

**2012 Signature Healthcare Brockton Hospital
Community Benefits Report:**

October 1, 2011– September 30, 2012

I. Mission Statement

Summary

Signature Healthcare Brockton Hospital is a private, not-for-profit, community-based teaching hospital serving more than 460,000 residents in more than 20 southeastern Massachusetts communities. Our mission is to be the leading community based healthcare delivery system in Southeastern Massachusetts, providing the full range of primary care, specialty care, hospital care and related ancillary services on a coordinated basis. Signature Healthcare physicians and Signature Healthcare Brockton Hospital strive to be recognized as the “providers of choice” by staff, patients and the community. We are guided by these principles:

- Take a leadership role in assessing the health care needs of the Metro South area by committing to a hospital-community partnership and by collaborating with other providers and community members to offer a broad range of education, health services and other activities for all patients and, in particular, the underserved and disadvantaged populations.
- Develop new services and programs, and participate in alternative delivery and regional health care systems, to respond to community need and enhance access to care.
- Participate in the education of health care professionals to enhance the Hospital’s access to medical expertise and to assure the most up-to-date approaches for providing care.
- Commit to an electronic medical record environment aimed at (i) reducing medical errors with more accurate and timely information for providers, (ii) enhancing physician productivity and job satisfaction, (iii) responding to consumer requests to electronic communication.
- Be an equitable employer that values and rewards excellence in its associates.
- Manage finances aggressively to remain cost effective and fiscally sound.

Part of Signature Healthcare Brockton Hospital’s community focus, and indeed the very core of our mission, is to care for those in greatest need. We are especially proud of our distinguished, century-plus tradition of reaching out to all patients in our community, from every walk of life, regardless of their ability to pay.

Approval of Governing Body

Signature Healthcare Brockton Hospital benefits from the talents and foresight of countless individuals — staff and volunteers — who are committed to our mission of compassionate care and community service. The Board of Trustees sets and approves the overall direction and goals of the Hospital, meeting monthly to review plans and progress on all projects that further the Hospital’s mission of service and care.

II. Internal Oversight and Management of Community Benefits Program

Management Structure

Each year the Signature Healthcare Brockton Hospital Board of Trustees reviews and considers the health needs of the community, sets priorities for the Community Benefits agenda and oversees the formation of a plan. Progress towards the goals are monitored monthly by the Vice President of Business Development; reports are made to the Sr. Team on a quarterly basis; and a formal presentation of progress is offered to the Board of Trustees by the CEO and VP for Business Development four times annually.

Developing our annual community benefits plan is a process based on analysis of the many health care needs facing those who live in southeastern Massachusetts. Input is gathered from diverse sources including the Department of Public Health Status Indicators, internal utilization reports, public schools, church groups and the Community Health Network Area (CHNA).

From this work comes a community benefits plan with a comprehensive picture of service and needs in the Brockton area. This data was collected by various organizations in the community, one being Signature Healthcare. The report was compiled by Health Imperatives which manages the CHNA in Brockton.

Method of Sharing Information about Status and Success of Community Benefits Mission/Programs with Staff at all Levels of the Institution

The Signature Healthcare Brockton Hospital Marketing/Public Affairs Department publicizes community benefit success stories and accomplishments internally and externally. A weekly e-newsletter sent to all associates alerts the Signature Healthcare organization to community activities and opportunities, and the website adds further detail. The Department also informs the media of newsworthy community benefit accomplishments. Press releases, community presentations and other communications vehicles include community benefit information as appropriate.

The Human Resources Department uses recruitment materials and job fairs to reinforce Signature Healthcare Brockton Hospital's role as a market leader and regional community health care resource dedicated to improving the overall health and well being of the community.

III. Community Health Needs Assessment

Process, Including Participants, and Information Sources

Collaboration and partnerships are critical to the success of the Community Benefits process of assessing and addressing community needs. In order to build a healthier community, Signature Healthcare Brockton Hospital continues to collaborate with and support numerous organizations throughout the Greater Brockton area, such as health and social service agencies, city departments, schools, neighborhood shelters and other community groups.

After reviewing the available data, the Hospital continued to focus on two key community benefit priorities for Fiscal Year 2012: Obesity and Diabetes.

Summary of Findings

The summary of findings for our community health needs assessment concerning Obesity and Diabetes point to a continual need for education in the community. Data shows that students in grades 4 and 10 in the city of Brockton who present as overweight or obese are higher than the state average. The percentage of children in Grade 4 who are overweight or obese is at 42.7% while the state average is at 37.6%. The percentage of children in Grade 10 who are overweight or obese is at 35.5% while the state average for this grade is at 30.5%.

Diabetes:

According to the MassChip data, between 2006 and 2008 the City of Brockton had 284.7 individuals per age adjusted rate of 100,000 hospitalized due to Diabetes while the state of Massachusetts total was at 136.8.

IV. Community Participation

Process and Mechanism and Identification of Community Participants

Together with social service and health agencies, city departments, neighborhood shelters, schools and other community groups, Signature Healthcare Brockton Hospital's community benefits process analyzes needs, sets priorities and works toward successfully completing goals. Timely progress reviews and regular reports to the Board of Trustees ensure that community and hospital leaders are gaining on issues and avoiding duplicative efforts.

In assessing needs, determining priorities and implementing solutions, Signature Healthcare Brockton Hospital has collaborated with a number of community groups and organizations over the years. They include:

- American Cancer Society
- American Red Cross
- Boys and Girls Club
- Brockton Area Multi Service, Inc. (BAMSI)
- Brockton Coalition for the Homeless
- Brockton Family and Community Resources
- Brockton Public Schools
- Brockton Visiting Nurses Association
- Brockton's Promise, Healthy Start Team (Mass in Motion)
- Cape Verdean Association
- Catholic Charities
- City of Brockton Health Department
- City of Brockton Mayor's Office
- Greater Brockton Asthma Coalition (GBAC)
- Greater Brockton Community Health Network Area (CHNA)
- Greater Taunton Attleboro Health & Human Service Coalition
- Health Imperatives
- HelpLine
- Latino Health Institute
- Mainspring House (the city's primary homeless shelter)
- Massachusetts Society for the Prevention of Child Cruelty
- My Brother's Keeper
- Pioneering Healthy Communities Initiative
- Plymouth Country District Attorney's Office
- Salvation Army
- Self Help
- The Prevention Center
- WIC
- Old Colony YMCA

V. Community Benefits Plan

A. Obesity & Diabetes

Because health statistics identified obesity and diabetes as a major issue in our community, the hospital's community benefits focus continued with efforts around ways to combat obesity and diabetes by offering educational tools to those individuals in need. Our target population was community-wide and our priorities included educational tools, exercise classes, and screenings. As part of the Community Health Needs assessment completed in December of 2010 we found that individuals considered exercising in the community to be unsafe and expensive, while also mentioning they had trouble affording healthy food and issues with preparing meals properly.

Short-term strategy:

Due to many of the findings in the recent Community Health Needs Assessment, Signature Healthcare implemented the "Wellness Wednesday" program. There are many elements to this program which include free exercise classes, free health screenings, healthy cooking demonstrations, and free healthy recipes. Since cost and safety were identified as issues keeping the community from staying active, Signature Healthcare offers free Zumba classes to the community and employees each Wednesday evening from 5-6pm. These classes, attended by 20-30 people weekly, have been extremely well received. Signature Healthcare's Zumba program celebrated its 1 year anniversary in August, 2012 with an extra toning component along with healthy fruits, vegetables and water at the end of class. This program has continued to thrive.

Because the adult Zumba program was a success, we implemented a Children's Zumba Hip Hop program for kids ages 7-14. This free program ran for 8 weeks over the summer, with the goal being to keep kids moving while out of school.

On many occasions throughout fiscal 2012, our Signature Healthcare staff members offered information and hands on activities to the community. One major event employees from within Signature Healthcare took part in along with community partners was our first "Changing Diabetes Day". This event had many components: free screenings which included Vascular, A1C, Glucose & Cholesterol; a healthy cooking demonstration was offered, with the recipes of what was being prepared handed out; there was also a vendor area where community partners along with Departments from Signature Healthcare could highlight the services they provide specific to Nutrition & Diabetes. There was an exercise area outside, with Zumba for adults and an obstacle course for children. Lastly, few seminars were offered, including a physician panel, where the audience could ask a variety of professionals questions related to Diabetes. This event was a great success with over 400 people in attendance and 165 of those screened.

Signature Healthcare Brockton Hospital is part of the Brockton's Promise Healthy Start Team. The city of Brockton received the Mass in Motion grant, a grant focused on policy and environmental changes pertaining to exercise and healthy eating. This grant funding is provided in two phases; the first phase included data collection to identify the issues pertaining to exercise and healthy eating. Much of the data collected was similar to that which was found in the Community Health Needs Assessment from 2010. Many individuals believe access and affordability were issues in purchasing healthy foods. A second major comment was that memberships to fitness facilities were too expensive and respondents felt it was unsafe to exercise outdoors. Another project of the Healthy Start team was a cleanup of Hilstrom Park to provide a safe and clean area to walk outdoors. Many volunteers assisted in preparing this beautiful wooded area by cleaning out garbage, removing branches and building walkways to create a safe and

enjoyable area. The Healthy Start Team works to provide locations for many community raised bed gardens. Many of these raised beds are being established in locations which will be proximate to the targeted populations; i.e., the Senior Center, Brockton Public Schools, Housing Authority locations, Boys & Girls Club etc. The hope is that individuals living or visiting these sites will take an active role in growing their own fresh food. A corollary initiative underway is the addition of Electronic Benefit Transfer (EBT) machines to the farmers market that takes place at City Hall during the growing season. This committee is comprised of members from the Old Colony Planning Council who are working with the group to offer safer areas to walk, run and bike to and from school etc.

Through community outreach with local business, community groups, and events, hospital staff members were able to educate the community on obesity and diabetes in a variety of ways. We were able to provide educational tools on diabetes, Healthy Recipes, free exercise classes and opportunities for questions and answers with our professional staff. . During FY12, Hospital staff also participated in more than twenty community events to promote education on the topic of Diabetes, Nutrition and Obesity.

- Lincoln Technical Institute, Community Resource Fair
- Community Care Services, Health & Safety Fair
- Metro South Chamber of Commerce, Taste of Metro South Event
- Brockton Public Schools, Parent's Academy Resource Fair
- Brockton High School Biology Class Presentations
- Brockton High School It Takes A Village" Wellness fair
- Greater Brockton Health Fair Sponsored by CHNA 22 and Walgreens
- Neighborhood Health Center " National Health Center Week" Health Fair New Life Community Empowerment Center
- Old Colony YMCA Youth Division Brockton Branch, "Healthy Kids Day"
- Old Colony YMCA (Numerous Kickoff and Midpoint events as part of the "Smallest Winner" program.
- Brockton Public Schools, Summer Fun in the City Resource Fair
- Old Colony Elder Services Elder Care Expo
- Old Colony YMCA East Bridgewater Branch, Senior Health Fair
- City of Brockton "Night out Against Crime"
- Summerfest
- Taunton WIC "Celebration of the Young Parent"
- Annual Raynham Community Pride Day
- Whitman Hanson Kids Fitness Festival

VI. Progress Report: Activity during Reporting Year

Major Programs and Initiatives

Signature Healthcare Brockton Hospital is one of the busiest hospitals in the area. In FY12, admissions totaled 13,800. In FY 2012, 990 babies were delivered in our maternity unit. Visits to the hospital's emergency department in 2012 were 62,629. Our Outpatient Departments had 363,168 visits. Signature Healthcare Brockton Hospital offers a number of clinical and non-clinical programs to address community health care needs.

Free Care

Signature Healthcare Brockton Hospital is dedicated to serving all people in the community, regardless of the ability to pay. The hospital provided more than \$19 million in uncompensated care to uninsured or under-insured patients in FY2012.

Medical Clinics

Signature Healthcare Brockton Hospital operates 20 primary and specialty care clinics, a level of medical care typical of teaching hospitals rather than community-based facilities. In FY12, these clinics registered more than 30,000 visits.

Primary Stroke Service

Signature Healthcare Brockton Hospital is a Primary Stroke Service. This designation assures the Hospital is able to provide prompt, high quality care for stroke patients in the region. The service tracks all clinical process measures against Quality Net, established by the Centers for Medicare & Medicaid Services, for reliable healthcare quality data exchange.

Signature Care Team

Our managed care hospitalist team focused on our total Tufts Medicare patient population as a group to start with for trying to affect the number of admissions. The team provides guidance to patients on their progress, medication changes, and next steps after discharge. Patients' health history and current conditions are carefully reviewed and consistently managed by the Signature Care Team.

In January and February 2012 we admitted between 50-60 patients a month compared with 2011 when we admitted between 70-80. Many of these patients have multiple chronic illnesses and through managing their care we are providing them with a better quality of life by helping them stay at home and not in a hospital setting. The readmission rate for their patients through January 2012 was only 11.4%; which compares very favorably with the entire Tufts Medicare network rate of 16.3%.

Senior Whole Health

Senior Whole Health is an insurance company specializing in the care of dual eligible seniors. These senior citizens have both Medicare and Medicaid as their insurers. Many worked their life in jobs with low pay and now rely on Medicaid to cover what Medicare does not, because they have low retirement income. Others may be in nursing homes and have depleted their financial assets and now qualify for Medicaid in addition to Medicare. This past year, local healthcare providers seeking cost savings announced a termination of their contract with Senior Whole Health, leaving many seniors without a local healthcare provider. Signature Healthcare stepped up and is now the only hospital in our service area caring for these financially-strapped patients. We worked with Senior Whole Health to transition their patients to our physicians and in the first month successfully transitioned just over half of the patients in our area to our physicians.

Maternity and Child Health Services

In the area of Maternal and Child Health Services, Signature Healthcare Brockton Hospital has enriched the childbirth experience for new parents, and offers a wide range of prenatal services, childbirth education classes and support groups.

Through a tertiary affiliation, the Hospital offers on-site Perinatology Services for high-risk pregnancies and deliveries that would previously have been transferred to a tertiary center. Tertiary physicians are on-site 20 hours per week and provide 24-hour-a-day consultation for all Signature Healthcare Brockton Hospital obstetricians.

Signature Healthcare developed Healthy Beginnings, a community outreach program for pregnant women who require medical care, social support, and financial counseling and translator services. Given the diverse nature of the patient population, Signature Healthcare supplies 24/7 translator services with 15 employed translators speaking 36 languages. In 2012, the Center for Healthy Beginnings had 326 deliveries, with 97.6% of those being delivered at Signature Healthcare. The other 2.4% delivered at Boston hospital due to medical necessity.

Children & Youth Program

The hospital's Children and Youth program helps underserved families with infants, children and teenagers. Our children and youth program offers a full range of services for newborns, infants, children, pre-teens and adolescents up to age 21 including preventative care, urgent care for sudden illness, 24 hour coverage for emergencies, chronic care for long term illness and nutrition services. They provide physical exams, immunizations, screenings for eyesight, hearing and lead, health education and social services. There were 10,926 visits to the C&Y program in FY12.

Charity Golf Tournament

136 golfers participated in the Signature Charity Golf Classic on September 10, 2012, raising more than \$100,000. These funds support community outreach programs throughout the year.

Volunteer Services

Signature Healthcare Brockton Hospital's Volunteers are a vital part of our outreach efforts, contributing to the positive experience patients have come to expect at the hospital. Last year, 192 volunteers contributed nearly 20,001 hours of service to the hospital

Associate-Supported Charities

Signature Healthcare Brockton Hospital also supports its associates who contribute time, talent and money to local communities or charity groups. Beneficiaries range from Womenspace, American Cancer Society, hospice groups, visiting nurse associations, to food pantries, family shelters and women's groups.

BAMSI Candy Cane Program

For many years, Signature Healthcare employees have coordinated major holiday giving around the BAMSI Candy Cane Program and 2012 was no exception. All of the donated gifts are given to BAMSI clients, who due to their life circumstances, are often unable to purchase Christmas gifts for their children. Through the help and generosity of the employees of Signature Healthcare, 56 families and 146 children were provided with Christmas gifts this past year. In addition, the hospital holds its own Toy "Store" for identified needy patients, who are invited in by appointment to "shop" from employee-donated gifts for their families and children. Last year this hospital program was able to give to more than 60 local children and their families.

Palliative Care: The Palliative Care Consultation Service at Signature Healthcare Brockton Hospital is designed to improve a patient's quality of life while he or she battles a serious disease. The program, in collaboration with Old Colony Hospice, also helps patients and families plan for advanced care in the future. A nurse practitioner who specializes in palliative care provides expertise in areas such as pain control, and offers additional support services for patients while they are undergoing aggressive/curative treatments. The program also offers opportunities for patients and their families to discuss advanced care planning with psychosocial/spiritual support. The Palliative Care Consultation Program at Signature Healthcare Brockton Hospital is believed to be one of the first partnerships of its kind in southeastern Massachusetts.

Champions Fighting Cancer Walk: The Hospital's 12th Annual Champions Fighting Cancer Walk took place on Sunday, May 6, 2012. The Walk continues to be another long-term strategy to ensure state-of-the-art cancer services are available locally. This very successful event raised more than \$214,000, thanks to more than 3,000 walkers and 196 volunteers. In the ten years of its history, the CFC Walk has raised more than \$2 million for cancer treatment programs. The money raised is used for programs and services at Signature Healthcare.

Daffodil Days: The Marketing Department along with our Volunteers and Gift Shop coordinated our annual American Cancer Society's Daffodil Days. Signature Healthcare raised \$1900.00 in support of the American Cancer Society's fight against cancer through this effort. As a result of these donations for Gifts of Hope, the American Cancer Society was able to provide hopeful gifts of 500 daffodils to cancer patients undergoing radiation therapy. Signature Healthcare also teamed up with Vantage Oncology to purchase hundreds of daffodils to give to patients who came in during a certain time frame for mammograms, chemotherapy and radiation treatments.

Efforts to Reduce Cultural, Linguistic and Physical Barriers to Health Care

Signature Healthcare Brockton Hospital has taken steps to bring education, treatment and services to people at the community level. We have gone to great lengths to move beyond language barriers that can stop people from seeking the care they need and deserve. We understand that lack of insurance, unemployment, poverty and transportation can also be roadblocks to care.

Below are key steps we've taken to clear these hurdles in our community and provide convenient and affordable access to quality care for all.

Interpreter Services

Signature Healthcare Brockton Hospital serves non-English-speaking patients with a staff of 16 interpreters who speak Cape Verdean Creole, Portuguese, Spanish, Haitian Creole, French and ASL. Interpreter Services are available 24/7 with on-site interpreters available from 7:00 am to 6:00 pm Monday through Friday, telephonic interpreting with access to over 150 languages and video remote interpreting for those who communicate using ASL (American Sign Language).

Interpreter Services had a total of 36,584 interpreting encounters in FY12, aiding patients who speak Cape Verdean Creole, Portuguese, Spanish, Haitian Creole, Vietnamese, those that communicate using ASL and several other languages.

In addition to clinical interpretation for LEP patients, Interpreter Services provided interpreting assistance for patients needing help with prescription medication, arranging for transportation services, completing insurance applications, scheduling appointments, helping resolve billing issues and helping completing forms.

Interpreter Services participated in Diabetes Day, the Cape Verdean Festival and the Celebration of Parenthood.

Indigent Medication Program

Signature Healthcare Brockton Hospital's indigent medication program has been in place for more than 20 years and stands alone in the community in providing free medications to all patients — inpatients, outpatients, and emergency patients — who are unable to pay for their required prescription drugs. The hospital prescribes up to a 30-day supply of prescription drugs to its most needy patients; this is the limit by law. Department of Public Health regulations prohibit hospital-licensed pharmacies from serving others beyond their own patients.

In FY12, the Hospital provided 1073 free medications valued at more than \$103,477. The hospital's outpatient department also collaborates with local pharmacies for follow-up care as required. In addition, we have a PAP Program (Patient Assistance Program) where drug companies provide certain free drugs for indigent patients. We arrange for the application between the patient and the drug company. Then we arrange for the drug company to fill their prescriptions. We had 20 patients for which we provided 222 prescriptions.

Community Health and Wellness Programs

Signature Healthcare Brockton Hospital continues to offer the community a wide range of health and wellness programs, screenings and special lectures and events designed to prevent disease and promote healthy lifestyles. For example, our affiliation with the Old Colony YMCA has helped us develop collaborative health and wellness programs throughout Southeastern Massachusetts, including health education events, screenings and other wellness programs.

Other program examples include:

- The all-Brockton Senior Celebration, gathering an audience of more than 500 seniors to hear presentations including an OB/GYN speaking on the “Importance of GYN Care over 60”. During the spring into Wellness Event at Brockton High School, Signature Healthcare Pediatric Nursing Staff worked with the high school students on healthy eating habits while engaging them in a “Nutrition Jeopardy Game”.
- A Signature nurse practitioner and our foundation staff served as presenters at two workshops at the 22nd annual Old Colony YMCA Youth Conference, advising 750 teens from around the region and their adult teachers/advisers on establishing good health habits
- In October 2012, Signature Healthcare assisted a local grassroots program, “Kids Road Races”. This program is run by Dave Gorman and his wife and has been in existence for over 30 years. Each year the price of the race has gone up, starting at .25 cents to \$1 and Dave wasn’t looking to go any higher as he truly believes in affordable fun activities for the children in the community. This program has two 8 week sessions, one in the fall and another in the spring. Children come each week and run a 2 mile road race at DW Field Park. This program is not only good for their physical health, but it provides them with a sense of accomplishment and pride. Signature Healthcare assisted the Gorman’s in hosting an Alumni Road Race as a fundraiser to continue keeping these races going and also keeping the cost at \$1 per race.

In addition, the hospital supports a wide range of programs, classes, support groups and community outreach appearances, such as

Ongoing Programs

Childbirth and Parenting Workshop
Refresher Childbirth and VBAC Class
Breastfeeding Program
Infant Massage
Look Good ... Feel Better
Sibling Preparation Class

Support Groups

Alcoholics Anonymous
Bereavement Support Group
Breastfeeding Support Group
Narcotics Anonymous
Prostate Cancer Support Group

Health Fairs, Events, Outreach

American Cancer Society Celebration of Hope
Annual Mayor's Youth Summit
Big Brothers/Big Sisters
Breast Cancer Awareness Month
Brockton Annual Night Out against Crime
Brockton Area Transit Employee Fair
Brockton Council on Aging Health & Safety Fair
Brockton Post Office Breast Health Fair
Cape Verdean Festival
Community Connections
Community Safety Initiatives, Arnone School
BAMSI Senior Citizen Reception
East Bridgewater Safety & Wellness Fair
East Bridgewater YMCA Fun & Fitness Day
Elders Education & Community Outreach Health Fair
Federal Employee Health Fair
Latino Health Fair
Massasoit Community College, Canton campus
Metro South Chamber of Commerce Business-to-Business Expo
Metro South Chamber of Commerce Taste of Metro South
National Night Out Against Crime – Brockton
Neighborhood Health Center Family Fun Fest, Brockton
Old Colony YMCA Living Well Health Fair
Old Colony YMCA Youth Conference, Bridgewater State College
Brockton Parent's Academy Presentations
Raynham Pride Day
Senior Celebration
Taunton WIC "Celebration of the Young Parent"
Health Fair, Massasoit Community College, Brockton campus
YMCA Healthy Kids Day

Community Support

Brockton Historical Society
Hispanic Festival
Brockton Rox
Community Services of Greater Brockton
Metro South Chamber of Commerce
Kids Road Races
Easton Children's Museum
Partnership for Safer Communities
Health Care for All
Brockton Visiting Nurses Association
NAACP
Brockton Police Department
Cape Verdean Association
Caring for Kids
Downtown Brockton Association
Old Colony Hospice
Old Colony YMCA
American Health Resources
Brockton Family & Community Resources
Stoughton Chamber of Commerce
United Way of Greater Plymouth County

Notable Challenges, Accomplishments and Outcomes in FY 2012

1. Signature Healthcare was honored with an “A” Hospital Safety Score by The Leapfrog Group, an independent national nonprofit run by employers and other large purchasers of health benefits. The Hospital Safety Score was compiled under the guidance of the nation’s leading experts on patient safety and is designed to give the public information they can use to protect themselves and their families. Of the 2618 general hospitals issued a Hospital Safety Score nationwide, 790 earned an “A,” or 30%.
2. Vascular Laboratory awarded a three-year term of accreditation in Vascular Testing in four areas; Peripheral Venous Testing, Extracranial Cerebrovascular Testing, Peripheral Arterial Testing, and Visceral Vascular Testing by the Intersocietal Accreditation Commission (IAC), the only Vascular Lab on the South Shore with these four accreditations.
3. Signature Healthcare received the American Heart Association/American Stroke Association’s “Get With The Guidelines®-Stroke” Gold Plus Quality Achievement Award, a hospital-based quality improvement program that empowers healthcare teams to save lives and reduce healthcare costs by helping hospitals follow evidence-based guidelines and recommendations
4. Signature Medical Group recognized in Harvard Pilgrim Health Care’s 11th annual Physician Group Honor Roll – one of only 23 groups honored in Massachusetts. The honor roll, according to Harvard Pilgrim, highlights physician groups achieving excellent results in their approach to disease prevention and the handling of acute and chronic illness for both adult and pediatric patients. Signature Medical Group not only received this honor, but also a status of distinction. Out of the 34 groups listed from three states that include Massachusetts, New Hampshire and Maine, only 29 practices received the distinguished “distinction” status. This status indicates that the groups have exceeded the national 90th percentile on all domains used in the evaluation.

VII. Next Reporting Year

Anticipated Goals and Program Initiatives

For Fiscal 2013, Signature Healthcare has decided to focus on the areas of Obesity and Diabetes. Both of these diseases are epidemics in the Brockton area, and we feel that we can educate our population on these areas. An increased focus will be on bringing hospital services and educational efforts outside of the hospital and into the community through partnerships with businesses, community and social service agencies.

VIII. Total Charity Care

In addition to all of the services Signature Healthcare Brockton Hospital provides to the community as either a community benefit or a community service program, we also provide the following:

\$1,374,628	Health Safety Net Assessment
\$ 4,444	Health Safety Net Denied Claims
\$6,015,511	Free/Discount Care
\$7,394,583	Total Net Charity Care

VIII. Contact Information

Hilary Lovell
Marketing Outreach Coordinator
Signature Healthcare Brockton Hospital
680 Centre Street
Brockton, MA 02402
508-941-7486 (office)
508-941-6300 (fax)

E-mail address: hlovell@signature-healthcare.org