

Summary Narratives

Community Benefits Mission Statement

UMass Memorial Health Care, Inc. is committed to improving the health status of all those it serves and to addressing the health problems of the poor and other medically underserved populations. In addition, non-medical conditions that negatively impact the health and wellness of our community are addressed.

Program Organization and Management

UMass Memorial Vice President for Community Relations is responsible for the overall program management of the Community Benefits Program activities and reports to the hospital's Senior Vice President of System Operations. The Vice President for Community Relations serves as liaison between the hospital and the community, and develops community health improvement programs in collaboration with community based organizations.

The Community Benefits Advisory Committee (CBAC) is an active and dedicated diverse group and works collaboratively with UMass Memorial Health Care. The CBAC meets several times each year and makes specific recommendations relating to program activities; identifies needs; generates new ideas and plans; expands existing services and provides overall program support.

Key Collaborations and Partnerships

The Community Benefit Advisory Committee is comprised of the following organizations: Family Health Center, Great Brook Valley Health Center, YWCA of Central Massachusetts, South Worcester Neighborhood Center, City of Worcester Department of Public Health, City Manager's Executive Office of Neighborhood Services, East Side Community Development Corporation, Massachusetts Department of Public Health, University of Massachusetts Medical School, Greater Worcester Men's Health and Families Coalition, Worcester State College, Southeast Asian Center, Central Massachusetts Area Health Education Center and Latino Mental Health Project.

Community Health Needs Assessment

UMass Memorial Health Care utilizes quantitative and qualitative data to identify barriers and develop strategies to help improve the health status of the community. These strategies include active participation in several area coalitions and planning efforts; convening meetings with representatives from different neighborhoods and community-based organizations; conducting needs assessments through the Healthy Communities Initiative Outreach Program; reviewing existing community needs assessment and public health data; and soliciting input and recommendations from the Community Benefits Advisory Committee. Information from the assessments is discussed with the Community Benefits Advisory Committee (CBAC). The CBAC continually assesses the direction of current work and recommends new or continued areas of concentration.

Community Benefits Plan

The target population is defined as those who reside in neighborhoods immediately surrounding the UMass Memorial Health Care system locations.

Based on the multiple priorities identified by community agencies and residents, the following were selected as focus areas:

- Access to medical and dental care services for underserved populations
- Literacy programs
- Healthy Communities Initiatives in two inner city neighborhoods (Bell Hill and Lakeside Public Housing)

- Improved coordination of health care services in collaboration with the community health centers and other agencies that serve vulnerable populations.

- Elder care
- Access to specialty care

Major initiatives and programs have in place data gathering and tracking mechanisms, which allow for documenting program outcomes and unmet needs. Results of the ongoing data collection efforts and analysis are used continuously to modify existing programs.

Key Accomplishments of Reporting Year

Despite the financial challenges facing our clinical system, in 2004 UMass Memorial Medical Center provided \$43,641,674 in community benefits.

This past year, the hospital strengthened its ability to reach out to the community by developing new programs that served the elder population in collaboration with the Worcester Housing Authority and the Worcester Health Department. We are actively engaged in Common Pathways, a broad based initiative that is the process of identifying and documenting healthy community indicators for the City of Worcester.

UMass Memorial seeks to improve the health status of the Worcester community by supporting efforts that improve access to care for vulnerable populations and youth violence while also creating neighborhood stability. We accomplish our goals by developing collaborative initiatives and partnerships with schools, city government, community based agencies and other social and health organizations.

Plans for Next Reporting Year

UMass Memorial will continue to work with the Community Benefits Advisory Committee and will continue to refine program activities to maximize the impact of its resources, as well as to expand the scope of services through new and collaborative work. Programs that will be continued next year include:

- Elder Care Services
- Access to Specialty Care
- Doherty High School Health Clinic
- Health Benefits enrollment for the Uninsured
- Medical Interpreter services
- Literacy programs
- Mobile dental and medical services
- Plumley Village Health Services
- Healthy Communities Initiatives
- Worcester Youth Center
- HOPE Coalition
- Building Brighter Futures
- Children and Adolescent Programming
- Community health centers' dental health program
- Youth workforce

Select Community Benefits Programs

Community Benefits Programs

No community benefits programs identified.

Program Type	Estimated Total Expenditures for FY2004	Approved Program Budget for 2005
Community Benefits Programs	<u>Direct Expenses</u> \$6,118,122 <u>Associated Expenses</u> \$0 <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> \$0 <u>Other Leveraged Resources</u> \$3,207,701	Not Specified * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<u>Direct Expenses</u> \$326,398 <u>Associated Expenses</u> \$0 <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> \$0 <u>Other Leveraged Resources</u> \$68,562	
Net Charity Care	\$24,328,575	
Corporate Sponsorships	\$108,455	
	Total Expenditures \$34,157,813	
Total Patient Care-Related Expenses for FY2004		\$686,865,224
Comments: None		