

Summary Narratives

Community Benefits Mission Statement

SMMC believes that health care is about the fundamental needs of people, their families and their community. We emphasize caring for all people with dignity, respect and compassion. We place special focus on wellness and prevention of illness and injury, community and professional education, with special attention to the needs of the poor and underserved.

Program Organization and Management

SMMC is committed to improving the health of the Greater Lowell community through developing and evaluating programs and services that are based on the needs identified by the community. We place strong emphasis on the need for collaboration with other health and community organizations. Community benefit programs are developed and organized through various departments as an extension of patient care, and are continuously assessed to ensure that they continue to be responsive to the needs of the community. Senior management is directly involved in the community benefit process through oversight of department activities, authorizing resource utilization for programs, as well as providing guidance and input in the annual reporting process.

Key Collaborations and Partnerships

Members of the Greater Lowell community are active participants in the planning and development of SMMC's community benefit program in various ways:

- SMMC Board of Trustees, Volunteers, and Friends of the Foundation
- Community members
- Physicians
- SMMC staff

Alternative House

- American Cancer Society

Big Brother, Big Sister Mentoring Program

Boys & Girls Club of Greater Lowell

- CHNA 10
- Cambodian Mutual Assistance Association
- Department of Social Services
- Elder Services of the Merrimack Valley
- Greater Lowell Chamber of Commerce
- Latin American Health Institute
- Local High Schools
- Lowell Board of Health
- Lowell D.A.R.E.
- Lowell House
- Lowell City Manager's Office
- Lowell Rotary

Lowell Transitional Living Center, Inc.

- Lowell VNA
- Lowell YMCA

Lowell YWCA

- Lowell Youth Services
- Massachusetts Association for Portuguese Speakers (MAPS)
- Massachusetts Department of Public Health
- Merrimack Valley AHEC

UMass-Lowell

- United Teen Equality Center

- WIC

Community Health Needs Assessment

A comprehensive needs assessment was conducted for SMMC's service area. Information sources included:

- Demographic information
- Massachusetts Department of Public Health (DPH) health status reports
- Input from patients, staff, physicians, and community members
- Referrals/requests from local agencies

This comprehensive process identified several priority health concerns that could best address the health needs of our community:

- Asthma
- Diabetes
- Domestic violence
- Expanded access to care
- Perinatal care

Community Benefits Plan

The service area of Saints Memorial Medical Center is representative of the towns that make up the Greater Lowell CHNA:

- Lowell
- Billerica
- Chelmsford
- Dracut
- Tewksbury
- Tyngsboro
- Westford

The Greater Lowell CHNA's population, by racial breakdown, is:

- 83.2% White non-Hispanic
- 8.6% Asian
- 6.3% Hispanic
- 1.8% Black non-Hispanic

SMMC's community benefit efforts to respond to the needs of the Greater Lowell community are on-going. Long-term goals include improving the health of the community. Program effectiveness is monitored and evaluated by examining demographic and health data statistics each year. SMMC programs and services are continuously monitored and achievement of goals is measured by indicators such as: increase in patient volume, number of requests for brochures or additional information, requests from community members for programs and participation at health fairs and screenings.

Key Accomplishments of Reporting Year

Major Community Benefit initiatives during FY2002 at SMMC included:

- A diabetes screening clinic which resulted in approximately 60 individuals tested
- A diabetic patient focus group
- Provision of free care to patients
- Outreach programs specific to the growing Asian population in Greater Lowell
- Opened a dedicated Nurse-Midwifery office
- Development of a post partum support group
- Asthma education of Head Start day care providers

Plans for Next Reporting Year

Asthma

- Continue relationship with UMass Lowell to provide education in the community and participate in the World Asthma Day Health Fair

Continue collaborating with MASS DPH on asthma initiatives and resources to reduce asthma severity

Diabetes

- Continue the UMass Lowell/SMMC Prevention Institute program of risk assessment, behavior modification, counseling and support

Design a research project to measure the outcomes and effectiveness of the Prevention Institute

Domestic Violence

- Continue to support local initiatives to increase awareness of domestic violence in the Greater Lowell community

Expanded Access to Care

- Focus outreach efforts on the Asian population within the Greater Lowell area.
- Work in collaboration with local organizations to develop an oral health program

Perinatal Care

- Enlargement of the Family Birth Unit to accommodate the increase in numbers of mothers and newborns

Community Services

- Continue participation in various community service programs

Select Community Benefits Programs

Prevention Institute

Brief Description or Objective	Diabetes prevention along with the development of a comprehensive program of risk assessment, behavior modification, counseling and support.
Program Type	Not Specified
Target Population	<ul style="list-style-type: none">• Regions Served:Lowell• Health Indicator:Other: Diabetes• Sex:All• Age Group:All• Ethnic Group:All• Language:All
Partners	<ul style="list-style-type: none">• UMASS-Lowell
Contact Information	Mary Hession, Program Director Saints Memorial Medical Center One Hospital Drive Lowell, MA 01852 978-458-1411 X 8343 nr.mch@stmmc.org
Detailed Description	Not Specified

Asthma Education

Brief Description or Objective	Provided asthma education to day care providers at Lowell's Head-Start facility with a focus on giving respiratory treatment to asthmatic children in their care.
Program Type	Community Education
Target Population	<ul style="list-style-type: none"> • Regions Served:Lowell • Health Indicator:Other: Asthma/Allergies • Sex:All • Age Group:Not Specified • Ethnic Group:All • Language:Not Specified
Partners	<ul style="list-style-type: none"> • UMass Lowell
Contact Information	Suzanne Riopel 1 Hospital Drive Lowell, MA 01852 (978)458-1411 X 4271
Detailed Description	Not Specified

Program Type	Estimated Total Expenditures for FY2002	Approved Program Budget for 2003
Community Benefits Programs	<u>Direct Expenses</u> \$1,011,209 <u>Associated Expenses</u> \$511,440 <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> \$950 <u>Other Leveraged Resources</u> \$0	\$961,660 * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<u>Direct Expenses</u> \$19,626 <u>Associated Expenses</u> \$0 <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> \$0 <u>Other Leveraged Resources</u> \$0	
Net Charity Care	\$1,517,383	
Corporate Sponsorships	\$15,995	
	Total Expenditures \$3,085,104	
Total Patient Care-Related Expenses for FY2002		\$86,634,000
Comments: None		