



COMMUNITY BENEFIT REPORT

OCTOBER 2005 – SEPTEMBER 2006

Section One: Mission Statement

Quincy Medical Center, a 232-bed private, non-profit community teaching hospital serving residents of Quincy and the South Shore. The Medical Center has established a mission to improve health and quality of life for all residents of our community by providing excellent medical services.

QMC's commitment to its community is clearly articulated in its mission. An overriding goal of Quincy Medical Center is to improve the access to and availability of health care services in the community.

QMC is especially proud of our 117 year-old legacy of serving traditionally medically underserved members of our community. In FY2006, QMC's patient population was 82% Medicare, Medicaid and Free Care, and the Medical Center was recognized with a \$2.5 million grant from the Essential Community Providers Fund.

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

Section Two: Internal Oversight and Management of Community Benefits Program

Quincy Medical Center's Executive Leadership Team is responsible for planning, directing, coordinating, providing and improving health care services for area residents. Based on QMC's community health needs assessment, those services are designed to improve patient health and outcomes. The Executive Leadership Team is comprised of the following senior level executives at QMC: President and CEO; Chief Financial Officer; Chief of Medicine; Vice President of Patient Care; Vice President of General Services; Vice President of Business Development; Chief Information Officer; and Vice President of Development. The community benefits plan is designed in accordance with the hospital's mission, vision, values and strategic plans.

While the hospital does not currently have a formal Community Benefits Advisory Committee, senior management and physician leadership receives input concerning community needs from managers and front-line providers who gain insight into the community's health needs through their front-line care each day, as well as through interactions and collaboration with community partners. The senior management team assesses these needs and costs in determining overall budgetary priorities and program allocations for the hospital.

Method for sharing information about community benefits mission/programs with staff at all levels of the institution

Information relevant to Quincy Medical Center’s community benefits program is shared with physicians and staff at all levels on a routine basis.

Audience	Communications Method
QMC Management Team	Regular updates on community benefits programs provided during weekly meetings on the Executive Leadership Team and monthly meetings of the Leadership Team, Nursing Leadership and other management groups.
QMC Physicians	<p>Regular updates on community benefits programs provided during regular meetings of the Physician Chiefs, Medical Executive Board, and Medical Staff.</p> <p>Periodic letters mailing to the physician practices offering updates on community benefits programs.</p>
Staff at all levels from clinical and administrative departments	<p>Regular updates on community benefits programs provided during individual department meetings</p> <p>Periodic emails and letters updating the staff on community benefits programs, distributed by the Executive Office and Marketing/PR office</p> <p>Flyers detailing community benefits programs regularly posted throughout organization and distributed with employee paychecks.</p> <p>Listings of relevant community benefits programs including in <i>Vital Signs</i>, the hospital’s monthly general newsletter and <i>In the Loop</i>, the hospital’s periodic employee-focus newsletter.</p>
Community at large	<p>Publicity and advertisements in area community newspapers, promoting specific community benefit programs.</p> <p>Flyers promoting upcoming community events and programs, mailed to area councils of aging and senior residences and distributed during health fairs and other outreach events.</p> <p>Event listings on local cable access channels</p>

Section Three: Community Health Needs Assessment

Process, Participants and Information sources

Quincy Medical Center's Community Benefits Plan is derived from a Community Health Needs Assessment that draws data and feedback from a multiple sources.

The community health needs assessment considers the following:

- Community demographics, including age, sex, income, and other socio-economic factors
- Measures of health status, including mortality data, infectious disease indicators, chronic disease indicators and injury indicators
- Patient/customer feedback
- Feedback from other community agencies and health care providers
- An analysis of our patient population (e.g., frequency of diagnoses, preventable hospitalization conditions)
- Community resources available to meet community health care needs.

The team reviewed hospital utilization and aggregate patient data, as well as competitive data and market projections prepared by Yankee Alliance. In addition, the team reviewed the demographic and health indicator data available through the Department of Public Health's Massachusetts Health Information Profile (MassChip).

The Community Health Needs Assessment was also shaped through ongoing discussions with our community collaborators including city officials, health and school administrators, affiliated community health center, area social services agencies, community based organizations and others who have knowledge of the community's health needs.

In addition, Quincy Medical Center is identified as a member of the Blue Hills Community Health Alliance (CHNA 20) and participates regularly in Council meeting. CHNA data was also used to shape the Community Benefits Report.

Summary of Findings

Quincy Medical Center's primary service area continues to be comprised of Quincy, Braintree and Weymouth, with 90% of the hospital's discharges in FY05 residing in these communities. Additional communities served by QMC, in lesser numbers include the communities of Milton, Hingham, Hull and Randolph.

Population Growth:

Minimal overall population growth is forecasted for the QMC service area.

Town	2006 Population	2011 Population	Growth	% Growth
Braintree	33,674	33,736	62	.18%
Weymouth	54,174	54,227	53	.10%
Hingham	22,004	23,512	1,508	6.85%
Hull	11,357	11,616	259	2.28%
Milton	25,831	25,622	-209	-.81%
Quincy	91,632	93,384	1,752	1.91%
Randolph	30,724	30,437	-287	-.93%
Total	269,396	272,534	3,138	1.16%

Population Growth (by race)

Black and Asian populations in QMC's service area will see the largest growth while the White population in QMC's service area will see a decline.

Race	2006 Population	2011 Population	Growth	% Growth
Asian	26,887	33,070	6,183	23%
Black	18,069	22,486	4,417	24.45%
Multi-Racial	5,307	6,134	827	15.58%
Native American	430	437	7	1.63%
Other	2,848	3,193	345	12.11%
Pacific Islander	79	74	-5	-6.33%
White	215,776	207,140	-8,636	-4.00%
Total	269,396	272,534	3,138	1.16%

Population Growth by age

QMC's service area tends to be older than the state population (median age of 36.5 years). Median ages for the three communities are Braintree, 40.0 years; Quincy, 37.6 years; and Weymouth, 38.4 years. The projections for the next five years show that ages 25-44 will see a significant decrease in population and ages 55-69 will shown a population gain.

Population Growth by insurance coverage

In 2005, 65% of QMC's patient population was covered by private insurance. The remaining patients were covered by Medicare (17%), Medicaid (10%) or Uncompensated Care (8%). The insurance landscape is not predicted to change over the next few years.

Health Status Indicators

Health status indicators for the City of Quincy and for the Blue Hills CHNA, the community health planning area that most closely fits the hospital's service area, were also reviewed as part of the community benefits needs assessment. The Blue Hills CHNA encompasses the communities of Braintree, Canton, Holbrook, Milton, Norwood, Quincy, Randolph and Weymouth.

Health status indicators are as follows:

Indicator	Quincy	CHNA	State
Cardiovascular Disease (deaths)	259.9	257.7	276.9
Angina (discharges)	25	18	28.3
Total Cancer (deaths)	222.6	209.9	204.6
Lung Cancer (deaths)	62.6	58.3	56
Breast Cancer (deaths)	24.2	25.5	27
Asthma (discharges)	122.7	106.4	128.3
Bacteria Pneumonia (discharges)	400	352	354.6
Tuberculosis (cases)	N/A	3.6	4.3
Acute hepatitis B (cases)	0.0	0.0	.3

Statistics shown per 100,000 population. Source: Massachusetts Community Health Information Profile (MassCHIP), Massachusetts Department of Public Health, 1995-2004.

Section Four: Community Participation

As a community-teaching hospital and one of the largest employers in the area, Quincy Medical Center is committed to making the community a better place to live and to work.

We are proud to join with our colleagues at various businesses and organizations to improve the health of area residents. To that end, we support local sports programs for children and elders to promote athletics and good health. We work with local emergency and rescue officials to train and prepare our staffs in the event of a disaster. We partner with local schools and colleges to prepare students for their chosen careers by serving as a clinical training site.

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

- American Cancer Society
- American Heart Association
- Bay State Community Services
- Beechwood Community Life Center
- Boston Medical Center
- Boston Medical Center HealthNet Plan
- Chinese Golden Age Center
- City of Quincy
(including Office of the Mayor, Equal Opportunity Office, Fire Department, Housing Department, Mayor's Crusade Against Cancer, Mayor's Commission on Family, Mayor's Commission on Women, Police Department, Public Health Department, School Department, and Veteran's Affairs Office.)
- DOVE, Inc.
- Forum of Coordinators of Interpreter Services
- Health Care for All
- Manet Community Health Center
- Massachusetts Department of Public Health
- Massachusetts Medical Interpreter Association
- Milton Council on Aging
- Old Colony Elder Services
- Quincy Access Television
- Quincy Asian Resources, Inc.
- Quincy Business Association
- Quincy Collaborative
- Quincy Community Action Programs
- Quincy Council on Aging
- Quincy 2000
- River Bay Club Assisted Living
- Salvation Army
- Senior Resources, Inc.

- South Coastal Workforce Investment Board
- South Cove Community Health Center
- South Shore Chamber of Commerce
- South Shore Day Care Services
- South Shore Elder Services
- South Shore Mental Health Services
- Southwest Community Center (Quincy)
- Wollaston Congregational Church

QMC also gains community input through the community involvement of our leadership team. For example, President and CEO of Quincy Medical Center, Dr. Gibbons has taken a leadership role in many community development programs in the City of Quincy. He serves on the board of directors for the South Shore Chamber of Commerce and the Quincy 2000 Corporation, a non-profit economic development corporation that unites Quincy's public and private sectors in a common economic development mission. In addition, he serves on the Board of Advisors for the Quincy Public School System's Community Partnership Program and is personally committed to developing educational programs to expose children at all grade levels to future careers in healthcare.

In addition:

- Edward Browne, Vice President of General Services, is a member of Milton Council on Aging Board of Directors
- Elizabeth Cadigan, RN, MSN, Vice President of Patient Care/Chief Nurse, is a member of the advisory board of South Shore Elder Services
- David Ryan, Esquire, Vice President for Human Resources serves on the South Coastal Workforce Investment Board.
- Allen So, Coordinator of Interpreter Services and Asian Outreach, a member of Quincy 2000's Asian Business Council.
- Ruth Flaherty, CTR, Cancer Registrar is active in the Quincy Mayor's Crusade Against Cancer. Conversely, a Community Executive from the New England division of the American Cancer Society serves on our Cancer Committee.

QMC also solicits community feedback on services at health fairs and other community health education events.

Section Five: Community Benefits Plan

In FY 2003, QMC completed a comprehensive strategic planning process. This work included a thorough review of all programs and services at the medical center, as well as a review of the health needs of our service area. Trustees, senior hospital staff, physicians and representatives from community organizations participated in this process. Our community benefits planning and budget review reflects this comprehensive planning process.

Programmatic development is part of the QMC budget development process. The outcomes of the strategic planning process are prioritized in the budget process for program development resources. The Board of Trustees monitors strategic plan implementation on a regular basis.

Community Health Priorities

In FY 2006, Quincy Medical Center focused its Community Benefits Programming on four Community Health Priorities:

1. Reducing cultural, linguistic and physical barriers to care in our primary service area.
2. Providing clinical programming and community health education to raise awareness of preventative healthcare, including risk factor reduction, early detection, and overall wellness.
3. Responding to national healthcare workforce shortages by partnering with area educational institutions to provide advanced clinical training and opportunities to current healthcare workers and also to inspire and educate the next generation of healthcare workers.
4. Collaborating with area healthcare providers, city, state and local agencies, and area emergency personnel to ensure Emergency Preparedness and Disaster Readiness in our primary service area.

We specifically reach out to the elderly, Asian and under- or uninsured populations in our community benefit programs.

Section Six: Progress Report: Activity During Reporting Year

Expenditures

See attachment, titled "Attachment: Expenditures."

Major programs and initiatives

As detailed above, in FY 2006 Quincy Medical Center focused its Community Benefits Programming on the following four Community Health Priorities. A review of the major programs and initiatives within each priority category follows.

- 1. Reducing cultural, linguistic and physical barriers to care in our primary service area.**

Culturally and linguistically appropriate care. According to the U.S. Census, the Asian population in Quincy more than doubled from 5,554 in 1990 to 13,546 in 2000. The Asian population now has grown to 21,000, or more than a fifth of the city's total population, according to the 2005 city census. The Asian community in Quincy is predominately Chinese and Vietnamese.

In 2005, QMC worked collaboratively with Quincy Asian Resources, Inc. and Manet Community Health Center on a ***comprehensive cultural competency-training model*** to enhance access to QMC by the Asian community in Quincy. The program, underwritten by two consecutive Blue Cross Blue Shield of Massachusetts Foundation grants, resulted in the design, implementation and evaluation of a comprehensive cultural training model for all organization levels and entities across the three agencies. In 2005, nearly 1,000 participants, including Board Members, Managers, Practitioners and Support Staff at the three organizations underwent the cultural competency training. In addition, QMC established Cultural Competency Advisory Council to assist in the future cultural competency initiatives at QMC. This cultural competency training programs continued through 2006 and was offered to all new employees, volunteers and employed physicians during orientation periods.

QMC's full-time ***Medical Interpreting and Outreach Department*** coordinates all interpreting services for QMC's patients. The services include fully employed, in-house interpreters for at least 12 hours daily, and an additional 24-hour, live telephone interpreting in more than 45 languages. In 2006, QMC provided interpreting services for 2,532 patients, 97% of the requests were on behalf of Chinese patients (2,457 requests) and 74% of those requests (1803) were managed by our in-house, certified interpreting staff. In addition, the hospital has invested in enhanced patient education software enabling the nursing staff to print patient education materials and discharge instructions in more than 25 languages.

In addition to our extensive, full time Medical Interpreting Program and the above-mentioned cultural competency-training program, QMC also maintains an ***Asian Health Services Program*** to coordinate community outreach to the Asian community Quincy. The department participates in high profile events in Quincy's Asian community, such as annual Lunar New Year and August Moon festivals, sponsored by Quincy Asian Resources, Inc. (QARI). Program staff frequently host Asian-language tours of QMC for Asian community members in Quincy and network with other healthcare providers in the area, including South Cove Community Health Center, which also serves a large number of Asian residents in our primary service area.

Furthering efforts to enhance access to care for Quincy's Asian residents, QMC and Manet Community Health Center have continued their collaboration in an on-site health center at QMC. The practice has three Asian physicians on staff and provided 6,300 primary care visits in 2005, making it the fastest-growing site among ManetCHC's five locations. At all times during office hours, there is an MD, RN, Medical Assistant, and Front Desk Person who speak Cantonese working in the practice.

Easing Financial Barriers to Care. In FY 2006, QMC leaders continued to work with our colleagues at the Massachusetts Hospital Association (MHA) to draw attention to the alarming statistics about residents in Massachusetts who lack health insurance and the resulting impact on hospitals, employers and workers. In addition, QMC is an active member of the Alliance for Safety Net Hospitals, a collaboration of eight health care systems who collectively provide 62 percent of all hospital uncompensated care and 34 percent of Medicaid services in the state.

QMC provides *free care* for all patients who meet financial criteria. The medical center provided \$6,472,824 in total free care costs in FY 2006. We continue to participate in the Campaign for Coverage, a statewide effort to reduce the number of uninsured residents in Massachusetts.

In FY 2006, the ***Women, Infants and Children Nutrition (WIC) Program*** at QMC provided nutrition counseling and food vouchers to over 4,150 women and children in more than 18 locations throughout Norfolk and Plymouth counties. This marks a 5 percent increase in cases over FY 2005. The WIC Program collaborates with numerous health and social service agencies in their 20-town service area to help improve the health and well being of women and children in the communities it serves.

Quincy/South Shore AIDS Cares (QSSAC) at Quincy Medical Center is focused on reducing the rate of HIV transmission and expanding HIV and AIDS services on the South Shore. Primarily funded by the Department of Public Health, QSSAC offers free and confidential services for South Shore residents infected with or affected by HIV. QSSAC client services include individual case management, housing advocacy, referrals for mental health or substance use counseling, and support services. This year, 101 clients utilized QSSAC services. Of that caseload, 17 percent were new clients, 26 percent represented minority groups, and more than 50 percent had advanced HIV disease. In addition to providing case management services, QSSAC also offers free, confidential HIV testing, in partnership with Boston Medical Center's Project Umbrella.

The ***Quincy Medical Center Chest Clinic***, a free outpatient clinic to serve local vulnerable populations at risk for tuberculosis, opened its doors at Quincy Medical Center on February 9, 2006. The Clinic, a collaboration between QMC, the Department of Public Health's Tuberculosis Control Program and local health departments, uses a case management model to ensure that persons at risk for active TB are evaluated, placed on therapy and complete therapy. In FY 2006, the Clinic provided 147 patient visits, with 52% of patients residing in Quincy.

Linking patients with physicians In keeping with our mission, QMC has a number of ongoing initiatives to assist members of our community in accessing health care services.

To help all residents in our primary service area easily access the physicians on our medical staff, QMC maintains a toll-free, ***physician finder referral service***, which is fully staffed 24-hours-a-day, seven-days-a-week. The service is free of charge to callers and participating physicians. In addition to helping patients select a physician and book an

appointment, the service also provides general information about QMC and its services, programs, lectures, screenings and health education events. In FY2006, the Physician Referral Service received 3,040 calls and generated more than 2,800 referrals to QMC-affiliated physicians and clinical programs.

To ease access to the medical center by public transportation, QMC offers *free courtesy shuttle service* between the Quincy Center MBTA and the hospital. The shuttle service is provided Monday through Friday from 6:15 am to 8:15 pm and makes more than 40 trips in the course of the day.

2. **Providing free health screenings, clinical programming and community health education to raise awareness of preventative healthcare, including risk factor reduction, early detection, and overall wellness.**

Furthering efforts to bring vital cancer screenings to uninsured and underinsured South Shore residents, QMC hosts periodic *free cancer screenings*.

Each September QMC hosts an annual *free prostate cancer screening* each September, offering participants a free Digital Rectal Exam (DRE), performed by a QMC-affiliated urologist, as well as a PSA blood test. In 2006, 84 males participated, with nine participants referred for follow up examination. Screening participants were given American Cancer Society information on prostate cancer, as well as literature about QMC's clinical services and prostate cancer support group. Press releases and paid advertising were placed in the local media to promote the screening, in the context of early detection.

Each May, QMC partners our affiliated dermatologists to host an American Academy of Dermatology-sponsored *free public skin cancer screening*. In 2006, 75 South Shore residents participated in the screening with 38 referred for follow-up examination. Four QMC-affiliated dermatologists donated their services for the screening, and all participants received information on skin cancer prevention from the American Academy of Dermatology and American Cancer Society. Press releases and paid advertising were placed in the local media to promote the screening, in the context of early detection.

The Marie A. Curry Fund at Quincy Medical Center was established to honor the memory of Marie Curry, a South Shore resident who lost her battle with breast cancer in 1995 and to raise awareness of the importance of early detection of breast cancer. The Fund was designed to underwrite critical mammography services and breast care services at QMC to uninsured and under-insured South Shore women and has enabled more than 600 women to receive *free breast cancer screenings* and breast care services.

In FY 2006 Quincy Medical Center hosted three *Stroke & Aneurysm Vascular Evaluation (S.A.V.E.) Screening Exams*, conducted by Life Line Screening of America. The screening was offered free of charge for people at high risk, including men over 60 or women over 65, who have a family history of abdominal aortic

aneurysm (AAA) or a personal history of smoking, high blood pressure, or cardiovascular disease.

The medical center also incorporates *public health education* into many of our outpatient clinical programming.

The Director of Occupational Health Services and her staff regularly provide training and *occupational injury prevention programs* for workers in our surrounding communities. In this fiscal year, they provided ergonomic evaluations for library workers, first aid training for school bus drivers, back safety awareness and flu shots for first responders. All of these efforts enhanced community health and emergency preparedness for municipal workers and first responders in this region.

To meet the needs of the South Shore's diabetic population, QMC offers a comprehensive *Diabetes Self-Management Education Program*, certified by the American Diabetes Association (ADA). The program is staffed by an ADA-certified Diabetes Educator and a certified wound/ostomy care nurse. Program services include medication administration, nutrition counseling, exercise guidelines, education on self-monitoring of blood glucose levels, prevention of hypoglycemia and foot care.

In FY2006, the Cardiac Rehabilitation Department at QMC launched several new clinical programs focused on reducing cardiac risk factors through exercise, proper nutrition and healthy lifestyles. These programs include Quincy Medical Center's *Healthy Lifestyles Program*, a 12-week/36-session multidisciplinary risk reduction program for adults who wish to reduce their personal risk factors for heart disease, and *Healthy Lifestyles Program for Girls*, an eight-week, 24-session program for girls, ages 10-17. The program offers individualized, age appropriate, exercise plans designed to increase strength, flexibility and endurance, supervised exercise sessions monitored by ACSM certified exercise physiologists, and customized wellness education focused on basic nutrition, stress management, self-esteem, self-confidence, and healthy body image.

QMC physicians as well as clinical and administrative leaders generously gave of their time to speak with seniors at local Councils on Aging on topics related to elder care, aging, and risk and injury prevention. We also visited nursing homes and assisted living facilities to provide community health education programming.

For many people, Quincy Medical Center is also an excellent *educational resource* to help maintain a healthy lifestyle. We actively educate people about health issues and medical conditions through lectures at the hospital, through our cable TV show, which is co-produced with Quincy Access Television, and through print and radio interviews and columns about timely health topics.

QMC also hosts multiple *support groups* to assist people in dealing with a wide range of issues including breast and prostate cancer, substance abuse, overeating, stress management, Alzheimer's, parenting, violence prevention and smoking cessation

3. Responding to national healthcare workforce shortages by partnering with area educational institutions to provide advanced clinical training and opportunities to current healthcare workers and also to inspire and educate the next generation of healthcare workers.

QMC is one of the oldest partners of the *Quincy Public Schools* and has shaped the careers of more than 1,000 students over the past 20 years. The longstanding partnership reaches students in all grade levels and includes informal field trips designed to expose elementary school children to a hospital setting as well as initiatives such as job shadowing, internships, and clinical placements for high school students interested in healthcare careers. In addition, classes routinely visit QMC for “real life” learning connected to material that they have studied in the classroom, and Quincy Public School teachers and nurses are invited to attend the hospital’s CEU and CME lectures.

QMC serves as a *clinical training site* for undergraduate and graduate-level students from the Boston College, Boston University College of Allied Health Professions, Boston University School of Medicine, Bridgewater State College, Bunker Hill Community College, Curry College, MGH Institute of Health Professions, Laboure College, Massasoit Community College, Northeastern University, Quincy College, Regis College, Simmons College, Tufts University and University of Massachusetts-Boston. Areas of education include medicine, nursing, nursing anesthesia, radiation technology, surgical technology, physical and occupational therapy and speech language pathology.

QMC Emergency Department physicians provide quality control and continuing education for *emergency medical technicians and paramedics* in Quincy and Braintree. They also provide training for Fallon Ambulance Service, which delivers emergency responder services in Quincy, Braintree, Weymouth and Milton.

4. Collaborating with area healthcare providers, city, state and local agencies, and area emergency personnel to ensure Emergency Preparedness and Disaster Readiness in our primary service area.

In FY 2006, Quincy Medical Center participating in several preparedness exercises and training opportunities to ensure that the Medical Center is in step with local, regional, statewide and national Emergency Management efforts. These activities included:

- In May 2006, QMC participate in a multi-agency natural disaster drill involving that also involved the Quincy Fire Department, Quincy Police Department and Fallon Ambulance Service.
- Three members of QMC’s Emergency Preparedness Subcommittee attended a 2-day conference sponsored by the Joint Commission on Accreditation of Healthcare Organizations on the topic of Pandemic Influenza Preparation in October 2006

- Representatives from QMC attended on the Massachusetts Department of Public Health Conference on Pandemic Influenza Response Training in June 2006 and participated in several telephone-based surge capacity drills organized by the Conference of Boston Teaching Hospitals.

Section Seven: Next Reporting Year

Looking ahead to FY 2007, Quincy Medical Center will continue to focus on providing specific community benefits program that meet the needs of our community, as detailed in this report.

As mentioned, in December 2006, Quincy Medical Center launched a new strategic plan development initiative, under the direction of a newly created Strategic Planning sub-committee of the Board of Trustees. This Committee, comprised of area business and community leaders, affiliated physicians, and hospital leadership, will establish the hospital's mission and vision for the next five years and outline the strategic focus areas for program development and measurement. The Community Benefits Plan will take its direction from the medical center's Strategic Plan.

A few new activities related to Community Benefits that are in process at this point in FY 2007 include:

- 1. Reducing cultural, linguistic and physical barriers to care in our primary service area.**
Furthering QMC's longstanding collaboration with Manet Community Health Center, in February 2007, Manet's clinic at QMC was relocated into a larger space. The expanded clinic - six examination rooms instead of four and a more spacious waiting area for patients - will allow Manet to expand its caseload at QMC. The two organizations now are working together to recruit two additional medical providers to further support the clinic.
- 2. Providing clinical programming and community health education to raise awareness of preventative healthcare, including risk factor reduction, early detection, and overall wellness.**
In honor of the American Cancer Society's Great American Smoke Out on Thursday, November 19, QMC hosted a two-week "Fresh Start" smoking cessation program to support a class of 15 people in their efforts to quit smoking. The program was lead by a certified tobacco control specialist and focused on strategies to stay smoke-free. This public program was an offshoot of QMC's Smoking Cessation Program – an outpatient program designed to offer support for recently discharged patients who decided to quit smoking during their recent hospitalization.
- 3. Responding to national healthcare workforce shortages by partnering with area educational institutions to provide advanced clinical training and opportunities to**

current healthcare workers and also to inspire and educate the next generation of healthcare workers.

In May 2007, QMC will present three \$1,000 scholarships to support current Quincy Medical Center employees who are enrolled in nursing degrees. The program – a component of QMC’s Nurses’ Appreciation Fund, is designed to recognize the compassionate care and expert skill of our caregivers by providing professional development opportunities to further enhance the advanced nursing care at QMC.

4. Collaborating with area healthcare providers, city, state and local agencies, and area emergency personnel to ensure Emergency Preparedness and Disaster Readiness in our primary service area.

Emergency management goals and objectives for FY 2007 include conducting two emergency preparedness drills with involvement of community resources and outside agencies in at least one and ensuring active participation by committee members in local, state and regional emergency management planning and training activities.

**Section Eight:
Contact Information**

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Appendix 1: Expenditures

Type	Estimated Total Expenditure for FY 2006		Approved Program Budget for FY 2007
Community Benefits Programs	1. Direct Expenses	\$1,897,196.54	
	2. Associated Expenses	\$0.00	
	3. DON Expenses	\$0.00	
	4. Employee Volunteerism	\$3,459.82	
	5. Other Leveraged Resources	\$0.00	
Community Service Programs	1. Direct Expenses	\$204,264.00	
	2. Associated Expenses	\$0.00	
	3. DON Expenses	\$0.00	
	4. Employee Volunteerism	\$1,000.00	
	5. Other Leveraged Resources	\$0.00	
Net Charity Care or Uncompensated Pool Contribution	\$669,267.00		
Corporate Sponsorships	\$14,230.00		
Total:		\$2,789,417.36	

TOTAL PATIENT CARE-RELATED EXPENSES FOR FY 2006: Not available at this time. Audit of hospital's FY 2006 financials is still in process.