

Community Benefits Guidelines

Annual Report Standardized Summary

Milton Hospital
92 Highland Street
Milton, MA 02186
www.miltonhospital.org

CHNA: Blue Hills Community Health Alliance/Greater Quincy
RCHC Affiliation: 4

Region Served: Milton, Hyde Park, Randolph, Quincy, Dorchester

Report for Fiscal Year 2003

COMMUNITY BENEFITS MISSION

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 our community.

PROGRAM ORGANIZATION AND MANAGEMENT

A community benefits committee comprised of representatives from hospital administration and staff, the board of directors, 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 executive management. The public relations department works collaboratively with community groups, schools, health, senior and civic organizations to address community needs.

KEY COLLABORATIONS AND PARTNERSHIPS

The Milton Interagency Network for Elders "MINE"
(Milton Police, Milton Fire, Milton Council on Aging, South Shore Elder Services, Milton Residences for the Elderly, Cooperative 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 Council on Aging
Quincy Senior Housing
Blue Hills Regional Technical School
Curry College
Milton Academy
Fonbonne Academy
Canton Board of Health
American Cancer Society

COMMUNITY HEALTH NEEDS ASSESSMENT

The Community Benefits Plan was developed through interviews and focus groups, in conjunction with key community groups and local health status indicators and community health program evaluations. Needs identified are: **senior health and transportation issues including the need for comprehensive geriatric care, youth safety and violence education programs, 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 focuses on:

Seniors:

Develop a formal geriatrics program to streamline health care services for seniors

Cardiac Disease:

Develop rapid transfer program for cardiac patients from Milton Hospital to BIDMC

Youth:

- a. Sponsor safety and health education programs for young people
- b. offer volunteer and health career learning opportunities

Community health/general population:

- a. continue to provide free and low cost health and wellness programs to area residents
- 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 org measure effectiveness of programs. A formal evaluation process for the hospital's community education programs measure need and goals met. Collaboration with the hospital's director of community physicians, the patient population and other an organizations, reports community need for primary care and specialist physicians, health services and educational program

KEY ACCOMPLISHMENTS OF REPORTING YEAR

Through its clinical affiliation with BIDMC, Milton Hospital implemented a formal **geriatrics program** to meet the diverse he needs of seniors. The hospital hired a director of geriatrics to oversee the program which will encompass a nursing home outpatient geriatric clinic, outreach, inpatient geriatrics services and staff education.

A **cardiac transfer program** was also initiated through the BIDMC affiliation. This programs provides area residents with access to BIDMC's reknowned cardiac catheterization laboratory for patients in need of specialized cardiac care including angiography, angioplasty, stent placement and other emergency procedures.

To assist in providing **transportation to seniors**, the hospital underwrites the salary of a part time van driver for the Milton Aging. The senior van provides transportation for shopping, medical appointments, socialization and field trips for the elde

In 2003, the hospital continued its **health and wellness outreach programs** by offering community health education scre lectures and workshops, free or for minimal fee to public. Programs include skin, breast and prostate cancer screenings; b cholesterol screenings; community CPR and Safe Sitter training; Yoda, Tai Chi and other fitness and relaxation programs; learning group; weight management and cancer support groups. In addition to these programs, the hospital sponsored "**W Night Out**" a free four-hour health and wellness program for women in October. After a free buffet dinner, more than 200 visited displays to learn about bone density, breast health, cancer and other disease prevention, yoga, stress reduction, m therapy, homeopathy and more. Programs are announced and advertised twice a year in a free newsletter direct mailed to 110,000 area residents.

For area youth, the hospital offered its annual **summer junior volunteer** program and hosted Milton High School and Milto students for their **community service** requirements. Together with Fallon Ambulance, the hospital participated in the **Ran School senior week** by certifying every graduating senior in CPR. The hospital also sponsored **the Milton High School graduation party** to ensure the safe, supervised socialization of the senior class on prom night.

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 caregiver
 In partnership with MINE, publicize local, state and federal resources available to seniors
 Focus community health and wellness programs are specific populations including but not limited to
 cardiac disease
 weight management
 cancer prevention and screenings
 community wide safety initiatives

CONTACT

[Susan Schepici](#)
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 Director of Public Relations and Development
 Public Relations and Development
 92 Highland Street
 Milton, Massachusetts 02186
 Tel: 617-696-4600 x1220

SELECTED COMMUNITY BENEFITS PROGRAMS

- Brief** Meet the diverse health care needs of seniors with by seamlessly delivering compassionate coordinated c
- Program** Community Benefit//senior outreach

Type

- Target Population**
- **Regions Served:** Milton, Randolph, Quincy, Hyde Park, Canton
 - **Health Indicator:** Access to geriatrics health services
 - **Sex:** non gender specific
 - **Age Group:**Adult-Elder
 - **Ethnic Group:**all ethnic groups
 - **Language:**Not Specified

- Partners**
- Milton Hospital & Beth Israel Deaconess Medical Center
 - Local nursing homes, senior and assisted living facilities, councils on aging, South Shore Elder Services

Contact Information Virginia K. Cummings, Director of Geriatrics, Milton Hospital, 92 Highland Street, Milton, MA 02186, 617.696.4600 ext. 1085

Detailed Description A formal geriatrics program, one of the key joint affiliation efforts between Milton Hospital and Beth Israel Deaconess Medical Center, will enhance the quality of care provided to the significant population of elderly citizens in the community. This includes seniors living in nursing homes, senior house/assisted living residences and in their own homes. The initial focus is on streamlining existing programs while the long term goal will be to develop new programs and services to meet the needs of the geriatric population. Under the direction of the director of geriatrics appointed in the fall of 2003, the program will include a nursing home component, a geriatric clinic, outreach, inpatient geriatrics services and staff education. Milton Hospital physicians will expand their presence in area nursing facilities and will join hospital clinical staff in increasing awareness of services and resources available to seniors to ensure the best possible care.

Brief Description or Objective Offer free or low cost health education programs to the public. Improve access to health care and educate community about disease prevention, health management and wellness.

Program Type Community Benefit

- Target Population**
- **Regions Served:**Milton, Hyde Park, Dorchester, Quincy, Randolph, Braintree
 - **Health Indicator:** improve community health and wellness
 - **Sex:** Non gender specific; open to everyone
 - **Age Group:**not age specific; open to everyone
 - **Ethnic Group:** open to the public regardless of ethnicity
 - **Language:** programs are conducted in English but with advance notice accommodations can be made for non-English speakers.

- Partners**
- Milton Hospital, 92 Highland, Street, Milton, 02186, 617.696.4600 ext. 1220;
 - Milton Hospital,Physicians, nurses, clinicians, outside instructors
 - Milton Hospital Community Education Department
 - Community educators and off site consultants

Contact Information Holly Merrow, Development Associate, Milton Hospital, 92 Highland Street, Milton, 02186, 617.696.8810 holly_merrow@miltonhospital.org

Detailed Description Milton Hospital offers more than 300 health education lectures, screenings and workshops free or at low cost to the public. The programs are conducted by hospital physicians, clinicians and nurses as well as offsite instructors. Topics include yoga, tai chi, 55 Alive Mature Driving and stress reduction. Screenings include hearing, prostate, foot, skin and glaucoma. For youths ages 11-13 the hospital offers the national Safe Sitter program that teaches safe babysitting practices to adolescents. Programs target the health needs and recommendations of community members. Issues gaining national attention and health status indicators for the hospital's service area.

Brief Description or Objective Adult and pediatric CPR training for community members. Annual Randolph High School CPR Marathon for the graduating class. The objective is to save lives by training the public to perform CPR.

Objective

Program Type Community Education

Target Population

- **Regions Served:**Milton, Randolph, Hyde Park, Quincy and surrounding communities
- **Health Indicator:**Other: Cardiac Disease, first aid
- **Sex:**Non gender specific
- **Age Group:** Adult -Child-Teen
- **Ethnic Group:** n/a
- **Language:**Not Specified

Partners

- Milton Hospital, 92 Highland Street, Milton, MA 02186, 617-696-4600 ext.1220
- Milton Hospital
- Fallon Ambulance
- Randolph Public Schools

Contact Information Susan M. Schepici, Milton Hospital, 92 Highland Street, Milton, MA 02186, 617.696.4600 ext. 1220
susan_schepici@miltonhospital.org

Detailed Description Adult and pediatric CPR programs are held at the hospital and taught by hospital instructors certified by the Heart Association. Program fees cover the cost of materials and instructors only. The hospital, in conjunction with Fallon Ambulance and the Randolph Public Schools also conducts the Randolph High School CPR Marathon in June that certifies all high school seniors to be first responders.

Brief Description or Objective State of the art training initiatives for Town of Milton Fire and Police personnel, as well as Fallon Ambulance paramedics and emergency medical technicians. The objective is to maintain a high level of confidence and skills in typical first responders.

Program Type Community Education

Target Population

- **Regions Served:**Milton
- **Health Indicator:**Other: Cardiac Disease, first aid, emergency preparedness and response
- **Sex:**Non gender specific
- **Age Group:**Not age specific
- **Ethnic Group:**Not Specified
- **Language:**Not Specified

Partners

- Milton Hospital, 92 Highland Street, Milton, MA 02186, 617-696-4600 ext.1132
- Milton Police and Fire Departments
- Fallon Ambulance

Contact Information Paul Paganelli, M.D., Director of Emergency Services, Milton Hospital, 92 Highland Street, Milton, MA 02186, 696-4600 ext. 1132 paul_paganelli@miltonhospital.org

Detailed Description Milton Hospital's chief of emergency services maintains ongoing training for advanced cardiac life support and defibrillator use for Fallon Ambulance, Milton Fire and Police personnel. Training includes equipment updates on technology, and technique.

Brief Description or Objective The hospital offers opportunities for youth to learn about careers in health care by offering internships through its Junior Volunteer Program.

Program Type Volunteer

Target Population	<ul style="list-style-type: none"> • Regions Served:Milton and surrounding towns • Health Indicator: Other: youth education • Sex:Non gender specific • Age Group:13-17 • Ethnic Group:Open to all ethnic groups • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Milton Hospital, 92 Highland Street, Milton, MA 02186, 617-696-4600 ext.1132 • Milton Public Schools (open to all local community youth) • Milton Academy • Fonbonne Academy • Quincy College • Northeastern University • Curry College • Milton Hospital Auxiliary
Contact Information	<p>Susan Schepici, Milton Hospital, 92 Highland Street, Milton, MA 02186, 617-696-4600 ext. 1220 susan_schepici@miltonhospital.org</p> <p>Darlene Vance, Director of Volunteer Services, Milton Hospital, 92 Highland Street, Milton, MA 02186, 617-696-4600 ext. 1199</p>
Detailed Description	<p>Milton Hospital partners with many local colleges and universities to provide internships to students in areas such as physical therapy, phlebotomy, nursing and more. The hospital's Auxiliary also oversees the Junior Volunteer Program which allows high school students to volunteer in various areas of the hospital. This program is especially valuable to students fulfilling a community service requirement. The hospital hosts Milton Academy students annually for their service to the community day.</p>
Brief Description or Objective	Health education and wellness program for women.
Program Type	Community Education
Target Population	<ul style="list-style-type: none"> • Regions Served:Milton, Quincy, Randolph, Canton, Dorchester, Hyde Park • Health Indicator: women's wellness • Sex: female • Age Group: All • Ethnic Group: All • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Milton Hospital, 92 Highland Street, Milton, MA 02186, 617-696-4600 ext.1132 • American Cancer Society • Milton Hospital Mammography Department
Contact Information	<p>Susan Schepici, Milton Hospital, 92 Highland Street, Milton, MA 02186, 617-696-4600 ext. 1220 susan_schepici@miltonhospital.org</p>
Detailed Description	<p>Milton Hospital hosted a free buffet dinner for women while presenting a booth style health fair specifically targeted to women's health, disease prevention and wellness. Topics included mammography, osteoporosis, weight management, nutrition, stress reduction, yoga, massage therapy, acupuncture, and cancer screening.</p>
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	Public safety
Target Population	<ul style="list-style-type: none"> • Regions Served: Milton and

surrounding towns

- **Health Indicator:** management of public safety and dissemination of information during a large scale disaster or bioterrorism attack.

- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Partners

- Milton Hospital
- Milton Police
- Milton Fire
- Milton health department
- Fallon Ambulance Services
- State and Federal agencies

Contact Information

Barbie Malacaria, Nurse Manager,
Emergency Department, Milton Hospital,
92 Highland Street, Milton, MA 02186, 617-696-4600, ext. 1053
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Detailed Description

In cooperation with town public safety officials, as well as state and federal safety agencies, Milton Hospital recognizes its responsibility to initiate the first response to a public safety issue, large scale disaster or bioterrorism attack. Milton Hospital has members who have been appointed by the Board of Selectmen to sit on the LEPC (local emergency planning committee). This committee meets monthly and works with state and local agencies to assure preparedness as a community. Milton Hospital also has members who sit on a variety of MHA/DPH work groups to look at emergency preparedness.s such the hospital regularly reviews its plan and twice annually performs practice drills that include state and local EMS agencies. Milton Hospital is prepared to:
Implement prevention and control measures
Activate local emergency response systems
Activate a network of communication to all agencies including infection control agencies, FBI field office, local and state health office, Center for Disease Control (CDC)
Coordinate media relations

EXPENDITURES (FY 2003 figures)

TYPE	ESTIMATED TOTAL EXPENDITURES FOR [REPORTED FISCAL YEAR]	APPROVED PROGRAM BUDGET [FOR NEXT FISCAL YEAR]
COMMUNITY BENEFITS PROGRAMS	(1) Direct Expenses [\$59,898] (2) Associated Expenses [\$0] (3) Determination of Need Expenditures [\$0] (4) Employee Volunteerism [\$19,835] (5) Other Leveraged Resources [\$0]	[\$ 82,778.50] *Excluding expenditures that cannot be pr time of the report.
COMMUNITY SERVICE PROGRAMS	(1) Direct Expenses [\$33,500] (2) Associated Expenses [\$40,000] (3) Determination of Need Expenditures [\$] (4) Employee Volunteerism [\$5,000]	

	(5) Other Leveraged Resources [\$]	
NET CHARITY CARE or UNCOMPENSATED CARE POOL CONTRIBUTION	[\$ 495,730]	
CORPORATE SPONSORSHIPS	[\$ 5,000]	
	TOTAL [\$ 618,963]	

[Hospitals]:
TOTAL PATIENT CARE-RELATED EXPENSES FOR [Reported Fiscal Year]: [\$48,655,319]
[HMOs]:
MASSACHUSETTS PLAN MEMBERS [#]
[FOR PROFIT/NOT-FOR-PROFIT]

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