

## New England Baptist Hospital - FY2011

### Community Benefits Mission Statement

"New England Baptist Hospital is committed to collaborating with community partners and residents across Boston to identify areas of special need in musculoskeletal disease and collaborate on programs to address these needs, with special focus on underserved populations through outreach, education and provision of services to address musculoskeletal health."

### Target Populations

Name of Target Population	Basis for Selection
African American and Latino Women	Arthritis and Lupus Support
Adults and children in the Mission Hill Neighborhood	Obesity
Elderly living in Mission Hill	Transportation Needs
Low Income Families in Mission Hill and Roxbury	Hunger
Youth living in Mission Hill/Roxbury	Violence Prevention
Adults living in Mission Hill	Osteoporosis prevention
Youth living in Mission Hill/Roxbury	Workforce Development/Job Training
Mission Hill/Roxbury Community	Clean Neighborhood
Latinos in the Mission Hill/Roxbury Neighborhood	Obesity

### Publication of Target Populations

Not Specified

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

[www.nebh.org](http://www.nebh.org)

### Key Accomplishments of Reporting Year

Partnered with Sociedad Latino on their Health Educators in Action program, partnered with local agencies on the Meredith Cameron Youth Opportunity Internship, Partnered with ABCD and local schools to combat hunger, partnered with adult and youth groups to combat Obesity. Provided much needed transportation to the elderly in Mission Hill. Partnered with area colleges, universities and community groups to clean the streets of Mission Hill/Roxbury.

### Plans for Next Reporting Year

Building on the identified needs expressed by the neighborhood, the hospital will maintain its focus on the support of the Mission Hill neighborhood and the efforts in preventing hunger, obesity and violence and musculoskeletal health, elderly transportation, workforce development/job training and clean neighborhood all contributing to the overall health of the neighborhood.

NEBH will be conducting a community needs assessment in FY 12. Always taking into account all data and information already available, and avoiding duplication wherever possible and giving special attention to statewide priorities.

## Community Benefits Process

### Select Community Benefits Process

### Community Benefits Leadership/Team

The Hospital's governing boards and senior management are responsible for overseeing the development and implementation of the Community Benefits Plan. Community planning is done in conjunction with members of the designated Hospital community, who may provide insight and recommendations on community health issues. The Board is responsible for developing policy to implement and evaluating the Hospital's current and future community programs.

#### NEBH Staff Advisors

Community relations staff regularly work with NEBH staff to help develop and implement community benefit activities. These advisors help make recommendations on the direction of the Hospital's community benefit efforts. These advisors are valuable for one or more of the following reasons:

- They are health care providers who can offer their expertise as the Hospital collaborates with the community to develop new health programs addressing the points in its mission.
- They are residents of the Hospital's traditional geographic community and can help the committee assess the needs of this community.
- They are involved with the Hospital's community benefit program providing direct services and can help determine their effectiveness
- They have special expertise essential to the community benefit planning process; e.g., staff from Organizational/Quality Improvement department has community education expertise.
- They are directly responsible or involved in managing the clinical areas identified in the community benefit mission statement, specifically to address musculoskeletal disease and can guide the Hospital as it works with the community to develop programs.

The Hospital's Community Benefits Committee consists of employees, community residents, medical staff and members of the Hospital's executive team. The Committee conducted a community health needs assessment, taking into account all data and information already available, and avoiding duplication wherever possible and giving special attention to statewide priorities. The committee reviewed all the community service and community benefit programs currently provided by the hospital, as well as by other health care providers. It was agreed that the Hospital would focus in areas as identified in the community health needs assessment: Obesity, Hunger, Elderly Transportation, Violence Prevention and Workforce Development/Job Training.

#### Community Benefits Committee

Christine Dwyer, Public Affairs & Community Relations, Director, Public Affairs and Community Relations

Linda Thompson, Human Resources, Vice President, Human Resources and Service Excellence

Eileen O'Donnell, RN, Employee Health, Registered Nurse

Heather Hayden, MSPT, Rehab Services. Director of Rehab Services

Alyson Morgan, Human Resources, Sr. Generalist

Mary Pitts, Patient Financial Services, Account Representative and Community Member

Jane Kelly, RN, Nursing Administration, Nurse Manger

Kenneth Leavitt, DPM, Orthopedics, Staff Physician

Jen Rex, RD, LDN, Food & Nutrition, Clinical Nutrition Manager

Gina Ursoleo, RN, Endoscopy, Registered Nurse

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

Community benefits meetings were held periodically throughout the year. November, January, May and August.

#### **Community Partners**

Musculoskeletal Health

Boston Health Alliance (Boston Community Health Network Area (CHNA))

Roxbury Tenants of Harvard

The Arthritis Foundation

The Lupus Foundation

Massachusetts Department of Public Health

Sociedad Latina

Mission Hill/Roxbury Neighborhood Involvement

The Roxbury Community Alliance for Health  
Mission Hill Link  
Friends of McLaughlin Playground  
ABCD-Parker Hill Fenway  
Mission Hill Road Race  
Mission Hill Softball League  
Mission Hill Main Streets  
Mission Hill Youth Collaborative  
Mission Hill Little League  
Mission Hill Neighborhood Housing Services  
Mission Hill Elementary School  
Roxbury Tenants of Harvard  
Maurice J. Tobin Community Center

Job Training and Education  
Mission Hill Elementary School  
ABCD Summerworks/Private Industry Council (PIC)  
Sociedad Latina  
Roxbury Community College  
Northeastern University  
Mass Bay Community College  
Simmons College  
MGH Institutions of Health Professionals  
Brighton High School (PIC)

## Community Health Needs Assessment

### Date Last Assessment Completed and Current Status

The Hospital is an orthopedic specialty-referral hospital for the region. It is not a full-service community hospital as we do not have an Emergency Department or Obstetrics. Because of this, and to avoid duplication of services, the Hospital identified resources and strengths in its specialty areas. In 2009, members from the Community Benefits Committee met with community residents and community organizations as well as elected officials in the Mission Hill/Roxbury district to define what needs there were in this community. The needs expressed along with information from the Department of Public Health led to NEBH focusing on the following areas: Obesity, violence prevention, workforce development, musculoskeletal health, hunger and transportation for the elderly. The hospital will be conducting a community needs assessment in FY 12.

### Consultants/Other Organizations

Not Specified

### Data Sources

Community Focus Groups, Hospital, MassCHIP

## Select Community Benefits Programs

### Arthritis and Lupus Initiative

#### Brief Description or Objective

To provide support and education for women of color in Boston area with arthritis and lupus.

#### Program Type

Community Benefits Planning Process, Community Education, Community Health Needs Assessment

**Target Population**

- **Regions Served:** Boston-Greater
- **Health Indicator:** Other: Arthritis
- **Sex:** Female
- **Age Group:** Adult
- **Ethnic Group:** Black/African American
- **Language:** All

**Goals**

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

**Goal Description**

The goal of this initiative is to address access, education, treatment, and support needs of people with arthritis and lupus, especially under-served populations in the City of Boston, targeting women of color.

**Goal Status**

The group remains diverse with about 50% black, 40% Caucasian and 10% Latina participants.

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

Arthritis Foundation, 617-244-1800

Lupus Foundation, 508-872-5200

Peer Leaders

**Contact Information**

Christine Dwyer, 617-754-5403, cdwyer1@caregroup.harvard.edu

**Detailed Description**

Not Specified

**Osteoporosis Prevention****Brief Description or Objective**

Osteoporosis is a major public health threat for an estimated 44 million Americans, or 55 percent of the people 50 years of age and older. In the U.S., 10 million individuals are estimated to already have the disease and almost 34 million more are estimated to have low bone mass, placing them at increased risk for osteoporosis. Twenty percent of non-Hispanic Caucasian and Asian women aged 50 and older are estimated to have osteoporosis, and 52 percent are estimated to have low bone mass. While osteoporosis is often thought of as an older person's disease, it can strike at any age. Yet, osteoporosis can be prevented through education about and adoption of healthy behaviors around nutrition, exercise and supplements. The Massachusetts Department of Public Health (DPH) has identified osteoporosis as a public health issue and established the Osteoporosis awareness program. Physical activity can improve the overall health and well-being of older adults. Even modest levels of activity, done each day for a total of 30 minutes, can prevent or control osteoporosis and weight gain.

**Program Type**

Community Benefits Planning Process,Community Education,Community Health Needs Assessment,Prevention

**Target Population**

- **Regions Served:** Boston-Mission Hill
- **Health Indicator:** Other: Osteoporosis/Menopause, Physical Activity
- **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**

The long-term goal is to prevent osteoporosis through increased education, activity

**Goal Status**

NEBH provided funding for community activities to address osteoporosis. One

and hopefully, behavior change.

program in particular that was selected was the Walking Group at Roxbury Tenants of Harvard.

## Partners

### Partner Name, Description Partner Web Address

Department of Public Health  
Roxbury Tenants of Harvard

### Contact Information

Christine Dwyer, 617-754-5403, cdwyer1@caregroup.harvard.edu

### Detailed Description

Not Specified

## Obesity

### Brief Description or Objective

Obesity has reached epidemic proportions in the United States. Obesity and Overweight are major problems in Massachusetts. While many epidemics can be defeated with a pill or a vaccine, obesity requires changes in behavior as well as access to affordable, nutritious foods and opportunities for physical activity in the places where people live. Low income residents are more likely to be overweight and obese for a variety of socio-economic reasons and low income residents are more likely to develop chronic diseases – such as diabetes, heart disease, osteoarthritis and high blood pressure. NEBH has a long-standing commitment to improving the health status of Boston residents, with a focus on Mission Hill. The goal of this initiative is to address the need for physical activity in order to combat obesity. The Hospital has worked together with Sociedad Latina, Mission Hill Little League, Mission Hill Softball League, Maurice J. Tobin Community Center and community members on the importance of exercise. The Hospital supports the Leagues as well as a summer Camp at the Tobin Center. NEBH also maintains McLaughlin Field that has two major ball fields in Mission Hill and is a contributor to the lights for nighttime use at the field.

### Program Type

Community Benefits Planning Process,Community Health Needs Assessment,Healthy Communities Partnership,Prevention

### Target Population

- **Regions Served:** Boston-Mission Hill
- **Health Indicator:** Overweight and Obesity, Physical Activity
- **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

### Goal Description

Working with community groups, we will work to decrease the number and percentage of both adults and children who are overweight and obese by educating and promoting wellness and exercise.

### Goal Status

The Community Benefits staff will meet with Community groups on an ongoing basis to measure their activity and programs.

## Partners

### Partner Name, Description Partner Web Address

Mission Hill Little League  
Mission Hill Softball League  
Maurice Tobin Community Center  
Boston Parks Dept.-McLaughlin Field

Sociedad Latina [www.sociedadlatina.org](http://www.sociedadlatina.org)

**Contact Information**

Christine Dwyer NEBH 125 Parker Hill Avenue Boston, MA 02120 617-754-5403,  
cdwyer1@caregroup.harvard.edu

**Detailed Description**

Not Specified

**Workforce Development/Job Training****Brief Description or Objective**

New England Baptist Hospital has made an important commitment to our community by creating the Meredith Cameron Youth Opportunity Internship, named after a long-term Hospital employee. The Hospital's focus for workforce development/job training is providing employment, job training and supporting the educational needs of the health care workers of tomorrow. The healthcare industry faces a daunting labor shortage in the years ahead, which could seriously impact our public health. In addition to promoting neighborhood development by providing jobs, the Hospital works with schools from elementary school up and with job training programs to help encourage young people to enter healthcare as a career and to succeed.

**Program Type**

Community Benefits Planning Process,Community Health Needs Assessment,Mentorship/Career Training/Internship

**Target Population**

- **Regions Served:** Boston-Mission Hill, Boston-Roxbury
- **Health Indicator:** Physical Activity
- **Sex:** All
- **Age Group:** Adult-Young
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Not Specified

**Goal Description**

The goal of this program is to offer a paid internship to 8-10 high school and college students, living in the Mission Hill/Roxbury area.

**Goal Status**

Human Resources staff meets with students throughout the internship. The students provide evaluations at the end of the internship so that the internship can be evaluated. In 2011, NEBH had 10 summer interns.

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

Sociedad Latina  
ABCD-Parker Hill Fenway  
Private Industry Council (PIC)

**Contact Information**

Christine Dwyer 125 Parker Hill Avenue Boston MA 02120 617-754-5403,  
cdwyer1@caregroup.harvard.edu

**Detailed Description**

Not Specified

**Combating Hunger****Brief Description or Objective**

Hunger is on the rise in Massachusetts. Hungry households in Massachusetts, for the most part, live in pockets of poverty around the state. In low income communities, families with children suffer from hunger four times more often than the statewide average. NEBH partnered with the Action for Boston Community Development (ABCD) Parker Hill/Fenway Neighborhood Service Center and the Mission Hill Elementary School to combat hunger. ABCD houses a food pantry for the Roxbury/Mission Hill community. Seventy five percent of the children in the Mission Hill Elementary School are on the free breakfast/lunch program. Food is needed for families during the holidays and school vacations.

**Program Type**

Community Benefits Planning Process,Community Health Needs Assessment,Outreach to Underserved

**Target Population**

- **Regions Served:** Boston-Mission Hill, Boston-Roxbury
- **Health Indicator:** Other: Nutrition
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

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

NEBH is committed to combating hunger in our community. No one should be without food.

**Goal Status**

By partnering with ABCD, 200 families per month were able to have food in their homes. Families at the Mission Hill School were able to have dinner during the Thanksgiving and Christmas holidays and meals during school vacations.

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

Parker Hill/Fenway ABCD  
Mission Hill Elementary School

**Contact Information**

Christine Dwyer NEBH 125 Parker Hill Avenue Boston, MA 02120 617-754-54043,  
cdwyer1@caregroup.harvard.edu

**Detailed Description**

Not Specified

**Transportation for the Elderly****Brief Description or Objective**

Because the neighborhood of Mission Hill is located on a "hill", the need for transportation up and down the hill is needed especially for the elderly. As people grow older, the level of mobility that the elderly population has can become limited. The need for a bus in the Mission Hill Community is much needed. Without the monetary assistance from NEBH and the MBTA, the community would not have transportation up and down the hill.

**Program Type**

Community Benefits Planning Process,Community Health Needs Assessment

**Target Population**

- **Regions Served:** Boston-Mission Hill
- **Health Indicator:** Not Specified
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

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

NEBH is committed to helping the senior citizens that live in our community. We have been a supporter of the Mission Link (bus) for many years and we will continue to provide this service for the community

**Goal Status**

Total ridership for the year 2011 was 17, 943.

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

Mission Link  
Roxbury Tenants of Harvard

ABCD-Parker Hill Fenway  
Alice Taylor Housing

**Contact Information** Christine Dwyer NEBH 125 Parker Hill Avenue Boston, MA 02120 617-754-5403,  
cdwyer1@caregroup.harvard.edu

**Detailed Description** Not Specified

## Violence Prevention

**Brief Description or Objective** Community agencies and the Boston Police are working with the youth in Mission Hill/Roxbury by reaching out and providing education and activities for them. One of the goals for the Mission Hill Youth Collaborative (MHYC) is to provide violence prevention education and activities.

**Program Type** Prevention

**Target Population**

- **Regions Served:** Boston-Mission Hill
- **Health Indicator:** Injury and Violence
- **Sex:** All
- **Age Group:** Adult-Young
- **Ethnic Group:** Black/African American, Hispanic/Latino, White
- **Language:** Not Specified

## Goals

**Statewide Priority:** Not Specified

<b>Goal Description</b>	<b>Goal Status</b>
NEBH will work with community groups and the Boston Police to help educate and keep our youth busy with activities to prevent violence in our community. The MHYC serves over 1,500 youth and families living in the Mission Hill area	The Community Relations staff meets community groups on a regular basis

## Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Mission Hill Youth Collaborative	
Alcie Taylor Tanants Task Force	
Mission Hill Crime Committee	

**Contact Information** Christine Dwyer NEBH 125 Parker Hill Avenue Boston, MA 02120 617-754-5403,  
cdwyer1@caregroup.harvard.edu

**Detailed Description** Not Specified

## Clean Neighborhood

**Brief Description or Objective** Cleaner neighborhoods lead to lower crime and more activity in parks and play for the kids. More activity leads to better health, improved performance in school and long term economic gains. Several long-term studies have been done that show this. Cleaner neighborhoods lead to healthier families which contributes to general family happiness. Generally people are happier in a clean neighborhood. They derive economic value from this as well as mental and physical health benefits. The Hospital manages a program for the Mission Hill community that includes working with area colleges and universities and the Mission Hill Problem Properties Committee to clean the streets of Mission Hill. The Community Relations Director oversees the community service clean-up program for the community.

**Program Type** Community Participation/Capacity Building Initiative,Health Screening

**Target Population**

- **Regions Served:** Boston-Mission Hill, Boston-Roxbury
- **Health Indicator:** Environmental Quality
- **Sex:** All



- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

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

The Hospital manages a program for the Mission Hill community that includes working with area colleges and universities and the Mission Hill Problem Properties Committee to clean the streets of Mission Hill.

Community Relations staff oversees the community service clean-up program and meets with representatives from the area colleges and universities, Mission Hill residents as well as elected officials and reports quarterly on the number of students that have completed community service through the clean-up program

**Goal Status**

The Community Relations staff meets with community residents and elected officials on the effectiveness of the program. The program is reviewed monthly.

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

Mission Hill Problem Properties  
Mission Hill Main Streets  
Northeastern University  
Mass College of Pharmacy and Allied Health  
Mass College of Art  
Wentworth Institute of Technology

**Contact Information**

Christine Dwyer 125 Parker Hill Avenue Boston, MA 02120 617-754-5403,  
cdwyer1@caregroup.harvard.edu

**Detailed Description**

Not Specified

**Health Educators in Action****Brief Description or Objective**

To address health inequities among Latinos in Boston, Sociedad Latina has created a standalone health education program called Health Educators in Action. Each year, the program hires and intensively trains 15 high school Health Educators to research health inequities, identify needs in our Mission Hill community, and design innovative events, activities, and workshops that will promote positive health outcomes among children and youth in our community. Program goals and objectives are designed to address the childhood obesity epidemic in our community, promoting good nutrition, physical activity, and knowledge of healthy lifestyles and the importance of healthy habits. NEBH has partnered with Sociedad Latina on this initiative.

**Program Type**

Community Benefits Planning Process,Community Education,Community Participation/Capacity Building Initiative,Healthy Communities Partnership

**Target Population**

- **Regions Served:** Boston-Mission Hill, Boston-Roxbury
- **Health Indicator:** Other: Nutrition, Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** Adult-Young

- **Ethnic Group:** Hispanic/Latino
- **Language:** All

## Goals

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

Goal Description	Goal Status
Implement community responsive, culturally competent health and wellness programming for children and youth in Mission Hill.	Ongoing
Conduct outreach to the community to expand availability and awareness of food and nutrition educational programming for children and youth.	Ongoing
Support youth as they develop skills to effect meaningful change in their community by developing skills such as community outreach, workshop facilitation, and nutrition education.	Ongoing

## Partners

Partner Name, Description	Partner Web Address
Sociedad Latina	www.sociedadlatina.org

## Contact Information

Christine Dwyer 125 Parker Hill Avenue Boston, MA 02120 617-754-5403, cdwyer1@nebh.org

## Detailed Description

Not Specified

## Lets Move Together

<b>Brief Description or Objective</b>	New England Baptist Hospital has partnered with the Arthritis Foundation (MA Chapter) in support of helping the Arthritis Foundation in the fight against arthritis by supporting the Arthritis Foundation's commitment to raising awareness and reducing the impact of arthritis, which strikes one in every five adults and 300,000 children, and is the nation's leading cause of disability.
<b>Program Type</b>	Community Education,Community Participation/Capacity Building Initiative,Grant/Donation/Foundation/Scholarship,Health Screening,Healthy Communities Partnership,Outreach to Underserved,Prevention
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Boston, Boston-Allston, Boston-Back Bay, Boston-Beacon Hill, Boston-Brighton, Boston-Charlestown, Boston-Chinatown, Boston-Dorchester, Boston-Downtown, Boston-East Boston, Boston-Fenway Kenmore, Boston-Greater, Boston-Hyde Park, Boston-Jamaica Plain, Boston-Mattapan, Boston-Mission Hill, Boston-North End, Boston-Roslindale, Boston-Roxbury, Boston-South Boston, Boston-South End, Boston-West Roxbury</li> <li>• <b>Health Indicator:</b> Other: Arthritis, Overweight and Obesity, Physical Activity</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> All</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>



## 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
Movement led by the Arthritis Foundation that encourages people to move to prevent or	Ongoing

treat arthritis.

To encourage people to move Ongoing  
to prevent or treat arthritis

## Partners

### Partner Name, Description

### Partner Web Address

Arthritis Foundation  
Massachusetts  
Chapter <http://www.arthritis.org/massachusetts/>

### Contact Information

Christine Dwyer 125 Parker Hill Avenue Boston, MA 02120 617-754-5403, cdwyer1@nebh.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> \$237,617 <a href="#">Associated Expenses</a> Not Specified <a href="#">Determination of Need Expenditures</a> \$15,600 <a href="#">Employee Volunteerism</a> Not Specified <a href="#">Other Leveraged Resources</a> Not Specified	\$240,000  *Excluding expenditures that cannot be projected at the time of the report.
<a href="#">Net Charity Care</a>	<a href="#">HSN Assessment</a> \$1,624,509 <a href="#">HSN Denied Claims</a> \$27,629 <a href="#">Free/Discount Care</a> \$116,000 <a href="#">Total Net Charity Care</a> \$1,768,138	
<a href="#">Corporate Sponsorships</a>	\$53,000	
	<b>Total Expenditures</b> \$2,074,355	
<b>Total Patient Care-Related Expenses for FY2011</b>		<b>\$148,787,000</b>
<b>Comments:</b> None		

## Optional Information

Expenditures	Amount
<a href="#">Community Service Programs</a>	<a href="#">Direct Expenses</a> \$33,675 <a href="#">Associated Expenses</a> Not Specified <a href="#">Determination of Need Expenditures</a> \$15,600 <a href="#">Employee Volunteerism</a> Not Specified <a href="#">Other Leveraged</a> Not Specified

[Resources](#)

<b>Total Community Service Programs</b>	\$48,275
<b>Bad Debt:</b>	Not Specified    Not Specified
<b>IRS 990:</b>	Not Specified