

Newton-Wellesley Hospital - FY2013

Community Benefits Mission Statement

- To increase access to care in an equitable and efficient fashion to all.
- To identify and address specific health care needs which are unique to the hospital's community.
- To improve the health of the community and reduce health care costs through programs of preventive medicine and health promotion.

Target Populations

Name of Target Population	Basis for Selection
Child & Adolescent Health	CDC Risk Behavior Surveys
Elderly	Emergency Department data sources
People affected by domestic, family, or sexual violence	National, state, and local statistics

Publication of Target Populations

Marketing Collateral, Annual Report, Website

Hospital/HMO Web Page Publicizing Target Pop.

<http://www.nwh.org/community-health-resources/>

Key Accomplishments of Reporting Year

- Among community dwelling elders, fall-related injuries are the most common type of injury. In FY13, 30 elders participated in the Matter of Balance program, bringing the total number of participants since the program inception in 1997 to 1,389.
 - In FY13, the Domestic Violence/Sexual Assault Program and NWH provided free, voluntary, and confidential services to nearly 100 survivors of domestic, family, or sexual violence.
 - In FY13. There were 19 visits to Health At Work and 38 visits to the NWH Employee Assistance Program.
 - In FY13, the Pediatric Primary Care Clinic provided care to over 220 families (635 visits).
 - In FY13, 45 seniors participated in 3 programs geared at educating seniors about nutrition and promoting better health.
 - In FY13, health education programs were offered to the community on such topics as teen suicide, caring for elderly parents, and tobacco cessation.
 - The medical transportation program in conjunction with Springwell (AAA) assisted seniors in access to medical care.
 - In FY13, a collaboration with Newton At Home resulted in 6 patients receiving assistance with activities of daily living following discharge from the hospital.
 - In FY13, the hospital supported a parents support group in Needham for parents of youth engaged in risky behaviors such as alcohol/substance abuse.
- In Wellesley during FY13, the hospital supported the development of a "Wellness Web Portal" on the Wellesley Health Department website. In its first year, 323 residents registered and created their own health profile. Seventy-two percent of enrollees selected at least one health goal to track.

Plans for Next Reporting Year

In addition to ongoing programs, the hospital plans to expand its support to alcohol, substance abuse and teen suicide prevention programs in the community. Medical transportation to improve access to health care will be expanded. Collaborate

with other providers in building social connection between people in the community. Bolstering mental health/mental illness education programs and treatment resources will be another focus of the hospital. Providing education for more effective parenting will be a focus as well. Further, the hospital will work with stakeholders in the city of Waltham to reduce health disparities particularly in children and adolescents.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

The Team consists of Board Members, senior leadership, and Directors. Additionally, the Directors of Health for each town in the area are de facto members of the Committee

Community Benefits Team Meetings

The Committee meets quarterly

Community Partners

American Cancer Society
Boston Athletic Association
Boston Area Rape Crisis Center
Brigham Community House
Middlesex Child Fatality Review Team
Newton At Home
Newton-Needham Chamber of Commerce
Newton, Needham, WALTHAM, Wellesley & Weston Councils on Aging
Newton, Needham, WALTHAM, Wellesley & Weston Health Departments
Newton, Needham, WALTHAM, Wellesley & Weston School Departments
Newton & Waltham Boys and Girls Clubs
Newton Rotary Club
REACH
Springwell Area Agency on Aging
The Second Step, Inc.
Waltham Chamber of Commerce
Waltham Rotary Club
Waltham School Department
Waltham Senior Center
Waltham YMCA
Weston Health Council
West Suburban Health Network (CHNA 18)

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

The hospital has participated in a CHNA 18 led effort to complete a comprehensive community needs assessment. Phase I of this assessment was completed in the fall of 2011. In March, 2012 a second community CHNA 18 forum was held and plans for Phase II were initiated. At this forum, the findings of the assessment were discussed, and plans for Phase II will be initiated. The hospital in collaboration with CHNA 18 will begin once again a Community Health Needs Assessment in FY 2014.

Consultants/Other Organizations

CHNA 18, MA Dept. of Public Health, Regional Center for Healthy Communities, and Healthy Waltham, Weston Health Council, and the Waltham School Department's School Health Advisory Committee.

Data Sources

Consumer Group, Interviews, MassCHIP, Public Health Personnel, Surveys

Select Community Benefits Programs**Fall-Related Injuries among Community Dwelling Elders: A Matter of Balance****Brief Description or Objective**

Among community dwelling elders, fall-related injuries are the most common type of injury. The intervention, A Matter of Balance, mitigates the negative effects of fear of falling has among elders. The program focuses on coping skills, fall risk reduction and decreasing activity restrictions. The purpose of the program is to reverse or prevent loss of function and disablement commonly associated with fear of falling among older persons. In FY 13, 30 elders participated in the Matter of Balance program, bringing the total number of participants since the program inception in 1997 to 1,389.

Program Type

Direct Services, Healthy Communities Partnership, Outreach to Underserved, Prevention

Target Population

- **Regions Served:** Needham, Newton, Waltham, Wellesley, Weston
- **Health Indicator:** Injury and Violence, Other: Safety - Home, Physical Activity
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** Asian, Hispanic/Latino, White
- **Language:** Chinese , English , Russian , Spanish

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Reverse or prevent loss of function and disablement commonly associated with fear of falling among older persons.

Provide a group experience to reduce maladaptive ideas and beliefs about falls.

Goal Status

In FY13 the program served 30 participants for a total of 1,389 since inception in 1997.

In FY13, participants (two programs offered through senior centers, Newton and Waltham) showed signs of fall efficacy (degree of confidence in performing common daily activities).

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

Community Senior Centers

New England Research Institute (NERI)

<http://www.neriscience.com/>

Contact Information

Kathy Beans Program Coordinator, Newton-Wellesley Hospital Wellness Center , 2014 Washington St., Newton, 617-243-6649 , kbeans@partners.org

Detailed Description

Not Specified

The Domestic Violence/Sexual Assault Program at Newton-Wellesley Hospital (DV/SA Program)**Brief Description or Objective**

The DV/SA Program provides free, voluntary, and confidential services to patients and employees who are experiencing domestic violence, family violence and sexual assault. In FY13, nearly 100 survivors were served with approximately 900 hours of counseling and

safety planning, and 86 consults to providers.

Program Type

Community Education, Direct Services, Health Screening, Healthy Communities Partnership, Mentorship/Career Training/Internship, Outreach to Underserved, Prevention, Support Group

Target Population

- **Regions Served:** Needham, Newton, Waltham, Wellesley, Weston
- **Health Indicator:** Injury and Violence, Mental Health, Other: Domestic Violence, Other: Rape, Other: Safety - Home
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Provides free, voluntary, and confidential services to patients and employees who are experiencing domestic violence, family violence and sexual assault.

Continue to increase safety, health and well-being of patients and employees by providing comprehensive services to those experiencing domestic and sexual violence.

Continue to increase safety, health and well-being of patients and employees by providing comprehensive services to those experiencing domestic and sexual violence.

Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff.

Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff.

Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff.

Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff.

Goal Status

In FY13 the program served nearly 100 survivors, and provided nine 2 hour psycho-educational sessions for survivors; 37 participated.

In FY13 the program provided approximately 700 hours of safety planning, counseling and advocacy to survivors.

In FY13, the program responded to 3 hotlines. In its partnership with the Boston Area Crisis Center, the program provided education & training to over 2400 youth, parents, and professionals.

In FY13, staff provided the key note address at the MA Health Council's annual Women's Health Conference where over 600 health care providers and administrators attended.

In FY13, the staff participated in an educational effort with the MA Division of Insurance about the dangers of explanations of benefits and other forms of billing communications.

In FY13, worked on implementation of a survey focusing on the impact of the new emergency housing regulations on survivors. Written testimony on this issue was offered as well.

In FY13 the program participated in the implementation of a 3-year federal grant for a National SANE Telenursing Center, which will use telemedicine to

export SANE expertise to underserved populations nationwide.

Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff. The hospital will provide space for the National SANE Telenursing Center as well as technical expertise.

Increase access to services by contributing to improved hospital policy. In FY13, the staff worked on the electronic medical record usage. Additionally, the new EPIC financial system was edited to benefit survivors as well as the Efforts to Outcomes software used throughout the Partners system.

Support shelter infrastructure. In FY13 the program provided substantial donations and other in-kind expertise to support the shelter infrastructure.

Partners

Partner Name, Description

Partner Web Address

REACH Beyond Domestic Violence	http://www.reachma.org/
The Second Step Boston Area Rape Crisis Center	http://www.thesecondstep.org/
GLBT Domestic Violence Coalition	http://www.thenetworklared.org/glbtdvcwebappl.pdf
Middlesex Co DA's Office	http://www.middlesexda.com/
Jane Doe, Inc.	http://www.janedoe.org/

Contact Information

Erin C. Miller Domestic Violence/Sexual Assault Coordinator Newton-Wellesley Hospital, emiller11@partners.org

Detailed Description

Not Specified

Occupational Medicine services to City of Newton employees.

Brief Description or Objective

Health At Work (HAW) provides a wide range of services including an Employee Assistance Program (EAP), injury management, follow-up care, employment activities, drug testing, and employee fitness screenings for "first responders" and other municipal employees. In FY13, there were 19 patients and 31 encounters. In the EAP component, there were 62 EAP encounters.

Program Type

Direct Services, Health Screening, Healthy Communities Partnership, Prevention

Target Population

- **Regions Served:** Newton, Waltham
- **Health Indicator:** Access to Health Care, Injury and Violence, Mental Health, Other:

Alcohol and Substance Abuse, Other: Stress Management, Overweight and Obesity, Substance Abuse

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

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Provide Occupational Medicine services to City of Newton employees.

Access to medical care for minor injuries and allow for early return job duties.

Identify at risk employees through pre-employment physicals and drug screening.

Mitigate stress, grief and other psychosocial conditions through EAP services.

Goal Status

In FY13 there were 19 Visits to Health At Work and 62 visits to EAP.

In FY13 employees have reported confidence in confidential, competent, and timely services.

In FY13 managers have reported early return to employment for employees voluntarily seeking HAW services.

In FY13 the cost of health care has been reduced through the services provided by HAW.

Partners

Partner Name, Description

City of Newton

Waltham Urgent Care Center

Partners EAP

Partner Web Address

<http://www.ci.newton.ma.us/>

<http://www.nwh.org/clinical-centers/waltham-urgent-care-center/>

<http://www.eap.partners.org/>

Contact Information

Joan Millian RN, Manager, NWH Urgent Care Center 9 Hope Ave. Waltham 02453, 617-243-5594 , jmillian@partners.org

Detailed Description

Not Specified

Provision of primary care to children and adolescents who are uninsured or present other challenges interfering with accessing primary care.

Brief Description or Objective

The Pediatric Primary Care Clinic (PPCC) provides medical care to children and adolescents who do not have access to a private physician. Additionally, a wide range of specialty clinics associated with Massachusetts General Hospital for Children are available to Clinic patients. In FY13, there were 635 visits (over 220 families).

Program Type

Direct Services, Health Screening, School/Health Center Partnership

Target Population

- **Regions Served:** Natick, Needham, Newton, Waltham, Weston
- **Health Indicator:** Access to Health Care, Immunization, Other: Asthma/Allergies, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All Children
- **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

Provide primary care to

Goal Status

In FY13 there were 635 visits

children and adolescents who are uninsured or present other challenges interfering with accessing primary care.	(over 220 families).
Accept agency referrals for children/adolescents without primary care.	In FY13 there was a significant increase in number of youth served compared to last year.
Provide primary and specialty care to uninsured children and/or those with medical/social conditions beyond ability of private office.	In FY13 there were numerous school consultations and participation on agency boards, e.g. Newton Boys & Girls Club. The Clinic has reached out to Waltham for provision of primary pediatric care to children not followed routinely by a pediatrician.
Consult to schools and agencies and coordinate services for disadvantaged youth.	In FY13 there was a minimized loss of school days for clinic youth as a result of primary and preventive care.

Partners

Partner Name, Description Partner Web Address

Not Specified

Contact Information

Joel Bass, MD Chair, Department of Pediatrics Newton-Wellesley Hospital 617-243-6565 ,
jbass@partners.org

Detailed Description

Not Specified

Springwell/NWH Inter-City Medical Transportation

Brief Description or Objective

To assist with access issues, NWH provides medical transportation through Springwell, the area agency on aging. Residents of surrounding communities are provided transportation with 48 hour notice to the provider. In FY13, 692 round-trip rides to NWH were provided.

Program Type

Direct Services, Outreach to Underserved

Target Population

- **Regions Served:** Boston-Allston, Waltham, Watertown
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Provide transportation to seniors who are otherwise unable to obtain health care services due to transportation obstacles.

Goal Status

Seniors from Waltham and Watertown were provided with round trip service to physician and hospital services. In FY 13, 692 round-trip rides to NWH were provided. The majority, 80%, of patients were Waltham residents.

Make appointments for seniors who do need either primary or specialty care.

The hospital's Care Finder program facilitates scheduling appointments for patients in need of a physician or hospital service.

Partners

Partner Name, Description Partner Web Address

Springwell (AAA) www.springwell.com

Contact Information

Brian O'Dea, Director Mkt./Public Affairs , Newton-Wellesley Hospital, 2014 Washington St., Newton, MA 02462 617-243-5820 , bodea@partners.org

Detailed Description

Not Specified

Wellesley Health and Wellness Web Portal**Brief Description or Objective**

In FY 2013, Newton-Wellesley Hospital funded the development and hosting of a health and wellness web portal for the residents of the Town of Wellesley as part of a two-year pilot for community engagement in partnership with the Wellesley Health Department. This unique approach to engaging community residents in health education and health promotion activities was the primary objective of the pilot. In FY 13, 323 registered users created their own health profile.

Program Type

Community Education,Community Participation/Capacity Building Initiative,Grant/Donation/Foundation/Scholarship,Healthy Communities Partnership

Target Population

- **Regions Served:** Wellesley
- **Health Indicator:** All, Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** English

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

Promote the pilot through the Wellesley Health Department website in order to motivate residents to enroll.

The program will encourage users to access the educational media assets of the portal.

A significant percent of enrollees will select at least one health goal to track.

Goal Status

In FY 13, 323 registered users created their own health profile.

2.6 educational media assets were consumed per user in the first year of the pilot.

72% of enrollees selected at least one health goal to track (top goal was to "lose weight").

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

Wellesley Health Department www.wellesleyma.gov

Contact Information

Cheryl Lefman, Health Communications Specialist, 781-235-0135,

Detailed Description

Not Specified

Health education, promotion and disease prevention education**Brief Description or Objective**

In FY 2013, in response to health education needs identified in the community health needs assessment, a series of educational programs were developed to address teen suicide, stress in adult caregivers of the elderly, certification needs in CPR/First Aid for childcare workers, and tobacco use.

Program Type

Community Education,Grant/Donation/Foundation/Scholarship,Health Professional/Staff Training,Healthy Communities Partnership

Target Population

- **Regions Served:** Needham, Newton, Waltham, Wellesley, Weston
- **Health Indicator:** Mental Health, Other: Child Care, Other: Education/Learning Issues, Other: Elder Care, Other: First Aid/ACLS/CPR, Other: Smoking/Tobacco, Other: Stress Management, Tobacco Use
- **Sex:** All

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

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Provide an education program that addresses parental questions concerning mental health and suicide.

Provide an educational experience for adult caregivers of the elderly that addresses their practical concerns for the role.

Support local initiatives that promote health and wellness.

Offer wellness classes designed to address tobacco use. Additionally, provide classes for childcare workers seeking CPR/First Aid certification.

Goal Status

In FY 13, a community forum was held at the hospital titled: Adolescents, Mental Health and Suicide-How to begin a conversation with your child.

This event was held at the public library in Newton with 45 individuals attending, "Tips for Healthy Aging".

The hospital donated to the Healthy Waltham initiative.

The hospital's wellness center offered at- no-cost to attendees 3 distinct classes on tobacco cessation (9 attendees) led by an experienced clinician. Also, 79 childcare workers became certified.

Partners

Partner Name, Description Partner Web Address

Not Specified

Contact Information

Ronald Ponte, Director Community Partnerships , rponte@partners.org

Detailed Description

Not Specified

Needham Coalition for Youth Substance Abuse Prevention-Parent Support Group

Brief Description or Objective

In FY 2013, Newton-Wellesley Hospital partially funded a parent support group in the Town of Needham (administered through the Needham Health Department) for parents of youth engaged in alcohol/substance abuse. The Coalition identified the need for support of parents as essential for the Town's comprehensive efforts to address this problem. The Coalition found that parents feel isolated and overwhelmed with the emotional distress associated with this youth issue.

Program Type

Community Education,Community Participation/Capacity Building Initiative,Grant/Donation/Foundation/Scholarship,Healthy Communities Partnership,Support Group

Target Population

- **Regions Served:** Needham
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse, Other: Education/Learning Issues, Substance Abuse
- **Sex:** All
- **Age Group:** Adult, Child-Teen
- **Ethnic Group:** All
- **Language:** English

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Provide a service that will help sustain the Town's efforts to reduce youth

Goal Status

In FY 13, the hospital partially funded the establishment of a parent support group that was

alcohol/substance abuse.	identified as critical to the overall effort around this issue.
The parent support group will be a professionally run component with total anonymity for those who enroll.	A licensed clinical social worker with extensive training and expertise in work with families involved with alcohol/substance abuse behaviors was recruited and operated a parent support group.
Parents will have easy access, free of charge services in the confidential parent support group environment.	The support group was attended on average by 6 parents. The groups were held 27 times during the fiscal year.

Partners

Partner Name, Description Partner Web Address

Needham Health Department www.needhamma.gov

Contact Information

Carol Read, Substance Abuse Prevention & Education, 781-455-7500 ext 259 ,

Detailed Description

Not Specified

Newton At Home

Brief Description or Objective

Newton At Home and Newton-Wellesley Hospital partnered during FY 13 in the provision of post-discharge services to frail elderly at risk for re-hospitalization. The project enables seniors to remain safely and independently in their own home by providing a broad array of programs and services, e.g. shopping, medication delivery, transportation to medical providers, friendly volunteer visitors and so on.

Program Type

Healthy Communities Partnership, Outreach to Underserved, Prevention

Target Population

- **Regions Served:** Newton
- **Health Indicator:** Access to Health Care, Mental Health, Other: Education/Learning Issues, Other: Elder Care, Other: Homebound, Other: Safety, Other: Safety - Home
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** Not Specified

Goals

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

Goal Description

The program will make every effort to prevent re-hospitalization as a result of non-acute health or social issues.

Volunteers will be trained to conduct friendly visiting and assist with instrumental activities of daily living.

Appropriate candidates will be identified and enrolled in the program for minimum of three months.

Goal Status

None of the patients were re-admitted to the hospital during their enrollment in the program.

Volunteers were trained by NAH and participated in inter-agency planning and monitoring meetings.

In 2013, 4 (2 female, 2 male) patients discharged from the acute setting were enrolled in the program.

Partners

Partner Name, Description Partner Web Address

Newton At Home www.newtonathome.org

Contact Information Maureen Grannan, Executive Director, director@newtonathome.org

Detailed Description Not Specified

Riverside Community Care Child & Family Services

Brief Description or Objective The CHNA identified mental health issues for children and adolescents and particularly suicide and substance abuse prevention. The objective of this donation by Newton-Wellesley Hospital was to support Riverside Community Care's (RCC) efforts to educate, train, and provide direct services to vulnerable youth and families. RCC's 7th annual benefit, "Blue Jean Ball" raised over \$220,000 for this endeavor.

Program Type Grant/Donation/Foundation/Scholarship

Target Population

- **Regions Served:** Dedham, Needham, Newton, Waltham, Wellesley, Weston
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse, Substance Abuse
- **Sex:** All
- **Age Group:** All Children
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Support the RCC 7th annual benefit, Blue Jean Ball.

Support community initiatives that provide direct services to at risk youth.

Goal Status

The Ball was held in October 2013 and raised over \$220,000.

The donation the hospital gave to RCC along with other sponsors helped sustain the efforts of RCC.

Partners

Partner Name, Description **Partner Web Address**

Riverside Community Care <http://www.riversidecc.org/>

Contact Information Lesley Day Morgan, lmorgan@riversidecc.org

Detailed Description Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2013	Approved Program Budget for 2013
Community Benefits Programs	Direct Expenses \$818,233 Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism Not Specified Other Leveraged Resources \$179,717	\$8,819,730 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$7,469,396 HSN Denied Claims \$131,153 Free/Discount Care \$55,681 Total Net Charity Care \$7,656,230	

Corporate Sponsorships	\$165,550	
	Total Expenditures	\$8,819,730
Total Patient Care-Related Expenses for FY2013		\$362,573,439
Comments: None		

Optional Information

Expenditures	Amount	
Community Service Programs	Direct Expenses	Not Specified
	Associated Expenses	Not Specified
	Determination of Need Expenditures	Not Specified
	Employee Volunteerism	Not Specified
	Other Leveraged Resources	Not Specified
Total Community Service Programs		Not Specified
Bad Debt:	Not Specified	Not Specified
IRS 990:	Not Specified	