

Merrimack Valley Hospital - FY2001

Summary Narratives

Community Benefits Mission Statement

Our mission is “ A New Day...A New Name...A New Vision for the Valley’.

A New Day dedicated to growing an essential community hospital. A comprehensive acute care hospital providing a full range of services to ensure that families receive the care they need.

A New Name - Merrimack Valley Hospital named by a young boy in the community as part of a community-wide contest “Name Your Hospital”. Our new name reflects our position in Northeastern Massachusetts and a new day for the hospital’s future.

A New Vision - our vision to build a regional reputation for providing exceptional patient care and state of the art medical services. We pledge to bring our vision of a first-class hospital to life: one employee, one patient, on day at a time.

A Community Benefits Program has been part of the Mission and Vision as projected by Administration, Essent Healthcare and the newly appointed Community

Program Organization and Management

During the first few months of Merrimack Valley Hospital’s rebuilding efforts, a formal Benefits Plan was not developed, rather with much collaboration with the community, needed services servicing multiple populations were initiated.

The services provided have been developed by all levels of staff, the Board of Trustees and community advisors from the various service agencies and committees.

Key Collaborations and Partnerships

Our sources of information include, but are not limited to the Haverhill Chamber of Commerce, the Rotary Club, The Exchange Club, the Haverhill School Department, New England Emergency Services Council, CHNA 12, Merrimack Valley Economic Development Council, Kiwanis, Community Violence Coalition, Northern Essex Community College, Leadership Academy of Merrimack Valley, and other health providers in the community, such as, PMA, Whittier Rehab Services, HHVNA, VNA Hospice, Landmark Health Services, and EMS Providers. Also the patients we service have come forth requesting services that either were available or new services.

Many of these agencies/services have participated in our programs/initiatives.

Community Health Needs Assessment

In an attempt to restore to the community the health care services it needs and deserves, Merrimack Valley Hospital immediately became involved in service and civil organizations. Input was also obtained from loyal staff who were familiar with the community and new staff that brought with them creative suggestions on how our growth should and could benefit everyone. As Merrimack Valley Hospital became visible in the area community needs that would benefit by intervention and assistance became more apparent.

Findings

· Immediate needs continue to be the provision for emergency and elective health care along with free screening as for Blood Pressure and diseases

- Training and education for the community as well as the staff including CPR/ACLS re certification
- Financial sponsoring and support for community programs

Community Benefits Plan

Merrimack Valley Hospital Community Benefits Plan for the first few months of existence as a new provider evolved as we grew with our vision of bringing a first class hospital to life. Community and staff brought forth immediate needs that could be addressed. The organization then became actively involved as part of the growth process of the new hospital. There was not time to develop a formal plan nor was there a previous plan in place to use as a resource. Rather, the organization linked with the community organizations and leaders and worked to meet the needs as identified.

The populations targeted include all populations that we service ranging from preschool, school age children, adults and the elderly. Minority groups are included in all activities. Some of the involvement of Merrimack Valley Hospital has been in response to needs and requests and some have been part of the hospital's desire to be involved in all age groups in the community.

Population characteristics for 2000 show:

Age 75+ 8% - Haverhill 7.1 - Overall Market
65 - 74 7% - Haverhill 7.3% - Overall Market
45 - 64 21% - Haverhill 23.4% - Overall Market
15 - 44 45% Haverhill 41.7% - Overall Market
0 - 14 19% Haverhill 20.6% - Overall Market

Insurance Distribution for Market Area Population:

MCR Risk 4.1%
MCR Nonrisk 12
MDCD Risk 2.2
MDCD Nonrisk 13.3
Private Risk 40.9
Private Nonrisk 17.4
Uninsured 10.1

The primary language spoken in the community is English, however, there are many other languages supported by the hospital. Interpreters are available and a language line for those areas we are unable to provide with an interpreter. Staff are trained in cultural diversity and encouraged to seek help when necessary so as not to compromise access to services.

Priorities were to provide the screenings and ongoing services that were utilized by the community previously and/or were now being requested by the community. Our priority was also to restore core healthcare services to the community servicing all of the populations above as much as possible.

For this reporting time frame, there has not been enough time to evaluate fully. However, our first patient satisfaction survey results show overall satisfaction in the ED at 85.3%, in OPD services 96.6% and for inpatients 92.3%.

Long range plans for community benefits will be developed during the year as Merrimack Valley Hospital expands it's services.

Key Accomplishments of Reporting Year

Merrimack Valley Hospital considers it's key accomplishment to be a provider of core healthcare services for the community. In this endeavor many programs and services have been identified and developed or initiated to benefit the population. Also key in the success of Merrimack Valley Hospital in such a short time is it's involvement in the community as a team player and being able to take on initiatives requested or identified by the community.

The community is now able to again come to their community hospital, Merrimack Valley Hospital, for comfort and support during a cancer crises, disease management screens, and educational opportunities both for career development or wellness programs.

Plans for Next Reporting Year

For the next reporting year we will complete many of the initiatives listed in the full report. Also a more formal mechanism will be developed with community input and the budgeting process for community benefits and services.

Select Community Benefits Programs

Community Benefits Programs

No community benefits programs identified.

Program Type	Estimated Total Expenditures for FY2001		Approved Program Budget for 2002
Community Benefits Programs	Direct Expenses Associated Expenses Determination of Need Expenditures Employee Volunteerism Other Leveraged Resources	Not Specified Not Specified Not Specified Not Specified Not Specified	Not Specified * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	Direct Expenses Associated Expenses Determination of Need Expenditures Employee Volunteerism Other Leveraged Resources	\$5,244 Not Specified Not Specified Not Specified Not Specified	
Net Charity Care		\$311,466	
Corporate Sponsorships		\$8,919	
	Total Expenditures	\$325,629	
Total Patient Care-Related Expenses for FY2001			Not Specified
Comments: Community Benefit Expenditures for the period October 1, 2001 to March 31, 2002			