

Partners HealthCare - FY2011

Community Benefits Mission Statement

Partners HealthCare is committed to working with community residents and organizations to make significant, measurable and sustainable progress towards improving the health and well-being of low income, vulnerable people and populations in the communities we serve.

Target Populations

| Name of Target Population | Basis for Selection |
|--|---|
| Low income, vulnerable people and populations in the communities we serve. | Qualitative and quantitative needs assessments. |

Publication of Target Populations

Marketing Collateral, Annual Report, Website

Hospital/HMO Web Page Publicizing Target Pop.

<http://www.partners.org/Community/Default.aspx>

Key Accomplishments of Reporting Year

- In our efforts to ensure access to health care for low-income and vulnerable people Partners Community Health programs have:
 - provided physician and nurse practitioner loan repayment to 118 providers who care for an estimated 209,600 people,
 - launching a new center aimed at developing a new generation of physician leaders in Community Health,
 - connected approximately 10,000 patients with primary care since 2006
 - worked with 5 licensed and 16 affiliated health centers who provide care to 327,000 patients,
 - trained and disseminated information to more than 100 patient financial counselors in order to ensure patients have adequate coverage, and
 - developed a LEAN training program to expand CHC capacity to help them become patient centered medical homes

2. In our efforts to build tomorrow's health care workforce by increasing economic circumstances of low-income adults and supporting youth success Partners Community Health programs

have:

- enabled 47 Boston area youth to attend and finish the

Health

Explorers week on Long Island in Boston Harbor, and

- since program inception, provided 400 low-income, community

residents with training, career coaching/case management and

job placements which offer good wages, benefits, and

opportunities for advancement within Partners HealthCare

while

meeting managers' needs for qualified employees

3. In our efforts to improve health and well-being with a focus

on

prevention Partners Community Health programs

have:

- enabled the expansion of Mass In Motion in 4 communities -

Lynn, Salem, Revere, Chelsea,

- hosted forums where clinical and policy experts engaged

with

over 800 educators, health care professionals and young

people

to help inform community health issues, and

- engaged 2 Boston schools in Step It Up - a fun, team

oriented, virtual foot race designed to

educate young people

about how increased daily physical activity and good

nutrition

affect their health

Plans for Next Reporting Year

Partners will continue to invest in and work with community-based

organizations to understand local needs and implement community-led

approaches that lead to stronger, healthier neighborhoods. Specifically,

Partners will be making significant

investments in our communities that:

1. Ensure access to health care for low-

income and vulnerable people by:

- introducing complex care management

teams that include Community

Health Workers for high risk, high cost

patients,

- further expanding a new national

center aimed at developing a new

generation of physician leaders in Community

health, and

- supporting health centers to develop

their capacity to become

recognized patient-centered medical homes

through training and technical

assistance of over 1200 CHC employees

2. Build tomorrow's health care workforce by

increasing economic

circumstances of low-income adults and

supporting youth success through a

continued focus on high school and college

success.

3. Improve health and well-being with a focus

on prevention through:

- an expanded focus on obesity

prevention in Boston and surrounding

communities, and

- the introduction of social emotional

learning curricula to help

elementary school children develop the skills

needed to avoid high risk

behaviors

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Matthew Fishman, VP of Community Health

Ronnie Sanders, Executive Director, Partners

Community

Health

Community Benefits Team Meetings

- Partners Community Health leadership team

meets regularly with the member hospital

Community Benefit leaders to align strategic

vision

- Partners Community Health leadership team

meets with Partners Community Health

Directors focused on health care reform,

partnerships with health centers, research

and evaluation, and workforce development

Community Partners

Anti-Defamation League
Arthritis Foundation
Asian Task Force Against DV
Association for Behavioral Health
Back on My Feet
Bethel AME Church
Big Sister Association
Biomedical Science Careers Program
Black Ministerial Alliance
Boston Center for Independent Living
Blue Cross/Blue Shield Foundation of
Massachusetts
Boston Bar Association
Boston Bar Foundation
Boston Branch NAACP
Boston Business Journal
Boston Children's Chorus
Boston Commission on Affairs of the Elderly
Boston Educational Development Foundation
Boston Foundation for Sight
Boston Haitian Reporter
Boston Health Care for the Homeless
Boston Municipal Research Bureau
Boston Private Industry Council
Boston Public Health Commission
Boston Public Schools
Brookside Community Health Center
Boys and Girls Clubs of Boston
Bridge Over Troubled Waters
Cambridge Health Alliance
Camp Harbor View
Casa Esperanza
Catholic Charities
CCHERS
Center for Teen Empowerment
Charlestown Boys and Girls Club
Children's Trust Fund
Codman Square Health Center
Combined Jewish Philanthropies
Commission on Affairs of the Elderly
Community Works
Cradles to Crayons
Crittenton Women's Union
CURE
Dimock CHC
Discovering Justice
Dana Farber/Partners CancerCare
Dorchester House Multi-Service Center
Dotwell
ESAC (Taste of JP)
East Boston Neighborhood Health Center
Family Services of Greater Boston
Friends of the Children's Trust Fund
Gay Men's Domestic Violence Project
Geiger-Gibson Community Health Center
Greater Boston Interfaith Organization
Governor's STEM Advisory Council

Greater Boston Sickle Cell Foundation
Harbor Family Health Center
Harvard Street Health Center
Health Care For All
Health Law Advocates
Health Resources in Action
Help for Abused Women and Children (HAWC)
Hope Found
Horizons for Homeless Children
Hospitality Homes
Jane Doe, Inc
Jewish Vocational Services
Institute of Community Health
KAYA - LCHC
Kenneth B. Schwartz Center
Lawyers Weekly (Mass Medical Law Report)
Lynn Cancer Association
Lynn Community Health Center
Martha Eliot Health Center
Massachusetts Advocates for Children
Mass Association of Community Health, Inc.
Mass Association of Mental Health
Mass Coalition of School-Based Health Centers
Massachusetts Community Action Network
(Organizing and Leadership Training Center)
Massachusetts Department of Public Health
Massachusetts Department for Children and
Family
Massachusetts Department of Transitional
Assistance
Massachusetts Division of Health Care,
Finance and Policy
Mass Eye and Ear Infirmary
Mass Health Council
Mass Immigrant and Refugee Advocacy Coalition
Massachusetts League of Community Health
Centers
Massachusetts Office of MassHealth
Massachusetts Public Health Association
Mass Senior Action Council
Mattapan Community Health Center
MGH Charlestown HealthCare Center
MGH Chelsea HealthCare Center
MGH IHP
MGH Revere HealthCare Center
MSPCC
My Brothers Table
National Alliance for the Mentally Ill
National Patient Safety Foundation
Neponset Health Center
North End Community Health Center
North Shore Education Consortium
North Shore Health Center
One Family, Inc.
Our Bodies Ourselves
Partners for Youth with Disabilities
PEAR (McLean Hospital)
Physicians for Human Rights
Pine Street Inn

Project Bread
Project Hope
Reach Out and Read
Revere CARES
Revere Public Schools
Roca
Rogerson Communities
Samaritans Boston
Society of Academic Black Surgeons
South Boston Community Health Center
South End Community Health Center
Southern Jamaica Plain Health Center
St. Cyprian's Episcopal Church
St. Mary's Women and Children's Center
Summer Search Boston
The Boston Foundation
The Fund for Boston Neighborhoods
The Kraft Family Foundation
The Partnership, Inc.
The Second Step
Thrive in Five
Trinity Boston Foundation (Bostonians for Youth)
United Way
Upham's Corner Health Center
Whittier Street Health Center
Visiting Nurse Association
Walk Boston
Words Can Work
YMCA
YWCA

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

Partners Community Health is currently compiling a Community Health Assessment (CHA) in collaboration with Health Resources in Action, The Boston Public Health Commission, and the MA Dept of Public Health. In addition, all of Partners' member institutions conduct CHAs of their own, at minimum, every 3 years. Please refer to their sections for detail.

Consultants/Other Organizations

Health Resources in Action, COBTH, BPHC/DPH

Data Sources

Hospital, MassCHIP, Surveys, CHNA

Select Community Benefits Programs

Health Explorers at Camp Harbor View

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|---------------------------------------|---|
| Brief Description or Objective | The Health Explorers program for youth ages 11 -14 at Camp Harbor View provides opportunities for young people to learn the connections between education and health careers in a fun, summer camp setting. Participants take part in hands-on science projects, healthy living activities, and educational seminars with health care and wellness professionals. Campers participate in the "Partners Health Club" where activities include exercise classes with fitness experts and healthy eating with nutrition experts. Some campers also take part in a Leaders-in-Training (LITs) program which offers opportunities to develop goal setting, problem solve, and to build leadership skills. In FY11, 47 Boston area youth attended and finished the Health Explorers week on Long Island in Boston Harbor. |
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| Program Type | Outreach to Underserved,Prevention |
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| Target Population | <ul style="list-style-type: none"> • Regions Served: Boston • Health Indicator: Other: Education/Learning Issues • Sex: All • Age Group: Child-Teen • Ethnic Group: All • Language: All |
|--------------------------|---|

Goals

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

Goal Description

To provide educational opportunities to low income and vulnerable young people in a safe, fun environment.

To engage young people interested in health careers with science and health care professionals.

To enable young people to develop leaderships skills.

To promote healthy choices and behaviors.

Goal Status

47 Boston area youth attended and finished the Health Explorers week on Long Island in Boston Harbor.

Participants took part in science projects and seminars with health care professionals and wellness experts.

Leaders-in-Training participated in leadership training opportunities.

Participants took part in the Partners Health Club which included stress management, exercise, and tips for healthy eating.

Partners

Partner Name, Description

Camp Harbor View

Boys and Girls Clubs of Boston

Partner Web Address

<http://chvf.org/>

<http://www.bgcb.org/>

Contact Information

Alison Goodwin, Partners Community Health 617.278.1089, agoodwin3@partners.org

Detailed Description

Not Specified

Summer Food Service Program

Brief Description or Objective

The Summer Food Service Program provides nutritious lunches to children who are at risk to go hungry or miss meals during the summer months when school is out. Many of the recipients in the program receive subsidized school lunches during the school year. The program provides cold and hot lunches that are locally prepared, incorporate locally grown foods, and promote healthy living. Summer Food Service Program is run by the USDA and administered by the Department of Elementary and Secondary Education. The Program sites are located in neighborhood schools, Boys and Girls Clubs, community centers, playgrounds, churches, and YMCAs. In addition to eating a good meal, these locations provide children with opportunities to socialize with friends and learn new games and skills. In FY11, served approximately 4,000 children at 56 neighborhoods sites daily in July and August.

Program Type

Direct Services,Healthy Communities Partnership,Prevention,School/Health Center Partnership

Target Population

- **Regions Served:** Boston, Lynn, Revere
- **Health Indicator:** Other: Nutrition, Overweight and Obesity
- **Sex:** All

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

Goals

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

Goal Description

To provide lunch to children who would otherwise go hungry or miss meals

Goal Status

Served hot and cold, nutritious lunches

To promote good nutrition through healthy meals

Provided high quality, locally prepared meals

To inform families who are food insecure of available resources

Information about resources available in two languages at some sites

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

Project Bread

http://www.projectbread.org/site/PageServer?pagename=home_page

Contact Information

Breda McCarron, Program Coordinator, Partners Community Health, 617.585.2817 , bmccarron@partners.org

Detailed Description

Not Specified

Supporting Health Care Reform**Brief Description or Objective**

Partners Community Health staff keep hospital and health center staff updated on public coverage changes; resolve access issues that arise; and work with state agencies to assure that programs work smoothly for patients and providers. In FY11, trainings and regular email updates to 100 patient financial counselors; 200 individuals on email update lists.

Program Type

Health Coverage Subsidies or Enrollment

Target Population

- **Regions Served:** Boston-Greater
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description

Train staff and disseminate up-to-date information

Goal Status

Trainings and regular email updates to 100 patient financial counselors; 200 individuals on email update lists

Improve the capacity of staff to respond to questions from low income patients about their bills and to pro-actively offer financial assistance

Patient brochures describing billing process and offering assistance. Patient financial counselor trainings on financial assistance options for patients. Monthly meetings to revisit financial assistance policies to make sure they are working for patients

Streamline ways to share information with staff

Manage MGH Sharepoint site and present at monthly payer forum for outpatient practice staff. Disseminate state coverage information alongside

Ensuring patients have adequate coverage

other payer updates through regular venues.

Ongoing management of challenging patient cases. State-level advocacy around public coverage program eligibility and enrollment practices.

Partners

| Partner Name, Description | Partner Web Address |
|--|---|
| Health Care for All | http://www.hcfama.org/ |
| Health Connector | http://www.mahealthconnector.org |
| MassHealth | http://www.state.ma.us/masshealth |
| Division of Health Care Finance and Policy | http://www.state.ma.us/dhcfp |

Contact Information Kim Simonian Partners Community Health 1135 Tremont Street, Suite 980 Boston, MA 02120 617.585.2828, , ksimonian@partners.org

Detailed Description Not Specified

Connecting Patients to Primary Care

Brief Description or Objective At Brigham and Women's Hospital, Massachusetts General Hospital, and North Shore Medical Center, access coordinators connect Partners patients to primary care in hospital-based and community settings. Since 2006, approximately 10,000 patients have been connected to care.

Program Type Health Coverage Subsidies or Enrollment, Outreach to Underserved

Target Population

- **Regions Served:** Boston-Greater, Lynn
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured

| Goal Description | Goal Status |
|--|---|
| Connect patients to primary care in community settings | Since 2006, approximately 10,000 patients have been connected with primary care |

Partners

| Partner Name, Description | Partner Web Address |
|-------------------------------------|---|
| South End Community Health Center | http://www.sechc.org/en/ |
| Whittier Street Health Center | http://www.whittierstreet.org/ |
| Cambridge Health Alliance | http://www.challiance.org/home/index.shtml |
| HVMA | http://www.harvardvanguard.org/ |
| East Boston Community Health Center | http://www.ebnhc.org/ |
| North End Community Health Center | http://www.massgeneral.org/northend/ |
| Lynn Community Health Center | http://www.lchcnet.org/ |

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| Contact Information | Kim Simonian Partners Community Health 1135 Tremont Street Boston, MA 02120 617.585.2828 , ksimonian@partners.org |
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| Detailed Description | Not Specified |
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Bank of America Loan Repayment Program

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| Brief Description or Objective | In 2007, a \$5M grant from Bank of America (BoA) launched a loan repayment program for primary care physicians and nurse practitioners who commit to working at a community health center. To date, 118 providers have participated in the program providing care to an estimated 209,600 people. In an effort to retain providers, the program also provides small grants to individual providers to pursue a special project of interest to the provider and the health center. Since 2009, 21 Special Projects grants have been awarded to providers at Massachusetts community health centers. |
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| Program Type | Community Participation/Capacity Building Initiative, Grant/Donation/Foundation/Scholarship |
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| Target Population | <ul style="list-style-type: none"> • Regions Served: All Massachusetts • Health Indicator: Access to Health Care • Sex: All • Age Group: Adult • Ethnic Group: All • Language: All |
|--------------------------|--|

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|--------------|--|
| Goals | Statewide Priority: Address Unmet Health Needs of the Uninsured |
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| Goal Description | Goal Status |
|--|--|
| Attract new primary care providers to work at community health centers in Massachusetts. | Through the end of 2011, 118 providers had participated in the program, providing care to an estimated 209,600 people. |
| Retention of primary care providers working at community health centers in Massachusetts through special grants to individual providers to pursue a special project of interest to the provider and the health center. | Since 2009, 21 Special Projects grants have been awarded to providers at Massachusetts community health centers. |

Partners

| Partner Name, Description | Partner Web Address |
|--|---|
| Massachusetts League of Community Health Centers | http://www.massleague.org/ |
| Neighborhood Health Plan | http://www.nhp.org/Pages/home.aspx |
| The Commonwealth of Massachusetts | http://www.mass.gov/?pageID=mg2homepage&L=1&L0=Home&sid=massgov2 |
| Blue Cross Blue Shield Foundation of Massachusetts | http://bluecrossfoundation.org/ |

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| Contact Information | Kristen Barnicle Partners Community Health 1135 Tremont Street, Suite 980 Boston, MA 02120 617.585.2812, , kbarnicle@partners.org |
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| Detailed Description | Not Specified |
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Step It Up

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| Brief Description or | Step It Up is a fun, team oriented, virtual foot race designed to educate young people about how |
|-----------------------------|--|

Objective increased daily physical activity and good nutrition affect their health. Each student's activity is measured by a "sneaker chip" or pedometer which tracks their step counts and minutes of activity. The data on the sneaker chips is uploaded automatically when a student walks by a designated computer hub in the classroom or school. Students are assigned teams and each team competes in a race across the USA. Each classroom is provided with a paper "Step Report". The Step Report contains educational content relating to activity, nutrition, and/or health. Each student receives their own fold-out Step Meter at the start of the program. The Step Meter allows them to track their cumulative steps in a fun and engaging way. The Step Meter contains milestones, such as "you've walked the Boston Marathon", or "number of average steps taking in a basketball game". Each student marks off with a pen how far they have traveled on their Step Meter fold-out. In addition, each classroom is provided with information about the teams. A Foot Race across the USA poster is provided for each classroom and students mark off where each team stands every week. This is intended to be a fun competition where students are motivated to be active, learn to be accountable for each other, and feel pride in how far they have traveled.

Program Type Community Benefits Planning Process, Prevention, School/Health Center Partnership

Target Population

- **Regions Served:** Boston-Dorchester
- **Health Indicator:** Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** Child-Primary School
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description

Pilot program at 2 schools

Goal Status

Program successfully piloted at 2 Boston Elementary schools

Partners

Partner

Name, Description **Partner Web Address**

Boston Public Schools Health and Wellness Department <http://www.bostonpublicschools.org/departments/health-wellness>

Center for Connected Health <http://www.connected-health.org/>

Contact Information

Kristen Barnicle Partners Community Health 1135 Tremont Street, Suite 980 Boston, MA 02120 617.585.2812, , kbarnicle@partners.org

Detailed Description

Not Specified

Community Investments

Brief Description or Objective

Significant investments across Partners Community Health's three priority areas: • Economic Opportunity and WFD: assist hospital service students enter and graduate from college • Prevention & Healthy Living: Mass in Motion: Expansion of a successful statewide health initiative to address obesity prevention through active living and healthy eating initiatives and working with health centers in 4 communities: Lynn, Salem, Chelsea, Revere • Access and Innovation: Patient-Centered Medical Homes: Support a comprehensive training and technical assistance program through the Mass League of CHCs to support health centers to develop their capacity to become recognized patient-centered medical homes and prepare to become part of Accountable Care Organizations (ACOs).

Program Type

Direct Services, Grant/Donation/Foundation/Scholarship, Healthy Communities Partnership, Mentorship/Career Training/Internship, Physician/Provider Diversity, Prevention

Target Population

- **Regions Served:** Boston, Chelsea, Lynn, Revere, Salem
- **Health Indicator:** Access to Health Care, Other: Education/Learning Issues, 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, Reducing Health Disparity

Goal Description

Mass In Motion expansion in 4 communities

Develop CHC capacity to become Patient-centered medical homes

Goal Status

Grants awarded to Lynn, Salem, Revere, Chelsea

Training and technical assistance for CHCs statewide

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

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|-----------------------------------|---|
| Health Resources in Action (HRiA) | www.hria.org |
| Boston Public Health Commission | www.bphc.org |
| Mass League of CHCs | http://www.massleague.org/ |
| Boston Public Schools | http://www.bostonpublicschools.org/ |
| North Shore CHC | http://www.nschc.org/ |
| Lynn CHC | http://www.lchcnet.org/ |
| Brigham and Women's Hospital | www.brighamandwomens.org/ |
| Massachusetts General Hospital | www.massgeneral.org/ |

Contact Information

Ronnie Sanders, Partners Community Health, 617.278.1118, rsanders2@partners.org

Detailed Description

Not Specified

Educational Community Forums**Brief Description or Objective**

These educational community forums are designed to provide guidance and tools for adults to use when talking with young people about the challenging issues they face growing up. Two forums per year are produced in partnership with Jeanne Blake of Words Can Work, and include topics that are public health issues and related to community health programs at the hospitals and health centers. In 2011 the two forums were on bullying and healthy eating. The forum program includes an audience discussion with clinical and policy experts, personal stories from young people, and educational DVDs and other tools for attendees to use in their discussions with young people at their schools, community based organizations, and in their homes. The forums are held at the Massachusetts State House and are connected to a current piece of legislation, and are co-sponsored and co-hosted by state agencies and legislators. Approximately 400 people attended each forum.

Program Type

Community Education, Community Participation/Capacity Building Initiative

Target Population

- **Regions Served:** All Massachusetts
- **Health Indicator:** Mental Health, Other: Education/Learning Issues, Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description

To provide educational tools to adults for discussions with

Goal Status

DVDs and tools kits given to approximately 800 adults who

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|---|--|
| young people about challenging public health issues. | intersect with young people in their homes, schools, churches, after-school programs, and other community-based organizations. |
| To engage clinical and policy experts with educators and young people to help inform community health issues. | Approximately 800 educators, young people, parents, community leaders, and legislators discussed public health issues, implementation of public policy, and best practices to address challenging public health issues that young people face. |
| To build community partnerships. | Connected statewide community-based organizations and educators to each other and to policy and clinical experts. |

Partners

| Partner Name, Description | Partner Web Address |
|---------------------------|---------------------|
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| Words Can Work | http://www.wordscanwork.com/ |
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Contact Information

Julia Christopher, Partners Community Health, 617.278.1063, jcchristopher@partners.org

Detailed Description

Not Specified

Community Health Center Affiliations

Brief Description or Objective

Partner's founding hospitals, Massachusetts General Hospital (MGH) and Brigham and Women's Hospital (BWH), have a long commitment to community health centers. MGH's licensed community health center in Charlestown was founded in 1968, and BWH's Brookside Community Health Center began in 1970. Today, there are five licensed health centers operating within the overall Partners system: three of which operate through the license of MGH in Charlestown, Chelsea, and Revere; and two of which operate under the license of BWH in Jamaica Plain -- Brookside and Southern Jamaica Plain. In addition, Partners and its hospitals have affiliation arrangements with 15 community health centers in Dorchester, East Boston, Jamaica Plain, Lynn, Mattapan, North End, Peabody, Roxbury, Salem, South Boston, and the South End. Since 1996, Partners and its hospitals have invested over \$84 million to rebuild, relocate, or modernize aging facilities. In FY11, Partners and its hospitals provided over \$62M to support health centers. Partners licensed and affiliated Health Centers provides care to 327,000 patients through its 21 licensed and affiliated health centers.

Program Type

Direct Services

Target Population

- **Regions Served:** Boston, Chelsea, Lynn, Peabody, Revere, Salem
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description

Increasing access to quality health care in underserved communities.

Goal Status

Partners provides care to 327,000 patients through its 21 licensed and affiliated health centers.

Partners

| Partner Name, Description | Partner Web Address |
|---------------------------|---------------------|
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| Codman Square Health Center | http://www.codman.org/ |
| Dorchester House Multi-Service Center | http://www.dorchesterhouse.org/ |
| East Boston Neighborhood Health Center | http://www.ebnhc.org/ |
| Geiger-Gibson Community Health Center | http://www.hhsi.us/metro-boston/geiger-gibson-community-health-center/ |
| Lynn Community Health Center | http://www.lchcnet.org/ |
| Martha Eliot Health Center | http://www.childrenshospital.org/locations/Site1395/mainpageS1395P57sublevel8.html |
| Mattapan Community Health Center | http://www.mattapanchc.org/ |
| Neponset Health Center | http://www.hhsi.us/metro-boston/neponset-health-center/ |
| South Boston Community Health Center | http://www.sbchc.org/ |
| Upham's Corner Health Center | www.uphamscornerhealthctr.com/ |
| Whittier Street Health Center | http://www.whittierstreet.org/ |
| Salem Family Health Center | http://www.nsmc.partners.org/web/locations_detail/salem_family_health_center |
| Peabody Family Health Center | http://www.nsmc.partners.org/web/locations_detail/torigian_family_health_center |
| Boston Health Care for the Homeless Program | http://www.bhchp.org/ |
| North End Waterfront Health | http://www.massgeneral.org/northend/ |
| Brookside Community Health Center (BWH) | http://www.brighamandwomens.org/Departments_and_Services/medicine/services/primarycare/Offices/Brookside.aspx |
| Southern Jamaica Plain Health Center (BWH) | http://www.brighamandwomens.org/Departments_and_Services/medicine/services/primarycare/sjphc/default.aspx |
| MGH-Charlestown Health Center | http://www2.massgeneral.org/ctweb/index.htm |
| MGH-Chelsea Health Center | http://www2.massgeneral.org/primarycareweb/primary_chelsea.htm |

Contact Information Kristen Barnicle Partners Community Health 1135 Tremont Street, Suite 980 Boston, MA 02120 617.585.2812, , kbarnicle@partners.org

Detailed Description Not Specified

Partners in Career and Workforce Development (PCWD) Health Care training and Employment Program

Brief Description or Objective

The Partners in Career and Workforce Development (PCWD) program addresses the Boston health care industry's need for a well-prepared diverse workforce, employees' interests in career advancement and the Boston community's desire to provide good jobs with growth potential and family-sustaining wages to low-income residents. Launched in 2003, PCWD is jointly operated by Partners Healthcare Human Resources and Community Benefit Health. Through collaboration with Project Hope, PCWD provides low-income, low-skilled community residents with training, career counseling/ case management and job placements which offer good wages, benefits, and opportunities for advancement within Partners HealthCare hospitals. Offered four times per year, the rigorous, 6-week program focuses on working in a healthcare environment; medical terminology; HIPAA and developing customer service; resume writing; and interviewing skills. Graduates are placed in a variety of entry-level positions as front desk receptionists, clerical assistants, registration coordinators, operating room assistants, and laboratory aides. Since inception, 400 participants have graduated from the program, 62 in FY11. Please visit www.partners.org/pcwd or www.partners.org/jobtraining for more information.

Program Type

Mentorship/Career Training/Internship

Target Population

- **Regions Served:** All Massachusetts
- **Health Indicator:** Other: Homelessness
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Reducing Health Disparity

Goal Description

Goal Status

Provide low-income, community residents with training, career coaching/case management and job placements which offer good wages, benefits, and opportunities for advancement within Partners HealthCare while meeting managers' needs for qualified employees

87.7% of Graduates placed at Partners

Provide low-income, community residents with training, career coaching/case management and job placements which offer good wages, benefits, and opportunities for advancement within Partners HealthCare while meeting managers' needs for qualified employees

Average Starting Rate \$14.38

Provide low-income, community residents with training, career coaching/case management and job placements which offer good wages, benefits, and opportunities for advancement within Partners HealthCare while

Lowest Starting Rate \$12.00

meeting managers' needs
for qualified employees

Provide low-income, Highest Starting Rate \$20.58
community residents with
training, career
coaching/case
management and job
placements which offer
good wages, benefits,
and opportunities for
advancement within
Partners HealthCare while
meeting managers' needs
for qualified employees

Introduce E-learning in a Partners Workforce Development
Virtual Learning partnered with an outside agency to
Community develop a virtual learning community.
PCWD participants will be a cohort
using the program to help prepare
them for the workplace and eventually
for many to further education.

Introduce E-learning in a A Facebook page was created:
Virtual Learning www.facebook.com/Partnersjobtraining
Community

Connect program As noted above in the "Important
graduates to PHS-wide stories/people to highlight in FY2011,"
Workforce Development graduates are referred to PHS hospital
programs and resources resources such as tuition
reimbursement, grant programs,
career coaching and computer classes.

Partners

Partner Name, Description

Partner Web Address

Project Hope

www.prohope.org

Primerica

<http://www.primerica.com/mlbrathwaite>

Contact Information

Dena Lerra, Career Development Coordinator 617-585-5811 dlerra@partners.org; Cynthia Briggs,
Director 617-585-2843 cbriggs@partners.org ,

Detailed Description

Not Specified

Partners Psychiatry and Mental Health (PPMH) – Mental Health

Brief Description or Objective

Partners Psychiatry and Mental Health (PPMH) supports community-based health services that address mental health needs of the community with particular focus on underserved segments of the population. Programs include assessment, individual and family counseling and psychopharmacology.

Program Type

Direct Services, Mentorship/Career Training/Internship, Outreach to Underserved

Target Population

- **Regions Served:** All Massachusetts, Belmont, Boston, Boston-Jamaica Plain, Lynn
- **Health Indicator:** Access to Health Care, Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Homelessness, Other: Uninsured/Underinsured, Substance Abuse, Tobacco Use
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description

Goal Status

Crisis evaluation – triage
services

Ongoing

Coordinate system-wide child mental health services Ongoing

Provide partial support for MGH community psychiatry Ongoing

Partners

Partner

Name, Description **Partner Web Address**

Brookside Health Center http://www.brighamandwomens.org/Departments_and_Services/medicine/services/primarycare/Offices/Brookside.aspx

North Shore Medical Center http://nsmc.partners.org/about_nsmc

MGH Community Psychiatry http://www.massgeneral.org/psychiatry/services/community_home.aspx

Faulkner Hospital <http://www.faulknerhospital.org/addiction.html>

McLean Hospital <http://www.mcleanhospital.org/>

Southern Jamaica Plain Health Center http://www.brighamandwomens.org/Departments_and_Services/medicine/services/primarycare/sjphc/default.aspx

Contact Information

Ken Sklar , ksklar@partners.org

Detailed Description

Not Specified

Partners Psychiatry and Mental Health (PPMH) – Substance Abuse

Brief Description or Objective

PPMH supports community-based health services that address substance abuse needs for the community at large, and with particular focus in underserved segments of the population. Programs include assessment, counseling and psychopharmacology.

Program Type

Direct Services, Outreach to Underserved, Physician/Provider Diversity

Target Population

- **Regions Served:** All Massachusetts, Belmont, Boston, Boston-Jamaica Plain, Lynn
- **Health Indicator:** Access to Health Care, Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Homelessness, Other: Parenting Skills, Other: Uninsured/Underinsured, Substance Abuse, Tobacco Use
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description

Goal Status

Support coordination of system-wide substance abuse treatment Ongoing

Support substance abuse triage services Ongoing

Support delivery of substance abuse services in the community Ongoing

Partners

Partner

| Name, Description | Partner Web Address |
|-------------------|---------------------|
|-------------------|---------------------|

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|--------------------------------------|---|
| Brookside Health Center | http://www.brighamandwomens.org/Departments_and_Services/medicine/services/primarycare/Offices/Brookside.aspx |
| North Shore Medical Center | http://nsmc.partners.org/about_nsmc |
| MGH Community Psychiatry | http://www.massgeneral.org/psychiatry/services/community_home.aspx |
| Faulkner Hospital | http://www.faulknerhospital.org/addiction.html |
| McLean Hospital | http://www.mcleanhospital.org/ |
| Southern Jamaica Plain Health Center | http://www.brighamandwomens.org/Departments_and_Services/medicine/services/primarycare/sjphc/default.aspx |

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|----------------------------|---|
| Contact Information | Ken Sklar, ksklar@partners.org |
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|-----------------------------|---------------|
| Detailed Description | Not Specified |
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MGH Institute of Health Professionals

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|---------------------------------------|--|
| Brief Description or Objective | The MGH Institute of Health Professions is an interdisciplinary graduate school that prepares skilled health care practitioners to become leaders in the clinical disciplines of nursing, physical therapy, speech-language pathology, and medical imaging. More than 80 faculty, more than half of whom are practicing clinicians, accomplish this mission by: Integrating academic and clinical curricula; Expanding and refining the scientific basis for health care through teaching, research, and scholarship; Developing innovative educational methods; Developing new models of practice to foster provision of effective, affordable, and ethical health care. Incorporating classroom learning with research and clinical experience, the MGH Institute grants professional degrees, awards certificates of advanced study, and offers continuing education to practicing clinicians, as well as, baccalaureate-educated individuals entering health care from another field. There are currently more than 1,000 full- and part-time students enrolled in the school, which is accredited by the New England Association of Schools and Colleges (NEASC). |
|---------------------------------------|--|

| | |
|---------------------|------------------------------------|
| Program Type | Health Professional/Staff Training |
|---------------------|------------------------------------|

| | |
|--------------------------|--|
| Target Population | <ul style="list-style-type: none"> • Regions Served: Boston-Charlestown, Boston-Greater • Health Indicator: Other: Education/Learning Issues • Sex: All • Age Group: Adult • Ethnic Group: All • Language: All |
|--------------------------|--|

Goals

| |
|--|
| Statewide Priority: Not Specified |
|--|

| Goal Description | Goal Status |
|---|--|
| Incorporate classroom learning with research and clinical experience, the MGH Institute grants professional degrees, awards certificates of advanced study, and offers continuing education to practicing clinicians, as well as, baccalaureate-educated individuals entering health care from another field. | There are currently more than 1,000 full- and part-time students enrolled in the school, which is accredited by the New England Association of Schools and Colleges (NEASC). |

Partners

IRS 990: