

## Morton Hospital & Medical Center - FY2014

### Community Benefits Mission Statement

Morton Hospital's community benefits mission and the guiding philosophy of our community initiatives is to establish a data-driven, evidence-based Community Benefits Program that improves the status of our community and provides access to comprehensive, high quality, compassionate, and efficient health services in the community setting. We accomplish this by:

- Assessing and addressing the unmet health needs of our community
- Participating on local action committees/task forces
- Providing accessible, high quality care and services to everyone in our community, regardless of their ability to pay
- Collaborating with staff, providers, and community representatives to deliver meaningful programs that address statewide health priorities and local health issues
- Encouraging the community to engage in healthy lifestyles, be active participants in their health care, and to learn of the risks associated with unhealthy behaviors and poor lifestyle choices

This community benefits philosophy expands upon the mission of Morton Hospital to identify and address community needs; particularly those that affect the health and wellness of residents throughout the greater Taunton area. Morton Hospital aims to provide culturally-sensitive, linguistically-appropriate, accessible health care services to the communities it serves. The Hospital also works to address barriers to health care access, and maintains adult and school-based clinics in the community to provide primary health care services to under-insured or uninsured adults and children.

The Hospital fosters an internal environment that encourages involvement in community benefit activities and includes in its mission and goals the development of organization-wide cultural diversity programming, addressing the cultural needs of our community.

### Target Populations

Name of Target Population	Basis for Selection	
All women, including those ages 40 and older, as well as those with a family history of breast cancer	High incidence of breast cancer in greater Taunton community	
Adult smokers, residents in underserved areas who may be more susceptible to use tobacco products	High incidence of smoking in greater Taunton community; lack of smoking cessation resources	
All community members; elderly men and women	Need for greater health and wellness education to all community members; high incidence of chronic disease in community	
School-aged children	Need for greater access to primary and preventive care services for children (provided by Morton School-Based Health Clinic)	
Residents at risk for developing diabetes or becoming obese	High incidence of obesity and diabetes in greater Taunton community	
Uninsured, under-insured adult men and women in underserved areas	Need for greater health care access for uninsured/underinsured	
Drug users; youth	Opiate abuse epidemic in Taunton; need for greater education to help address issue	
Disadvantaged Youth	Partnership with Taunton High School and "Bridge to Employment" program to provide education and career counseling services to disadvantaged teens	
Behavioral health patients	High incidence of behavioral health issues, as well as ongoing behavioral health stigma, in greater Taunton community	

### Publication of Target Populations

Website

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

<http://steward.org/Community-Health/Morton-Hospital/Morton-Hospital-Community-Health>

## **Key Accomplishments of Reporting Year**

Throughout 2014, Morton Hospital maintained collaborative partnerships with several community organizations including the Prevention & Wellness Network (CHNA 24).

Specific program-related accomplishments included:

- Increasing the number of diabetes-related community education and support programs
- Participating in the Steward Farmers Market Voucher Program, providing veggie vouchers to diabetic patients to use at local farmers markets to incorporate fresh, healthy fruits and vegetables into their diets (doubled the number of vouchers purchased for patients from 2013-2014)
- Continuing to provide financial counseling and health care insurance enrollment services through financial counselors and community health advocates
- Partnering with Taunton High School and its "Bridge to Employment" Program to provide education and career guidance services to high school students from disadvantaged communities
- Opening a new urgent care center, enhancing the community's access to primary and preventive care services

Throughout the 2014 year, Morton Hospital remained an active participant in efforts and programs to address a growing heroin abuse issue in Taunton. The hospital participated in community forums and meetings with city and state elected officials and first-responders, and maintains representation on the Taunton Opiate Task Force.

In addition, the hospital continued to operate its adult and school-based health centers, providing much needed primary and preventive care to uninsured and underserved residents.

## **Plans for Next Reporting Year**

Morton Hospital looks forward to collaborating with community organizations, including the Prevention & Wellness Network, to support the implementation of multiple grants, including the Mass in Motion program currently being planned in Taunton.

The hospital is also enhancing its partnership with the American Cancer Society, identifying new ways to support ACS programs and refer patients to such programs.

In conjunction with the opening of a new, state-of-the-art Emergency Department, the hospital will host a large-scale community health fair in collaboration with community organizations, providing health and wellness education and direct services.

Morton Hospital also hopes to partner with a local farm to bring fresh produce to the hospital campus, enhancing employee and patient/visitor access to healthy fruits and vegetables.

In the beginning of 2015, the hospital also began holding diversity training and education programs for hospital staff through Steward Health Care's new "Stop. Think. Care." Initiative, designed to educate staff members about the variety of cultures and diverse needs of patients and families.

## **Community Benefits Process**

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### **Select Community Benefits Process**

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

The Hospital, the President, the Board of Directors of Morton Hospital, and the hospital's senior leadership team have a vested interest in the activities of the Community Benefits Program, and as such have granted the Public Affairs Department oversight of the Community Benefits Program. Their interest is vested in the activities of the Community Benefits Program because there is a need to include the community benefits into the overall mission of the Hospital.

Responsibilities of the Department include:

- Identifying the health care needs in the community
- Collaborating with community representatives to improve health status

- Prioritizing unmet needs and determining those that can be most effectively addressed by Morton Hospital while making effective use of limited health care resources
- Recommending particular courses of action to the Hospital's senior leadership team to address specific unmet needs in a timely fashion

In overseeing and developing the Hospital's Community Benefits Program, the Public Affairs Department is supported and guided by:

- Community Benefits Advisory Council
- Senior Leadership
- The Board of Directors

Implementation and enhancement of the Community Benefits Program is the responsibility of both the Hospital's senior leadership team and the Public Affairs Department, with support from ancillary departments and staff. Preparation of the report is the responsibility of the Public Affairs Department and the Finance Department.

2014 Community Benefits Advisory Council Members:

Deborah Rogers, RN, Care Management Manager, Morton Hospital

Jenna Kurilla, RD, Registered Dietitian, Morton Hospital

Liliana Pavao, Interpreter Services Manager, Morton Hospital

Julie Masci, Marketing and Public Affairs Manager, Morton Hospital

Stephanie Mancini, Old Colony YMCA (Taunton)

Anne Bisson, Director, Department of Human Services, Taunton Council on Aging

Melissa Vanhorn, Community Impact Coordinator, United Way of Greater Attleboro & Taunton

Kathi Driscoll, RN, Public Health Nurse, Taunton Board of Health

Diana Martell, Taunton WIC/Citizens for Citizens & CHNA member

Judith Coykendall, Seven Hills Behavioral Health Tobacco Free Community Partnership

### **Community Benefits Team Meetings**

April 1, 2014

July 7, 2014

In lieu of a fall meeting, Morton Hospital representatives and community partners (members of both the Morton Hospital Community Benefits Advisory Council and the Prevention & Wellness Network) participated in a Greater Taunton Community Health Summit on October 17, hosted by the Prevention & Wellness Network and sponsored by Morton Hospital. Summit participants shared feedback regarding community needs and discussed ideas for community programming.

### **Community Partners**

Prevention & Wellness Network/CHNA 24 (formerly known as the Greater Taunton Health and Human Services Coalition)

### **Community Health Needs Assessment**

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

In 2013, Steward Health Care and Morton Hospital completed a comprehensive Community Health Needs Assessment (CHNA), which consisted of the following methods of data collection:

1. Extensive public data was collected and key findings were derived from the research of online data sources such as Census, MassCHIP, and the Federal Reserve Bank. Online research of Administrative policies and legal ordinances was done to identify and analyze policies and regulations that affect the population health status.
2. A Community Provider Survey was distributed to the Morton Community Benefits Advisory Council and other key community-based organizations. Local health and human service organizations, government agencies, boards of health, community centers, churches, schools, and YMCA/YWCAs were among the organizations that were surveyed.
3. A focus group was conducted to capture community data on perceived health issues and barriers to health resources.
4. From these sources, data on health behaviors, health conditions, access to and utilization of health services and health care costs were examined for opportunities where the hospital, in partnership with local community service

providers, could make a difference in lowering per capita health care costs, improving quality, and improving the health of populations.

The results of the Needs Assessment indicated that the major health issues facing residents within Morton Hospital's primary service area are: chronic disease, access to health care, behavioral health, obesity, and substance abuse.

Steward and Morton Hospital will begin their next Community Health Needs Assessment in 2015.

### Consultants/Other Organizations

United Way of Greater Attleboro & Taunton "Project Community Build" Needs Assessment:

(Communities assessed: Attleboro, North Attleboro, Plainville, Rehoboth, Seekonk, Raynham, Berkley, Mansfield, Dighton, Norton, and Taunton):

The United Way Needs Assessment identified several areas of concern: 1)loss of aging services and staff; 2)access to healthcare, with specific reference to dental care and mental health care; 3)drug use, domestic and youth violence; 4)obesity; 5)education, prevention, and intervention; 6)need for more doctors in the region's small towns; and 7)women's health education.

MassCHIP & Healthy People 2010-Chronic Disease Objectives Report for Taunton (and surrounding communities):

The Healthy People 2010 – Chronic Disease Objectives Report for Taunton reveals the following areas where improvement is needed: 1)incidence of cancer-related deaths (including lung cancer, breast cancer, colorectal cancer, and prostate cancer); 2)number of women ages 18 and older receiving annual exams; 3)number of women ages 40 and older receiving annual mammograms; 4)rate of diabetes diagnoses and diabetes-related deaths; 5)incidence of coronary heart disease and stroke-related deaths; 6)rate of adults receiving regular cholesterol screenings; 7)obesity in adults; 8)incidence of asthma-related hospitalizations and deaths in adults and adolescents; and 9)cigarette smoking among adults ages 18 and older.

According to the Massachusetts Department of Health, the Hospital's service area health indicators report shows higher than state averages for: cancer-related deaths (including lung, breast, prostate, and colorectal cancer deaths), heart disease, obesity, diabetes, and the number of adults ages 18 and older who smoke cigarettes.

### Data Sources

Community Focus Groups, Hospital, Interviews, MassCHIP, Surveys, CHNA

## Select Community Benefits Programs

### Cancer Prevention and Awareness Program

#### Brief Description or Objective

This program includes education, screening and prevention programs. In 2014, the hospital provided a skin cancer screening and hosted prevention programs such as smoking cessation programs and a campaign promoting screening mammography for the early detection of breast cancer. The program included special events and promotions during national cancer months.

#### Program Type

Community Education,Health Screening,Outreach to Underserved,Prevention

#### Target Population

- **Regions Served:** Other-Southeastern MA, Taunton
- **Health Indicator:** Other: Cancer, Other: Cancer - Breast, Other: Cancer - Lung, Other: Cancer - Skin
- **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

#### Goal Description

Increase the number of

#### Goal Status

In progress

women ages 40 and older  
receiving annual screening  
mammograms

Reduce the incidence of  
smoking and smoking-related  
diseases in Taunton In progress

Increase awareness of the  
importance of screening for  
the early detection of cancers. Ongoing

## Partners

### Partner Name, Description Partner Web Address

American Cancer Society www.cancer.org

### Contact Information

Linda Silva Cancer Program Coordinator 88 Washington St. Taunton, MA 02780 (508) 828-7337, linda.silva@steward.org

### Detailed Description

[Download/View Attachment](#) (376.37 KB)  
File Name: 2014 Skin Cancer Screening.pdf

## Smoking Cessation and Tobacco Reduction Program

### Brief Description or Objective

Morton's Smoking Cessation and Tobacco Reduction Program includes smoking cessation classes, education and ongoing efforts to reduce tobacco use in the community.

### Program Type

Community Education, Outreach to Underserved, Prevention, Support Group

### Target Population

- **Regions Served:** Other-Southeastern MA, Taunton
- **Health Indicator:** Other: Cancer - Lung, Other: Smoking/Tobacco, Tobacco Use
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

## Goals

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

### Goal Description

Increase awareness of the  
effects of smoking, promote  
healthier lifestyles in  
community members

### Goal Status

Ongoing

Reduce the incidence of  
smoking in the greater  
Taunton community

In progress; two free smoking  
cessation programs were held  
in 2014 with a total of 19  
participants

## Partners

### Partner Name, Description Partner Web Address

American Cancer Society www.cancer.org

Department of Public Health - Quitworks Program www.quitworks.makesmokinghistory.org

### Contact Information

Julie Masci Marketing & Public Affairs Manager 88 Washington St. Taunton, MA 02780 (508) 828-7015, julie.masci@steward.org

### Detailed Description

[Download/View Attachment](#) (288.20 KB)  
File Name: FreshStart Program September 2014.pdf

## Health Education/Outreach Program

### Brief Description or

Morton Hospital hosts educational programs and participates in community events on a regular

<b>Objective</b>	basis in order to enhance awareness of programs/services and educate the community about chronic disease and preventive health. The program also includes special programs and screenings.
<b>Program Type</b>	Community Education,Direct Services,Health Screening,Outreach to Underserved,Prevention
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Other-Southeastern MA, Taunton</li> <li>• <b>Health Indicator:</b> Access to Health Care, Other: Cancer, Other: Diabetes, Other: Nutrition, Other: Smoking/Tobacco, Other: Stroke, Overweight and Obesity, Physical Activity, Tobacco Use</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, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Influence the overall health and wellness of the greater Taunton community	Ongoing
Increase awareness of Morton Hospital services, chronic diseases and preventive practices	Ongoing
Reduce the incidence of chronic disease and poor health through education and early intervention	Ongoing; Morton Hospital hosted several educational and community outreach programs in 2014, including a cancer screening, smoking cessation series, health education lectures, diabetes education events and special programs

### Partners

Partner Name, Description	Partner Web Address
Oak Point Homes	
Longmeadow Nursing Home	<a href="http://www.longmeadowoftaunton.com">www.longmeadowoftaunton.com</a>
Covidien	<a href="http://www.covidien.com">www.covidien.com</a>
American Diabetes Association	<a href="http://www.diabetes.org">www.diabetes.org</a>

**Contact Information** Julie Masci 88 Washington St. Taunton, MA 02780 (508) 828-7015, [julie.masci@steward.org](mailto:julie.masci@steward.org)

**Detailed Description** Not Specified

### Uninsured Adult Program

<b>Brief Description or Objective</b>	Morton Hospital runs the Dr. Anthony N. Elias Primary Health Center to provide primary and preventive health care services to uninsured adults in our communities. Services are provided free of charge. The hospital also employs financial counselors and community health advocates to meet with patients at the hospital to help them attain insurance coverage.
<b>Program Type</b>	Community Education,Direct Services,Health Coverage Subsidies or Enrollment,Outreach to Underserved,Prevention
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Other-Southeastern MA, Taunton</li> <li>• <b>Health Indicator:</b> Access to Health Care, Other: Uninsured/Underinsured</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, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Increase access to primary and preventive healthcare for adults who are uninsured and/or underserved	Ongoing
Enroll uninsured individuals in health insurance programs; connect underinsured individuals with better coverage	Ongoing; enrolled 1,066 individuals in health insurance programs in 2014 via Community Health Advocates

**Partners**

Partner Name, Description	Partner Web Address
Benjamin A. Friedman Middle School	www.tauntonschools.org

**Contact Information** Julie Masci 88 Washington St. Taunton, MA 02780 (508) 828-7015, julie.masci@steward.org

**Detailed Description** [Download/View Attachment](#) (603.64 KB)  
File Name: Elias Clinic \_Nov 11.pdf

**Friedman School-Based Health Center**

<b>Brief Description or Objective</b>	The School-Based Health Center is an effort to improve the health and wellness of children and adolescents in Taunton and its surrounding communities and improve access to health care for all children.
<b>Program Type</b>	Direct Services, Outreach to Underserved, School/Health Center Partnership
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Other-Southeastern MA, Taunton</li> <li>• <b>Health Indicator:</b> Access to Health Care, Immunization</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Child-Preschool, Child-Preteen, Child-Primary School, Child-Teen</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

**Goals**

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

Goal Description	Goal Status
Provide primary and preventive health care services to children regardless of insurance status; promote health and wellness in these children	Ongoing
Improve the overall health of children living in the greater Taunton area; increase the number of families visiting the center for primary and preventive care for their children	Ongoing; 439 patients seen at the health center in 2014

**Partners**

Partner Name, Description	Partner Web Address
Benjamin A. Friedman Middle School	www.tauntonschools.org

**Contact Information** Judy Mendes Andrade 500 Norton Ave. Taunton, MA 02780 (508) 828-7255, judy.mendes-

andrade@steward.org

**Detailed Description**

[Download/View Attachment](#)(1169.82 KB)  
File Name: School-Based Health 2011.pdf

**HIV Case Management Program****Brief Description or Objective**

Via the HIV Case Management Program, the hospital's infectious disease medical office is able to identify at-risk individuals, engage infected persons into care, reduce disease transmission of the virus in our communities.

**Program Type**

Direct Services,Grant/Donation/Foundation/Scholarship,Health Screening,Prevention

**Target Population**

- **Regions Served:** Other-Southeastern MA, Taunton
- **Health Indicator:** Access to Health Care, Other: HIV/AIDS
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

**Goals**

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

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

Provide Medical Case Management services to the target population, identifying medical, social and psychological needs.

Ongoing

Engage HIV-infected individuals in medical care.

Ongoing

Support those patients to adhere to prescribed treatments, practice safer sex and reduce substance use, thereby reducing the transmission of virus in our communities.

Ongoing

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

Not Specified

**Contact Information**

Cindy McCrone, MD Infectious Disease Associates 72 Washington St. Taunton, MA 02780 (508) 828-6733, cindy.mccrone@steward.org

**Detailed Description**

Not Specified

**Tuberculosis Clinic****Brief Description or Objective**

The Tuberculosis Clinic's goal is to identify at-risk populations that could potentially spread tuberculosis and provide treatment to those with positive tuberculin skin tests.

**Program Type**

Direct Services,Grant/Donation/Foundation/Scholarship,Health Screening,Prevention

**Target Population**

- **Regions Served:** Other-Southeastern MA, Taunton
- **Health Indicator:** Immunization
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations

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

To keep tuberculosis disease

Ongoing

from spreading throughout any community

To provide education, services and support to local health agencies to help stop the spread of this disease Ongoing

## Partners

### Partner Name, Description Partner Web Address

Not Specified

### Contact Information

Cindy McCrone, MD Infectious Disease Associates 72 Washington St. Taunton, MA 02780 (508) 828-6733, cindy.mccrone@steward.org

### Detailed Description

Not Specified

## Sports Medicine Program

### Brief Description or Objective

The Sports Medicine Program provides sports training services to two local schools. Services included: athletic training including injury management for athletes, such as evaluations and injury assessments; rehabilitative care; and preventive teaching

### Program Type

Community Education, Direct Services, Grant/Donation/Foundation/Scholarship

### Target Population

- **Regions Served:** Other-Southeastern MA, Taunton
- **Health Indicator:** Other: Safety - Sports, Physical Activity
- **Sex:** All
- **Age Group:** Child-Teen
- **Ethnic Group:** All
- **Language:** All

## Goals

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

### Goal Description

### Goal Status

Educate athletes, their parents and school coaches/trainers about injury prevention and safety in youth sports Ongoing

Provide ongoing assistance to ensure the safety of youth during sporting events; reduce the number of injuries/health issues Ongoing

## Partners

### Partner Name, Description Partner Web Address

Taunton High School [www.tauntonschools.org](http://www.tauntonschools.org)

Coyle-Cassidy High School [www.coylecassidy.com](http://www.coylecassidy.com)

### Contact Information

Stephen Cox Northwoods Medical Center Outpatient Rehabilitation 2005 Bay Street Taunton, MA 02780 (508) 828-7265, stephen.cox@steward.org

### Detailed Description

Not Specified

## Diabetes-Nutrition-Obesity Program

### Brief Description or Objective

The hospital's Diabetes-Nutrition-Obesity Program enlists the efforts of the hospital's nutrition department, diabetes educator, Food Services staff and marketing staff to provide education on healthy eating and healthy lifestyles in an effort to reduce the incidence of diabetes and obesity in the hospital's internal and external audiences. This program includes the hospital's Healthy Beverages Program and educational talks in the community, as well as participation in a Steward Farmers Market Voucher Program to provide vouchers to diabetic patients, allowing them to purchase fresh fruits and vegetables at local farmers markets. Two diabetes education events were held at the hospital in 2014; blood glucose screenings were offered.

<b>Program Type</b>	Community Education,Health Screening,Outreach to Underserved,Prevention,Support Group
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Other-Southeastern MA, Taunton</li> <li>• <b>Health Indicator:</b> Other: Diabetes, Other: Nutrition, Overweight and Obesity, Physical Activity</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> All</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

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

Goal Description	Goal Status
Affect the incidence of diabetes and obesity in the community	Ongoing
Enhance hospital-based programs and initiatives that focus on diabetes education and prevention, obesity prevention and good nutrition	Ongoing; the hospital provided vegetable vouchers to 23 diabetic patients (or patients at risk for developing diabetes) in 2014. Two special diabetes events were held at the hospital, blood glucose screenings were offered.

#### Partners

Partner Name, Description	Partner Web Address
Federation of Massachusetts Farmers Markets	www.massfarmersmarkets.org
American Diabetes Association	www.diabetes.org

**Contact Information** Julie Masci 508-828-7015, julie.masci@steward.org

**Detailed Description** [Download/View Attachment](#) (778.20 KB)  
File Name: MH\_Diabetes event111914\_5.41x10.5.pdf

#### Patient Financial Counseling Program

**Brief Description or Objective** Via the Patient Financial Counseling Program and the Community Health Advocate Program, Morton Hospital strives to connect low-income people and disabled individuals with health insurance coverage.

**Program Type** Grant/Donation/Foundation/Scholarship,Health Coverage Subsidies or Enrollment,Outreach to Underserved

**Target Population**

- **Regions Served:** Other-Southeastern MA, Taunton
- **Health Indicator:** Access to Health Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**  
**Statewide Priority:** Address Unmet Health Needs of the Uninsured

Goal Description	Goal Status
Enroll uninsured/underinsured patients in health insurance coverage.	Ongoing
Reduce the number of uninsured residents in the greater Taunton community	In progress; the CHA program was successful in enrolling 1,066 individuals in health insurance programs in 2014.

#### Partners

**Partner Name, Description Partner Web Address**

Not Specified

<b>Contact Information</b>	Anne Sauerbier 88 Washington Street, Taunton 508-828-7049, anne.sauerbier@steward.org
<b>Detailed Description</b>	Not Specified

**Bridge to Employment Program**

<b>Brief Description or Objective</b>	In partnership with Taunton High School and the Johnson & Johnson "Bridge to Employment" Program, Morton Hospital provided education and career counseling/training/mentoring services to 16 high school students from diverse backgrounds and disadvantaged communities.
<b>Program Type</b>	Mentorship/Career Training/Internship,Outreach to Underserved,School/Health Center Partnership
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Taunton</li> <li>• <b>Health Indicator:</b> Other: Education/Learning Issues</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Child-Teen</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

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

Encourage students to pursue careers in the STEM fields, particularly in health care, by providing career education and counseling services to groups of students from Taunton High School.

In progress

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

Taunton High School	www.tauntonschools.org
Johnson & Johnson	http://www.bridge2employment.org/

<b>Contact Information</b>	Julie Masci 88 Washington Street Taunton, MA 02780 508-828-7015, julie.masci@steward.org
<b>Detailed Description</b>	Not Specified

**Behavioral Health Navigator Program**

<b>Brief Description or Objective</b>	The Behavioral Health Navigator assesses behavioral health crisis patients in the Emergency Department, works with the Norton Crisis Center to place patients as needed, and provides assistance to crisis patients who are inpatients and in need of a psychiatric inpatient placement.
<b>Program Type</b>	Direct Services,Health Screening
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Other-Southeastern MA</li> <li>• <b>Health Indicator:</b> Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Substance Abuse</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> All</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

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

Ensure behavioral health

Ongoing

patients are connected with the outpatient or inpatient services they need.

Reduce the incidence of behavioral health patients being held in the hospital Emergency Department

In progress - the behavioral health program has been successful in improving patient flow and behavioral health patient placement. In 2014, the navigator assisted 362 behavioral health patients.

## Partners

### Partner Name, Description Partner Web Address

Norton Crisis Center

### Contact Information

Deb Rogers Manager of Care Management 88 Washington Street Taunton, MA 02780 508-828-7385, deborah.rogers@steward.org

### Detailed Description

Not Specified

## Expenditures

Program Type	Estimated Total Expenditures for FY2014	Approved Program Budget for 2014
<a href="#">Community Benefits Programs</a>	<a href="#">Direct Expenses</a> \$1,146,372 <a href="#">Associated Expenses</a> Not Specified <a href="#">Determination of Need Expenditures</a> Not Specified <a href="#">Employee Volunteerism</a> \$1,694 <a href="#">Other Leveraged Resources</a> \$844,791	\$00 *Excluding expenditures that cannot be projected at the time of the report.
<a href="#">Net Charity Care</a>	<a href="#">HSN Assessment</a> \$673,791 <a href="#">HSN Denied Claims</a> \$425,925 <a href="#">Free/Discount Care</a> \$401,305 <a href="#">Total Net Charity Care</a> \$1,501,021	
<a href="#">Corporate Sponsorships</a>	\$11,470	
	<b>Total Expenditures</b> \$3,505,348	
<b>Total Patient Care-Related Expenses for FY2014</b>		<b>\$102,459,437</b>

**Comments:** For calendar year 2014, Morton Hospital also had \$989,366 in Unreimbursed Medicare Services and \$1,636,778 in Unreimbursed Medicaid Services.

Morton Hospital is one of eight hospitals in the Steward Health Care system that are state-designated as Disproportionate Share Hospitals (DSH), with 63% or more of their gross patient service revenue attributable to government payers, including Commonwealth Care and the Health Safety Net. Consequently, large percentages of our patients are enrolled in subsidized health care coverage or present in our Emergency Departments (ED) without insurance coverage and without being enrolled with a Primary Care Provider (PCP).

Over the past year, the EOHHS Health Care Infrastructure and Capacity Building Grant (ICB) has provided grant funding that has allowed Steward to create and implement our immensely successful Community Health Advocate (CHA) program. The CHA program is focused on engaging historically

underserved patient populations with the goal of enrolling eligible patients in health insurance coverage and educating them about the importance of being enrolled with a PCP and the availability of health and wellness programs. In 2014, our CHA program was successful in enrolling 1,066 patients in health insurance coverage. Hospital-employed Patient Financial Counselors have also played an instrumental role in helping previously uninsured patients obtain insurance coverage. These efforts have resulted in a significant reduction in our net charity care total, as more patients have had their medical care covered by their health insurance plans.

### 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	