

Newton-Wellesley Hospital - FY2014

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 FY14, 65 elders participated in the Matter of Balance program, bringing the total number of participants since the program inception in 1997 to 1,454.
- In FY14, the Domestic Violence/Sexual Assault Program at NWH provided free, voluntary, and confidential services to nearly 161 survivors of domestic, family, or sexual violence.
- In FY14, there were 49 visits to Health At Work and 67 visits to the NWH Employee Assistance Program.
- In FY14, the Pediatric Primary Care Clinic provided care to over 225 families (659 visits).
- The medical transportation program in conjunction with Springwell (AAA) assisted seniors in access to medical care (378 round trips).
- In FY14, in collaboration with Newton At Home 13 patients received assistance with activities of daily living following discharge from the hospital.
- In FY14, 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 FY14, the hospital supported the development of a "Wellness Web Portal" on the Wellesley Health Department website. In its second year, 334 residents registered and created their own health profile. Sixty-nine percent of enrollees selected at least one health goal to track.

Plans for Next Reporting Year

In addition to the ongoing programs sponsored or in partnership with other organizations, the hospital conducted a community health needs assessment (completed in January 2015) with the assistance of Health Research in Action. The report is currently being reviewed, priorities are being established and a strategic plan is in development with the assistance of a community advisory committee in collaboration with the hospital's executive management team and trustees. The key findings in the assessment were: transportation is an important need, Waltham is a unique community in the service area and requires focus,

behavioral health was viewed as a critical and growing issue with need for more resources and collective action to improve health status, and findings concluded that a collaborative effort by the hospital within and across its communities should be emphasized.

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. A community advisory committee was established to facilitate the community health needs assessment process in conjunction with the Board's Community Benefits Committee.

Community Benefits Team Meetings

The Committee meets bi-monthly

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

NWH's CHNA was completed and approved by the Board in January of 2015.

Consultants/Other Organizations

Health Research in Action was consulted and retained for the purpose of conducting the community health needs assessment. The assessment was completed and approved by the Board in January 2015.

Data Sources

Hospital, Consumer Group, MassCHIP, Public Health Personnel, Surveys, Other - Consumer and providers focus groups; structured interviews.

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 14, 65 elders participated in the Matter of Balance program, bringing the total number of participants since the program inception in 1997 to 1,454.

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 FY14 the program served 65 participants for a total of 1,454 since inception in 1997.

In FY14, participants (five programs offered through senior centers, Newton, Needham, Watertow 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 FY14, 161 survivors were served (36% increase over previous year) through support groups, counseling and safety planning, and 76 consults to providers.

Program Type

Community Education,Direct Services,Health Screening,Healthy Communities

Partnership, Mentorship/Career Training/Internship, Outreach to Underserved, 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-Elder, All, All Children
- **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.

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

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Support shelter infrastructure

Goal Status

In FY14 the program served 161 survivors.

In FY14 the program provided over 800 hrs of safety planning, counseling & advocacy to survivors. In addition, much of staff time (second staff person added this year) devoted to education, policy development, & collaboration with community organizations

In FY14 the program participated in implementation of a grant for National SANE Telenursing Center, which used telemedicine to export SANE expertise to underserved populations nationwide. The hospital provided space for the Center & technical expertise.

In FY14, provided education, technical expertise & overall support to the following organizations: SANE, The Second Step, United HC, Newton South H.S. students (~ 700), "Starting Young" educational series, Lasell College, Boston Living Center, & many others

In FY14, the staff redoubled its efforts in ensuring "billing safety" for victims. 83% of sexual assault patients seen at the hospital had their billing concerns addressed to prevent further victimization.

In FY14 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	http://www.thesecondstep.org/
Boston Area Rape Crisis Center	http://www.barcc.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 FY14, there were 35 patients and 49 encounters. In the EAP component, there were 67 EAP encounters. Three critical incidence interventions.

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**Goal Status**

Provide Occupational Medicine services to City of Newton employees.

In FY14 there were 49 Visits (35 patients) to Health At Work and 67 visits to EAP. There were 3 critical incidence interventions provided, e.g. sudden death of worker.

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

In FY14 employees have reported confidence in confidential, competent, and timely services.

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

In FY14 managers have reported early return to employment for employees voluntarily seeking HAW

services.

Mitigate stress, grief and other psychosocial conditions through EAP services

In FY14 the cost of health care has been reduced through the services provided by HAW.

Partners

Partner Name, Description	Partner Web Address
City of Newton	http://www.ci.newton.ma.us/
Waltham Urgent Care Center	http://www.nwh.org/clinical-centers/waltham-urgent-care-center/
Partners EAP	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 FY14 there were 659 visits (over 225 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	Goal Status
Provide primary care to children and adolescents who are uninsured or present other challenges interfering with accessing primary care.	In FY14 there were 659 visits (over 225 families).
Accept agency referrals for children/adolescents without primary care	In FY14 there was an 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 FY14 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 FY14 there was anecdotal evidence that fewer missed school absences due to 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 FY 14, 378 round-trip rides to NWH were provided.

Program Type

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, Reducing Health Disparity

Goal Description

Provide transportation to seniors who are otherwise unable to obtain health care services due to transportation obstacles Seniors from Waltham and Watertown were provided with round trip service to physician and hospital services.

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

Goal Status

In FY 14, 378 round-trip rides to NWH were provided. The majority, 68%, of patients were Waltham residents. Needham and Watertown seniors accounted for 11% of the trips while 5% were from Weston.

In FY14 the hospital's Care Finder program facilitated 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

Health education, promotion and disease prevention education

Brief Description or Objective

In FY 2014, in response to health education needs identified in the community health needs assessment, a series of educational programs were developed for certification needs in CPR/First Aid for childcare workers, and tobacco cessation.

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

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

Support local initiatives that promote health and wellness.

Goal Status

In FY14 the hospital's wellness center offered at no cost to attendees 3 distinct classes on tobacco cessation (12 attendees) led by an experienced clinician. Also, 274 childcare workers became certified.

In FY14 the hospital donated to the Healthy Waltham initiative.

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

Not Specified

Contact Information

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

Detailed Description

Not Specified

Newton At Home**Brief Description or Objective**

Newton At Home and Newton-Wellesley Hospital partnered during FY14 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

Appropriate candidates will be identified and enrolled in the program.

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.

Goal Status

In FY14, 13 patients discharged from the acute setting were enrolled in the program.

In FY14, two patients were briefly readmitted (<24 hours) during their enrollment in the program.

In FY14 volunteers were trained by NAH and participated in inter-agency planning and monitoring meetings.

Provide services (independent activities of daily living), e.g. grocery shopping, medical transportation etc. In FY14 these patients received 185 services provided by NAH volunteers. Four patients now have their own membership 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

Newton Wellesley Hospital Certified Application Counselors

Brief Description or Objective

Newton Wellesley Hospital Certified Application Counselors (CACs) provide information about the full range of insurance programs offered by EOHHS and the Health Connector. Our CACs help individuals complete an application or renewal; work with the individual to provide required documentation; submit applications and renewals for the Insurance Programs; interact with EOHHS and the Health Connector on the status of such applications and renewals; and help facilitate enrollment of applicants or beneficiaries in Insurance Programs. In FY14, there were 2.5 Newton Wellesley CACs that served an estimated 914 individuals.

Program Type

Direct Services

Target Population

- **Regions Served:** Needham, Newton, Waltham, Wellesley, Weston
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Supporting Healthcare Reform

Goal Description

Provide information about the full range of insurance programs offered by EOHHS and the Health Connector.

Goal Status

In FY14, there were 2.5 Newton Wellesley CACs that served an estimated 914 individuals.

Partners

Partner Name, Description Partner Web Address

Massachusetts Health Connector <https://betterhealthconnector.com/>

Mass Health <http://www.mass.gov/eohhs/gov/departments/masshealth/>

Health Care For All <https://www.hcfama.org/>

Massachusetts Hospital Association <https://www.mhalink.org/>

Massachusetts League of Community Health Centers <http://www.massleague.org/>

Contact Information

Kim Simonian, Director for Public Payer Patient Access, Community Health, Partners Healthcare, ksimonian@partners.org

Detailed Description Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2014	Approved Program Budget for 2014
Community Benefits Programs	Direct Expenses \$819,610 Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism Not Specified Other Leveraged Resources \$232,604	\$9,817,330 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$8,134,906 HSN Denied Claims \$216,250 Free/Discount Care \$286,885 Total Net Charity Care \$8,638,041	
Corporate Sponsorships	\$127,075	
	Total Expenditures	\$9,817,330
Total Patient Care-Related Expenses for FY2014		\$372,071,934
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