

## **Tufts Medical Center - FY2005**

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### **Summary Narratives**

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

To define the role and responsibility of Tufts-New England Medical Center in supporting and sustaining the health and well-being of residents in communities that have historic or developing relationships with Tufts-NEMC.

To provide leadership for academic medical centers in the creation of a model that implements a long-term community health agenda.

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

The Vice President for Community Health Programs has direct responsibility for The Office of Community Health Programs and Community Benefits reporting. Staffing the Office is the Associate Director, a Program Coordinator, and an Administrative Assistant.

Information on Tufts-NEMC's Community Benefits programs is shared throughout the institution. At the Board level, including at board committee meetings by board members or Community Health Programs staff. At the Senior Management level, the Vice President for Community Health Programs or designated staff shares information on the activities of the Office with colleagues during management meetings when appropriate. Monthly manager meetings and the weekly employee newsletter offer opportunities for sharing of information on community benefits programs as well as other involvement in the community. In addition, Office staff solicits input and involvement from managers and their employees in all areas of the hospital.

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

Community Health Planning Group

For original stake holders refer to the FY2001 & FY2002 Attorney General reports.

FY2003 Membership - Board Of Governors Committee on Community Health

Susan Selya, 9 Hawthorne Place-#2, Boston MA 02114; Cam Neely, Genuone, 107 South Street, Boston MA 02111; Diana Bianchi M.D., 750 Washington St. Box 394, Boston MA 02111; Patrick J. Purcell, President, Boston Herald, One Herald Square, Boston MA 02106; Julio Pabon, Director ABCD, 178 Tremont St, Boston, MA 02111; Anna Yee, P.O. Box 436, Lexington, MA 02420; William Halpin, South Boston Community Health Center, 409 West Broadway, South Boston, MA 02127; Robert Sager, Boston College School of Law, 885 Centre Street, Newton MA 02159; Pastor Tom Lee, Boston Chinese Evangelical Church, 240 Harrison Ave., Boston, MA 02111; Staff:

Dr. Howard Spivak, Vice President, Community Health Programs, 750 Washington Street, NEMC – Box 351, Boston, MA 02111; Sherry Dong, Associate Director, Community Health Programs, 750 Washington Street, Box 116, Boston, MA 02111; Ed Schottland, C.O.O., 750 Washington Street, Box 451, Boston, MA 02111.

FY2005 Membership - Asian Health Initiative Advisory Committee

George Brodie, Administrator, South Cove Manor Nursing Home  
Mary Chin, Director of Social Work, Boston Medical Center  
Esther Lee, Director of Development, South Cove Community Health Center  
Marie Moy, Chinatown Residents Association  
Ruth Moy, Executive Director, Greater Boston Chinese Golden Age Center  
Father Hugh H. O'Regan, Chinatown Neighborhood Council, St. James Church  
Beverly Wing, The Chinatown Coalition

Inez Stewart,Vice President, Human Resources,Tufts-New England Medical Center

Staff:

Dr. Howard Spivak, Vice President, Community Health Programs; Sherry Dong, Associate Director,Community Health Programs,

FY2005 Membership - Dorchester Health Advisory Committee

Joel Abrams,Dorchester House Multi-Service Dan Driscoll,Chief Executive Officer,Harbor Health Services, Inc.

Molly Dunford,Mayor's Office Of Neigh Services

Lyndsey Firreno,Executive Director,Dorchester Cares

Erdine Haltiwanger,New Born Medicine,Tufts-New England Medical Center

Maud HurdLink, Team Leader,Codman Square/Four Corners Alliance for Community Health

Jamiese Martin,Franklin Field CHNA

Noemia Monteiro,Family Cooperative Coordinator,Dorchester Cares

Duy Pham,Executive Director,Vietnamese American Civic Assoc.

Lisa Levine,Chief Operating Officer,Health Services Partnership

Paulette Shaw Querner,Executive Dir. Neponset Health Center

Linda Shepherd,Department of Public Health

Inez Stewart,Vice President, Human Resources,Tufts-New England Medical Center

Staff:

Dr. Howard Spivak, Vice President, Community Health Programs; Sherry Dong, Associate Director,Community Health Programs,

Program Partners

South Boston Health Center

Dorchester CARES

Boston Community and Leadership Academy

Neighborhood House Charter School

Josiah Quincy Elementary School

Wang YMCA of Chinatown

Boston Asian Youth Essential Service

Codman Square Health Center

Dorchester House Multi Service Center

Geiger-Gibson Health Center

Harvard Street Neighborhood Health Center

Neponset Health Center

Uphams Corner Health Center

Asian American Civic Association

Vietnamese American Civic Association

Boston Chinatown Neighborhood Center

Asian Task Force Against Domestic Violence

The Chinatown Coalition

Greater Boston Chinese Golden Age Center

Chinatown Neighborhood Council

South Cove Community Health Center

Vietnamese Service Center

Tufts School of Dental Medicine

Frances Stern Nutrition Center

Tufts University School of Medicine

### Community Health Needs Assessment

A planning group comprised of key Tufts-NEMC board and management representatives, as well as health center and other community members, was convened for an off-site retreat with a facilitator in 1994.

Discussion at the retreat focused on the development of a framework for conducting Tufts-NEMC's community benefits activities. The goal was to identify key issues and develop concrete recommendations with regard to an appropriate community agenda for Tufts-NEMC. Tufts-NEMC also participated in a 1995 public health data release and dialogue by individual neighborhoods to address specific concerns and priorities the communities wanted to address. Our participation focused on Chinatown, South Boston, and North and South Dorchester, as these are our target areas for community benefits. Public health concerns that needed to be addressed through the community process for Chinatown, North and South Dorchester, and South Boston were reviewed and programmatic recommendations made.

### Community Benefits Plan

The Tufts-NEMC community benefits programs were designed in partnership with the communities we work with and developed through a process that included community residents, leadership from agencies in the target communities, as well as Tufts-NEMC board members and management staff.

Programmatic efforts are focused primarily in Chinatown, South Boston, and North and South Dorchester. Programmatic foci included:

1. Explore collaborations with target communities for public health activities.
2. Increase Tufts-NEMC's capacity to be user friendly to all patients and visitors.
3. Seek partnerships with community health centers for capacity building.

Informal program evaluations are conducted by the Asian Health Initiative Advisory Committee, program supervisors, program staff and whenever possible, in corroboration with neighborhood specific data indicators, as all of the available community benefits dollars are utilized for programmatic support as requested by the communities.

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

During the 2005 reporting year, Tufts-NEMC maintained funding for all of its community benefits programs. Tufts-NEMC also successfully continued to work on its partnerships with numerous community-based organizations to continue managing the work and progress of the existing programs (programs are described in the full report).

Several new key initiatives include the Dorchester Health Initiative and the expanded Asian Health Initiative.

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

Tufts-NEMC plans to continue supporting current community benefits and community services programs, and also plans to investigate where possible new opportunities for collaboration and program development.

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### **Select Community Benefits Programs**

#### **Asian Health Initiative**

##### **Brief Description or Objective**

Identifies public health issues prevalent in or of concern to the Asian community and seeks to work collaboratively with local community-based organizations to address

	them. Through a Request for Proposals (RFP) process that involves participation from AHI members and proposal reviewers, the AHI has funded health projects in many areas.
<b>Program Type</b>	Direct Services, Grant/Donation/Foundation/Scholarship, Health Professional/Staff Training, Health Screening, Mentorship/Career Training/Internship, Outreach to Underserved, Physician/Provider Diversity, Prevention, School/Health Center Partnership
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>All Massachusetts</li> <li>• <b>Health Indicator:</b>Access to Health Care, Injury and Violence, Mental Health, Other: Cancer, Other: Cancer - Breast, Other: Cancer - Cervical, Other: Cardiac Disease, Other: Cultural Competency, Other: Diabetes, Other: Domestic Violence, Other: Education/Learning Issues, Other: Family Planning, Other: Gambling, Other: Hepatitis, Other: Hypertension, Other: Language/Literacy, Other: Nutrition, Other: Smoking/Tobacco, Overweight and Obesity, Physical Activity, Substance Abuse, Tobacco Use</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All Adults, All Children</li> <li>• <b>Ethnic Group:</b>Asian</li> <li>• <b>Language:</b>Cambodian , Chinese , Hmong , Korean , Vietnamese</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• See full report</li> </ul>
<b>Contact Information</b>	Sherry Dong Community Health Programs Tufts-NEMC 750 Washington St, Box 116 Boston, MA 02111 <a href="mailto:sdong@tufts-nemc.org">sdong@tufts-nemc.org</a>
<b>Detailed Description</b>	Not Specified

### Vietnamese American Preventive Health Care Access Program

<b>Brief Description or Objective</b>	Provides outreach and education to the local Vietnamese community about the U.S. health care system and to encourage their consistent participation in primary and preventive health care services.
<b>Program Type</b>	Community Education, Grant/Donation/Foundation/Scholarship, Prevention
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>All Massachusetts</li> <li>• <b>Health Indicator:</b>Access to Health Care, Other: Cancer - Breast, Other: Cancer - Cervical, Other: Education/Learning Issues, Other: Parenting Skills</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All Adults, All Children</li> <li>• <b>Ethnic Group:</b>Asian</li> <li>• <b>Language:</b>Vietnamese</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• See full report</li> </ul>
<b>Contact Information</b>	Sherry Dong Community Health Programs Tufts-NEMC 750 Washington Street, #116 Boston, MA 02111 <a href="mailto:sdong@tufts-nemc.org">sdong@tufts-nemc.org</a>

**Detailed Description** Not Specified

## Ricesticks & Tea Asian Food Pantry

**Brief Description or Objective** Ricesticks & Tea (RS&T) is a program established to meet the needs of low-income Asian immigrants and refugee families by providing culturally appropriate food not typically available in mainstream food pantries.

**Program Type** Community Education, Community Participation/Capacity Building Initiative, Direct Services, Grant/Donation/Foundation/Scholarship, Outreach to Underserved

**Target Population**

- **Regions Served:** County-Suffolk
- **Health Indicator:** Access to Health Care, Other: Domestic Violence, Other: Nutrition, Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** All Adults, All Children
- **Ethnic Group:** Asian
- **Language:** Chinese

**Partners** Not Specified

**Contact Information**  
Sherry Dong  
Community Health Programs  
Tufts-NEMC  
750 Washington St, #116  
Boston, MA  
617 636 1628  
[sdong@tufts-nemc.org](mailto:sdong@tufts-nemc.org)

**Detailed Description** Not Specified

## Parent to Parent

**Brief Description or Objective** Project Parent to Parent (P2P) is a neighborhood-based effort marked by close collaboration among Tufts-NEMC, Dorchester-based health centers, a Chinatown-based agency, and the community. Its first priority is to improve pre-natal outcomes, and to provide health education, family planning, pregnancy and parenting support.

**Program Type** Community Education, Community Health Needs Assessment, Direct Services, Grant/Donation/Foundation/Scholarship, Health Professional/Staff Training, Health Screening, Mentorship/Career Training/Internship, Outreach to Underserved, Prevention, Support Group

**Target Population**

- **Regions Served:** Boston, County-Suffolk
- **Health Indicator:** Access to Health Care, Mental Health, Other: Cultural Competency, Other: Domestic Violence, Other: Education/Learning Issues, Other: Family Planning, Other: First Aid/ACLS/CPR, Other: HIV/AIDS, Other: Homelessness, Other: Language/Literacy, Other: Nutrition, Other: Parenting Skills, Other: Pregnancy, Other: Safety, Other: Safety - Home, Other: Sexually Transmitted Diseases, Other: Smoking/Tobacco, Other: Stress Management, Other: Uninsured/Underinsured, Responsible Sexual Behavior, Substance Abuse, Tobacco Use
- **Sex:** Female
- **Age Group:** Adult, Adult-Young, All Children
- **Ethnic Group:** Asian, Black/African American, Hispanic/Latino, White
- **Language:** Cape Verdean Creole, Chinese, English, Haitian Creole, Portuguese, Spanish, Vietnamese

<b>Partners</b>	<ul style="list-style-type: none"> <li>• See full report</li> <li>• Boston Asian Youth Essential Service, Dorchester House Multi-Service Center, Codman Square Health Center, Gieger Gibson Health Center, Harvard Street Neighborhood Health Center, Neponset Health Center, Upham's Corner Health Center</li> </ul>
<b>Contact Information</b>	<p>Sunindia Bhalla  Community Health Programs  Tufts-NEMC  750 Washington St, #116  Boston, MA 02111  617 636 8881  <a href="mailto:sbhalla@tufts-nemc.org">sbhalla@tufts-nemc.org</a></p>
<b>Detailed Description</b>	Not Specified

### Dorchester Health Initiative

<b>Brief Description or Objective</b>	Identifies public health issues of concern to the Dorchester community and works collaboratively with local community-based organizations to address them. Through a Request for Proposals (RFP) process that involves participation from DHI advisory members and proposal reviewers, the DHI has funded health projects in several areas.
<b>Program Type</b>	Community Health Needs Assessment, Community Participation/Capacity Building Initiative, Direct Services, Mentorship/Career Training/Internship, Outreach to Underserved, Prevention, School/Health Center Partnership
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Boston-Dorchester</li> <li>• <b>Health Indicator:</b>Injury and Violence, Other: Asthma/Allergies, Other: Safety, Other: Stress Management</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Adult- Young, All Children</li> <li>• <b>Ethnic Group:</b>Asian, Black/African American, Hispanic/Latino, White</li> <li>• <b>Language:</b>Cape Verdean Creole , Chinese , English , Haitian Creole , Portuguese , Spanish , Vietnamese</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• See full report</li> <li>• ABCD Head Start, Boston Urban Asthma Coalition, Studio 450 (Health Services Partnership), Bird Street Community Center</li> </ul>
<b>Contact Information</b>	<p>Sunindia Bhalla  Tufts-New England Medical Center  750 Washington Street  NEMC Box 116  Boston, MA 02111  (617) 636-8881  <a href="mailto:sbhalla@tufts-nemc.org">sbhalla@tufts-nemc.org</a></p>
<b>Detailed Description</b>	Not Specified

Program Type	Estimated Total Expenditures for FY2005	Approved Program Budget for 2006

Community Benefits Programs	<a href="#">Direct Expenses</a>	\$3,538,654	\$13,726,964 * Excluding expenditures that cannot be projected at the time of the report.
	<a href="#">Associated Expenses</a>	Not Specified	
	<a href="#">Determination of Need Expenditures</a>	Not Specified	
	<a href="#">Employee Volunteerism</a>	\$102,940	
	<a href="#">Other Leveraged Resources</a>	\$81,556	
Community Service Programs	<a href="#">Direct Expenses</a>	\$858,250	
	<a href="#">Associated Expenses</a>	Not Specified	
	<a href="#">Determination of Need Expenditures</a>	Not Specified	
	<a href="#">Employee Volunteerism</a>	\$5,048	
	<a href="#">Other Leveraged Resources</a>	\$189,750	
Net Charity Care		\$8,836,469	
Corporate Sponsorships		\$114,297	
	<b>Total Expenditures</b>	\$13,726,964	
<b>Total Patient Care-Related Expenses for FY2005</b>			\$372,063,000
Comments: \$2.03 million in bad debt write-offs \$2,195,928 in free care			