



**Tufts-New England Medical Center  
Floating Hospital for Children**

**FY 2005**

**REPORT TO THE ATTORNEY GENERAL**

**Tufts-NEW ENGLAND MEDICAL CENTER  
Office of Community Health Programs  
750 Washington Street, Box 116  
Boston, MA 02111**

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**I. ORGANIZATIONAL MISSION STATEMENT**

Tufts-New England Medical Center (Tufts-NEMC) is a full service teaching hospital in the City of Boston, with a staff of nationally and internationally recognized medical care providers and researchers.

Since its inception more than 200 years ago, Tufts-NEMC has provided high quality care to patients in the most caring and compassionate way. This philosophy is rooted in our mission statement, detailed below.

*We strive to heal, to comfort, to teach, to learn, and to seek the knowledge to promote health and to prevent disease. Our patients and their families are at the center of everything we do.*

*We dedicate ourselves to furthering our rich tradition of health care innovation, leadership, charity and the highest standard of care and service to all in our community.*

## ***COMMUNITY HEALTH MISSION***

In 1992, Tufts-New England Medical Center established the Office of Community Health Programs in an effort to respond to the challenges of an increasingly complex health care delivery environment, meet the changing needs of a diverse patient population and focus more on public health and disease prevention. The Office was charged with coordinating and facilitating a range of community-oriented activities, promoting collaborative efforts, and providing technical assistance to Tufts-NEMC departments in their community health efforts, among other things. Its mission is as follows:

***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.***

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## ***STATEMENT OF BOARD APPROVAL***

On November 2, 1994, the Tufts-New England Medical Center (Tufts-NEMC) Board of Governors approved the Community Health Mission Statement and authorized the Office of Community Health Programs to proceed with a process to develop a community health plan for Tufts-NEMC. The Board of Governors established a Board Committee on Community Health, to be comprised of community leaders as well as Tufts-NEMC Board members, to provide governance and oversight to the planning process and charged the committee with the responsibility of bringing a recommendation before the full Tufts-NEMC Board.

## **II. INTERNAL OVERSIGHT AND MANAGEMENT OF COMMUNITY BENEFITS PROGRAM**

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, information is shared at board and 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/or 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.

## **III. COMMUNITY HEALTH NEEDS ASSESSMENT**

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

Discussion at the retreat focused on the Office of Community Health's mission statement and role, the purposes of the planning process, the planning committee itself, and development of a framework for conducting Tufts-NEMC's community benefits activities. For more than a year, the planning committee met with the goal of identifying key issues and developing concrete recommendations with regard to an appropriate community agenda.

The planning team identified two sets of issues: Tufts-NEMC's community/public health posture and institutional responsiveness to the diverse backgrounds and needs of its customers and communities. This approach reflects our belief that building a stronger partnership with

the communities we serve requires us to engage in activities that make Tufts-NEMC more accessible and welcoming, while simultaneously reaching out to and sharing resources with community residents and community-based organizations. This process, coupled with consultations with a number of agencies in the communities targeted for Tufts-NEMC community benefits, resulted in the Community Benefits Plan.

Following a 1995 Neighborhood Health Status Presentation by the Boston Department of Health and Hospitals, many of the neighborhood health centers and local agencies initiated community meetings. These community-driven public forums allowed residents to look more closely at health risk indicators for their own neighborhood. Tufts-NEMC has remained committed to supporting these community-focused processes, and has provided resources to facilitate the design and implementation of public health programs that directly respond to the needs identified by its target communities.

Tufts-NEMC continued to work with community groups to evaluate the demographics of each community, public health issues, and possible intervention for some of the identified problems. Our findings were compiled into the following neighborhood profiles and needs:

**Neighborhood Profiles and Programmatic Priorities** – Tufts-NEMC has focused its community relationship building efforts primarily on Chinatown, South Boston, and North and South Dorchester. These neighborhoods are in close proximity to Tufts-NEMC, and represent areas from which the institution has historically drawn a large number of its patients. In addition, Tufts-NEMC has over the years established close collaborative relationships with numerous community health centers and/or community-based organizations located in these neighborhoods. Following are profiles of the communities where Tufts-NEMC invests its community benefits resources:

**Chinatown** – According to the 2000 U.S. Census data, Chinatown proper is a community of over 9,100 residents, 57% of whom were identified as being of Asian descent, the majority of whom are Chinese. Although a small community in terms of population, Chinatown is one of the major business, political, economic and cultural centers for most of the 44,000+ Asians living in Boston, and thus Tufts-NEMC

recognizes the larger Asian community as part of its constituency. The 44,000+ Boston Asians represent 7.5% of the Boston population, increasing by 50% from 1990. Asians are the fastest growing ethnic group by percentage in the City of Boston and statewide. In Chinatown, more than half of its residents are non- or limited-English proficient, foreign-born, and live in one of the most densely populated neighborhoods in Boston, which is associated with its own host of health and environmental concerns. According to Boston Public Health Commission reports on the “Health of Chinatown” in 2000, the “Health Status of Asian Residents” in 2004, and the Centers for Disease Control’s Behavioral Risk Factor Surveillance Survey of 2001, some of the identified health issues in this community include:

- High incidence of TB, seven times higher than the Boston averages, and second highest among Boston neighborhoods.
- Inadequate level of prenatal care, 18% worse than the Boston average and second worst level among Boston neighborhoods.
- Leading causes of death are heart disease and cancer.
- High incidence rate of Hepatitis B, seven times higher than Boston overall, and highest incidence rate of any Boston neighborhood.
- Smoking continues to be a prominent health concern.
- In 2001, 71% of Asian adult residents reported engaging in no physical exercise or insufficient exercise, the highest reported level among all Boston races/ethnicities.

Other health problems in the Chinese community have included hypertension, diabetes, family violence, mental health, general health education and accessing the U.S. healthcare system.

A number of other factors may contribute to the health of the Chinatown community:

- 39% of Chinatown adults age 65 and older live below the federal poverty level, compared to a citywide average of 18%.
- 30% of Chinatown residents live below the federal poverty level compared to a citywide average of 20%.

- 36% of Chinatown residents have less than a high school degree or GED equivalent, compared to a citywide average of 21%.
- The median income of Chinatown residents was \$28,000 in 1999, compared to a citywide average of \$40,000.

The Southeast Asian community is more widely spread across the state, with a large Vietnamese population in Dorchester, one of Tufts-NEMC's other catchment areas. The primary health issues affecting this population include accessing culturally appropriate mental health services, domestic violence, pre-natal care, substance abuse, as well as understanding the U.S. healthcare system in general.

**South Boston** - South Boston is a community of nearly 30,000 people; roughly 85% of the population is white, with 7% Hispanic and 4% Asian. One-third of children living in South Boston were below the federal poverty level. Additionally, 63% of the neighborhood's housing stock was built in 1939 or earlier, which may directly or indirectly impact the health of its residents.

According to a Boston Public Health Commission 2003 report on the "Health of South Boston", some of the identified health issues in this community include:

- High incidence of alcohol and drug abuse, in particular heroin use.
- Cancer and heart disease are leading causes of death.
- Substance abuse hospitalization rates double the Boston average.
- Smoking during pregnancy almost doubles the Boston average.
- Suicide attempt rates among children and adolescents three times the Boston average and second highest among neighborhoods.
- Hepatitis C incidence rate 20% higher than Boston average.
- Sixty percent of residents are overweight or obese.

**Dorchester** - This is Boston's largest neighborhood in terms of population, with over 128,000 residents (2000 U.S. Census). It has a relatively young population, with 30% of residents aged 17 or under and 32% age 25-44. Dorchester is also Boston's most

ethnically diverse neighborhood, with approximately 45% of the residents identified as African-Americans, 24% Caucasian, 14% Hispanic, and 8% Asian. Data from the Boston Public Health Commission's reports on the "Health of Dorchester" from 2000 and 2004 and the 2001 Behavior Risk Factor Surveillance System highlighted the following health risks for Dorchester residents:

- Highest birth rate among Boston neighborhoods and high infant mortality rates.
- Leading causes of death are cancer and heart disease.
- Highest incidence of sexually transmitted diseases including HIV/AIDS among Boston neighborhoods.
- High asthma hospitalization rates among children under age 5.
- High incidence of violence-related injuries and second highest homicide rate in 2004 among Boston neighborhoods.
- Highest prevalence of elevated blood lead levels among Boston neighborhoods.
- More than half of the adult population is obese or overweight.

Other socioeconomic factors may affect the health of Dorchester residents:

- Nearly one-third of the adult population has not completed high school or a GED.
- Approximately 20% of residents live below the poverty level.
- Older housing units (approximately 80%) and very little protected open space.
- Highest emergency room visits among Boston neighborhoods.

#### IV. **COMMUNITY PARTICIPATION**

Tufts-NEMC participates in and supports community initiatives whenever possible and solicits and welcomes community involvement and feedback on its community benefits programs. Tufts-NEMC is particularly engaged with three communities, continuing to forge and maintain partnerships in Dorchester, Chinatown and South Boston through various programs highlighted in the Community Benefits and Services Programs in section VI.

## V. **COMMUNITY BENEFITS PLAN**

### **AREA # 1**

#### ***Explore opportunities for public health oriented collaborations with communities we serve***

Tufts-NEMC's relationships in the community extend beyond the health centers it supports, which it seeks to establish close working relationships with. In addition, Tufts-NEMC reaches out to the wide variety of community-based organizations located in the communities we serve, especially those without a traditional health focus.

#### **OBJECTIVE**

Identify and work with existing organizations, coalitions, potential collaborators, and activities that are linked to immediate community health benefits.

#### **ACTION**

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Asian American Civic Association</li><li>• Asian Task Force Against Domestic Violence</li><li>• Boston Asian Youth Essential Service</li><li>• Boston Chinatown Neighborhood Center</li><li>• The Chinatown Coalition</li><li>• Chinatown Neighborhood Council</li><li>• Greater Boston Chinese Golden Age Center</li><li>• Codman Square Health Center</li><li>• Dorchester House Multi-Service Center</li><li>• Geiger-Gibson Health Center</li><li>• Harvard Street Health Center</li></ul> | <ul style="list-style-type: none"><li>• Neponset Health Center</li><li>• Uphams Corner Health Center</li><li>• Managed Care Institutions</li><li>• Project Pro-tech/Boston PIC</li><li>• Dorchester CARES Coalition</li><li>• Quincy School Partnership</li><li>• South Boston Coalition</li><li>• Summer Camp Program</li><li>• Summer Jobs Program</li><li>• Tufts University School of Medicine</li><li>• Vietnamese American Civic Association</li></ul> |
|--|--|

#### **OBJECTIVE**

Jointly determine needs and interests, assess potential and make choices for Tufts-NEMC involvement: invest in programmatic collaborations.

## **ACTION**

- Designate Tufts-NEMC resources to invest in public health initiatives.
- Seek grant funding to invest in public health programs and activities.

## **AREA # 2**

### **Increase Tufts-NEMC's capacity to be user friendly to all patients and visitors**

Several of the neighborhood areas targeted by Tufts-NEMC (*North and South Dorchester, Chinatown*) have resident populations that are racially, culturally, and socio-economically diverse. Providing culturally competent care involves developing the capacity to deliver patient-centered services consistent with the needs and expectations of various cultures.

The planning committee concluded that Tufts-NEMC needed to engage in a long range, significant effort to achieve “institutional responsiveness” to the diversity of its current and potential patient population. The issue was framed in terms of **cultural competence**, which we defined as:

*The ability to understand and respect the differences among people, and use our understanding to influence our interactions with one another. This involves developing the capability to deliver patient-centered services consistent with the needs and expectations of various cultures.*

Tufts-NEMC is strongly committed to integrating cultural competence into the institution's behavior and delivery of services.

## **OBJECTIVE**

Provide an array of basic education and training programs for the Tufts-NEMC community (defined as employees, board, physicians, volunteers, and all others-including contractors and vendors-who have direct patient contact).

## **ACTION**

- Develop a monitoring and feedback system to measure the extent to which those served are satisfied with the cultural competence of the institution.
- Identify levels of cultural competence that are expected.

- Institute Disability Employment Program.
- Implement an appropriate array of education and training programs, including a set of basic educational experiences.
- Implement an institution-wide Diversity Initiative.
- Implement Cultural Competency Training (with emphasis on Asian population).

**OBJECTIVE**

Increase Tufts-NEMC's linguistic capacity.

**ACTION**

- Expand existing oral and written translation services.
- As part of workforce diversity effort identify linguistic capacity as an important job criteria.
- Prioritize areas of Tufts-NEMC for development of linguistic capacity.

**OBJECTIVE**

Increase the diversity of the Tufts-NEMC community so that both horizontally and vertically it reflects the communities that it currently serves and/or desires to serve.

**ACTION**

- Review existing recruitment and hiring policies and procedures.
- Add community representation to the boards that reflects the diversity of our population.
- Establish reasonable goals to be achieved within specific time frames.

**OBJECTIVE**

Make changes in the physical environment/presentation of Tufts-NEMC to reflect diverse user population.

**ACTION**

- Signage
- Decoration / Art-work / Celebrations
- Information Facilities
- Food Services

- Reception Areas

### **OBJECTIVE**

Improve systems that provide access to Tufts-NEMC.

### **ACTION**

- Computer system
- Video
- Telephone (operators and local areas)
- Transportation (Tufts-NEMC system)

## **AREA # 3**

### **Partnerships with Community Health Centers for Capacity Building**

Tufts-NEMC's commitment to working with community health centers includes a multiple agenda. It extends not only to clinical capacity building, but also to working collaboratively with the health centers to improve the overall health status of their patient populations.

As noted earlier, Tufts-NEMC's primary service areas are Chinatown, North and South Dorchester, and South Boston. Programmatic support is provided directly to health centers through a variety of activities including:

- Annual financial support
- Pediatric Resident Training
- OB/GYN sessions
- Patient transportation
- Substance abuse and domestic violence training
- Project Parent-to-Parent

For the community health centers, these collaborative efforts offer an opportunity for expansion of resources directly serving community residents. By establishing relationships with Tufts-NEMC, a leading academic and research institution, community-based health

centers gain access to funding, program development, and capital resources that might otherwise be beyond their reach.

Tufts-NEMC's primary goal in working with community health centers is to enhance the capacity of community health centers to provide services in their communities. By engaging in such capacity-building relationships, Tufts-NEMC can find an important avenue for expressing its social commitment, while also building the networks of care that will be crucial to enhancing access for neighborhood residents to the full spectrum of health services.

**OBJECTIVE**

Strengthen fiscal capacity of community health center.

**ACTION**

- Financial support for health programs and/or community events.
- Enhance capacity to raise funds with technical assistance for fundraising, which may include grant writing and event planning, and marketing.

**OBJECTIVE**

Strengthen community health center clinical capacity.

**ACTION**

- Provider recruitment and retention
- Hospital privileges and relationship

**OBJECTIVE**

Strengthen capacity of health centers to survive in a managed care/capitation environment.

**ACTION**

- Develop (with other networks) joint strategies for getting risk-adjusted rates.
- Collaborate on grants.
- Invest in development of appropriate marketing strategies for urban/ethnic communities.
- Enhance skills to practice efficient managed care.

**OBJECTIVE**

Expand research agenda of Tufts-NEMC to further incorporate community and public health agendas.

**ACTION**

- Tufts-NEMC and School of Medicine and Health Institute involvement.
- Collaborate on developing research projects.
- Provide academic/technical skills to evaluate patient and/or program outcomes.

**VI. PROGRESS REPORT**

**ACTIVITY DURING REPORTING YEAR**

**EXPENDITURES:**

TYPE	TOTAL EXPENDITURES FOR FISCAL YEAR 2005	APPROVED PROGRAM BUDGET [FOR NEXT FISCAL YEAR 2006]
<b>COMMUNITY BENEFITS PROGRAMS</b>	(1) <b>Direct Expenses – \$3,538,654</b> (2) <b>Associated Expenses</b> (3) <b>Determination of Need Expenditures</b> (4) <b>Employee Volunteerism – \$102,940</b> (5) <b>Other Leveraged Resources – \$81,556</b>	<b>\$13,726,964</b>
<b>COMMUNITY SERVICE PROGRAMS</b>	(1) <b>Direct Expenses – \$858,250</b> (2) <b>Associated Expenses</b> (3) <b>Determination of Need Expenditures</b> (4) <b>Employee Volunteerism – \$5,048</b> (5) <b>Other Leveraged Resources – \$189,750</b>	
<b>NET CHARITY CARE</b>	<b>\$8,836,469</b>	
<b>CORPORATE SPONSORSHIPS</b>	<b>\$114,297</b>	
	<b>TOTAL: \$13,726,964</b>	
<p>[Hospitals]:  <b>TOTAL PATIENT CARE-RELATED EXPENSES FOR 2005: \$372,063,000</b>                      [HMOs]:                      MASSACHUSETTS PLAN MEMBERS [#]                      [FOR PROFIT/NOT-FOR-PROFIT]</p>		

On an annual basis the physician group at Tufts-NEMC provides free services to those who are less fortunate. Medical care is provided free of charge to a population suffering from socioeconomic disadvantage. These are patients who do not have proper health insurance coverage, and lack the financial resources to pay for their medical care.

In addition to absorbing the administrative cost of providing these services, in fiscal year 2005, the physicians groups at Tufts-NEMC incurred \$2.03 million in bad debt write-offs and \$2,195,928 in free care.

## ***MAJOR COMMUNITY BENEFITS PROGRAMS***

Tufts-NEMC provides technical and/or financial support for Community Benefits programs through several mechanisms:

### **A. Community-Based Programs**

#### **Asian Health Initiative**

The Asian Health Initiative (AHI) Advisory Committee, comprised of community leaders and hospital representatives, was established in 1995 as a joint effort between the South Cove-Chinatown Neighborhood Council and Tufts-NEMC in response to increasing health needs in Chinatown and the broader Asian community. The AHI identifies public health issues prevalent in or of concern to the local Asian community and seeks to work collaboratively with local community-based organizations to help 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, including Tuberculosis, hypertension, Hepatitis B, chronic disease prevention, family violence, the importance of primary care and understanding the American health care system, and most recently obesity in Asian teens. Tufts-NEMC periodically convenes meetings of AHI grant recipients and maintains project updates through semi-annual and annual reports.

**Asian American Civic Association – *Community Health Education Project.*** AACA's project objectives included: to expand and institutionalize their comprehensive community health education; and to increase knowledge and awareness of health care issues for the purpose of promoting a healthy community. Project highlights included: twenty-one health columns in AACA's bilingual, twice monthly newspaper, the Sampan; health topics and resources posted monthly on a health bulletin board, offering resources for referrals, informational handouts, and community health workshop announcements; and counseling and advocacy services to 278 AACA clients needing assistance on health issues, and 161 referrals to various social service or health care organizations.

**Asian Task Force Against Domestic Violence – *Children’s Need Assessment Project.*** The goal of this project is to expand and improve the system of services to be more responsive to the needs of all children served by the Task Force. Project objectives included: to develop needs assessment methodologies and instruments; to assess staff knowledge of the effects of domestic violence on children; and to educate staff on the extent of the problem. Project highlights included: focus groups and education for all direct service staff on the effects of domestic violence on children. The Task Force is doing preparatory work to develop and implement a more comprehensive children’s program for the agency.

**Boston Asian Youth Essential Service – Two projects funded.**

- 1) *Eat Smart and Exercise Project.* Project objectives included: to implement the Eat Smart and Exercise program to empower participants with knowledge, activities, and exercise in order to further their ability to prevent obesity and stay healthy; and to work with other community resources to maximize the success of the program. Project highlights included: Get Smart About Food Activities, including discussions, workshops, and shopping for and preparation of healthier foods; Exercise for Health Activities, including ping pong, workout time at the local Wang YMCA, basketball, swimming, volleyball, jogging, ice skating, bowling, and snowboarding; and Eat Smart Activities, including planning and preparation of healthy food/snacks at the program. The program served 24 teens age 13-17, and impacted the way teens snack after school while in the program and outside. It also allowed them to get regular physical activity.
- 2) *Project Stop the Violence.* Project objectives included: to engage participants in activities to gain the skills needed to make positive decisions and address conflicts without violence; to allow participants to better communicate their thoughts and feelings; to enable participants to better handle challenges, anger, and conflicts without violence; and to connect participants to school, family, and the community; 35 youth participated in the program. Project highlights included: the majority of participants received weekly counseling, showed increased involvement in positive activities, remained enrolled in school, had improved

relations with parents, gained access to additional resources and opportunities, were able to resolve conflicts nonviolently, improved their ability to articulate their needs, and showed improved critical thinking and problem solving skills.

**Boston Chinatown Neighborhood Center – *Family Network/Services Project*.** Project goals are: to help prevent family and community violence; to provide services to strengthen families; and to educate families on issues of health and well-being. The Family Network involves and impacts all of the programs within the agency: the Acorn Child-Care Center, the Adult English as a Second Language Program, the Family Child Care, the Recreation and Youth Program, and the Red Oak After School Program. Project objectives included: to provide ongoing support and training to counseling, advocacy, and direct service staff; to provide workshops and family activities for parents; to build the resiliency of youth to avoid violent and destructive behaviors; to develop and maintain an updated resource and referral information system; and to improve crisis management intervention. Project highlights included: activities and outings to strengthen families and help prevent family and community violence; parent workshops such as bilingual communication, academic and social issues, and caring for children with special needs; workshops for youth; locating and compiling resources in an online directory for family-related services; and a detailed family services protocol. The program also hired a family services coordinator, and conducted 16 total workshops, serving 709 individuals (adults and children).

**Greater Boston Chinese Golden Age Center – *Chinese American Senior Care Helpline* (CASCH).** The project goal is: to reach out to isolated Chinese American seniors and promote their access to appropriate health care services and support systems. Project objectives included: to set up the Helpline as an information and referral center; to recruit Chinese American seniors to help identify and make referrals to the Helpline; to publicize and increase the awareness of the program in order to receive referrals; to provide services to isolated Chinese American seniors; and to conduct educational workshops for chronic disease prevention. Project highlights included: 23 health workshops for chronic disease prevention on various topics; set up a helpline; forms to

ensure quality of services provided; and 47 referrals received and 47 served from target population.

**Hepatitis B Initiative** – The project goal is: to help Asian American communities prevent Hepatitis B through education, outreach, clinical screening, and vaccination. Screening and vaccination are held at the South Cove clinic in Chinatown twice a month, and at the Sharewood Clinic in Malden once a week. Project objectives included: to conduct linguistically and culturally appropriate education and outreach; to coordinate with other organizations to facilitate outreach efforts; and to provide free screening and vaccination against Hepatitis B. Project highlights included: poster and outreach events in Chinatown, including at ESL classes and faith-based organizations; outreach to the Boston collegiate community; and 194 patient visits for screening and/or vaccination.

**South Cove Community Health Center – *The Chinatown Breastfeeding Project.*** The project goal is: to increase breastfeeding rates among Asian women served by the health center and in the surrounding community. Project objectives included: to increase the understanding of the Asian community of the benefits of breastfeeding for babies and for the community, and to support mothers to extend the length of time they breastfeed to at least six months. Project highlights included: plans to offer one-on-one counseling and to incorporate breastfeeding into prenatal classes; plans to collaborate with lactation consultants and to work to support patients in starting breastfeeding soon after delivery; and the purchase of equipment to teach mothers who plan to return to work/school how to use a breast pump and properly store breastmilk, and provide new mothers with necessary equipment.

**Wang YMCA of Chinatown** – Two projects funded.

- 1) *Chinatown Teen Health Initiative.* The project goal is: to combat unhealthy lifestyle choices among Chinatown youth by positively influencing both their knowledge and practice of good nutrition and healthy physical activity. Project objectives included: to recruit new participants for the program as well as to continue to serve the

students from the previous year, and to improve the knowledge of nutrition and amount of physical activity among teens in Chinatown. Project highlights included: recruitment of 39 new participants, for a total of 104 youth age 10-18 served; and high levels of knowledge of nutritional principles, competency in proper exercise techniques, and improvement in physical fitness shown by 100% of participants.

- 2) *Chinatown Healthy Habits*. The project goal is: to educate and improve the lifestyles of adults in Chinatown who are not currently physically active or who practice unhealthy habits and are at an increased risk for health problems. Project objectives included: to design and develop a program to serve low-income, Asian adults who are either new to exercise or do not lead healthy lifestyles; to recruit a minimum of 25 participants; and to keep participants engaged for six months. Project highlights included: a bilingual wellness coach hired specifically for this program to work hands-on with every participant; positive changes in their health, energy levels, mood, and exercise by 100% of participants. The goal of 25 participants, age 21-60, was reached.

### **Dorchester Health Initiative**

In 2004, Tufts-NEMC established the Dorchester Health Initiative (DHI) to address health issues disproportionately affecting residents of the various Dorchester neighborhoods. Dorchester, with its high minority population, consistently ranks among the highest for most of the more serious health issues affecting Boston area residents. Through an RFP process, Tufts-NEMC provides grant funding for up to 3 years to innovative programs addressing the priority health needs of the Dorchester community identified with the assistance of the DHI Advisory Committee, comprised of community stakeholders with experience in serving the needs of Dorchester residents. Tufts-NEMC regularly convenes meetings of the DHI grant recipients and Advisory Committee, and maintains project updates through semi-annual and annual reports. Four organizations were selected in this first year of funding.

**Action for Boston Community Development (ABCD) Head Start – Cultural Translation for Asthma Advocacy.** The project goal is: to deliver culturally and linguistically appropriate asthma education to Head Start parents. Project objectives included: to train bilingual/bicultural asthma advocates to deliver asthma workshops to parents, and to present asthma control techniques to parents of asthmatic children in a

linguistically and culturally appropriate manner. Project highlights included: 22 advocates trained on asthma management who are able to provide training for Head Start parents and other community members in Dorchester in English, Haitian Creole, Spanish, and Vietnamese; and 296 Head Start parents and community members attended the workshops (2 in each language).

**Bird Street Community Center – Youth Violence Prevention Program.** The project goal is: to respond to the escalation in youth violence in Dorchester by expanding after school programming for youth age 10-19. Project objectives included: to provide self-defense training to girls in the program; to provide boys in the program with anger management skills and a knowledge of current men's health issues; and to create an intramural Friday night basketball league. Project highlights included: 20 girls completed the self-defense program in the 2004-2005 school year; 48 boys were recruited and sustained in groups throughout the 2004-2005 school year; and 175 youth were recruited for and engaged in the basketball program.

**Boston Urban Asthma Coalition – Asthma Safe Dorchester Project.** The project goal is: to document the asthma rates and environmental trigger in Dorchester, and to mobilize the community to develop strategies to address them. Project objectives included: to train Parent Asthma Leaders (PALs); conduct 3 focus groups with ABCD Head Start parents; and share information on barriers and support to asthma care with the Dorchester community. Project highlights included: recruitment and training of 6 PALs; and development focus group questions. The PALs underwent 4 trainings on various topics to prepare them for conducting focus groups and gathering information.

**DotWell (formerly Health Services Partnership) – Studio 450.** The project goal is: to provide high quality out of school time programming for Dorchester youth through an urban arts curriculum. Project objectives included: to address the emotional needs of youth served by the program; to encourage youth to value education; to engage youth to express themselves creatively; to engage parents and provide them with information; and to develop relationships with neighborhood citizens and businesses. Project highlights included: peer discussions around safe sex, violence prevention, and other related issues; youth participation in martial arts, dancing, and swimming; daily homework assistance for all participants; participation by all in an arts-centered

curriculum; establishment of relations with over 10 community agencies; and involvement of several parents in program activities. Studio 450's focus is to engage youth in a music-centered curriculum, and in FY05 there were 32 participants in the program. Ten of the 32 participants produced at least one original work, and the remaining continue to work on their original pieces, which are developed daily by participants. All of the participants also participated in a minimum of 2 public performances in and around Boston.

**Vietnamese American Civic Association (VACA)** – *Vietnamese Primary and Preventative Health Care Project*. The project goal is: to continue to engage Vietnamese and Vietnamese-Americans residing in the Greater Boston area in primary and preventative health care. Project objectives included: to increase education and outreach about health topics in the Vietnamese community; to facilitate access for Greater Boston Vietnamese residents to primary care; and to increase understanding among VACA staff about primary and preventative health care. Project highlights included: health promotion workshops and presentations for community members on various topics; collaboration with local radio and television stations, the Boston Public Schools, and clinicians; revision of data collection forms to capture more health information; and trainings for staff on health issues specific to the Vietnamese community. A total of 57 workshops were held, and 513 clients, children and adults, were served.

**Ricesticks & Tea: Asian Food Pantry**

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. Founded in 1998, RS&T serves over 110 families each month. Begun as a collaborative of the Unitarian Universalist Urban Ministry and the Asian Task Force Against Domestic Violence, RS&T was created in response to legislation that denied food stamps to all immigrants regardless of their circumstances. Battered immigrant women and children as well as the elderly are among the most affected, as reflected in the RS&T clientele. The program provides staples such as rice, rice noodles, and other culturally appropriate non-perishables that fit the diets and cultural cooking styles of their Asian clients, including Vietnamese, Cambodian and Chinese.

In 2003, recognizing the need to provide healthful nutrition information as well as food assistance, Tufts-NEMC began funding and assisting with the development of a nutrition education program consisting of nutrition-oriented workshops with culturally and linguistically appropriate materials to benefit RS&T clients. The workshops are provided each month by Tufts-NEMC affiliated staff. In FY05, 3,186 individuals of all ages from the Greater Boston area were served. The Asian Task Force Against Domestic Violence, South Cove Community Health Center, and Tufts-NEMC were among the referring agencies for eligible clients to the program.

**Harbor Health Services** – *Neponset Health Center Perinatal Program*. Neponset employed an RN Perinatal Case Manager to ensure comprehensive, continuity care and manage these clients because of the limited onsite provider sessions. In FY05, Neponset Health Center provided care to approximately 170 pregnant and postpartal women, 100 of whom were Vietnamese and a majority of whom spoke little or no English. Neponset provided comprehensive care through Vietnamese interpreters, a Perinatal Social Worker, and the RN Perinatal Case Manager. In addition, Neponset developed a perinatal database to track these socially and medically high-risk clients.

**South Boston Public Health Initiative**

The South Boston Health Center (SBHC) Public Health Initiative was designed to improve access to primary care in South Boston through community outreach activities that include social services, health education, and referrals for linkages with other resources in the community. South Boston continues to be one of the poorest neighborhoods. Nearly ¼ of the residents live in poverty at a rate of 29% greater than the Boston. Nearly 50% of the population in this community is uninsured or on Medicaid. South Boston also has a large and growing immigrant population, presenting additional needs for linguistic, social and economic support.

SBHC saw approximately 14,000 patients in FY05. The partnership with Tufts-NEMC allowed SBHC to provide outreach, support and case management services to the neediest and most vulnerable residents of South Boston. Funding was used to provide direct patient care in adult medicine, family medicine, and pediatric clinics, and supports outreach and interpreter programs. As traditional reimbursement sources do not cover the cost of outreach

workers/interpreters, SBHC has used a portion of these funds to support additional interpreters, and to translate their outreach materials, with a particular emphasis on the Hispanic and Albanian communities. In addition, SBHC staff has attended several community events to inform and educate the community about the services available at SBHC and the importance of preventative and primary health care.

### **Quincy School Child Psychiatry Consultation Program**

Tufts-NEMC and Josiah Quincy Elementary School staff work collaboratively to identify, assess, and treat high-risk children with mental health problems that negatively impact their development and functioning within the school and family. In FY05, 35 children received services at both the school and at the Tufts-NEMC Child Psychiatry Outpatient Clinic.

## **B. Hospital-Based Clinical and Social Services Programs**

### **Parent-to-Parent Program**

The Parent to Parent Program (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. Through P2P, outreach workers provide outreach, advocacy and case management to pregnant, parenting women and their children. The families served by the program are predominantly low-income, with limited educational attainment and in some cases, facing ethnic and linguistic barriers. P2P clients face a multitude of issues, including lack of health insurance, financial resources, and skills to negotiate the systems around them.

P2P staff provided a range of services to hundreds of women and their families, whose ages range from teens to seventies and are mainly Asian, Latino, Caribbean, and African-American. Support services and issues included: pre-natal education; parenting skills; nutrition; smoking cessation; immigration/citizenship advocacy; mental health; HIV/AIDS counseling and referral; interpreting and translation services; clothing and furniture assistance; housing assistance; initial assessment; court advocacy with DSS; coordinating birthing classes and support groups; escorting clients to clinic visits; participating in client review meetings

with OB staff; participating in pre-delivery discharge planning with Tufts-NEMC; home and hospital visits; TAFDC; food stamps; Social Security; WIC; street outreach; advocacy for fuel assistance; domestic violence; and substance abuse; among other issues.

P2P promotes the following outcomes:

- Lowered incidence of delivery complications
- Reduced incidence of low birth weight babies and associated birth defects
- Opportunity for early intervention for infant health
- Reduced parental stress and incidence of child neglect or abuse
- Better quality of life for women and their families through access to resources and mentorship

In addition to helping to lower the incidence of low birth weight and infant mortality, particularly in the poor minority communities, P2P has another equally important goal: to improve the lives of the outreach workers and provide them with the opportunity to enhance their skills and improve career options.

The program offers regularly scheduled trainings that serve as a forum for outreach staff to share information on referral services available in the community, review cases and share solutions, and also provide mutual support. These trainings also cover topics of interest and relevance to the constituents P2P hopes to reach, such as: housing issues in the City of Boston; family and community violence; community outreach and resource finding; recognizing substance abuse and violence in the home; entitlement program eligibility and enrollment process; strategies for reaching out and working with difficult cases; child growth and development; women's health issues; mental health; and job training.

In FY05, P2P outreach workers provided prenatal care and support to almost 900 clients.

### **Asian Access Program**

Established in 1994, the AAP assists the growing number of people in the Asian community to access and utilize health care and social services at Tufts-NEMC and other community resources and public agencies. It also offers consultation and advocacy regarding billing,

insurance, and other financial concerns; conducts monthly educational workshops to increase awareness of disease prevention and availability of resources; provides a two-year training program for low income individuals age 55 and over to improve job skills; and offers volunteer opportunities for high school students to familiarize them with hospital and community services.

During FY05 the AAP served approximately 7,300 people, the vast majority of whom were Tufts-NEMC patients.

### **Asian Psychiatry Program**

The Asian Psychiatry Program provides culturally sensitive and linguistically appropriate psychiatric services to Asian patients in the community, offering a range of services to ensure that a continuum of care is available. In addition, the program provides consultation and liaison services to Tufts-NEMC's Asian patients as well as consultation to other community agencies that serve large Chinese and Vietnamese populations. The majority of patients are Chinese, with most of the remainder Vietnamese or Cambodian. Program staff can accommodate English and Chinese (several dialects) speaking patients. With assistance from the Interpreter Services Department, the Program can serve other ethnic Asian groups. Highlights of program components include: psychiatric consultation, psychopharmacological assessments, psychosocial evaluation, individual psychotherapy, couple counseling, family therapy, group therapy, and school-based counseling. Approximately 350 patients were served in FY05.

### **Asian-American Cancer Education Project**

The AACER was formed to coordinate hospital wide efforts to address issues of concern to the Asian community regarding cancer prevention and treatment. With support from The Cancer Center and other departments across the hospital, the AACER has continued to provide access to cancer prevention and treatment information to the Asian community through its newsletter and workshops. Over 300 people and organizations were reached in FY05.

### **Asian Women's Breast and Cervical Cancer Screening Program**

The overall goal of the program is to reduce the number of Asian women whose breast and cervical cancers go undiagnosed and/or untreated, and to link them with appropriate sources of health care and insurance for any problem identified. The program addresses the needs of

this underserved population of mostly immigrants and refugees who neither speak English nor are familiar with U.S. culture and health-care systems. Asian women are at high risk for both breast and gynecological cancers. Their cervical cancer incidence rate is five times higher than the rate among white women; it is the number one cancer in this population (43% of all cancers), with breast a close second (37%). This program focuses its efforts on primarily two communities in the Boston area. In Dorchester, a residential hub for local Vietnamese population, we collaborate with the leading social service agency, the Vietnamese American Civic Association (VACA). In Chinatown, it works with several community agencies that serve immigrant Chinese women. Program highlights include mammograms, gynecology screening tests and visits, and a Vietnamese Health Educator from VACA and the Chinese program coordinator who led culturally and linguistically appropriate educational activities about both breast and cervical cancer and screening, and act as the patient navigators and interpreters. For Vietnamese women, the health educator schedules appointments, accompanies women to appointments, and serves as an interpreter. All professional fees are waived as in-kind contributions from Tufts-NEMC Radiology Department, Breast Health Center, and Hematology/Oncology Department.

In FY05, approximately 126 women attended community-based workshops, 93 women between the ages of 40 and 81 were seen for breast screening exams, and 43 women were seen at the Tufts-NEMC Gynecology Department for clinical exams and screenings. A total of 10 health promotion workshops, 52 breast or gynecologic screening clinics, and 1 Asian Cancer Prevention Health Fair were held.

### **Asian Pediatric and Adolescent Clinical Services Program**

The program was established in 1997 in response to the need at Tufts-NEMC to provide pediatric care that is culturally and linguistically appropriate to its Asian patients. The Program provides a full range of primary care services, from routine visits and immunizations to acute urgent care and referral assistance. The Clinic served approximately 7,696 patients in FY05. Most patients seen are Cantonese speaking, residing in Chinatown or surrounding communities like Malden and Quincy, with Mandarin and Vietnamese speaking patients as well. Eighty-percent of patients are insured by MassHealth.

Clinic staff serve as consultants and provide technical assistance when needed and appropriate to Chinatown-based daycare centers, including ACORN, a program of the Boston Chinatown Neighborhood Center (BCNC), and Infants and Other People, operated in Castle Square, an area housing complex. Staff also provides technical support to the Wang YMCA and Harvard University's Phillips Brook House. Each summer, the Clinic identifies children with chronic illnesses, special needs, asthma, obesity, or who are developmentally delayed and provides funding for them to attend summer camp programs that may include those offered by the Wang YMCA, BCNC's Red Oak, Phillips Brook House's Chinatown Adventure, and the Kwong Kow Chinese School. The Program continuously looks for additional funding sources in order to provide opportunities for their patients who are obese or have cholesterol or other health problems but who do not fit the stricter criteria of the hospital grant, allowing the Clinic to send 20-30 children each summer in total.

The Clinic works closely with numerous specialty clinics within Tufts-NEMC and makes referrals when appropriate.

### **Complimentary Shuttle Service**

The Radiation Oncology Department at Tufts-NEMC offers a complimentary shuttle service to its cancer patients. This program was established to provide transportation to patients undergoing radiation therapy. The door-to-door service is available to patients who live within the I-495 belt. The shuttle service program has allowed many patients who would otherwise not be able to travel to Tufts-NEMC to receive advanced treatment. In addition, Tufts-NEMC also offers transportation support to patients in need in both an inpatient and outpatient basis. Many options are available including van service, taxi, train, and bus service for those who need such services. In FY05, this program served approximately 1500 clients.

### **Endocrinology Department**

In conjunction with the Gerald and Dorothy R. Friedman School of Nutrition, the Endocrinology Department at Tufts-NEMC provides outreach comprehensive screening for diabetes targeting Asians living in the Chinatown area of Boston, as well as pediatric diabetes screenings in the community. In FY05, 2 screenings were held, one at the Wang YMCA in Chinatown and one at Tufts-NEMC, with a total of 91 individuals screened.

### **Nephrology Department**

The Kidney and Blood Pressure Center (KBPC) in the Division of Nephrology partnered with several Chinatown community organizations and the National Kidney Foundation to provide several blood pressure screenings and educational lectures scheduled throughout the year. The KBPC has also contributed educational articles to the Asian American Civic Association's newspaper, the Sampan. In FY05, the KBPC reached out to over 1,250 participants at over 14 events. KBPC staff has also taken an active role in community safety issues in Chinatown.

### **New England Eye Center**

The New England Eye Center held 8 screenings in FY05 in downtown Boston, Chinatown, and Quincy, with approximately 50 adults attending each event.

## **C. Hospital-Based Non-Clinical Programs**

### **Expanding Linguistic Capacity**

The Interpreter Services Department guarantees access to health care for non-English speaking patients and makes cross-cultural communication and health care delivery as seamless as possible. Tufts-NEMC has one of the largest Interpreter Services department in the region, making available translation services in over thirty-seven languages, twenty-four hours a day and handling an average of 3,500 "interpreter encounters" each month. Tufts-NEMC is committed to ensuring that patients receive prompt attention, so when an interpreter is not available or the need is more urgent, hospital staff can use the AT&T language phone line service to deal with emergency situations.

The Department has a staff of eighteen people FTE (full-time equivalent), providing language capacity for Chinese, Cambodian, Vietnamese, Spanish, Russian/Ukrainian, Bosnian/Serbo-Croatian, Italian, Haitian-Creole, Portuguese and more. Of that group, the majority are Asian interpreters. Fifty per diem interpreters are also available to provide services on an as needed basis. In addition, an extensive pool of freelance interpreters are utilized for languages less often requested or as back-up for the regular and per diem staff.

Linguistic support is also available for patients with limited English proficiency (LEP) through bilingual and bicultural clinical staff, multi-lingual signage and written materials, such as menus, forms and patient instruction sheets. ASL interpreters and multi-lingual phone lines are available to provide additional access for non-English speaking and deaf and hard of hearing patients of Tufts-NEMC. As an on-going project, Tufts-NEMC's Interpreter Services Department continues to maintain and add to its collection of health education material in the most frequently occurring languages of our non-English speaking patient base: Chinese, Vietnamese, Spanish and Russian. This Multi-Lingual Resource Library is made available to patients, families, and community residents.

For non-English speaking patients, often unfamiliar with western health care facilities, navigating throughout the system can seem like an insurmountable challenge. In order to facilitate access and orientation for patients Interpreter Services has developed several tools. The first is a brochure in the primary languages of hospital patients that contains a translated map of the hospital, a statement concerning a patient's right to have an interpreter anywhere in the hospital free of charge, and information regarding the importance of having a primary care provider. The second is a patient-staff communication aid booklet to help in the exchange of basic information that does not require the presence of an interpreter or can be useful while waiting for the arrival of an interpreter. The booklets are available in English and in ten other targeted languages.

Interpreter Services has provided interpreters at neighborhood health screenings and other outreach activities at community events such as neighborhood street fairs and festivals. They also offer linguistic resources to Tufts-NEMC employees with limited English skills, interpreting for them in Human Resources and elsewhere.

Tufts-NEMC is an active member of the Massachusetts Medical Interpreters Association (MMIA) and provides, free of charge office space, telephone and fax lines, and a postal address to the MMIA. We also offer no cost mentoring and internship programs to students in community and academic interpreter training programs who need to complete a practicum as part of their training. Students from Bentley College, Cambridge College and Area

Health Education Center medical interpreter training programs have trained here under the supervision of our experienced interpreters.

### **Multi-Ethnic Dietary Services**

The Department of Food Services offers culturally appropriate food choices to patients. Menus are available in multiple languages and food service staff is sensitive to the nutritional habits and needs of many culturally diverse groups.

### **Physical Plant**

Tufts-NEMC is committed to creating a more welcoming and accessible institution. Multi-lingual signage facilitates patient flow throughout the campus and with additional signage to be added to accommodate more languages. Multi-lingual campus maps are also available.

In addition, Tufts-NEMC regularly recognizes holidays and nationally designated awareness weeks or months such as the Lunar New Year, Black History Month, and Hanukkah throughout the year with culturally appropriate decorations, informative displays and festive events that reflect and celebrate the diversity of the Tufts-NEMC community.

## ***COMMUNITY SERVICE PROGRAMS***

Tufts-NEMC provides technical and/or financial support for Community Service programs through several mechanisms.

### **A. Community-Based Programs**

#### **Neighborhood House Charter School**

Tufts-NEMC works with this Dorchester-based elementary school to provide on-site nursing support. The school is committed to offering quality education to a diverse community of Boston children through a neighborhood-based system that integrates education with social services and health care programs for the benefit of the students and their families.

The School housed approximately 330 students in grade K-8 in FY05. Its students present a variety of health issues. Consequently, there are increased complexities with both younger and older children. A nurse experienced in pediatric and public health issues works at the school on a weekly basis and handles an array of duties and responsibilities that include:

- Administering prescribed medications and communicating with teachers and parents after identifying children as sick or having sustained playground injuries.
- Assisting to monitor school health records, keeping current records on physical exams, chronic illness, medications, allergies and immunizations.
- Maintaining frequent communication with other nurses, school psychologists, teachers and headmasters around student health issues.
- Maintaining compliance with the Boston Public School System and Department of Public Health regulations.
- Administering scoliosis screening to children in grades five through eight.
- Participating in the State mandated health-screening programs by doing follow-up on abnormal vision and hearing screenings.

## **B. Hospital-Based Clinical and Social Services Programs**

### **The Adolescent Family Program**

The Adolescent Family Program was established as a clinical service to provide comprehensive, culturally competent health care for teen parents and their children in a “one-stop-shopping” model where teen parents and children can receive care from a single provider. Staffed by a culturally diverse group of practitioners, the program incorporates preventive health and safety education, self-esteem building, and modeling of effective parenting skills for adolescent parents. Counseling and reproductive health services work to help prevent repeat pregnancies and sexually transmitted diseases, help young parents stay engaged in school and vocational activities, and connect young families to community resources. In FY05 the program served 25 mothers and 30 children.

### **Vascular Surgery**

The Tufts-NEMC Vascular Surgery Department has partnered with the American Vascular Association to participate in a community outreach and education project addressing peripheral vascular disease. Tufts-NEMC is the only Boston location for this national program, which offers free screening for vascular disease incorporating Carotid and Aortic duplex exams, ankle and arm blood pressure checks and EKG. These studies are designed to identify the most common manifestations of vascular disease (carotid artery blockages, aortic aneurysms, blocked arteries of the leg, high blood pressure, and atrial fibrillation) as these health problems may result in limb loss, stroke, heart attacks, and death. Early detection gives the opportunity to prevent many of these adverse outcomes. The program supplies educational materials and forwards test results to the patients' primary doctors. The studies and counseling are performed free of charge one day per year. In FY05, 55 people participated in this program.

### **Skin Cancer Prevention and Awareness**

In FY05, the Cancer Center participated in the Elderly Chinese Health fair, organized by local organizations and institutions including Tufts-NEMC. The Cancer Center provided skin cancer screening and general cancer information to participants, including educational materials about many types of cancer with an emphasis on those more common in the Asian

population. They enlisted the Dermatology Department to provide specific information about skin cancer and to do evaluations and answer questions. The Cancer Center had an interpreter available, and provided as much written information as possible in Chinese and other Asian languages. Approximately 150 participants attended.

### **C. Hospital-Based Non-Clinical Programs**

#### **Training/Certificate Programs**

The Human Resources department participates in training and in sponsorship of interns in several city programs that assist inner-city students to prepare for the workforce. These are certificate programs (with the exception of Mass Rehab) that typically teach office skills to inner-city adult students:

- YMCA Training, Inc
- Jewish Vocational Service
- Massachusetts Rehabilitation Service
- Asian Access Community Program
- Salter School
- Bryman School
- Bunker Hill Community College

#### **Minority Student Outreach**

Tufts University School of Medicine and Tufts-NEMC maintain a strong commitment to reaching out and attracting minority candidates and supporting them in their attempt to pursue medical and health-related careers. A sampling of such efforts include:

**Teachers and High School Students Program** – a summer program for high school students with a curriculum designed to promote interest in science, and health care fields. Eighteen students participated in the TAHSSP in FY05. They worked in both labs and clinical research in the Nutrition School, Tufts-NEMC and the Sackler School.

**The “Brainstorm” Program** - a science outreach program targeting young minority elementary school children and providing them with basic science lessons, fostering interest in related fields of study.

**Ascher Scholarships** - funds are awarded to incoming minority students to help defray the cost of a medical education.

### **Summer Camp Program**

The Tufts-NEMC program reaches out to low-income pediatric patients of the Floating Hospital for Children, the Uphams Corner Health Center, and the Codman Square Health Center. True to its goal, the program offers an opportunity for children with chronic medical disease and psychiatric illness as well as those children with psychosocial acuity to attend summer camp.

This continues to be an integral and historic program of Tufts-NEMC, with the mission to fund a summer camp experience which offers pediatric patients a respite from the challenges of illness or the stresses associated with poverty, family dysfunction, domestic violence and a host of other social issues. A camping experience can enhance or change the course of a child's life by increasing independence, self-esteem, resiliency, and hope—all critical factors in determining whether a child can personally master the key milestones of childhood and mature as a successful adult. During the summer of 2005, 162 children received scholarships, allowing them to participate in variety of summer camp programs including sports camps, photography workshops, ballet lessons, academic skill development courses and tae kwon do.

### **Reach Out and Read Program**

Reach Out and Read is an early literacy program that promotes reading to parents and their young children. During the well child visit physicians and nurses offer parents reading advice and stress the importance of reading with children, as well as reading tips and encouragement. In addition, volunteers read with children in the waiting area, exposing them to books and modeling reading aloud. Children receive new developmentally and culturally appropriate books to keep and take home. High quality books are at the heart of Reach Out and Read.

By giving a book to a child, parents and children are provided with tools for reading and learning, as well as moments of love and attention. Making books available free of charge breaks down economic barriers for families with limited income. During FY05, the program served over 4,500 children age 6 months to 5 years. The children and families love the books they receive and look forward to receiving a new book at the beginning of their next visit. A highlight was Red Sox player Gabe Kapler coming to read to the children.

### **Kiwanis Outreach Program**

The Kiwanis Outreach Program seeks to work with families and communities to promote safety for children and their families. The outreach program has four components.

**Bicycle Safety** - offers safety checks on bicycles, proper use of helmets, helmet legislation, written information on riding bicycles, as well as a course on safe riding. This program also incorporates scooter, skateboard, and inline skating safety. Over 20,000 children participated, with more than 15,000 helmets distributed.

**Project B.E.L.T.S (“Because Everyone Loves To be Safe”)-** a child restraint/seat belt education program, presented in primarily second grade classrooms. The program uses a variety of materials to interest and instruct the children. The program is a 45-minute classroom interactive presentation by college-level students. Over 4,000 children benefited from this program.

**Child Safety Seat Identification Sticker Program** - offers stickers to be affixed to the back of a car seat, so that in the event of an accident the emergency personnel can readily identify the child if the parents are unable to respond. The stickers are distributed through the seat belt program, ambulance companies, Police Departments and through Kiwanis events. Approximately 10,000 stickers were distributed.

**The Early Childhood Injury Prevention Packet** – This program is designed to provide education and guidance in the areas of fire and scald prevention for parents and caregivers. The packet contains a safety information brochure, car seat identification sticker, car seat installation instruction card, outlet safety plug covers and a “Munchkin”

water temperature testing Safety Duck. This program is distributed to local hospitals, pediatric centers, pediatricians, childbirth education programs and pre-natal clinics by Kiwanis Clubs; 4,000 packets were distributed.

In addition to these set programs, general safety information is distributed throughout the year at community events and through Kiwanis Clubs and other organizations across New England. This includes the distribution of informational pamphlets, provided in multiple languages, as well as individual parts of the aforementioned programs, such as the electric plug covers and bicycle helmet identification stickers much like those used for car safety seats. An additional 15,000 children were reached through these efforts.

### **Child Care Center Subsidy Program**

Tufts-NEMC maintains a day care center on site, and subsidizes slots for both employees and community residents from the surrounding Chinatown areas.

### **Volunteer Department**

The Volunteer Department coordinates Groundhog Job Shadow Day in connection with the Boston School Department through the Boston Private Industry Council. Twenty students “shadow” an equal number of staff here at the hospital to become acquainted with the myriad of job possibilities within a hospital setting.

### **Community Health Center Fiscal Support**

Tufts-NEMC provides direct on-going financial support to some of the community health centers in the communities it serves, for capital projects and programmatic expansions. Some of the projects funded include: patient education materials, enhanced pregnancy and parenting support services, family planning, outreach, prevention services, and patient tracking and management systems.

**Pediatric Residency Training Program** - For the 2005-2006 academic year, the Floating Hospital for Children at Tufts-NEMC has 39 residents enrolled in the Pediatric Residency Training Program. As part of the program, residents spend a day seeing outpatients in their Continuity Clinic Rotation. The residents were assigned as follows:

- 19 at the Floating Hospital for Children at Tufts-NEMC
- 11 at five Boston community health centers
- 2 at Franciscan Children's Hospital
- 7 in private practices in the Greater Boston area

In addition, the five participating community health centers (Codman Square, Dorchester House, Geiger-Gibson, Neponset, South Boston) received funds over the course of the academic year to help support the costs of supervising these residents. This money comes from the Residency Training in Primary Care grant. A major focus of the grant, funded by the US Health Resources & Services Administration, is to teach residents about specific health care needs of medically underserved communities, encourage them to practice in those communities, and prepare them to provide culturally competent care to their patients

**OB Services to Community Health Centers** - In FY05, the Department of Obstetrics and Gynecology continued a long-standing tradition of efforts to support its surrounding communities through outreach, improved access, and direct service provision. Tufts-NEMC provided strong gynecological service support to several community health centers in the greater Boston area, including: Dorchester House, Neponset Health Center, South Boston Community Health Center, and Uphams Corner Health Center.

**South Boston Behavioral Health Clinic** - Tufts-NEMC supports the Behavioral Health Clinic at South Boston Health Center, which serves the residents of South Boston who are in need of outpatient mental health services, including individual, group, and medication management treatment services as well as Suboxone treatment for outpatient detox for opiate addicts. In FY05, the Clinic had roughly 13,000 patient visits.

**VII. CORPORATE SPONSORSHIP**

Tufts-NEMC supported and/or participated in the following community-based organizations and/or community events in FY05:

<ul style="list-style-type: none"> <li>• Action for Boston Community Development</li> <li>• Arthritis Foundation (Massachusetts Chapter)</li> <li>• Asian American Civic Association</li> <li>• Asian American Resource Workshop</li> <li>• Asian Community Development Corporation</li> <li>• Asian New Year Celebration, Tufts-NEMC</li> <li>• Asian Task Force Against Domestic Violence</li> <li>• Benevolent Asian Jade Society of New England</li> <li>• Bird Street Community Center</li> <li>• Black History Month Celebration, Tufts-NEMC</li> <li>• Boston Asian Youth Essential Service</li> <li>• Boston Business Journal</li> <li>• Boston Chinatown Festival</li> <li>• Boston Chinatown Neighborhood Center</li> <li>• Boston Chinatown Resident Association</li> <li>• Boston Minuteman Council</li> <li>• Boston Urban Asthma Coalition</li> <li>• Chinatown Main Streets Program</li> <li>• Chinese Historical Society of New England</li> <li>• Chinese Progressive Association</li> <li>• Chinese Women’s Association of New England</li> <li>• Codman Square Health Center</li> <li>• Commonwealth Institute</li> <li>• Dorchester House Multi Service Center</li> <li>• DotWell (formerly Health Services Partnership)</li> <li>• DM Consulting Services (Lemuel Shattuck Hospital)</li> </ul>	<ul style="list-style-type: none"> <li>• Geiger Gibson Health Center</li> <li>• Greater Boston Chinese Golden Age Center</li> <li>• Harry H. Dow Memorial Legal Assistance Fund</li> <li>• Harvard Street Community Health Center</li> <li>• Health Care for All</li> <li>• Josiah Quincy Elementary School</li> <li>• Kenneth B. Schwartz Center</li> <li>• Massachusetts Association for Mental Health</li> <li>• Massachusetts Governor’s Conference for Women</li> <li>• National Association of Asian American Professionals</li> <li>• National Night Out</li> <li>• Neponset Health Center</li> <li>• Oak Street Fair</li> <li>• Organization of Chinese Americans</li> <li>• South Boston Little League, Inc.</li> <li>• South Cove Community Health Center</li> <li>• The Chinatown Coalition</li> <li>• The Partnership, Inc.</li> <li>• Uphams Corner Health Center</li> <li>• Unitarian Universalist Urban Ministry (Asian Food Pantry)</li> <li>• Vietnamese American Civic Association</li> <li>• Walk Boston</li> <li>• Wang YMCA of Chinatown</li> </ul>
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**VIII. CONTACT INFORMATION**

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***ATTACHMENT A***

**Asian Health Initiative Advisory Committee**

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Ruth Moy Executive Director Greater Boston Chinese Golden Age Center 25 Stuart Street, 5 <sup>th</sup> floor Boston, MA 02116	Father Hugh H. O'Regan Chinatown Neighborhood Council St. James Church P.O. Box 1538 Boston, MA 02205-1538
Beverly Wing The Chinatown Coalition 360B Tremont Street Boston, MA 02116	Inez Stewart Vice President, Human Resources Tufts-New England Medical Center 750 Washington Street – Box 470 Boston, MA 02111

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**ATTACHMENT B**

**Dorchester Health Initiative Advisory Committee**

Joel Abrams Dorchester House Multi-Service Center 1353 Dorchester Avenue Dorchester, MA 02122	Dan Driscoll Chief Executive Officer Harbor Health Services, Inc. 398 Neponset Avenue Dorchester, MA 02122	Molly Dunford Mayor's Office Of Neigh Services Room 708 - City Hall One City Hall Square Boston MA 02201
Lyndsey Firreno Interim Executive Director Dorchester Cares 200 Bowdoin Street Dorchester MA 02122	Erdine Haltiwanger New Born Medicine Tufts-New England Medical Ctr 750 Washington St - Box 044 Boston MA 02111	Maud Hurd Link Team Leader Codman Square/Four Corners Alliance for Community Health 622 Washington Street Dorchester MA 02124
Jamiese Martin Franklin Field CHNA 895 Blue Hill Ave Dorchester MA 02124	Noemia Monteiro Family Cooperative Coordinator Dorchester Cares 8 Folsom Street Dorchester MA 02125	Duy Pham Executive Director Vietnamese American Civic Assoc. 1452 Dorchester Avenue Dorchester MA 02122
Lisa Levine Chief Operating Officer Health Services Partnership 1452 Dorchester Avenue Dorchester MA 02122	Paulette Shaw Querner Executive Dir. Neponset Health Health Services Partnership 398 Neponset Avenue Dorchester MA 02122	Linda Shepherd Department of Public Health 10 Malcom X Blvd – G1 Roxbury MA 02119
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**ATTACHMENT C**

**Demographic Information\***

<b>Primary Communities Served</b>	Chinatown South Boston Dorchester
<b>Age Groups</b>	
0-18	31%
18-65	45%
65+	23%
<b>Gender</b>	
Male	49%
Female	50%
<b>Racial Demographic</b>	
African-American	8%
Asian -American	44%
Caucasian	7%
Latin-American	12%
Total number served/reached	502,849

**\*Not all programs submitted complete demographic information. The data above represents approximate percentages.**