

# Lawrence General Hospital - FY2012

## Community Benefits Mission Statement

Since 1875, Lawrence General Hospital has served the healthcare needs of the residents of Lawrence and surrounding communities and pledges to continue that tradition with services for the entire family. This pledge is built on its mission, vision and values, and is embodied today in the hospital's commitment to its Community Benefits Program.

This program is defined as the activities that enhance the quality of life and well-being of residents of our service area. It encompasses charity care for all in need, treatment of illness regardless of race, color or creed, and the implementation of wellness programs. We are proud to be the only remaining not-for-profit community hospital serving the Merrimack Valley area.

In support of our mission, our goal is to better meet the needs of the patients we serve and to improve the quality, safety and continuity of care delivered in a patient and family-centered care model. We believe that the changes described above help us further to meet this goal.

The leadership team at LGH is committed to working collaboratively with all Employees, Medical Staff, Physicians and Community Partners to ensure a seamless transition during this time of transformational change in healthcare.

## Target Populations

Name of Target Population	Basis for Selection
Our primary target populations are core urban Lawrence and Merrimack Valley residents; under-insured/uninsured residents; women & men lacking the support, financial and network services to acquire health services and education – to include preventative primary, prenatal, pediatric or emergency care, health education, screenings, etc. In addition, we target residents with high behavioral risk factors including for heart disease, stroke, cancer, diabetes, obesity, and smoking.	Community Health Needs Assessment, demographic data from the US Census; Massachusetts Community Health Information Profile (MassCHIP); market data from the Massachusetts Health Data Consortium; quality benchmarking and trend data from state and national sources; Press Ganey patient satisfaction surveys; the Patient Family Advisory Council at Lawrence General Hospital (PFAC), which was established in 2010, and Survey Monkey community surveys by LGH. Special studies such as DPH research on Racial and Ethnic Health Disparities or Department of Public Health Birth Data are incorporated also in planning.
Residents at risk for trauma, violence, sexual assault.	Community Health Needs Assessment, demographic data from the US Census; Massachusetts Community Health Information Profile (MassCHIP); market data from the Massachusetts Health Data Consortium; quality benchmarking and trend data from state and national sources; Press Ganey patient satisfaction surveys; the Patient Family Advisory Council at Lawrence General Hospital (PFAC), which was established in 2010, and

Survey Monkey community surveys by LGH. Special studies such as DPH research on Racial and Ethnic Health Disparities or Department of Public Health Birth Data are incorporated also in planning.

Residents/at-risk populations in Andover, North Andover, Methuen, Haverhill, Lawrence, and Southern New Hampshire.

Community Health Needs Assessment, demographic data from the US Census; Massachusetts Community Health Information Profile (MassCHIP); market data from the Massachusetts Health Data Consortium; quality benchmarking and trend data from state and national sources; Press Ganey patient satisfaction surveys; the Patient Family Advisory Council at Lawrence General Hospital (PFAC), which was established in 2010, and Survey Monkey community surveys by LGH. Special studies such as DPH research on Racial and Ethnic Health Disparities or Department of Public Health Birth Data are incorporated also in planning.

### **Publication of Target Populations**

Marketing Collateral, Annual Report, Website

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

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

### **Key Accomplishments of Reporting Year**

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

## **Community Benefits Process**

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### **Select Community Benefits Process**

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

The Community Benefits Program is accountable to the Hospital Trustees, and to the President and Chief Executive Officer. Management of the program is the responsibility of the Communications Manager, Advancement Dept., who oversees and prepares the annual report, with feedback and input from clinical staff members who implement and execute many of our community benefit programs. The Advancement staff works with the Lawrence General Hospital Senior Management Team (SMT) to plan how financial and human resources are allocated for community benefit. Members of the Senior Management Team (SMT) are managers and vice presidents whose jobs put them in constant contact with key Hospital constituents: the Director, Continuing Care; the Director, Quality Services; the Coordinator, Interpreter Services; the Physician Support Representative, and many others.

Lawrence General Hospital Leadership Team,  
2012

Dianne J. Anderson, President & Chief  
Executive Officer

Denise Palumbo, Vice President/CFO

Deborah Wilson, Senior Vice President and  
Chief Financial Officer

Eduardo Haddad, MD, President, LGH Medical  
Staff

Cynthia Phelan, Vice President, Human  
Resources

Elizabeth Hale, Chief Nursing Officer, Vice  
President, Patient Care Services

Neil Meehan, DO, Chief Medical Officer, Chief  
Medical Information Officer

Daniel Concaugh, Vice President, Network &  
Business Development

Nicholas Zaharias, Vice President,  
Philanthropy & Marketing, Advancement

Christopher Cotroneo, MD, Director,  
Hospitalist Program

Theresa Dunn Sievers, Vice President, Quality  
and Patient Safety

Felix Mercado, Senior Director, Financial  
Services and Controller

### **Community Benefits Team Meetings**

The Senior Management Team (Vice Presidents,  
CEO, and COO) serve as the driving team for  
community benefits decisions and priorities.  
This team meets every Monday morning.

In addition to these weekly meetings, the  
Board of Trustees meets monthly, and on these  
dates during the report year:

11/8/2011  
12/13/2011  
2/7/2012  
3/13/2012  
5/15/2012  
6/12/2012  
9/11/2012

### **Community Partners**

## Community Participation

Through collaborative meetings open to the public and public forums and via our new, active and enthusiastic Patient Family Advisory Committee, the Hospital obtains input to the community benefits plan. The Hospital Board of Trustees, who live and work in the local community also participate, and the Senior Management of the Hospital ensures implementation and monitors progress.

The Hospital's continuous and enhanced quality improvement process also provides another source for the identification of needs. Opportunities for improvement are identified throughout the organization, and the Board of Trustees helps determine annual priorities.

### Community Partners

Alliance Imaging  
American Cancer Society  
American Heart Association  
American Red Cross  
Beth Israel Deaconess Medical Center (BIDMC)  
CardioVascular Institute at BIDMC  
Chelmsford Police Department  
Children's Hospital of Boston  
City of Lawrence  
Commonwealth Hematology and Oncology  
Community via Press Ganey Surveys  
Community via new LGH Website  
Community via Social Networking  
Community Medical Associates (CMA)  
Community via Surveys  
Diabetes Today Coalition  
Edgewood Retirement Community  
Elder Services of the Merrimack Valley, Inc.  
Floating Hospital for Children at Tufts Medical Center  
Greater Lawrence Family Health Center (GLFHC)  
Greater Lawrence Family Residency  
Groundwork Lawrence  
Home Health VNA  
Jackson Lumber Work Health Initiative  
Kiwanis Club of Lawrence  
Lawrence Community Works  
Lawrence Fire Department  
Lawrence General Hospital Auxiliary  
Lawrence High School  
Lawrence Rotary Club  
Lawrence Senior Center  
LGH Senior Management Team  
LGH President's Cabinet  
LGH Patient Family Advisory Council (PFAC)  
Massachusetts Department of Public Health

Mass General Hospital (Pediatric Cardiology)  
MassCONNECT Collaborators  
Mayor's Health Task Force  
Members of the Hospital Board of Trustees  
Merrimack College  
Merrimack Valley Chamber of Commerce  
Merrimack Valley Community Development  
Committee  
Merrimack Valley Health Services  
Merrimack Valley YMCA  
MITS Associates  
Notre Dame High School  
North Andover Public Schools  
Northeast Center for Healthy Communities  
Northeast Rehabilitation  
NeuroCare  
Patient Family Advisory Council  
Pentucket Medical Associates  
Tavah Retirement Community  
Tobacco Free Community Partnership  
Tufts Medical Center  
United Way of the Merrimack Valley  
YWCA of Lawrence

## **Community Health Needs Assessment**

### **Date Last Assessment Completed and Current Status**

Date Last Assessment Completed and Current  
Status

The Hospital works with the findings of the Department of Public Health, Community Needs Assessment reports on Health Care Access Demographic Profile of Adults; Health Indicators for Lawrence, MA, Demographic Indicators; Breast Health Report, Breast Cancer Mortality; Behavioral Risk Factors, Demographic Profile of Adults; Chronic Illness Report for Lawrence, MA, Demographic Profile of Adults; 2002-2007 copyright 2009. Hospital continued to address the same priorities in 2011 as identified in 2009, in collaboration with our community partners, the City of Lawrence, Dept. of Public Health and others.

The Hospital is currently undergoing a CHNA in 2013 to be filed in September of 2013.

### **Consultants/Other Organizations**

Data Sources  
Patient Family Advisory Council (PFAC),  
Mayor's Health Task Force, City of Lawrence,  
LGH Volunteers & Trustees, Press Ganey  
Patient Satisfaction Surveys, Input from  
Clinical Departments, ie social services,  
interpretive services, etc.

## Data Sources

Community Focus Groups, Hospital, Consumer Group, Interviews, MassCHIP, Public Health Personnel, Surveys, CHNA

## Select Community Benefits Programs

### Breast Cancer Support Group

**Brief Description or Objective**

Provide education and support to breast cancer patients, survivors and their families.

**Program Type**

Community Education,Outreach to Underserved,Support Group

**Target Population**

- **Regions Served:** Andover, Haverhill, Lawrence, Merrimac, Methuen, North Andover
- **Health Indicator:** Other: Cancer - Breast
- **Sex:** Female
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Not Specified

**Goal Description**

Not Specified

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

Not Specified

**Contact Information**

Bonnie Nichols R.T.(R), Mammography Supervisor Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

**Detailed Description**

Not Specified

### Breast Health Outreach

**Brief Description or Objective**

In 2012, LGH secured a grant in conjunction with the YWCA of Lawrence to co-coordinate breast health outreach and awareness initiatives through the Latina Health Breast Project. This project aims to raise awareness, recruit and link medically under-served women, particularly Latinas, in the Lawrence area to breast health education, screenings and services with the goal of earlier detection and better health outcomes by increasing mammography screening rates and decreasing no show rates.

**Program Type**

Community Education,Community Health Needs Assessment,Health Screening,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Lawrence
- **Health Indicator:** Other: Cancer - Breast
- **Sex:** Female
- **Age Group:** Adult
- **Ethnic Group:** Hispanic/Latino
- **Language:** Spanish

**Goals**

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

**Goal Description**

Raise awareness of breast health education, screenings and services in Lawrence area.

**Goal Status**

The project allowed for the hiring of a bilingual/bicultural Women's Health Advocate who conducts the following

Host/offer breast health education & outreach efforts during Breast Cancer Awareness Month, October 2012

outreach efforts on an annual basis, to help raise awareness of breast health education and services: community outreach education programs an

Participate in YWCA and Mayor's Health Task Force events held for women's health services and breast cancer awareness. Calendar of events held/attended and outreach performed attached.

Increase screenings and links to breast health services

172 women instructed on breast health exams, and 64 women linked to preventive services; of that 64, 35 women linked to health insurance options

## Partners

Partner Name, Description	Partner Web Address
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YWCA of Greater Lawrence, MA	www.ywcalawrence.org
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Mayor's Health Task Force, Lawrence, MA	http://lawrencemhtf.org
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## Contact Information

Deb Ralls, RN, Certified Breast Care Nurse, Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

## Detailed Description

[Download/View Attachment](#) (254.28 KB)  
File Name: Breast Health Awareness, DRalls.pdf

## Breast Health Screening

### Brief Description or Objective

Outreach to uninsured women who have not had an annual mammogram.

### Program Type

Community Education, Community Health Needs Assessment, Health Screening, Outreach to Underserved, Prevention

### Target Population

- **Regions Served:** Andover, Haverhill, North Andover
- **Health Indicator:** Access to Health Care, Other: Cancer - Breast
- **Sex:** Female
- **Age Group:** Adult
- **Ethnic Group:** All, Hispanic/Latino
- **Language:** All, Spanish

## Goals

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

Goal Description	Goal Status
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Reach, screen and educate women about importance of breast screenings.	13 women received free mammography screening
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Reach, screen and educate women about importance of breast screenings	9 out of 13 women screened were Spanish-speaking residents
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## Partners

Partner Name, Description	Partner Web Address
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Mayor's Health Task Force	http://lawrencemhtf.org/
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## Contact Information

Abby Tracy, CTR, Cancer Registry Coordinator Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

**Detailed Description** Not Specified

## Prostate Health Screening

**Brief Description or Objective** Outreach to uninsured men who have not had an annual PSA/DRE screening.

**Program Type** Community Education,Health Screening,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Andover, Haverhill, Lawrence, North Andover
- **Health Indicator:** Other: Cancer, Other: Cancer - Prostate
- **Sex:** Male
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All, Hispanic/Latino
- **Language:** All , Spanish

**Goals**  
**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Reach, screen and educate men about the importance of prostate health and screenings	8 men had free PSA and DRE
Reach, screen and educate men about the importance of prostate health and screenings	7 out of 8 men screened were Spanish-speaking residents

## Partners

Partner Name, Description	Partner Web Address
Mayor's Health Task Force	<a href="http://lawrencemhtf.org/">http://lawrencemhtf.org/</a>

**Contact Information** Abby Tracy,CTR, Cancer Registry Coordinator Lawrence General Hospital, 978-683-4000, [info@lawrencegeneral.org](mailto:info@lawrencegeneral.org)

**Detailed Description** Not Specified

## Making Strides Walk for Breast Cancer

**Brief Description or Objective** Support "Making Strides Walk for Breast Cancer" by promoting employee participation and fundraising.

**Program Type** Community Education,Community Health Needs Assessment,Community Participation/Capacity Building Initiative

**Target Population**

- **Regions Served:** Andover, Haverhill, Lawrence, North Andover
- **Health Indicator:** Other: Cancer - Breast
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

**Goals**  
**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Promote breast health awareness, support & participation among LGH Employees	Recruited 25+ employees to walk in 2012 Making Strides Walk

## Partners

Partner Name, Description	Partner Web Address
American Cancer Society	<a href="http://www.cancer.org/">http://www.cancer.org/</a>

**Contact Information** Abby Tracy, CTR, Cancer Registry Coordinator Lawrence General Hospital, 978-683-4000, [info@lawrencegeneral.org](mailto:info@lawrencegeneral.org)



**Detailed Description** Not Specified

## Car Seat Checks

**Brief Description or Objective** Help prevent accident related injuries by educating parents and families on safe driving practices, including seat-belt usage and proper installation of child car seats.

**Program Type** Community Education,Prevention

**Target Population**

- **Regions Served:** Andover, Haverhill, Lawrence, Methuen
- **Health Indicator:** Injury and Violence, Other: Parenting Skills, Other: Public Safety, Other: Safety - Auto/Passenger
- **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

### Goal Description

Families with children who are in carseats and need assistance with installation of infant, rear facing, changing from rear facing to forward facing, and booster seats. Educate family that children learn by example concept

Provide car seats to families that didn't have one or the funds to purchase, educate them on car seat use and accident prevention

Car Seat Checks: Trauma Department assist parents on car seat installation - open to families of Merrimack Valley by appointment

### Goal Status

13 vehicles inspected, participants from Lawrence, Haverhill & Methuen

29 vehicles inspected and 29 car seats given to families without

Oct 1, 2011 Lawrence, Oct 12, 2011 Methuen, Oct 17, 2011 Methuen, Dec 29, 2011 Haverhill, Jan 23, 2012 Methuen, Feb 3, 2012 Methuen, Feb 6, 2012 North Andover, Feb 6, 2012 Bradford, Feb 13, 2012 Bradford, Feb 23, 2012 Lawrence, Feb 23, 2012 Lawrence, Mar

## Partners

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

Not Specified

**Contact Information** Deb Perry, Trauma Nurse Coordinator, Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

**Detailed Description** Not Specified

## Lawrence YWCA Rape Crisis Training

**Brief Description or Objective** Train rape crisis volunteers to assist in the emotional and safety needs of sexually assaulted victims.

**Program Type** Community Education,Community Health Needs Assessment,Direct Services,Health Professional/Staff Training,Outreach to Underserved

**Target Population**

- **Regions Served:** Lawrence, Methuen, North Andover
- **Health Indicator:** Injury and Violence, Mental Health, Other: Domestic Violence, Other: Rape

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

## Goals

**Statewide Priority:** Not Specified

Goal Description	Goal Status
Educate Lawrence YWCA Staff on role in the Emergency Dept. and rape crisis training	rape crisis training executed, program evaluation

## Partners

Partner Name, Description	Partner Web Address
YWCA	<a href="http://ywcawlawrence.org/">http://ywcawlawrence.org/</a>
YWCA Rape Crisis Program	<a href="http://www.ywcawlawrence.org/programs/rape_crisis.asp">http://www.ywcawlawrence.org/programs/rape_crisis.asp</a>

**Contact Information** Deb Perry, Trauma Nurse Coordinator, Lawrence General Hospital, 978-683-4000, [info@lawrencegeneral.org](mailto:info@lawrencegeneral.org)

**Detailed Description** Not Specified

## North Shore Rape Crisis Training

<b>Brief Description or Objective</b>	Train rape crisis volunteers to assist in the emotional and safety needs of sexually assaulted victims.
<b>Program Type</b>	Health Professional/Staff Training, Outreach to Underserved
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Not Specified</li> <li>• <b>Health Indicator:</b> Injury and Violence, Mental Health, Other: Domestic Violence, Other: Rape</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> All</li> </ul>

## Goals

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

Goal Description	Goal Status
Volunteer training which involved a three hour seminar, for emergency response to a sexual assault patient in the Emergency Center	Trained 8 RCC Staff that are responsible for covering North Tier of Essex county

## Partners

Partner Name, Description	Partner Web Address
Not Specified	

**Contact Information** Deb Perry, Trauma Nurse Coordinator, Lawrence General Hospital, 978-683-4000, [info@lawrencegeneral.org](mailto:info@lawrencegeneral.org)

**Detailed Description** Not Specified

## Lawrence Community Program

<b>Brief Description or Objective</b>	Educate children and families about trauma preventions, bike-riding safety, and sport safety including proper helmet fitting and wearing when playing certain sports.
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**Program Type** Community Education,Healthy Communities Partnership,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Lawrence
- **Health Indicator:** Injury and Violence, Other: Parenting Skills, Other: Public Safety, Other: Safety, Other: Safety - Sports
- **Sex:** All
- **Age Group:** All, All Adults, All Children
- **Ethnic Group:** All
- **Language:** All

#### Goals

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

Goal Description	Goal Status
Participants successfully demonstrate knowledge about trauma, bike-riding and helmet-wearing safety.	200+ informational bags handed out

#### Partners

Partner Name, Description	Partner Web Address
Not Specified	

**Contact Information** Deb Perry, Trauma Nurse Coordinator, Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

**Detailed Description** Not Specified

#### Annual Bike Rodeo, Kiwanis Club of Greater Lawrence

**Brief Description or Objective** Educate families and children about bike and helmet usage safety.

**Program Type** Community Education,Healthy Communities Partnership,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Lawrence, Methuen, North Andover
- **Health Indicator:** Injury and Violence, Other: Parenting Skills, Other: Public Safety, Other: Safety
- **Sex:** All
- **Age Group:** Adult-Young, All, All Children, Child-Preschool, Child-Preteen, Child-Primary School, Child-Teen
- **Ethnic Group:** All
- **Language:** All

#### Goals

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

Goal Description	Goal Status
Educate children to be able to demonstrate put on a bike helmet and repeat safety tips while on the road	Gave away 350+ bike helmets
To educate children who are members of the Boys & Girls Club to practice safe bicycle riding with use of a helmet, to always look listen and stop for hazards in roads & water safety	Over 400+ children and their families in attendance

#### Partners

Partner Name, Description	Partner Web Address
Not Specified	

**Contact Information** Deb Perry, Trauma Nurse Coordinator, Lawrence General Hospital 978-683-4000,

info@lawrencegeneral.org

**Detailed Description** Not Specified

### Andover Days Community Event

**Brief Description or Objective** Sponsorship of town wide annual celebration, with health and wellness materials, as well as information regarding our expanded pediatrics program. Educate children and families about trauma preventions, bike-riding safety, and sport safety.

**Program Type** Community Education,Healthy Communities Partnership,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Andover, North Andover
- **Health Indicator:** Injury and Violence, Other: Parenting Skills, Other: Public Safety, Other: Safety
- **Sex:** All
- **Age Group:** Adult, Adult-Young, All Children, Child-Preteen, Child-Primary School, Child-Teen, Child-Toddler
- **Ethnic Group:** All
- **Language:** All

### Goals

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

Goal Description	Goal Status
Outreach event to promote LGH Programs and Centers, expanded services and trauma prevention programs to attendees of all ages	5000+ families attended
LGH Trauma Department set up information booth to display and hand out information on fall prevention activities	Gave away over 500 prevention & informational materials, 500 reflector Halloween bags with safety tips, 2000 kites for children

### Partners

Partner Name, Description	Partner Web Address
Not Specified	

**Contact Information** Deb Perry, Trauma Nurse Coordinator, Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

**Detailed Description** Not Specified

### Pepperel EMS Training involved 3hour seminar on EMS Response to a sexual assault

**Brief Description or Objective** Train EMS to provide compassionate care and accurate documentation when responding to a sexual assault victim

**Program Type** Community Education,Health Professional/Staff Training,Healthy Communities Partnership,Prevention

**Target Population**

- **Regions Served:** Lawrence, Methuen
- **Health Indicator:** Injury and Violence, Other: Parenting Skills, Other: Public Safety, Other: Safety
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Not Specified

Goal Description	Goal Status
Provide training to EMS Personnel to be caring &	Trained EMS 35 participants

provide accurate documentation when responding to sexual assaults victims

## Partners

### Partner Name, Description Partner Web Address

Not Specified

### Contact Information

Deb Perry, Trauma Nurse Coordinator, Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

### Detailed Description

Not Specified

## Crisis Standards of Care: In Disasters and Pandemics: Testing a Process for Community Conversations

### Brief Description or Objective

An educational Community Conversation sponsored by Inst. Of Medicine of the National Academies. Trauma was involved with this research project which was designed to ensure the fair use of scarce medical resources when a disaster strikes in the community

### Program Type

Community Education,Community Health Needs Assessment,Direct Services,Health Professional/Staff Training,Outreach to Underserved

### Target Population

- **Regions Served:** Lawrence
- **Health Indicator:** Other: Public Safety
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Not Specified

### Goal Description

Educate families on how disaster relief agencies get to community. Participants where able to talk openly of the expectations of relief workers and local hospitals should a large area be affected

### Goal Status

Over 50 families attended the community conversation

## Partners

### Partner Name, Description Partner Web Address

Not Specified

### Contact Information

Deb Perry, Trauma Nurse Coordinator, Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

### Detailed Description

Not Specified

## Diabetes Coalition

### Brief Description or Objective

Planning community events for the education and prevention of diabetes.

### Program Type

Community Benefits Planning Process,Community Education,Community Health Needs Assessment,Health Screening,Healthy Communities Partnership,Outreach to Underserved,Prevention

### Target Population

- **Regions Served:** Lawrence
- **Health Indicator:** Other: Diabetes, Other: Stroke, Other: Vision , Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, All, All Children, Child-Preteen, Child-Primary School, Child-Teen
- **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

Plan and conduct community events that offer screenings and diabetes education and awareness

### Goal Status

Successfully planned and executed Diabetes Alert Day and Fiesta de Salud

## Partners

### Partner Name, Description

### Partner Web Address

Lawrence Council on Aging	<a href="http://www.cityoflawrence.com/council-on-aging.aspx">www.cityoflawrence.com/council-on-aging.aspx</a>
Mayor's Health Task Force	<a href="http://www.lawrencemhtf.org/">www.lawrencemhtf.org/</a>
Greater Lawrence Family Health Center	<a href="http://www.glfhc.org">www.glfhc.org</a>
Home Health VNA	<a href="http://www.homehealthvna.org/">www.homehealthvna.org/</a>
Northern Essex Community College	<a href="http://www.necc.mass.edu">www.necc.mass.edu</a>
Ground Works Lawrence	<a href="http://www.groundworklawrence.org/">www.groundworklawrence.org/</a>

### Contact Information

Nancy Masys, RN, MS, CDE, Lawrence General Hospital, 978-683-4000, [nancy.r.masys@lawrencegeneral.org](mailto:nancy.r.masys@lawrencegeneral.org)

### Detailed Description

Not Specified

## Diabetes Support Group

### Brief Description or Objective

Provide information and support for patients and families dealing with diabetes.

### Program Type

Community Education,Community Health Needs Assessment,Outreach to Underserved,Prevention,Support Group

### Target Population

- **Regions Served:** Andover, Haverhill, Lawrence, Methuen, North Andover
- **Health Indicator:** Other: Diabetes, Other: Nutrition, Other: Stroke, Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, All, All Children, Child-Preteen, Child-Primary School, Child-Teen
- **Ethnic Group:** All, Hispanic/Latino
- **Language:** English , Spanish

## Goals

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

### Goal Description

Provide support and education to patients and families with diabetes

### Goal Status

Support groups successfully maintained for 2012 with a 25% increase in attendance

## Partners

### Partner Name, Description

### Partner Web Address

Not Specified

### Contact Information

Nancy Masys, RN, MS, CDE, Lawrence General Hospital, 978-683-4000, [nancy.r.masys@lawrencegeneral.org](mailto:nancy.r.masys@lawrencegeneral.org)

### Detailed Description

Not Specified

## Diabetes Employee and Patient Awareness

<b>Brief Description or Objective</b>	Diabetes information display in hospital lobby that included a diabetes Risk Test in English and Spanish.
<b>Program Type</b>	Community Education,Community Health Needs Assessment,Outreach to Underserved,Prevention
<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b> Andover, Haverhill, Lawrence, Methuen, North Andover</li><li>• <b>Health Indicator:</b> Other: Diabetes, Other: Nutrition, Other: Stroke, Other: Vision , Overweight and Obesity, Physical Activity</li><li>• <b>Sex:</b> All</li><li>• <b>Age Group:</b> Adult, Adult-Elder, Adult-Young, All Adults, Child-Preteen, Child-Primary School, Child-Teen</li><li>• <b>Ethnic Group:</b> All, Hispanic/Latino</li><li>• <b>Language:</b> All , Spanish</li></ul>

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

<b>Goal Description</b>	<b>Goal Status</b>
Disseminate at home diabetes risk tests.	300 risk tests on hand; 200 English, 100 Spanish, all were taken over a month's period

### Partners

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

Not Specified

**Contact Information**    Nancy Masys, RN, MS, CDE, Lawrence General Hospital, 978-683-4000, nancy.r.masys@lawrencegeneral.org

**Detailed Description**    Not Specified

## Ground Work Lawrence Health Fair

<b>Brief Description or Objective</b>	Provided diabetes information and risk testing.
<b>Program Type</b>	Community Education,Community Health Needs Assessment,Health Screening,Outreach to Underserved,Prevention
<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b> Lawrence</li><li>• <b>Health Indicator:</b> Other: Diabetes, Other: Nutrition, Other: Stroke, Other: Vision , Overweight and Obesity, Physical Activity</li><li>• <b>Sex:</b> All</li><li>• <b>Age Group:</b> Adult, Adult-Elder, Adult-Young, All Adults, All Children, Child-Preteen, Child-Primary School, Child-Teen</li><li>• <b>Ethnic Group:</b> All, Hispanic/Latino</li><li>• <b>Language:</b> All , Spanish</li></ul>

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

<b>Goal Description</b>	<b>Goal Status</b>
Provide information about risks and symptoms of diabetes, prevention and resources	Over 350+ attendees at fair, disseminated 200 diabetes risk tests

### Partners

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

Groundwork Lawrence    <http://www.groundworklawrence.org/>

**Contact Information**    Nancy Masys, RN, MS, CDE, Lawrence General Hospital, 978-683-4000,

nancy.r.masys@lawrencegeneral.org

**Detailed Description** Not Specified

## Diabetes Alert Screenings

**Brief Description or Objective** Screen participants for diabetes.

**Program Type** Community Education,Community Health Needs Assessment,Direct Services,Health Screening,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Lawrence
- **Health Indicator:** Other: Diabetes
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, Child-Preteen, Child-Primary School, Child-Teen
- **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
Hold screenings to screen for diabetes	50 people screened

### Partners

Partner Name, Description	Partner Web Address
Lawrence Council on Aging	<a href="http://www.cityoflawrence.com/council-on-aging.aspx">www.cityoflawrence.com/council-on-aging.aspx</a>

**Contact Information** Nancy Masys, RN, MS, CDE, Lawrence General Hospital, 978-683-4000, nancy.r.masys@lawrencegeneral.org

**Detailed Description** Not Specified

## Fiesta de Salud Community Health Fair

**Brief Description or Objective** Educate families about diabetes risk and provide information on diabetes management.

**Program Type** Community Education,Community Health Needs Assessment,Health Screening,Healthy Communities Partnership,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Lawrence
- **Health Indicator:** Other: Diabetes, Other: Nutrition, Other: Vision , Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, All Adults, Child-Preteen, Child-Primary School, Child-Teen
- **Ethnic Group:** All, Hispanic/Latino
- **Language:** All , English , Spanish

### 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
Increase awareness of diabetes risk, provide information on diabetes management.	Over 500 attendees

### Partners



**Partner Name, Description Partner Web Address**

Mayor's Health Task Force <http://lawrencemhtf.org/>

**Contact Information**

Nancy Masys, RN, MS, CDE, Lawrence General Hospital, 978-683-4000,  
nancy.r.masys@lawrencegeneral.org

**Detailed Description**

Not Specified

**Conferencia Por Tu Familia (Latino ADA Health Fair)****Brief Description or Objective**

Attend La Conferencia Por Tu Familia (Latino ADA Health Fair) to provide information on diabetes risk and diabetes management.

**Program Type**

Community Education,Community Health Needs Assessment,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Lawrence
- **Health Indicator:** Other: Diabetes, Other: Nutrition, Other: Vision , Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, Child-Preteen, Child-Primary School, Child-Teen
- **Ethnic Group:** All, Hispanic/Latino
- **Language:** All , English , Spanish

**Goals**

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

**Goal Description**

Increase awareness of diabetes risk, provide information on diabetes management.

**Goal Status**

Over 90 attendees were given information

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

Mayor's Health Task Force <http://lawrencemhtf.org/>

**Contact Information**

Nancy Masys, RN, MS, CDE, Lawrence General Hospital, 978-683-4000,  
nancy.r.masys@lawrencegeneral.org

**Detailed Description**

Not Specified

**YMCA Community Partnership****Brief Description or Objective**

LGH partners with the Merrimack Valley YMCA which has 3 branches, to collaborate in health, education and physical activity initiatives for the youth in the community.

**Program Type**

Community Education,Community Health Needs Assessment,Prevention

**Target Population**

- **Regions Served:** Lawrence, Other-Merrimack Valley
- **Health Indicator:** Other: Diabetes, Other: Nutrition, Other: Vision , Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, All Adults, Child-Preteen, Child-Primary School, Child-Teen
- **Ethnic Group:** All
- **Language:** All

**Goals**

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

**Goal Description**

Exclusive sponsor of the Youth Basketball League to promote athletic and leadership

**Goal Status**

Over 1,100 kids participate in the Youth Basketball League at all 3 YMCA branches

development, and healthy living/physical activities for children

Exclusive sponsor of the Itty Bitty Baseball League to promote athletic and leadership development, and healthy living/physical activities for children

Over 1,100 kids participate in the Itty Bitty Baseball League at all 3 YMCA branches

Sponsor Annual Tom Sager Golf Classic

Annual golf event sold out for 2012, raising funds and awareness for the YMCA

Sponsor of the Smart Hoops Program to promote athletic and leadership development, and healthy activities for children. Sponsorship conducted with partner, Lawrence Public Schools

Over 800 kids participate in the Smart Hoops Program at all 3 YMCA branches

## Partners

### Partner Name, Description Partner Web Address

Merrimack Valley YMCA <http://mvymca.org/>

### Contact Information

Nick Zaharias, VP Philanthropy, Lawrence General Hospital, 978-683-4000, [info@lawrencegeneral.org](mailto:info@lawrencegeneral.org)

### Detailed Description

Not Specified

## Health Insurance Fair

### Brief Description or Objective

Provide information, screen and enroll uninsured residents for public assistance programs.

### Program Type

Direct Services, Health Coverage Subsidies or Enrollment, Outreach to Underserved

### Target Population

- **Regions Served:** Lawrence, Methuen
- **Health Indicator:** Access to Health Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All, Hispanic/Latino
- **Language:** All, Spanish

## Goals

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

### Goal Description

Hold health insurance fair to raise awareness to affordable health care & insurance options for the medically under-served

### Goal Status

Event had over 65 attendees; 38 attendees were screened for public assistance programs by LGH Financial Counselors 23 attendees met with the Insurance Representatives from Neighborhood Health Plan, Network Health and BMC Health Net

## Partners

### Partner Name, Description Partner Web Address

Neighborhood Health Plan

Network Health

BMC Health Net

Health Care for All  
Commonwealth Care  
Health Safety Net  
LGH Interpreter Services

**Contact Information** Barbara Beardsley, Director, Patient Financial Services Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

**Detailed Description** Not Specified

## ARC Blood Drives

**Brief Description or Objective** Host and coordinate 6 employee blood drives for the American Red Cross.

**Program Type** Healthy Communities Partnership

**Target Population**

- **Regions Served:** Not Specified
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

## Goals

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

Goal Description	Goal Status
Collect blood for the American Red Cross	Blood drives held throughout year, over 160 donors total

## Partners

Partner Name, Description	Partner Web Address
American Red Cross	<a href="http://www.redcross.org/">http://www.redcross.org/</a>

**Contact Information** Ali Scarry, Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

**Detailed Description** Not Specified

## Primary Care Residency Program

**Brief Description or Objective** In partnership with the Greater Lawrence Family Health Center, LGH provides significant financial and staff support to train top medical students who have a demonstrated commitment to serving those living in poverty.

**Program Type** Direct Services, Health Professional/Staff Training, Healthy Communities Partnership, Outreach to Underserved, Physician/Provider Diversity

**Target Population**

- **Regions Served:** Andover, Haverhill, Lawrence, Methuen, North Andover
- **Health Indicator:** Access to Health Care, All
- **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, Supporting Healthcare Reform

Goal Description	Goal Status
Provide primary care to local community	49,000 patients and 210,000 medical visits in 2012
Increase access to culturally competent highly trained physicians for the poor	Continued the expanded residency program, increasing total physicians from 24 to 30 over past 3 years at Lawrence Family Medicine Residency.

Increase access to culturally competent, highly trained physicians for the poor

Achieved 5 year full accreditation from the Accreditation Council for Graduate Medical Education (ACGME) - the highest  
 Added two additional primary care physicians in area, bringing the total increase since 1994 to 80 in 2012

**Partners**

**Partner Name, Description    Partner Web Address**

Greater Lawrence Family Health Center    <http://glfhc.org/>  
 Greater Lawrence Family Residency    <http://lawrencefmr.org/>

**Contact Information**

Amy Weatherbee, Lorraine Patton, Greater Lawrence Family Health Center, Lawrence General Hospital, 978-683-4000, [info@lawrencegeneral.org](mailto:info@lawrencegeneral.org)

**Detailed Description**

[Download/View Attachment](#) (31.23 KB)  
 File Name: GLFHC 2010 family medicine residence program information.doc

**Hospitalist Program, Floating Hospital for Children at Tufts Medical Center**

**Brief Description or Objective**

Clinical affiliation with Floating Hospital for Children, which brings their pediatric specialists to LGH as part of the hospitalist program to provide enhanced pediatric care to children admitted to the hospital.

**Program Type**

Community Education, Community Participation/Capacity Building Initiative, Direct Services, Health Professional/Staff Training, Outreach to Underserved, School/Health Center Partnership

**Target Population**

- **Regions Served:** All Massachusetts
- **Health Indicator:** Access to Health Care, Immunization, Overweight and Obesity
- **Sex:** All
- **Age Group:** Adult-Young, All Children, Child-Infant, Child-Preschool, Child-Preteen, Child-Primary School, Child-Teen, Child-Toddler
- **Ethnic Group:** All
- **Language:** All

**Goals**

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

**Goal Description**

Provide enhanced care to children of the MV Region by providing on-site Floating Hospitalists for specialized pediatric care

**Goal Status**

Over 21,500 pediatric patients served

**Partners**

**Partner Name, Description    Partner Web Address**

Floating Hospital for Children at Tufts Medical Center    <http://www.floatinghospital.org/default>  
 The Pediatric Center at LGH    <http://www.lawrencegeneral.org/pediatric/>

**Contact Information**

Dr. Dan Hale, Lawrence General Hospital, 978-683-4000, [info@lawrencegeneral.org](mailto:info@lawrencegeneral.org)

**Detailed Description**

Not Specified

## Heart Depot

<b>Brief Description or Objective</b>	A community health fair which offered free cholesterol, blood sugar and blood pressure screenings, diabetes screenings, free information on heart health, nutrition, stroke, smoking cessation, stress reduction and more for the community & employees.
<b>Program Type</b>	Community Education,Community Health Needs Assessment,Direct Services,Health Screening,Outreach to Underserved,Prevention
<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b> Andover, Haverhill, Lawrence, Methuen, North Andover</li><li>• <b>Health Indicator:</b> Access to Health Care, Mental Health, Other: Cancer, Other: Diabetes, Other: Hypertension, Other: Nutrition, Other: Smoking/Tobacco, Other: Stress Management, Other: Stroke, Other: Uninsured/Underinsured, Overweight and Obesity, Physical Activity, Tobacco Use</li><li>• <b>Sex:</b> All</li><li>• <b>Age Group:</b> All</li><li>• <b>Ethnic Group:</b> All, Hispanic/Latino</li><li>• <b>Language:</b> All , Spanish</li></ul>

### Goals

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

<b>Goal Description</b>	<b>Goal Status</b>
Provide health education and promotional items to the community on heart health, stress, stroke, diabetes and other factors that affect heart health	Over 200 attendees

### Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
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Not Specified

<b>Contact Information</b>	Andrea Eobstel, Lawrence General Hospital, 978-946-8159, info@lawrencegeneral.org
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<b>Detailed Description</b>	Not Specified
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## Pediatric After Hours Program

<b>Brief Description or Objective</b>	To provide expanded pediatric care services during the evening, to ease the burden on families in accessing quality health care.
<b>Program Type</b>	Direct Services,Health Screening,Healthy Communities Partnership,Outreach to Underserved,Prevention
<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b> County-Essex</li><li>• <b>Health Indicator:</b> Access to Health Care, Other: Child Care</li><li>• <b>Sex:</b> All</li><li>• <b>Age Group:</b> Adult-Young, All Children, Child-Infant, Child-Preschool, Child-Preteen, Child-Primary School, Child-Teen, Child-Toddler</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, Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
To provide additional pediatric care services during the evening, to ease the burden on families in obtaining quality health care.	Served 3.600+ pediatric patients/families

### Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
----------------------------------	----------------------------

Not Specified

**Contact Information** Dr. Lilia Guerra Program Director Lawrence General Hospital 978-683-4000, info@lawrencegeneral.org

**Detailed Description** Not Specified

## Parenting Support Programs

**Brief Description or Objective** The Parenting Education program includes presentations, classes and community outreach to help educate at risk groups, individuals and families about childbirth, family planning and parenting choices.

**Program Type** Community Education,Community Health Needs Assessment,Healthy Communities Partnership,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Andover, Haverhill, Lawrence, Methuen, North Andover
- **Health Indicator:** Access to Health Care, Other: Child Care, Other: Family Planning, Other: Parenting Skills, Other: Pregnancy, Other: Stress Management, Responsible Sexual Behavior
- **Sex:** All
- **Age Group:** Adult, Adult-Young, Child-Preteen, Child-Teen
- **Ethnic Group:** All, Hispanic/Latino
- **Language:** All , Spanish

## Goals

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

Goal Description	Goal Status
Support group for new mothers, increase # of CBE classes, offer Parenting classes offer Breastfeeding classes	Mama2Mama support group established and meets every Wednesday Availability of formal CBE classes increased. Added weekend and 1 day format classes Newborn Care class established and offered once a month Breastfeeding class established and offered once a m
Increase outpatient lactation appointments	Increased number of lactation hours allowing an increase in the number of outpatient lactation appointments
Offer classes in Spanish Website improvement	Breastfeeding class now available in Spanish Website expanded and currently working on on-line registration for parents

## Partners

**Partner Name, Description Partner Web Address**

Not Specified

**Contact Information** Kim Hoffman, RN, Childbirth Educator, Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

**Detailed Description** Not Specified

## Stroke Awareness

**Brief Description or Objective** Increase community awareness of stroke risk and prevention.

**Program Type** Community Education,Community Health Needs Assessment,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Andover, Haverhill, Lawrence, North Andover
- **Health Indicator:** Other: Hypertension, Other: Smoking/Tobacco, Other: Stroke

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

## Goals

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

### Goal Description

Healthy Awareness Hands only  
CPR Stroke Awareness

### Goal Status

50 Attendees, outreach,  
materials passed out,  
demonstration and interactive  
demonstrations

## Partners

### Partner Name, Description

North Andover, School Nurses

### Partner Web Address

www.northandoverpublicschools.com

### Contact Information

Terry Melnikas, RN, Director of Nurse Education, Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

### Detailed Description

Not Specified

## Student Shadowing and Volunteer Program

### Brief Description or Objective

Lawrence General Hospital's student shadowing program provides High School and GED students first-hand experience in healthcare careers and promotes the benefits of continuing education and career opportunities in health care.

### Program Type

Community Education, Health Professional/Staff Training, Mentorship/Career Training/Internship, Outreach to Underserved

### Target Population

- **Regions Served:** Andover, Haverhill, Lawrence, Methuen, North Andover
- **Health Indicator:** Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** Adult-Young, Child-Teen
- **Ethnic Group:** All
- **Language:** All

## Goals

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

### Goal Description

Promote career opportunities in healthcare in teens and young adults

### Goal Status

12 students participated in one-day shadow program

Promote career opportunities in health care for the younger adult/teenage population

22 students participated in summer-long shadow program

## Partners

### Partner Name, Description

Not Specified

### Partner Web Address

### Contact Information

Brenda Leblanc, Volunteer Services Coordinator, Lawrence General Hospital, 978-683-4000 , info@lawrencegeneral.org

### Detailed Description

Not Specified

## Patient Family Advisory Council (PFAC)

### Brief Description or Objective

Bi-Monthly meetings of Lawrence General's 25 member PFAC held to discuss LGH's efforts on improving patient care and delivery.

**Program Type** Community Benefits Planning Process,Community Education,Community Health Needs Assessment,Community Participation/Capacity Building Initiative,Direct Services,Healthy Communities Partnership,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Other-Merrimack Valley
- **Health Indicator:** All
- **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, Supporting Healthcare Reform

Goal Description	Goal Status
Bi-Monthly meetings to discuss community, patient and Board initiatives that would improve quality of care, delivery of care and overall hospital improvements, such as facilities, operations, clinical specialties, patient satisfaction, etc.	2 Meetings held, with successful execution and implementation of specific initiatives that addressed hospital appearance, delivery of care and facilities

#### Partners

Partner Name, Description	Partner Web Address
Not Specified	

**Contact Information** Andrea Eobstel, LGH, 978-946-8159, info@lawrencegeneral.org

**Detailed Description** [Download/View Attachment](#)(31.23 KB)  
File Name: PFAC ByLaws.doc

#### LGH Community Presentation Program

**Brief Description or Objective** Community presentations highlighting services and new centers for the community.

**Program Type** Community Education,Community Participation/Capacity Building Initiative,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Andover, Haverhill, Lawrence, Methuen, North Andover
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** English

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

Goal Description	Goal Status
Conduct community presentations to local organizations on LGH, services & programs	Conducted 28 community presentations in 2012
Conduct health education events at Edgewood Senior Center on various topics throughout the year	One session held every other month, with approximately 150 attendees for 2012

#### Partners



**Partner Name, Description Partner Web Address**

Not Specified

**Contact Information**

Andrea Eobstel, Marketing Specialist, Lawrence General Hospital, One General Street, Lawrence, MA 978.683.4000, info@lawrencegeneral.org

**Detailed Description**

Not Specified

**Beth Israel Deaconess Medical Center Affiliation****Brief Description or Objective**

Clinical affiliation to bring BIDMC Specialists on-site provides patients increased local access to all specialties of a Harvard-affiliated teaching hospital and improved coordination of care through the EMR, including cardiovascular, endocrinology and gynecologic ob/gyn services.

**Program Type**

Community Education,Community Participation/Capacity Building Initiative,Direct Services,Outreach to Underserved,Physician/Provider Diversity,School/Health Center Partnership

**Target Population**

- **Regions Served:** Andover, County-Essex, Haverhill, Lawrence, Methuen, North Andover, Other-Merrimack Valley
- **Health Indicator:** Access to Health Care, Other: Cancer - Cervical, Other: Cancer - Other, Other: Cancer - Ovarian, Other: Cardiac Disease, Other: Diabetes, Other: Hypertension, Other: Pulmonary Disease/Tuberculosis, Other: Stroke, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

**Goals**

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

**Goal Description**

Provide enhanced specialty care for patients through BIDMC Specialists

**Goal Status**

Affiliation and Specialty Clinics ongoing and maintained

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

Beth Israel Deaconess Medical Center www.bidmc.org

**Contact Information**

Daniel Concaugh, Vice President, Network & Business Development, Lawrence General Hospital, 1 General Street, Lawrence, MA 01842 978-683-4000, daniel.concaugh@lawrencegeneral.org

**Detailed Description**

Not Specified

**Health Insurance Program****Brief Description or Objective**

Provide assistance to the uninsured and medically underserved populations for health insurance programs.

**Program Type**

Community Education,Community Health Needs Assessment,Health Coverage Subsidies or Enrollment,Health Screening,Outreach to Underserved

**Target Population**

- **Regions Served:** Andover, County-Essex, Haverhill, Lawrence, Methuen, North Andover, Other-Merrimack Valley
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Not Specified

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

Not Specified

## Partners

### Partner Name, Description Partner Web Address

Not Specified

### Contact Information

Barbara Beardsley, Director, Patient Financial Services, Lawrence General Hospital, One General Street, Lawrence, MA 978.683.4000, barbara.beardsley@lawrencegeneral.org

### Detailed Description

Not Specified

## Educational Collaborative for Students with Disabilities

### Brief Description or Objective

Educational Collaborative Program that provides students and kids with disabilities or special needs with shadowing and internship opportunities at LGH.

### Program Type

Community Education,Healthy Communities Partnership,Outreach to Underserved,School/Health Center Partnership

### Target Population

- **Regions Served:** County-Essex, Haverhill, Lawrence, Methuen, North Andover, Other-Merrimack Valley, Tewksbury
- **Health Indicator:** Mental Health
- **Sex:** All
- **Age Group:** Adult-Young, Child-Teen
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Not Specified

### Goal Description

Provide learning opportunities to students with disabilities, mental or physical, or other special needs so that when they are released from the DMR System at the age of 22, they have a base set of job and social skills that they can then apply to their own lives and be productive members in their own communities

### Goal Status

9 students participated 5 days a week in the collaborative program

## Partners

### Partner Name, Description Partner Web Address

Greater Lawrence Educational Collaborative www.glec.org

### Contact Information

Brenda Leblanc, Volunteer Services Coordinator, Lawrence General Hospital, 978-683-4000 , info@lawrencegeneral.org

### Detailed Description

Not Specified

## Lawrence Community Works Health Fair

### Brief Description or Objective

Participate in community health fair as collaborative partner

### Program Type

Community Education,Community Health Needs Assessment,Health Screening,Healthy Communities Partnership,Outreach to Underserved

### Target Population

- **Regions Served:** Lawrence, Other-Merrimack Valley
- **Health Indicator:** Access to Health Care, Other: Cultural Competency, Other: Diabetes, Other: Hypertension, Other: Stroke, Other: Uninsured/Underinsured, Overweight and Obesity
- **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

Increase awareness on diabetes risk factors, prevention and management

### Goal Status

Over 250 attendees

## Partners

### Partner Name, Description

Lawrence Community Works

### Partner Web Address

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

### Contact Information

Nancy Masys, RN, MS, CDE, Lawrence General Hospital, One General Street, Lawrence, MA 978.683.4000, [nancy.r.masys@lawrencegeneral.org](mailto:nancy.r.masys@lawrencegeneral.org)

### Detailed Description

Not Specified

## Online Health Library

### Brief Description or Objective

Revised & launched a new comprehensive, free Health Library for the general public, with materials in both English & Spanish.

### Program Type

Community Education,Healthy Communities Partnership,Outreach to Underserved,Prevention

### Target Population

- **Regions Served:** All Massachusetts
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** English , Spanish

## Goals

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

### Goal Description

Provide free health and wellness information to the community

### Goal Status

Over 5,000 visitors in first 3 months of launching

## Partners

### Partner Name, Description

EBSCO  
Silvertech

### Partner Web Address

<http://www.ebscohost.com/healthLibrary/>  
<http://www.silvertech.com/>

### Contact Information

Andrea Eobstel, Marketing Specialist, Lawrence General Hospital, One General Street Lawrence, MA 01842 978.683.4000, [andrea.eobstel@lawrencegeneral.org](mailto:andrea.eobstel@lawrencegeneral.org)

### Detailed Description

Not Specified

## ACLS Training

### Brief Description or Objective

Increase skill and response to life threatening emergency : ACLS

### Program Type

Community Education,Health Professional/Staff Training,Prevention

### Target Population

- **Regions Served:** Other-Merrimack Valley
- **Health Indicator:** Other: First Aid/ACLS/CPR
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** White
- **Language:** English

**Goals**  
**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Supporting Healthcare Reform

<b>Goal Description</b>	<b>Goal Status</b>
ACLS training for early recognition, response and life sustaining measures	Attendees, outreach, materials passed out, full training and certification

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Not Specified	

<b>Contact Information</b>	Sharon Blackwell, Nurse Educator, Lawrence General Hospital, One General Street, Lawrence, MA 01841, 978.683.4000, info@lawrencegeneral.org
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<b>Detailed Description</b>	Not Specified
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**Interpreter Services Program**

<b>Brief Description or Objective</b>	Enhance cultural competency by facilitating effective communication in health care across linguistic and cultural differences to reduce health disparities in the health care system. To provide accurate and culturally sensitive medical interpretation and translation services for patients and their families who do not speak English, have Limited English Proficiency (LEP), or are hearing impaired at no cost.
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<b>Program Type</b>	Community Education,Community Health Needs Assessment,Direct Services,Outreach to Underserved,Physician/Provider Diversity
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<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b> Other-Merrimack Valley</li><li>• <b>Health Indicator:</b> Access to Health Care, Other: Cultural Competency</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>
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**Goals**  
**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

<b>Goal Description</b>	<b>Goal Status</b>
Meet the needs of our region through the use of competent medical interpreters and provide immediate access to trained medical interpreters 24/7 for all patients	Increase number of on-site, highly trained staff throughout the hospital, staff increased to 50 in 2012
Enhance interpretive services offered to patients in addition to 50+ staff	The Office of Interpreter Services works with independent vendors to provide interpreters for special languages face-to-face, by phone or video interpreting.
To ensure access to linguistic services at every point of contact the OIS in partnership with the Greater Lawrence Family Health Center has been training qualified bilingual employees (English/Spanish) as medical interpreters since 1994	In 2012, a total of 11 employees participated in the 60 hours medical interpreter training to qualify as competent interpreters bringing the total at LGH to 50
To ensure that access to essential health services is not	An American Sign Language interpreter was hired as a per-

restricted for Deaf and Hard of Hearing patients

diem employee, and implementation of video remote interpreting for ASL was also completed during the year allowing the Deaf community to have easy and qualified access to ASL interpreters

Provide immediate access to trained medical interpreters 24 hours a day, 7 days a week for patients and families in all spoken languages and American Sign Language (ASL)

LGH Office of Interpreter Services had 23,000 requests for competent interpreters in all languages in 2012

Continue to enhance the quality of service provided by the Hospital's Office of Interpreter Services

Our Coordinator of Interpreter Services is the first in the state who acquired National Certification in the field of medical interpretation from the two leading organizations in the field

## Partners

### Partner Name, Description Partner Web Address

Not Specified

### Contact Information

Liliana Zagaria, Interpreter Services Coordinator, Lawrence General Hospital, One General Street, Lawrence, MA, 978.683.4000, info@lawrencegeneral.org

### Detailed Description

Not Specified

## Skin Cancer Screening

### Brief Description or Objective

Educate all hospital employees and visitors on skin cancer prevention and screenings.

### Program Type

Community Education,Community Health Needs Assessment,Health Screening,Outreach to Underserved,Prevention

### Target Population

- **Regions Served:** Andover, Haverhill, Lawrence, Methuen
- **Health Indicator:** Access to Health Care, Other: Cancer - Skin
- **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

Educate hospital community about the risks and dangers of skin cancer, and educate on ways of preventing.

### Goal Status

150 plus Edgewood employees attended

Educate hospital community about the risks and dangers of skin cancer, educate on ways of preventing

75 attendees used facial scanner

## Partners

### Partner Name, Description Partner Web Address

Mayor's Health Task Force, Lawrence, MA

<http://lawrencemhtf.org>

<b>Contact Information</b>	Abby Tracy, CTR, Cancer Registry Coordinator Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org
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<b>Detailed Description</b>	Not Specified
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## Bike Safety Fair

<b>Brief Description or Objective</b>	Provide bike safety education and tips to local community school children
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<b>Program Type</b>	Community Education,Healthy Communities Partnership,Prevention,School/Health Center Partnership
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<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b> Arlington</li><li>• <b>Health Indicator:</b> Injury and Violence, Other: Public Safety, Other: Safety, Other: Safety - Sports, 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>
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### Goals

**Statewide Priority:** Not Specified

<b>Goal Description</b>	<b>Goal Status</b>
Promote bike safety awareness and tips to school employees & children	550 children attended and reached

### Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Not Specified	

<b>Contact Information</b>	Deb Perry, Trauma Nurse Coordinator, Lawrence General Hospital 978-683-4000, info@lawrencegeneral.org
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<b>Detailed Description</b>	Not Specified
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## School Education, Driving

<b>Brief Description or Objective</b>	Provide education and awareness to local schools on the outcomes of driving under the influence and/or while texting
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<b>Program Type</b>	Community Education,Healthy Communities Partnership,School/Health Center Partnership
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<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b> Andover, North Andover</li><li>• <b>Health Indicator:</b> Injury and Violence, Other: Alcohol and Substance Abuse, Other: Drunk Driving, Other: Public Safety, Other: Safety - Auto/Passenger, Substance Abuse</li><li>• <b>Sex:</b> All</li><li>• <b>Age Group:</b> Adult-Young, Child-Teen</li><li>• <b>Ethnic Group:</b> All</li><li>• <b>Language:</b> All</li></ul>
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### Goals

**Statewide Priority:** Not Specified

<b>Goal Description</b>	<b>Goal Status</b>
Conduct presentation to North Andover High School Senior class "Your Decision Your Life" Driving while under the influence and education awareness on driving under the influence and/or texting while driving	325 Students engaged to understand the consequences when making decisions while driving with others and risk of injury to others and self
Conduct presentation to North Andover High School Senior	325 Students engaged to understand the consequences

class "Your Decision Your Life" when making decisions while driving while under the influence and education awareness on driving under the influence and/or texting while driving

## Partners

### Partner Name, Description Partner Web Address

Not Specified

### Contact Information

Deb Perry, Trauma Nurse Coordinator, Lawrence General Hospital 978-683-4000, info@lawrencegeneral.org

### Detailed Description

Not Specified

## Girl Scout Camporee

### Brief Description or Objective

Attend the Girl Scout Camporee as Volunteers to celebrate Girl Scouts of America 100th anniversary: Trauma responsible to respond to the need for first aid care during event and assisting in training girls to obtain their first aid badge

### Program Type

Community Education, Healthy Communities Partnership, School/Health Center Partnership

### Target Population

- **Regions Served:** All Massachusetts
- **Health Indicator:** Other: First Aid/ACLS/CPR, Other: Public Safety, Other: Safety
- **Sex:** Female
- **Age Group:** Child-Preteen, Child-Primary School, Child-Teen
- **Ethnic Group:** All
- **Language:** All

## Goals

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

### Goal Description

Trauma responsible to respond to the need for first aid care during event and assisting in training girls to obtain their first aid badge

### Goal Status

Provided First Aid & Trauma Response Support to over 1800 girls who attended Girl Scout Camporee; \$2300.00 Gave our band aid holders, LGH supplied all first aid supplies and rest donated to the Girl Scouts

## Partners

### Partner Name, Description Partner Web Address

Not Specified

### Contact Information

Deb Perry, Trauma Nurse Coordinator, Lawrence General Hospital 978-683-4000, info@lawrencegeneral.org

### Detailed Description

Not Specified

## Sexual Assault Education

### Brief Description or Objective

Provide sexual assault education to Nurses at Holy Family Hospital, Methuen, MA.

### Program Type

Community Education, Health Professional/Staff Training

### Target Population

- **Regions Served:** Haverhill, Lawrence
- **Health Indicator:** Other: Domestic Violence, Other: Public Safety, Other: Rape, Other: Safety, Responsible Sexual Behavior
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Not Specified

### Goal Description

Provide training to Nurses at Holy Family Hospital on sexual assault and using sexual assault kits

### Goal Status

15 Registered Nurses trained

## Partners

### Partner Name, Description Partner Web Address

Not Specified

### Contact Information

Deb Perry, Trauma Nurse Coordinator, Lawrence General Hospital 978-683-4000, info@lawrencegeneral.org

### Detailed Description

Not Specified

## Student Training/Internship, Phlebotomy

### Brief Description or Objective

Provide training and internship opportunities for college and/or technical school students in the field of phlebotomy

### Program Type

Mentorship/Career Training/Internship

### Target Population

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

## Goals

**Statewide Priority:** Supporting Healthcare Reform

### Goal Description

NECCO Phlebotomy Externship Program

### Goal Status

7 students 2012

UMASS Lowell Medical Technology Student Program

up to 8 students a year and train them in the clinical areas of the laboratory

## Partners

### Partner Name, Description Partner Web Address

Not Specified

### Contact Information

Ali Scarry, Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

### Detailed Description

Not Specified

## Oral, Head and Neck Health Screening

### Brief Description or Objective

Outreach to men and women to promote awareness and offer a free head and neck screening

### Program Type

Community Education, Health Screening, Outreach to Underserved, Prevention

### Target Population

- **Regions Served:** Andover, Haverhill, Lawrence, Methuen
- **Health Indicator:** Access to Health Care, Other: Cancer, Other: Cancer - Other, Other: Uninsured/Underinsured
- **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**

Reach, screen and educate women about importance of breast screenings

Reach, screen and educate women about importance of breast screenings

**Goal Status**

29 men and women received free oral, head and neck screening

20 out of 29 men and women screened were Spanish-speaking residents

**Partners**

**Partner Name, Description Partner Web Address**

Not Specified

**Contact Information**

Abby Tracy, CTR, Cancer Registry Coordinator Lawrence General Hospital, 978-683-4000, info@lawrencegeneral.org

**Detailed Description**

Not Specified

**Respiratory Health Fair**

**Brief Description or Objective**

Health education event for community outreach on respiratory health

**Program Type**

Community Education,Health Screening,Outreach to Underserved,Prevention

**Target Population**

- **Regions Served:** Haverhill, Lawrence, Methuen
- **Health Indicator:** Environmental Quality, Other: Asthma/Allergies, Other: Pulmonary Disease/Tuberculosis, Other: Smoking/Tobacco
- **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**

Reach, screen and educate women and men on respiratory illnesses, asthma/allergies, and pulmonary disease

**Goal Status**

Over 100 attendees

**Partners**

**Partner Name, Description Partner Web Address**

Not Specified

**Contact Information**

Andrea Eobstel, Marketing Specialist, Lawrence General Hospital, One General Street Lawrence, MA 01842 978.683.4000, info@lawrencegeneral.org

**Detailed Description**

Not Specified

**Expenditures**

Program Type	Estimated Total Expenditures for FY2012	Approved Program Budget for 2012
<a href="#">Community Benefits Programs</a>	<a href="#">Direct Expenses</a>	\$90,844
	<a href="#">Associated Expenses</a>	\$0
		\$1,200,000

	<a href="#">Determination of Need Expenditures</a>	\$0	*Excluding expenditures that cannot be projected at the time of the report.
	<a href="#">Employee Volunteerism</a>	\$18,750	
	<a href="#">Other Leveraged Resources</a>	\$49,498	
<a href="#">Net Charity Care</a>	<a href="#">HSN Assessment</a>	\$2,305,665	
	<a href="#">HSN Denied Claims</a>	\$207,280	
	<a href="#">Free/Discount Care</a>	\$471,227	
	<a href="#">Total Net Charity Care</a>	\$2,984,172	
<a href="#">Corporate Sponsorships</a>		\$120,655	
	<b>Total Expenditures</b>	<b>\$3,263,919</b>	
<b>Total Patient Care-Related Expenses for FY2012</b>			<b>\$186,220,850</b>
<b>Comments:</b> None			

### Optional Information

Expenditures	Amount	
<a href="#">Community Service Programs</a>	<a href="#">Direct Expenses</a>	Not Specified
	<a href="#">Associated Expenses</a>	Not Specified
	<a href="#">Determination of Need Expenditures</a>	Not Specified
	<a href="#">Employee Volunteerism</a>	Not Specified
	<a href="#">Other Leveraged Resources</a>	Not Specified
	<b>Total Community Service Programs</b>	Not Specified
<b>Bad Debt:</b>	Not Specified	Not Specified
<b>IRS 990:</b>	Not Specified	