

## Milford Regional Medical Center - FY2003

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### Summary Narratives

#### **Community Benefits Mission Statement**

To offer a variety of community programs which target the specific healthcare needs and concerns identified in our service area.

#### **Program Organization and Management**

The Community Benefits Coordinator reports directly to the Director of PR/Marketing. The Community Benefits Coordinator meets twice each year with the Community Benefits Advisory Group to determine programs and events for the following six months. Following review of information provided by the Community Benefits Coordinator, the Community Benefits plan is approved by the Director of PR/Marketing.

#### **Key Collaborations and Partnerships**

A key collaboration continues to be Milford Regional's active participation in Community Partners for Health, CHNA-6. Programs are planned in conjunction with Milford Regional clinicians and other hospital staff and representatives from collaborating partners to present a well-rounded package of free lectures and programs. Other key partnerships include the American Cancer Society, Blackstone Valley Regional Vocational Technical High School, Wayside Youth and Family Support Network, and Whole Foods Market, Bellingham.

#### **Community Health Needs Assessment**

In order to choose a Community Benefits Focus for fiscal year 2003, we reviewed the needs, as identified by CHNA as well as statistical information available for our service area. Once identifying the increased incidence of obesity as an important concern in our service area, it was determined that "Developing Healthier Eating and Exercise Habits" would be the focus of our 2003 Community Benefits Plan. The Community Benefits Coordinator then met with hospital staff to plan programs and further pinpoint specific areas to address. Concerns identified were obesity in adults and children, nutrition issues for adults and children and the importance of exercise in combating the increased incidence of obesity and developing healthier lifestyles.

#### **Community Benefits Plan**

Based on our community needs assessment, our target population for fiscal year 2003 was determined to be adults of our service area. Our process for evaluating the effectiveness of our programs has been through participant feedback (written evaluations including suggestions). The evaluations are reviewed by the Community Benefits Coordinator and the Community Benefits Advisory Committee and used to determine future programs. For the future, we will continue to pursue partnerships with community groups, such as CHNA, so we may continue to offer programs that meet the needs of our service area.

#### **Key Accomplishments of Reporting Year**

Our Lecture Series and our "Healthy & Fit" programs were major accomplishments during fiscal year 2003. The free lectures and programs were very successful and provided an opportunity to bring community members from our service area together with hospital dietitians, physicians and physical therapists. Milford Regional also partnered with a local food store to present a community lecture. We continued to offer our popular wellness programs, including yoga, t'ai chi, and senior exercise. A successful addition to our wellness program offerings in 2003 was Pilates classes.

#### **Plans for Next Reporting Year**

For fiscal year 2004, Milford Regional has chosen "Women's Health Issues" as the focus of its Community Benefits Plan. We will further our 2003 mission by continuing to offer nutrition lectures and programs as well as exercise and wellness classes. Program topics will include low-carb diets, low-fat cooking and the DASH diet to lower cholesterol. Program topics will continue to be developed to meet the needs of the community while addressing current trends in nutrition and exercise. In addition, a new Weight Loss/Nutrition Support Group will begin in April,

2004. The group is free and will meet twice each month.

## Select Community Benefits Programs

### School-Based Health Clinic

<b>Brief Description or Objective</b>	To provide medical care to students at one local high school.
<b>Program Type</b>	Not Specified
<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b>Milford</li><li>• <b>Health Indicator:</b>Not Specified</li><li>• <b>Sex:</b>Not Specified</li><li>• <b>Age Group:</b>Child-Teen</li><li>• <b>Ethnic Group:</b>All</li><li>• <b>Language:</b>Not Specified</li></ul>
<b>Partners</b>	<ul style="list-style-type: none"><li>• Blackstone Valley Regional Vocational Technical High School, Pleasant Street, Upton, MA 01568, (508) 529-7758</li></ul>
<b>Contact Information</b>	Cheryl Bonasoro, VP, Patient Care Services, Milford Regional, 14 Prospect Street, Milford, MA 01757, (508) 422-2300 <a href="mailto:cbonasoro@milreg.org">cbonasoro@milreg.org</a>
<b>Detailed Description</b>	Not Specified

### Smoking Cessation Program

<b>Brief Description or Objective</b>	To provide a proven smoking-cessation program to the adult population of the hospital's 19-town service area and beyond.
<b>Program Type</b>	Prevention
<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b>Milford</li><li>• <b>Health Indicator:</b>Tobacco Use</li><li>• <b>Sex:</b>Not Specified</li><li>• <b>Age Group:</b>Adult</li><li>• <b>Ethnic Group:</b>All</li><li>• <b>Language:</b>Portuguese</li></ul>
<b>Partners</b>	<ul style="list-style-type: none"><li>• Wayside Youth and Family Support Network, 10 Asylum Street, Milford, MA 01757</li><li>• Percy Andreazi, MD Tobacco Treatment Specialist, (508) 460-1504, ext. 104</li></ul>
<b>Contact Information</b>	Debra Hyder, Community Benefits Coordinator, Milford Regional, 14 Prospect Street, Milford, MA 01757, (508) 422-2206 <a href="mailto:dhyder@milreg.org">dhyder@milreg.org</a>
<b>Detailed Description</b>	Not Specified

### Blackstone Valley Free Program

<b>Brief Description or Objective</b>	To provide free medical care to uninsured residents of the Blackstone Valley. Milford Regional physicians provide their services free of charge. Diagnostic testing is provided free to patients. Hospital patient account representatives work with
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clients to assist with free care and MassHealth applications.

**Program Type**

Direct Services, Health Screening

**Target Population**

- **Regions Served:**Milford
- **Health Indicator:**Access to Health Care, Other: Uninsured/Underinsured
- **Sex:**Not Specified
- **Age Group:**All
- **Ethnic Group:**All
- **Language:**Not Specified

**Partners**

• St. Camillus Health Center, 447 Hill Street, Whitinsville, MA 01588, (508) 234-7306([www.stcamillus.com](http://www.stcamillus.com))

**Contact Information**

Rhonda Stolle, Patient Account Manager, Milford Regional, 14 Prospect Street, Milford, MA 01757, (508) 422-2226  
[rstolle@milreg.org](mailto:rstolle@milreg.org)

**Detailed Description**

Not Specified

**Speaker's Bureau**

**Brief Description or Objective**

To provide speakers free of charge to businesses, agencies, schools and other community groups. Speakers on a wide range of topics are available, however popular topics are "Stress Management" and "Healthy Eating/Nutrition." Our employees volunteer their services for the Speaker's Bureau presentations.

**Program Type**

Community Education, Prevention

**Target Population**

- **Regions Served:**Milford
- **Health Indicator:**Other: Education/Learning Issues
- **Sex:**Not Specified
- **Age Group:**All
- **Ethnic Group:**All
- **Language:**Not Specified

**Partners**

Not Specified

**Contact Information**

Debra Hyder, Community Benefits Coordinator, Milford Regional, 14 Prospect Street, Milford, MA 01757, (508) 422-2206  
[dhyder@milreg.org](mailto:dhyder@milreg.org)

**Detailed Description**

Not Specified

**Look Good Feel Better**

**Brief Description or Objective**

A free program for women who are currently undergoing treatment for cancer. Offers participants the opportunity to learn about hair and skin care during and after their treatments. Sponsored by the American Cancer Society.

**Program Type**

Community Education

**Target Population**

- **Regions Served:**Other-Metrowest
- **Health Indicator:**Other: Cancer
- **Sex:**Female
- **Age Group:**Adult
- **Ethnic Group:**All
- **Language:**All

**Partners**

• American Cancer Society([www.cancer.org](http://www.cancer.org))

**Contact Information**

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 Milford Regional, 14 Prospect Street, Milford, MA 01757, (508)422-2206  
[dhyder@milreg.org](mailto:dhyder@milreg.org)

**Detailed Description**

Not Specified

<b>Program Type</b>	<b>Estimated Total Expenditures for FY2003</b>	<b>Approved Program Budget for 2004</b>
Community Benefits Programs	<u>Direct Expenses</u> \$17,094 <u>Associated Expenses</u> Not Specified <u>Determination of Need Expenditures</u> \$323,000 <u>Employee Volunteerism</u> Not Specified <u>Other Leveraged Resources</u> Not Specified	\$33,503  * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<u>Direct Expenses</u> \$16,573 <u>Associated Expenses</u> Not Specified <u>Determination of Need Expenditures</u> Not Specified <u>Employee Volunteerism</u> Not Specified <u>Other Leveraged Resources</u> Not Specified	
Net Charity Care	\$3,244,891	
Corporate Sponsorships	Not Specified	
	<b>Total Expenditures</b> \$3,601,558	

**Total Patient Care-Related Expenses for FY2003**

\$95,383,682

Comments: The Direct Expense amount for the Community Benefits Programs includes \$3,339 for the value of employee time devoted to the programs. It is not reflected in the approved budget amount.