

## **Good Samaritan Medical Center - FY2001**

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### **Summary Narratives**

#### **Community Benefits Mission Statement**

Caritas Good Samaritan Medical Center is committed to:

- improve the health of our community.
- integrate health indicators into strategic planning.
- advocate for our patients.
- fulfill the healing mission of the church.
- focus on targeted populations.
- foster alliances and collaboration.
- treat all without regard to diversity.
- reduce barriers to care.

#### **Program Organization and Management**

The community benefits program at Caritas Good Samaritan Medical Center is administered and reported by the Vice President for Public Advocacy and Philanthropy, who serves as the Community Benefits Officer. The major community benefit activities report directly to that position, and the community benefit budget is administered through that office.

Activities related to community benefits are discussed at the senior level of the organization. The Community Benefits officer (V.P.) attends those discussions and provides information, advocacy, and policy advice. Program development and funding priorities are determined at the senior leadership level.

#### **Key Collaborations and Partnerships**

A comprehensive community health needs assessment was presented to a special Community Health Needs Assessment task force, comprised of providers and health care experts from the community, physicians, trustees, employees, and private citizens. The group discussed findings of the study and forwarded recommendations to the medical center to be incorporated into the strategic planning process. Included in the invitees to that process were representatives from various cities and towns, the Brockton Neighborhood Health Center, representatives from ethnic communities, academics, physicians and other local health care providers.

#### **Community Health Needs Assessment**

The aging population will increase demand on the medical center. The 65+ population will increase by 11.65% in the next ten years, and the cohort age 50-64 will increase by 25.5%. Overall, the market as a whole will only grow at 5.4%.

Brockton has the greatest health care needs. The non-English speaking population in the city is projected to be over 18,000 in the year 2004.

Disease incidence in Brockton exceeds state rate in heart disease; colon, lung and breast cancer; liver disease and cerebrovascular disease.

Every town in the greater Brockton region has disease rates that exceed the statewide average in more than two of the 13 diseases studied.

#### **Community Benefits Plan**

The community benefits plan is developed annually in conjunction with the medical center's strategic planning process and the budgeting process. Many community benefit projects and programs fall within hospital departments to administer, and management input is elicited through the annual planning process. The medical center has assigned a cost center for budgeting community benefits expenditures.

Populations were targeted as a result of the community health needs assessment and the strategic plan. The populations targeted for the 2001 Community Benefits initiatives were as follows: linguistic and cultural minorities, individuals without health insurance and women needing prenatal care, elders, people at risk for cancer and faith communities.

### Key Accomplishments of Reporting Year

The greatest achievement for our facility has been the success of the Interpreter Services program. This program has been recognized as a best practice by Health Care For All, which will be awarding the prestigious “For The People, Against the Tide Community Leadership Award” to the interpreter services department of Caritas Good Samaritan Medical Center. Next year’s community benefit report will include recognition given to the program by Blue Cross Blue Shield Foundation of Massachusetts and Harvard Pilgrim HealthCare Foundation, both of which awarded grants in fiscal 2002.

We are certain that our programs are very effective as measured by attendance, utilization, and anecdotal responses. The senior programs are widely utilized and indispensable. The guest meal is particularly well received by the husbands and wives of elderly patients, many of whom are frail or chronically ill themselves. The senior suppers are wildly successful, fully subscribed. They have proven to be popular with hospital staff members who volunteer their time to serve the guests.

Our relationship with the Brockton Neighborhood Health Center has been solid and unwavering since the early days when a coalition of local providers joined together to form the facility. We have provided all forms of support that we are capable of giving, ranging from a cash contribution of \$75,000 this year to care for women, to in kind services including technical support for MIS and pharmacy, and recruitment assistance when physicians are needed. The fact that this facility has become one of the fastest growing centers in the nation demonstrates that it has been a worthwhile investment.

### Plans for Next Reporting Year

The programs reported here will continue into fiscal year 2002. The medical center will add programs to address health and disease issues identified in the community health needs assessment, including a community health education program and a cancer screening program.

## Select Community Benefits Programs

### Community Outreach and Interpreter Services Program

<b>Brief Description or Objective</b>	Linguistic and Cultural Minorities. Provides medical interpretation, case management, education, outreach, and referral services for non-English speaking patients at the hospital, affiliated facilities and, subject to availability, at affiliated physician offices.
<b>Program Type</b>	Outreach to Underserved
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Brockton</li> <li>• <b>Health Indicator:</b>Access to Health Care</li> <li>• <b>Sex:</b>Not Specified</li> <li>• <b>Age Group:</b>Not Specified</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Charlene Pontbriand, VP of Public Advocacy, Philanthropy and Marketing, Caritas Good Samaritan Medical Center, 235 North Pearl Street Brockton, MA 02301</li> </ul>

	(508) 427-3143 Email: <a href="mailto:charlene_pontbriand@cchcs.org">charlene_pontbriand@cchcs.org</a>
<b>Contact Information</b>	Carla Fogaren, RN Director of Community Outreach and Interpreter Services, Caritas Good Samaritan Medical Center 235 North Pearl Street Brockton, MA 02301 (508) 427 - 3023 <a href="mailto:carla_fogaren@cchcs.org">carla_fogaren@cchcs.org</a>
<b>Detailed Description</b>	Not Specified

### Brockton Neighborhood Health Center

<b>Brief Description or Objective</b>	Individuals without Health Insurance and Women Needing Prenatal Care. Provides a range of primary care medical, dental and related services, regardless of ability to pay.
<b>Program Type</b>	Direct Services, School/Health Center Partnership
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Brockton</li> <li>• <b>Health Indicator:</b>Access to Health Care, Other: Pregnancy, Other: Uninsured/Underinsured</li> <li>• <b>Sex:</b>Not Specified</li> <li>• <b>Age Group:</b>Not Specified</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Brockton Neighborhood Health Center Susan Joss, Executive Director 157 Main Street Brockton, MA 02301 (508) 559-6699 Email: <a href="mailto:josss@bnhc.org">josss@bnhc.org</a></li> </ul>
<b>Contact Information</b>	Charlene Pontbriand, VP of Public Advocacy, Philanthropy and Marketing, Caritas Good Samaritan Medical Center, 235 North Pearl Street Brockton, MA 02301 (508) 427-3143 <a href="mailto:charlene_pontbriand@cchcs.org">charlene_pontbriand@cchcs.org</a>
<b>Detailed Description</b>	Not Specified

### 55 Plus Program & Senior Supper Program & Caritas Cares

<b>Brief Description or Objective</b>	Elder Population. This program provides a range of health and human services for elders.
<b>Program Type</b>	Direct Services
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Brockton</li> <li>• <b>Health Indicator:</b>Not Specified</li> <li>• <b>Sex:</b>Not Specified</li> <li>• <b>Age Group:</b>Adult-Elder</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Caritas Cares: Meg Wallingford Caritas Christi Health Care System 736</li> </ul>

	Cambridge Street Boston, MA 02135, (800) 937-1320 Email: meg_wallingford@cchcs.org
<b>Contact Information</b>	Rita Maynard, Director of Volunteers and Guest Services Caritas Good Samaritan Medical Center 235 North Pearl Street Brockton, MA 02301 (508) 427-3024 <a href="mailto:rita_maynard@cchcs.org">rita_maynard@cchcs.org</a>
<b>Detailed Description</b>	Not Specified

### Greater Brockton Parish Health Consortium

<b>Brief Description or Objective</b>	Faith community nurses and congregations. Provides support in their community-based health ministry and serves as a bridge between them and regional health and social service resources.
<b>Program Type</b>	Outreach to Underserved
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Brockton</li> <li>• <b>Health Indicator:</b>Access to Health Care</li> <li>• <b>Sex:</b>Not Specified</li> <li>• <b>Age Group:</b>Not Specified</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Greater Brockton Parish Health Consortium: Jean Brown, RN Parish Nurse Coordinator 824 Oak Street Suite 106 Brockton, MA 02301 (508) 427-2752</li> </ul>
<b>Contact Information</b>	Sheila Gavin, Philanthropy Department, Caritas Good Samaritan Medical Center, 235 North Pearl Street Brockton, MA 02301 (508) 427-3204 <a href="mailto:sheila_gavin@cchcs.org">sheila_gavin@cchcs.org</a>
<b>Detailed Description</b>	Not Specified

### Cancer Screening Programs

<b>Brief Description or Objective</b>	Individuals at risk for cancer, Provides screening and education services.
<b>Program Type</b>	Community Education, Health Screening
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Brockton</li> <li>• <b>Health Indicator:</b>Other: Cancer</li> <li>• <b>Sex:</b>Not Specified</li> <li>• <b>Age Group:</b>Not Specified</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Colorectal Screening Program: Barry Finn, MD at (781) 297-8040 or Karen Gurnick, RN at (508) 427-3302.</li> <li>• Prostate Cancer Screening Program: Anup Singh, MD at (781) 344-3506.</li> </ul>
<b>Contact Information</b>	Charlene Pontbriand, VP of Public Advocacy, Philanthropy and Marketing, Caritas Good Samaritan Medical Center, 235 North Pearl Street, Brockton, MA 02301 (508) 427-3143 <a href="mailto:charlene_pontbriand@cchcs.org">charlene_pontbriand@cchcs.org</a>
<b>Detailed Description</b>	Not Specified

Program Type	Estimated Total Expenditures for FY2001	Approved Program Budget for 2002
Community Benefits Programs	<u>Direct Expenses</u> \$252,339 <u>Associated Expenses</u> \$466,646 <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> \$7,809 <u>Other Leveraged Resources</u> \$34,000	\$760,794  * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<u>Direct Expenses</u> \$37,512 <u>Associated Expenses</u> \$19,614 <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> \$15,912 <u>Other Leveraged Resources</u> \$10,000	
Net Charity Care	\$2,053,882	
Corporate Sponsorships	\$15,596	
	<b>Total Expenditures</b> \$845,429	
<b>Total Patient Care-Related Expenses for FY2001</b>		<b>\$84,605,568</b>
Comments: None		