

Heywood Hospital - FY2004

Summary Narratives

Community Benefits Mission Statement

Heywood Hospital is dedicated to the community benefit goals of improving the health status of our community, addressing the special health needs of the underserved and containing the growth of community healthcare costs.

Program Organization and Management

Community Benefit is a priority for Heywood Hospital. As such, the coordinator of the community benefit program and plan is one of our Vice-Presidents who works closely with Hospital President/CEO Daniel P. Moen and the other Executive Managers to oversee initiatives and make decisions concerning community benefit activities.

Key Collaborations and Partnerships

Key collaborations for Heywood Hospital's Community benefit program include the Montachusett Opportunity Council, the Gardner and Winchendon Public Schools, the Gardner Police and Fire Departments, the Montachusett Home Care Corporation, the Gardner CAC, the Community Health Connections Family Health Center, Mount Wachusett Community College, North Central Human Services, the Health Foundation of Central Mass. and many others. Heywood Hospital co-facilitates a community coalition which undertakes many community benefit activities.

[Community Health Needs Assessment](#)

Heywood Hospital co-facilitates a process which is undertaken at least every four years to conduct a comprehensive health assessment of our region. The most recent report was issued in the fall of 2003, and identified both needs and strengths of the health status of our region. Priorities identified include mental health, substance abuse and teen health. As a result of the study, the group was successful in getting an HCAP grant to tackle the issue of mental health and access to care.

[Community Benefits Plan](#)

The Community Benefit Plan of Heywood Hospital is an effort to improve access to medical, dental and mental health care for specific populations. The Plan currently targets the following populations -- uninsured people who make less than 400% of the poverty level in the northcentral Mass region, MassHealth patients with no dental access in the north central Mass area, high school and middle school aged children in Winchendon, second graders in need of dental sealants in Winchendon, Gardner and Fitchburg, parents of young children living in the north central Mass. region and those uninsured needing mental health services. populations. See the full report for evaluation information.

Key Accomplishments of Reporting Year

Heywood Hospital played a leadership role in developing grant applications, plans and programs for several significant grants. These activities are included in the budget section as "leveraged resources".

The coalition that the Hospital co-facilitates received an HCAP grant of \$2 million over three years to improve access to mental health services.

The Hospital also provided leadership for the successful application of the CHC Family Health Center to place a satellite CHC in Gardner. The site opened in February, 2005 in a temporary location on the Hospital campus.

The GHAP program for uninsured people provided care at reduced fees, and has, since program inception, connected over 3,000 people to Masshealth. The program now also oversees the hospital's free care program. The Oral Health Initiative also received \$307,000 to support strategies to connect uninsured and low income people with dental care.

Plans for Next Reporting Year

For 2005, our highest priority is to open the community health center in Gardner. We will also continue efforts to implement the HCAP grant to help those needing mental health services, as well as continue to focus on improving access to care for the underserved. We will also seek continued support for both the SBHC in Winchendon and the GHAP program in light of increased numbers of uninsured, and to continue efforts to expand access to dental care through the Oral Health Initiative.

Select Community Benefits Programs

GHAP

Brief Description or Objective	To connect eligible uninsured with healthcare either through MassHealth enrollment or in a reduced-fee medical/dental/mental health program.
Program Type	Not Specified
Target Population	<ul style="list-style-type: none"> • Regions Served:Not Specified • Health Indicator:Access to Health Care • Sex:All • Age Group:Adult • Ethnic Group:All • Language:Not Specified
Partners	<ul style="list-style-type: none"> • The Joint Coalition on Health of North Central Massachusetts
Contact Information	Kay Landry, GHAP Coordinator Heywood Hospital 242 Green Street Gardner, MA 01440 (978) 630-6562 lan.k@heywood.org
Detailed Description	Not Specified

SCHOOL-BASED HEALTH CENTER

Brief Description or Objective	The Murdock Health Center is a school-based health center at Murdock Middle/Senior High School in Winchendon, Mass. It is staffed by an NP and provides medical and mental health services in collaboration with North Central Human Services.
Program Type	School/Health Center Partnership
Target Population	<ul style="list-style-type: none"> • Regions Served:Not Specified • Health Indicator:Access to Health Care • Sex:All • Age Group:Child-Teen • Ethnic Group:All • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Murdock Middle/High School • North Central Human Services
Contact Information	Jane Cooper, NP, Murdock Health Center (978) 297-5052
Detailed Description	Not Specified

ORAL HEALTH INITIATIVE

Brief Description or Objective	The Oral Health Initiative includes a full-service dental clinic, a dental sealant program, a GHAP Dental network of providers, and other strategies to improve access for the underserved to dental health services.
Program Type	Direct Services
Target Population	<ul style="list-style-type: none"> • Regions Served:Not Specified • Health Indicator:Access to Health Care, Other: Dental Health • Sex:All • Age Group:All • Ethnic Group:All • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Health Foundation of Central Massachusetts • MOC (Montachusett Opportunity Council) • CHC Family Health Center in Fitchburg
Contact Information	Lorie Martiska Heywood Hosapital (978)630-6338
Detailed Description	Not Specified

COMMUNITY HEALTH ASSESSMENT

Brief Description or Objective	The Health Assessment was released in the fall of 2003. It contains data and results from surveys, focus groups and interviews. It is designed to measure the health status of north central Massachusetts.
Program Type	Community Health Needs Assessment
Target Population	<ul style="list-style-type: none"> • Regions Served:Not Specified • Health Indicator:Access to Health Care, Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Cancer, Other: Cultural Competency, Other: Dental Health, Other: Domestic Violence, Other: HIV/AIDS, Other: Language/Literacy, Other: Lead Poisoning, Other: Pregnancy, Other: Sexually Transmitted Diseases, Other: Stroke, Other: Uninsured/Underinsured, Substance Abuse • Sex:All • Age Group:All • Ethnic Group:All • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Montachusett Opportunity Council • Joint Coalition on Health • Health Foundation of Central Mass. • Health Alliance • CHNA # 9 • Heywood Hospital
Contact Information	Lorie Martiska (978) 630-6338 lmartiska@aol.com
Detailed Description	Not Specified

Community Health Center Satellite

Brief Description or Objective	The Hospital and the Joint Coalition supported the application of the CHC Family Health Center for a satellite in Gardner. The satellite has opened on a limited basis and expects to be fully operational by the summer of 2005.
Program Type	Not Specified
Target Population	<ul style="list-style-type: none"> • Regions Served:Not Specified • Health Indicator:Not Specified • Sex:Not Specified • Age Group:Not Specified • Ethnic Group:Not Specified • Language:Not Specified
Partners	Not Specified
Contact Information	Not Specified
Detailed Description	Not Specified

Program Type	Estimated Total Expenditures for FY2004	Approved Program Budget for 2005
Community Benefits Programs	<u>Direct Expenses</u> \$42,750 <u>Associated Expenses</u> \$0 <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> \$0 <u>Other Leveraged Resources</u> \$2,260,000	Not Specified * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<u>Direct Expenses</u> \$55,265 <u>Associated Expenses</u> Not Specified <u>Determination of Need Expenditures</u> Not Specified <u>Employee Volunteerism</u> \$14,000 <u>Other Leveraged Resources</u> Not Specified	
Net Charity Care	\$1,677,205	
Corporate Sponsorships	\$3,000	
	Total Expenditures \$4,054,220	

Total Patient Care-Related Expenses for FY2004	\$57,488,394
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Comments: Included in the Leveraged Resources section are funds that Heywood played a leadership role in raising through grant applications. The Hospital co-leads the coalition which applies for much of the grant funding included in this section.