

Milton Hospital - FY2003

Summary Narratives

Community Benefits Mission Statement

Milton Hospital is committed to improving the health of our community by providing high quality, personalized health care with compassion, dignity and respect in a cost effective and safe manner. We strive to continuously improve our performance to better serve our community.

Program Organization and Management

A community benefits committee comprised of representatives from the hospital administration and staff, the board of directors, the medical staff and community leaders implemented a formal plan adopted by the board of directors in 1995. Components of the community benefits plan are managed and executed by the public relations and development office staff, under the direction of the executive director. The public relations staff work collaboratively with community groups, schools, health, senior and civic organizations to plan programs that meet community needs.

Key Collaborations and Partnerships

The Milton Interagency Network for Elders (Milton Police, Milton Fire, Milton Council on Aging, South Shore Elder Services, Milton Residences for the Elderly, Cooperative Elder Services, Affiliated Community Visiting Nurses Association, Milton Board of Health), Milton and Randolph Public Schools, Randolph Council on Aging, Fallon Ambulance Service, Milton Healthcare Facility, Quincy Senior Housing, Quincy Council on Aging, Blue Hills Regional Technical School, Curry College, Milton Academy, Fontbonne Academy, the American Cancer Society and the Canton Board of Health.

Community Health Needs Assessment

The Community Benefits Plan was developed using information from focus groups, community groups, state and local health status indicators and community health program evaluations. Needs identified are: senior transportation and health issues including the need for comprehensive geriatric care, youth violence and safety education programs, ACLS and defibrillator training and support for the police and fire departments, outreach to the Randolph community, and increased access to primary care physicians.

Community Benefits Plan

Target populations and priorities are reviewed annually and amended as needs assessments change. In 2003, the plan focused on:

1. Seniors: develop a formal geriatrics program to streamline health care services for seniors
2. Cardiac Disease: develop rapid transfer program for cardiac patients from Milton Hospital to a tertiary hospital
3. Youth: a. sponsor health and safety education programs b. offer volunteer and health career learning opportunities
4. Community Health: a. continue to provide free and low cost health and wellness programs to the public b. increase access to primary care physicians and services

Feedback both formal, in the form of community education evaluation forms and informal, from community and service organizations measure effectiveness of programs. A formal evaluation process for the hospital's community education programs measures community need and goals met. Collaborations with the hospital's director of community physicians, patients, and area health organizations provide information for future goals and service tracking.

Key Accomplishments of Reporting Year

Milton Hospital implemented a geriatrics program to meet the diverse health needs of seniors. A cardiac transfer program was also initiated through a BIDMC affiliation providing immediate access to BIDMC's cardiac catheterization laboratory. The hospital funds a van driver for the Milton Council on Aging and continued its health outreach programs by offering screenings, lectures and workshops, free or low cost to public. For area youth, the

hospital offered a junior volunteer program and offers internships and community service opportunities. Together with Fallon Ambulance, the hospital certified Randolph High seniors in CPR and sponsored Milton High School's graduation party to ensure safe, supervised socialization. The hospital oversees ongoing ACLS and defibrillator training of town fire and police.

Plans for Next Reporting Year

In the next reporting year, Milton Hospital will: continue to build and expand its geriatrics program and to increase program awareness among seniors and their caregivers; Focus community health and wellness programs on cardiac disease, weight management, cancer prevention and screenings and community wide safety initiatives, improve hospital website to encourage community access as health resource.

Select Community Benefits Programs

Geriatrics Program

Brief Description or Objective	Meet the diverse health care needs of seniors by coordinating care and streamlining services to give access to geriatric resources.
Program Type	Not Specified
Target Population	<ul style="list-style-type: none"> • Regions Served:County-Norfolk • Health Indicator:Not Specified • Sex:All • Age Group:Adult-Elder • Ethnic Group:Not Specified • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Beth Israel Deaconess Medical Center
Contact Information	Virginia K. Cummings, M.D., Director of Geriatrics, Milton Hospital, 92 Highland Street, MA 02186 617-696-4600, ext. 1085 virginia_cummings@miltonhospital.org
Detailed Description	Not Specified

Community Education Series

Brief Description or Objective	Free or low cost health education and wellness programs and screenings offered annually to the public.
Program Type	Community Education
Target Population	<ul style="list-style-type: none"> • Regions Served:County-Norfolk • Health Indicator:Not Specified • Sex:All • Age Group:Not Specified • Ethnic Group:Not Specified • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Milton, Quincy, Randolph Councils on Aging, Milton and Randolph Public Schools, Fontbonne Academy, Milton Academy, Milton Hospital medical staff physicians and clinicians
Contact Information	Susan M. Schepici, Executive Director, Development and Public Relations, Milton Hospital, 92 Highland Street, Milton, MA 02186 617-696-4600, ext. 1220

susan_schepici@miltonhospital.org

Detailed Description Not Specified

Community CPR

Brief Description or Objective Adult and pediatric CPR certification for community members.

Program Type Not Specified

Target Population

- **Regions Served:**County-Norfolk
- **Health Indicator:**Other: First Aid/ACLS/CPR
- **Sex:**Not Specified
- **Age Group:**Not Specified
- **Ethnic Group:**Not Specified
- **Language:**Not Specified

Partners

- American Heart Association
- Fallon Ambulance Service

Contact Information Susan Schepici, executive Director, Development and Public Relations, Milton Hospital, 92 Highland Street, Milton, MA 02186
617-696-4600, ext. 1220
susan_schepici@miltonhospital.org

Detailed Description Not Specified

Youth Volunteer and Career Opportunities

Brief Description or Objective Junior Volunteer Program and internships for area youth to learn about medical careers and community service.

Program Type Mentorship/Career Training/Internship

Target Population

- **Regions Served:**County-Norfolk
- **Health Indicator:**Other: Education/Learning Issues
- **Sex:**All
- **Age Group:**Adult-Young, Child-Teen
- **Ethnic Group:**Not Specified
- **Language:**Not Specified

Partners

- Milton and Randolph Public Schools, Fontbonne Academy, Milton Academy, Curry College, Northeastern, U-Mass

Contact Information Darlene Vance, President, Milton Hospital Auxiliary or Kathleen Harrington, Vice President, Human Resources, 92 Highland Street, Milton, MA 617-696-4600
humanresources@miltonhospital.org

Detailed Description Not Specified

Public Safety/Disaster Preparedness

Brief Description or Objective Develop practical and realistic response plans and perform practice drills in preparation for a large scale disaster, real or suspected bioterrorism attack.

Program Type Community Participation/Capacity Building Initiative

Target Population

- **Regions Served:**All Massachusetts

Health Indicator:Other: Public Safety

- **Sex:**All
- **Age Group:**Not Specified
- **Ethnic Group:**Not Specified
- **Language:**Not Specified

Partners Not Specified

Contact Information Barbie Malacaria, Nurse Manager, Milton Hospital Emergency Department, 92 Highland Street, Milton, MA 02186 617-696-4600, ext. 1132
barbara_malacaria@miltonhospital.org

Detailed Description Not Specified

Program Type	Estimated Total Expenditures for FY2003	Approved Program Budget for 2004
Community Benefits Programs	<u>Direct Expenses</u> \$59,898 <u>Associated Expenses</u> Not Specified <u>Determination of Need Expenditures</u> Not Specified <u>Employee Volunteerism</u> \$19,835 <u>Other Leveraged Resources</u> Not Specified	\$79,733 * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<u>Direct Expenses</u> \$33,500 <u>Associated Expenses</u> Not Specified <u>Determination of Need Expenditures</u> Not Specified <u>Employee Volunteerism</u> \$5,000 <u>Other Leveraged Resources</u> Not Specified	
Net Charity Care	\$1,044,725	
Corporate Sponsorships	\$5,000	
	Total Expenditures \$1,167,958	

Total Patient Care-Related Expenses for FY2003	\$48,655,319
-------------------------------------------------------	--------------

Comments: None