

Quincy Medical Center - FY2003

Summary Narratives

Community Benefits Mission Statement

To improve health and quality of life in our community by providing excellent medical services within our system of healthcare.

Program Organization and Management

The Board of Trustees of QMC has the authority to approve community benefit program initiatives and to allocate appropriate resources for their support. The board has delegated authority to the Chief Executive Officer and the Vice President, Strategic Services, for program planning and implementation.

Key Collaborations and Partnerships

Community agencies and organizations with whom we have collaborated or from which we have received information on community needs for the past year include:

- Manet Community Health Center
- Boston Medical Center
- The City of Quincy
- Quincy Asian Resources, Inc.
- South Shore Elder Services
- BMC Healthnet Plan
- Massachusetts Department of Public Health

Community Health Needs Assessment

The community health needs assessment considers the following:

- Community demographics
- Measures of health status
- Patient/customer feedback
- Feedback from other community agencies and health care providers
- An analysis of our patient population
- Community resources available to meet community health care needs.

Notable results from the assessment are that the service area population is older than the state; that the city of Quincy has one of the highest proportions of Asian residents in the state and that the city of Quincy's median household income is below the state's median income.

Community Benefits Plan

One of the major goals of Quincy Medical Center is to improve the access to and availability of health care services in the community. We are specifically reaching out to the elderly, the Asian population and under- or uninsured individuals in our community benefit programs.

Key Accomplishments of Reporting Year

Quincy Medical Center, with Boston Medical Center continued support to the Manet Community Health Center/QMC satellite. The satellite grew by 25% to 5,089 visits. The purpose of the satellite is to meet the health care needs of Quincy area Asian residents. QMC also collaborated with Manet and Quincy Asian Resources and was awarded a grant from the BC/BS Foundation to perform a cultural competency assessment.

Plans for Next Reporting Year

QMC will continue to work with Manet and Quincy Asian Resources to build on the findings of the cultural

competency assessment. QMC will also continue to work with Manet to expand services to the Asian population. QMC will expand its outreach staff and programs for the un- and under-insured individuals. QMC will continue to expand services geared to the elderly population such as the Geriatric Assessment Service.

Select Community Benefits Programs

Manet Community Health Center at QMC

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|---------------------------------------|---|
| Brief Description or Objective | Increase primary care resources for the non-English or limited English-speaking population. |
| Program Type | Direct Services, Physician/Provider Diversity |
| Target Population | <ul style="list-style-type: none"> • Regions Served:Quincy • Health Indicator:Access to Health Care • Sex:All • Age Group:All • Ethnic Group:Asian • Language:Chinese |
| Partners | <ul style="list-style-type: none"> • Boston Medical Center, One Boston Medical Center Place, Boston, MA 02118, 617-638-7375 • Manet Community Health Center 114 Whitwell Street, Quincy, MA 02169, 617-376-2088 |
| Contact Information | Mary Sweeney, VP Strategic Services, 114 Whitwell St., Quincy, MA 02169, 617-376-4008 msweeney@quincymc.org |
| Detailed Description | Not Specified |

QMC Asian Services Department

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|---------------------------------------|--|
| Brief Description or Objective | Increase access to healthcare. |
| Program Type | Community Education, Community Participation/Capacity Building Initiative, Health Screening, Outreach to Underserved |
| Target Population | <ul style="list-style-type: none"> • Regions Served:Quincy • Health Indicator:Access to Health Care • Sex:All • Age Group:All Adults • Ethnic Group:Asian • Language:Chinese |
| Partners | <ul style="list-style-type: none"> • Manet Community Health Center, 114 Whitwell Street, Quincy, MA 02169, 617-376-2088 • Quincy Asian Resources, Inc. 1509 Hancock Street, Quincy, MA 02169, 617-472-2200 |
| Contact Information | Mary Sweeney, VP Strategic Services, 114 Whitwell St., Quincy, MA 02169, 617-376-4008 |
| Detailed Description | Not Specified |

Outreach Services

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|---------------------------------------|---|
| Brief Description or Objective | Increase the number of individuals with health insurance. |
| Program Type | Health Coverage Subsidies or Enrollment |
| Target Population | <ul style="list-style-type: none"> • Regions Served:Quincy • Health Indicator:Access to Health Care • Sex:All • Age Group:All • Ethnic Group:All • Language:All |
| Partners | <ul style="list-style-type: none"> • Boston Medical Center, Health Net Plan, One Boston Medical Center Place, Boston, MA 02118, 617-638-7375 |
| Contact Information | Donna Lensky, Director Registration and Outreach Services, 114 Whitwell St., Quincy, MA 02169, 617-376-5351 dlensky@quincymc.org |
| Detailed Description | Not Specified |

| Program Type | Estimated Total Expenditures for FY2003 | Approved Program Budget for 2004 |
|-----------------------------|---|---|
| Community Benefits Programs | <u>Direct Expenses</u> \$272,126 <u>Associated Expenses</u> Not Specified <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> \$9,805 <u>Other Leveraged Resources</u> \$791,782 | \$911,931 * Excluding expenditures that cannot be projected at the time of the report. |
| Community Service Programs | <u>Direct Expenses</u> \$366,434 <u>Associated Expenses</u> \$3,750 <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> Not Specified <u>Other Leveraged Resources</u> \$1,000 | |
| Net Charity Care | \$2,033,660 | |
| Corporate Sponsorships | \$3,062 | |
| | Total Expenditures \$3,481,619 | |

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| Total Patient Care-Related Expenses for FY2003 | \$83,100,000 |
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Comments: Total patient care-related expenses is an estimate as the FY 2003 cost report has not been completed.