

Heywood Hospital - FY2003

Summary Narratives

Community Benefits Mission Statement

Heywood Hospital is dedicated to the community benefit goals of improving the health status of our community, addressing the special health needs of the underserved and containing the growth of community healthcare costs.

Program Organization and Management

Community Benefit is a priority for Heywood Hospital. As such, the coordinator of the community benefit program and plan is one of our Vice-Presidents who works closely with Hospital President/CEO Daniel P. Moen and the other Executive Managers to oversee initiatives and make decisions concerning community benefit activities.

Key Collaborations and Partnerships

Key collaborations for Heywood Hospital's Community benefit program include the Montachusett Opportunity Council, the Gardner and Winchendon Public Schools, the Gardner Police and Fire Departments, the Montachusett Home Care Corporation, the Gardner CAC, the Community Health Connections Family Health Center, Mount Wachusett Community College, North Central Human Services, the Health Foundation of Central Mass. and many others. Heywood Hospital co-facilitates a community coalition which undertakes many community benefit activities.

[Community Health Needs Assessment](#)

Heywood Hospital co-facilitates a process which is undertaken at least every four years to conduct a comprehensive health assessment of our region. The most recent report was issued in the fall of 2003, and identified both needs and strengths of the health status of our region. Priorities identified include mental health, substance abuse and teen health. The Joint Coalition on Health is now developing problem statements on these issues and will be developing strategies to address these issues during the coming months.

[Community Benefits Plan](#)

The Community Benefit Plan of Heywood Hospital is an effort to improve access to medical and dental care for specific populations. The Plan currently targets the following populations -- uninsured people who make less than 400% of the poverty level in the northcentral Mass region, MassHealth patients with no dental access in the north central Mass area, high school and middle school aged children in Winchendon, second graders in need of dental sealants in Winchendon, Gardner and Fitchburg, and parents of young children living in the north central Mass. region. As a result of the most recent health study, the additional populations of those affected by substance abuse, mental health issues and teenagers will also be target populations. See the full report for evaluation information.

Key Accomplishments of Reporting Year

The Murdock Health Center, a school-based health center at Murdock Middle/High school continued to serve students despite a reduction in funding.

The GHAP program for uninsured people provided care at reduced fees for 1200 people, and has, since program inception, connected 2500 people to Masshealth. The program now also oversees the hospital's free care program.

The Oral Health Initiative, which Heywood Hospital co-facilitates, continued support for the full-service dental clinic at the CHC Family Health Center in Fitchburg. The clinic has had over 9,000 visits in one year. The initiative also launched a GHAP-Dental program, enrolling 37 dentists in a reduced-fee dental program. Also, free dental sealants and screening were provided.

The Joint Coalition on Health completed a comprehensive needs assessment for the region, measuring both assets and needs of the area. It included both quantitative data analysis and qualitative information.

Plans for Next Reporting Year

For 2004, our highest priority is to open a community health center in Gardner. We will also develop strategies to tackle the priority issues raised in the health assessment -- mental health, substance abuse and teen health, as well as continue to focus on improving access to care for the underserved. We will also seek continued support for both the SBHC in Winchendon and the GHAP program in light of increased numbers of uninsured, and to continue efforts to expand access to dental care through the Oral Health Initiative.

Select Community Benefits Programs

GHAP

Brief Description or Objective	To connect eligible uninsured with healthcare either through MassHealth enrollment or in a reduced-fee medical/dental program.
Program Type	Not Specified
Target Population	<ul style="list-style-type: none"> • Regions Served: Ashburnham, Gardner, Hubbardston, Templeton, Westminster, Winchendon • Health Indicator: Access to Health Care • Sex: All • Age Group: Adult • Ethnic Group: All • Language: All
Partners	<ul style="list-style-type: none"> • The Joint Coalition on Health of North Central Massachusetts
Contact Information	Kay Landry, GHAP Coordinator Heywood Hospital 242 Green Street Gardner, MA 01440 (978) 630-6562 lan.k@heywood.org
Detailed Description	Not Specified

SCHOOL-BASED HEALTH CENTER

Brief Description or Objective	The Murdock Health Center is a school-based health center at Murdock Middle/Senior High School in Winchendon, Mass. It is staffed by an NP and provides medical and mental health services in collaboration with North Central Human Services.
Program Type	School/Health Center Partnership
Target Population	<ul style="list-style-type: none"> • Regions Served: Winchendon • Health Indicator: Access to Health Care • Sex: All • Age Group: Child-Teen • Ethnic Group: All • Language: All
Partners	<ul style="list-style-type: none"> • Murdock Middle/High School • North Central Human Services
Contact Information	Jane Cooper, NP, Murdock Health Center (978) 297-5052
Detailed Description	Not Specified

ORAL HEALTH INITIATIVE

Brief Description or Objective	The Oral Health Initiative includes a full-service dental clinic, a dental sealant program, a GHAP Dental network of providers, and other strategies to improve access for the underserved to dental health services.
Program Type	Direct Services
Target Population	<ul style="list-style-type: none">• Regions Served: Ashburnham, Ashby, Fitchburg, Gardner, Hubbardston, Leominster, Lunenburg, Templeton, Townsend, Westminster, Winchendon• Health Indicator: Access to Health Care, Other: Dental Health• Sex: All• Age Group: All• Ethnic Group: All• Language: All
Partners	<ul style="list-style-type: none">• Health Foundation of Central Massachusetts• MOC (Montachusett Opportunity Council)• CHC Family Health Center in Fitchburg
Contact Information	Lorie Martiska Heywood Hosapital (978)630-6338
Detailed Description	Not Specified

COMMUNITY HEALTH ASSESSMENT

Brief Description or Objective	The Health Assessment was released in the fall of 2003. It contains data and results from surveys, focus groups and interviews. It is designed to measure the health status of north central Massachusetts.
Program Type	Community Health Needs Assessment
Target Population	<ul style="list-style-type: none">• Regions Served: Ashburnham, Ashby, Fitchburg, Gardner, Hubbardston, Leominster, Lunenburg, Templeton, Townsend, Westminster, Winchendon• Health Indicator: Access to Health Care, Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Cancer, Other: Cultural Competency, Other: Dental Health, Other: Domestic Violence, Other: HIV/AIDS, Other: Language/Literacy, Other: Lead Poisoning, Other: Pregnancy, Other: Sexually Transmitted Diseases, Other: Stroke, Other: Uninsured/Underinsured, Substance Abuse• Sex: All• Age Group: All• Ethnic Group: All• Language: All
Partners	<ul style="list-style-type: none">• Montachusett Opportunity Council• Joint Coalition on Health• Health Foundation of Central Mass.• Health Alliance• CHNA # 9• Heywood Hospital
Contact Information	Lorie Martiska (978) 630-6338 lmartiska@aol.com
Detailed Description	Not Specified

Community Health Center Satellite

Brief Description or Objective	The goal is to collaborate with CHC Family Health Center to bring a community health center to Gardner in 2004. A federal application for 330 funding has been submitted.
Program Type	Direct Services
Target Population	<ul style="list-style-type: none"> • Regions Served:Not Specified • Health Indicator:Not Specified • Sex:Not Specified • Age Group:Not Specified • Ethnic Group:Not Specified • Language:Not Specified
Partners	Not Specified
Contact Information	Not Specified
Detailed Description	Not Specified

Program Type	Estimated Total Expenditures for FY2003	Approved Program Budget for 2004
Community Benefits Programs	Direct Expenses \$150,366 Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism Not Specified Other Leveraged Resources \$639,000	Not Specified * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	Direct Expenses \$119,000 Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism \$9,350 Other Leveraged Resources \$37,500	
Net Charity Care	\$1,653,754	
Corporate Sponsorships	Not Specified	
	Total Expenditures \$2,608,970	

Total Patient Care-Related Expenses for FY2003

\$54,240,279

Comments: Net charity care number as supplied by the Attorney General's Office.