target Population**

- **Regions Served:** County-Hampden
- **Health Indicator:** Other: Pregnancy
- **Sex:** Female
- **Age Group:** Adult-Young
- **Ethnic Group:** Asian, Black/African American, Hispanic/Latino
- **Language:** All

**Goals**

**Statewide Priority:** Reducing Health Disparity, Supporting Healthcare Reform

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

To help lower the rates of low birth weight infants in Hampden County

The rate of low birth weight infants in Hampden County is 9.7 births per 1,000 births

To help lower the rate of infant mortality in Hampden County

The rate of infant mortality in Hampden County is 5.5 births per 1,000 births

To help increase the percentage of pregnant women in Hampden County who receive prenatal care in the 1st Trimester

74.3% of pregnant women in Hampden County receive prenatal care in the 1st Trimester

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

The Family Life Center at Mercy Medical Center

www.mercycares.com

Community Foundation of Western Massachusetts

www.cfwm.org

Massachusetts Alliance on Teen Pregnancy

www.massteenpregnancy.org

Enlace de Familias

www.enlacedefamilias

Youth Empowerment Adolescent Health Network

www.yeahnetwork.org

Providence Behavioral Health Hospital

www.mercycares.org

**Contact Information**

Maritza Smidy, Practice Manager, Mercy Inpatient Medical Associates, Mercy Care at Forest Park (Springfield) and Providence Prenatal Center (Holyoke) Phone: (413) 886-0410 (413)

536-7385 , maritza.smidy@sphs.com

**Detailed Description**[Download/View Attachment](#)(182.61 KB)

File Name: Providence Prenatal Center of Holyoke Overview.mht

**Patient and Family Support Groups****Brief Description or Objective**

Mercy Medical Center's Sr. Caritas Cancer Center, The Family Life Center and Weldon Rehabilitation Hospital on the Mercy Medical Center campus provide a number of ongoing, free support groups for expectant parents, patients (and family members) who are challenged with a diagnosis of cancer and/or various physical and mental challenges, including amputation, aphasia, brain injury, stroke and spinal cord injury. Family members and friends are welcome to attend most groups.

**Program Type**

Support Group

**Target Population**

- **Regions Served:** County-Franklin, County-Hampden, County-Hampshire
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, White
- **Language:** English

**Goals****Statewide Priority:** Promoting Wellness of Vulnerable Populations**Goal Description****Goal Status**

To provide facilitation and emotional support for expectant parents, cancer survivors and patients who are challenged with amputations, strokes, aphasia, brain injury and spinal cord injuries

To help patients and family members express thoughts and feelings about various conditions

To provide an opportunity for persons to share insights about how they are managing various conditions with others who are similarly affected

To allow persons with various conditions to learn that others have simialr thoughts and feelings

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

United Cerebral Palsy	<a href="http://www.masscp.org">www.masscp.org</a>
Easter Seals	<a href="http://www.easterseals.com">www.easterseals.com</a>
DCR Universal Access	<a href="http://www.mass.gov/dcr/universal_access">www.mass.gov/dcr/universal_access</a>
American Cancer Society	<a href="http://www.cancer.org">www.cancer.org</a>

**Contact Information**

Sharon Abdalla, Clinical Social Worker, Weldon Rehabilitation Hospital 233 Carew Street Springfield, MA 01102 Phone: (413) 748-6892 Sr. Madeleine Joy, Chaplain, Sisters of Providence Health System. Phone: (413) 748-9580., [sharon.abdulla@sphs.com](mailto:sharon.abdulla@sphs.com); [madeleine.joy@sphs.com](mailto:madeleine.joy@sphs.com)

**Detailed Description**[Download/View Attachment](#)(108.00 KB)

File Name: Rehabilitation Support Groups Listing.mht

## Health Services Training

<b>Brief Description or Objective</b>	Training in clinical settings for a continuum of nursing students in Western Massachusetts, from Associates Degree candidates through Doctoral nursing students, and Emergency Medical Technicians in the Greater Springfield Area
<b>Program Type</b>	Health Professional/Staff Training
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Springfield</li> <li>• <b>Health Indicator:</b> Other: First Aid/ACLS/CPR</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Adult</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> English</li> </ul>

### Goals

**Statewide Priority:** Not Specified

Goal Description	Goal Status
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To provide a clinical setting for undergraduate training in nursing

To provide practicums and internships

To provide continuing medical education to doctors, nurses, technicians beyond those employed by the hospital

### Partners

Partner Name, Description	Partner Web Address
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Elms College	www.elms.edu
Am-B-Care Ambulance Service	www.ambcare.com
Greenfield Community College	www.gcc.mass.edu
University of Massachusetts-Amherst	www.umass.edu
University of Massachusetts-Worcester	www.umassmed.edu
Holyoke Community College	www.hcc.edu
Springfield Technical Community College	www.stcc.edu
American International College	www.aic.edu

### Contact Information

Joan D'Ambrosia, EMS Coordinator, Mercy Medical Center, 271 Carew Street, Springfield, MA 01102. Phone: (413) 749-9248. Kim Flynn, Nurse Liaison, Mercy Medical Center. Phone: (413) 748-9417., joan.dambrosia@sphs.com kim.flynn@sphs.com

### Detailed Description

[Download/View Attachment](#) (158.19 KB)  
File Name: Mercy EMS Training.mht

## 2010 Community Health and Human Services Needs Assessment

<b>Brief Description or Objective</b>	A collaboration with Market Street Research, Inc. of Northampton, MA, this community assessment involved detailed background research into demographic and socioeconomic trends, with surveys of community leaders and residents of Mercy Medical Center's primary service area.
<b>Program Type</b>	Community Health Needs Assessment
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Springfield</li> <li>• <b>Health Indicator:</b> All</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> All</li> <li>• <b>Ethnic Group:</b> All</li> </ul>



Language: All

**Goals****Statewide Priority:** Not Specified**Goal Description****Goal Status**

To document and understand community health and human service needs in the hospital's primary service area

To identify gaps in services that could be addressed, given the hospital's capacities

To identify demographic and socioeconomic characteristics and trends

To identify indicators of community health and well-being

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

Market Street Research, Inc. [www.marketstreetresearch.com](http://www.marketstreetresearch.com)

**Contact Information**

Mark Fulco, Sr. V.P. of Strategy and Marketing, Sisters of Providence Health System, 271 Carew St., P.O. Box 9012, Springfield, MA 01102-9012. Phone: (413)748-9704, [mark.fulco@sphs.com](mailto:mark.fulco@sphs.com)

**Detailed Description**

[Download/View Attachment](#)(3088.20 KB)

File Name: SPHS \_Community Needs\_Assessment\_2010\_Phase\_1 (3).pdf

**Substance Abuse Treatment for Vulnerable Populations****Brief Description or Objective**

A broad range of substance abuse screening and treatment programs that include a grant-funded SBIRT program, in partnership with the Boston University School of Public Health, in Mercy Medical Center's Emergency Department, a new contract in 2011 with the U.S. Justice Department/Federal Bureau of Prisons to provide mental health and substance abuse treatment services for male and female offenders who are held, under the authority of the United States, at the Hampden County Sheriff's Department, two methadone maintenance programs, inpatient detoxification that targets Bureau of Substance Abuse priority populations, such as pregnant women who are addicted to drugs, IV drug users, minorities, persons who are opiate-dependent, criminal justice offenders, and persons who are homeless, as well as outpatient treatment venues that include individual and group counseling, couple/family counseling, psychoeducational groups for the Hampden County Sheriff's Department, second offender services for individuals convicted of their second DUI offense, and intensive day treatment groups conducted at Providence Behavioral Health Hospital and at the Hampden County Corrections Pre-Release Center.

**Program Type**

Direct Services

**Target Population**

- **Regions Served:** Springfield
- **Health Indicator:** Substance Abuse
- **Sex:** All
- **Age Group:** Adult-Young, All, All Adults, All Children
- **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

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

To provide a range of inpatient and outpatient substance abuse services for vulnerable

populations, including pregnant women with additions, inmates at the Hampden County Corrections Center, homeless persons, IV drug users, other persons addicted to opiates and other substances, and first and second offender Driver Alcohol Education and Aftercare

To provide screening, brief intervention and referral to treatment (SBIRT) for patients in the hospital's Emergency Department

To provide inpatient detoxification for persons addicted to alcohol and other substances

Long Term Goal: To reduce the number of motor vehicle-related injuries and deaths in Hampden County

## Partners

### Partner Name, Description Partner Web Address

Mercy Medical Center Emergency Department SBIRT Program	mercycares.com
Carlson Recovery Center	www.bhn.org/carlson-recovery-center
Gandara Mental Health Center	www.gandaracenter.org
Mercy Medical Center Health Care for the Homeless	mercycares.com
Holyoke Health Center	www.hhcinc.org
Providence Prenatal Clinic	www.mercycares.com
Tapestry Health	www.tapestryhealth.org
New North Citizens' Council	www.newnorthcc.org
Hampden County Sheriff's Department	www.hcsdmass.org
Federal Bureau of Prisons	www.bop.gov

### Contact Information

Mark Paglia, Director of Outpatient Behavioral Health Services, Providence Behavioral Health Hospital, 1233 Main Street, Holyoke, MA 01040 (413) 539-2484, mark.paglia@sphs.org

### Detailed Description

[Download/View Attachment](#) (149.64 KB)  
File Name: Providence Behavioral Health Hospital.mht

## Protecting Vulnerable Children in Crisis

### Brief Description or Objective

A range of children's services that included, in 2011, in home counseling and "wrap-around" support services and short-stay, inpatient psychiatric treatment for children and adolescents in crisis, due to abuse, neglect and/or substance abuse.

### Program Type

Direct Services

### Target Population

- **Regions Served:** Springfield
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse
- **Sex:** All
- **Age Group:** Child-Teen
- **Ethnic Group:** All
- **Language:** English

**Goals****Statewide Priority:** Promoting Wellness of Vulnerable Populations**Goal Description****Goal Status**

To provide crisis intervention, psychiatric assessment and stabilization

To provide short-stay, intensive psychiatric treatment and short-term residential treatment

To provide home-based counseling and family strengthening services

Long Term Goal: To reduce the rates of psychiatric hospitalization for children

Long Term Goal: To reduce the number of children in DCF placement

Long Term Goal: To reduce the number of child abuse and neglect cases

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

Springfield Public Schools	www.sps.springfield.ma.us
West Springfield Public Schools	www.wsps.org
Westfield Public Schools	www.westfield.ma.us
Holyoke Public Schools	www.hps.holyoke.ma
Behavioral Health Network	http://behavioralhealthnetwork.net
The Key Program	http://key.org
Center for Human Development	www.chd.org
Gandara Center	http://gandaracenter.org

**Contact Information**

Mark Paglia, Director of Outpatient Services, Providence Behavioral Health Hospital and Brightside for Families and Children. 1233 Main Street, Holyoke, MA 01040. Phone: (413) 539-2484., mark.paglia@sphs.com

**Detailed Description**

[Download/View Attachment](#) (418.65 KB)  
File Name: Tara's Story 2010.pdf

**Lymphedema Screening Program and Breast Care Community Outreach****Brief Description or Objective**

Made possible by a Susan G. Komen for the Cure-MA Affiliate grant, this program provided free lymphedema screening to breast cancer survivors at Mercy Medical Center and also includes breast care community outreach to the Vietnamese, Russian, Latina and African American communities in Greater Springfield.

**Program Type**

Health Screening

**Target Population**

- **Regions Served:** Springfield
- **Health Indicator:** Other: Cancer - Breast
- **Sex:** Female
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To screen at least 250 Breast Cancer Survivors	Screened 192 Breast Cancer Survivors
Provide at least 3 Clinical Presentations on Lymphedema to Health Care Providers and Advocacy Organizations	Provided 5 Clinical Presentations

**Partners**

Partner Name, Description	Partner Web Address
The Russian Community Association of Massachusetts	www.springfieldru.com
Vietnamese Health Project	www.mercycares.com/pages.asp?id=4349
Providence Prenatal Center	www.mercycares.com

**Contact Information** Stephen Schonholz, MD, Medical Director, Mercy Breast Care Center. 300 Stafford Street, Suite 310. Springfield, MA 01104. Phone: (413) 452-6600, steven.schonholz@sphs.com

**Detailed Description** [Download/View Attachment](#) (3517.54 KB)  
File Name: Mercy Medical Center's Lymphedema Screening Program.docx

**Mental Health Safety Net for Adults in Severe Psychiatric Distress**

**Brief Description or Objective** Providence Behavioral Health Hospital plays a pivotal role in maintaining the "safety net" for vulnerable adult populations in Western Massachusetts. The payer mix reveals a significant reliance on government revenue, accounting for nearly 90% of gross patient service revenue. Historically, government reimbursement rates have been significantly less than actual expenses. Medicaid funding accounts for more than 50% of revenue. There are two specialized psychiatric units at the hospital for adults, the Adult Unit and the Older Adult Unit. The Older Adult Unit is the larger of only two such units in the region. Minority populations account for nearly 40% of the adults discharged. This safety net program has consistently run at a negative margin and Mercy Medical Center continues to fund it as a community benefit program because it provides vital services to a largely poor and vulnerable population for whom there would be no comparable alternative treatment option in the region, if the hospital were to discontinue the program on a purely financial basis.

**Program Type** Direct Services

**Target Population**

- **Regions Served:** Springfield
- **Health Indicator:** Mental Health
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young
- **Ethnic Group:** All
- **Language:** All

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

Goal Description	Goal Status
To ensure patient safety and stabilization	
To provide bio-social assessment and treatment planning	
To reconcile medications	
To strengthen family support system	
To connect patient with	

community mental health  
provider prior to discharge

## Partners

### Partner Name, Description Partner Web Address

Mercy Medical Center Emergency Department	www.mercycares.com
Behavioral Health Network	www.bhninc.org
River Valley Behavioral Health Services	www.rvbh.com
ServiceNet, Inc.	www.servicenetinc.org
Valley Psychiatric Services	www.vpsi-ma.com

### Contact Information

Dean McKenzie, MD, Chief Medical Officer of Behavioral Health Services, Sisters of Providence Health System, Providence Behavioral Health Hospital, 1233 Main Street, Holyoke, MA 01040.  
Phone: (413)536-5111, dean.mckenzie@sphs.com

### Detailed Description

[Download/View Attachment](#) (149.64 KB)  
File Name: Providence Behavioral Health Hospital.mht

## Expenditures

Program Type	Estimated Total Expenditures for FY2011	Approved Program Budget for 2011
<a href="#">Community Benefits Programs</a>	<a href="#">Direct Expenses</a> \$2,934,644 <a href="#">Associated Expenses</a> \$0 <a href="#">Determination of Need Expenditures</a> \$0 <a href="#">Employee Volunteerism</a> \$3,216 <a href="#">Other Leveraged Resources</a> \$1,648,195	\$2,522,063  *Excluding expenditures that cannot be projected at the time of the report.
<a href="#">Net Charity Care</a>	<a href="#">HSN Assessment</a> \$1,787,469 <a href="#">HSN Denied Claims</a> \$153,192 <a href="#">Free/Discount Care</a> \$805,564 <a href="#">Total Net Charity Care</a> \$2,746,225	
<a href="#">Corporate Sponsorships</a>	\$71,487	
	<b>Total Expenditures</b> \$7,403,767	
<b>Total Patient Care-Related Expenses for FY2011</b>		<b>\$192,993,093</b>
<b>Comments:</b> None		

## Optional Information

Expenditures	Amount
<a href="#">Community Service Programs</a>	<a href="#">Direct Expenses</a> \$42,141 <a href="#">Associated Expenses</a> \$0 <a href="#">Determination of</a> \$0

	<a href="#">Need Expenditures</a>	
	<a href="#">Employee Volunteerism</a>	\$16,520
	<a href="#">Other Leveraged Resources</a>	\$0
<b>Total Community Service Programs</b>		\$58,661
<b>Bad Debt:</b>		\$7,262,551 Certified
<b>IRS 990:</b>		\$5,323,596 2010