

Summary Narratives

Community Benefits Mission Statement

- To promote healthy lifestyles by providing access to health information and education.
- To serve as a leader within the community by encouraging collaborative planning between local organizations for affordable, accessible and high quality health care.
- To address the special health needs of the under-served in our community.
- To improve the health of community members by continuing our tradition of working with healthcare institutions, physicians and community organization

Program Organization and Management

The Department Director is a direct report to the Senior Vice President of Strategic Planning and Public Affairs, who in turn reports directly to the President and Chief Executive Officer of Hallmark Health. The Department of Community Services works on a collegial basis with staff, managers and directors of both clinical and non-clinical service areas within the institution and its subsidiaries

Key Collaborations and Partnerships

Malden High School Teen Parent Task Force, the Everett Community Partnership and Lead Prevention Committee, Mystic Valley Elder Services Provider Task Force, the Melrose Excellence in Education Committee, the Medford, Malden and Everett Family Networks, and the Council on Aging.

Community Health Needs Assessment

Sources to direct our Community Benefits and Community Service efforts include community assessments provided by the community outreach teams, institutional and community sponsored patient, provider, staff and membership committee recommendations, Individual and institutional interviews with key community representatives and comprehensive data analysis of local, state and federal health data indicators.

Community Benefits Plan

Our plan for 2004 calls for an increasingly collaborative and visible role in the community from the department and staff and providers throughout the system. The primary elements of our Community Benefits Plan for FY 2004 include: Public Health partnerships, Health access and the identification and addressing of service gaps within the community.

Key Accomplishments of Reporting Year

Hallmark Health offered over \$1,973,452 million dollars in community benefit and service program contributions in 2003, a significant increase in the level of programs offered last year. Increase in staff volunteerism and Hallmark Health's community outreach team involvement with community collaborations were of significant note. Staff volunteered over 5,000 hours in various community services in 2003 in over 35 civic groups and service organizations, numerous community boards and projects throughout the North Suburban Region

Plans for Next Reporting Year

Public Health Partnership: Partnerships will focus on integrating clinical care, public health concepts and community health education efforts seeking creative collaborations in order to support these efforts.

Health Access: Hallmark Health's Community Services, Patient Access and Financial Counseling Departments will implement an initiative in 2004 to conduct follow-up and case management with individuals applying for MassHealth. The grant will help to identify barriers to health care access at Hallmark for the under and un-insured and help to identify steps to remove barriers and improve access.

Identify and Address Service Gaps: Community Services will work with community groups and various departments at Hallmark Health to encourage collaborative planning to more effectively address service gaps in the region.

Select Community Benefits Programs

Hallmark Health Healthy Families Program

Brief Description or Objective	Funded by the Childrens Trust Fund, The Healthy Families services are free for participants from pregnancy until the child turns three. Services include home visiting, mentoring, role modeling, education, and support to strengthen parenting skills.
Program Type	Not Specified
Target Population	<ul style="list-style-type: none"> • Regions Served:All Massachusetts • Health Indicator:Other: Parenting Skills • Sex:All • Age Group:Adult- Young, Child-Infant, Child-Preschool • Ethnic Group:All • Language:All
Partners	<ul style="list-style-type: none"> • The Malden/Everett, Medford and North Suburban Family Networks, the Melrose, Stoneham and Wakefield Community Partnership for Children and the Tri-City Children's Network.
Contact Information	Elizabeth Chockley 781-979-6561 echockley@lmh.edu
Detailed Description	Not Specified

Program Type	Estimated Total Expenditures for FY2003	Approved Program Budget for 2004
Community Benefits Programs	<u>Direct Expenses</u> \$83,030 <u>Associated Expenses</u> \$139,227 <u>Determination of Need Expenditures</u> Not Specified <u>Employee Volunteerism</u> \$76,770 <u>Other Leveraged Resources</u> Not Specified	\$1,750,000 * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<u>Direct Expenses</u> \$226,304 <u>Associated Expenses</u> \$7,804 <u>Determination of Need Expenditures</u> \$10,280 <u>Employee Volunteerism</u> \$82,835 <u>Other Leveraged Resources</u> \$1,241,270	
Net Charity Care	\$5,596,976	
Corporate Sponsorships	\$43,733	
	Total Expenditures \$7,508,229	
Total Patient Care-Related Expenses for FY2003		\$191,837,516
Comments: None		

