

Summary Narratives

Community Benefits Mission Statement

As regards community benefits, the hospital's Mission Statement has, as one of its goals, the provision of "a formal, public, and ongoing program of community benefits, in cooperation with community individuals and organizations, to improve the health status of the public including especially the medically and economically vulnerable".

Program Organization and Management

The hospital's Board of Directors has the ultimate responsibility for implementation and review of the community benefits process, as recommended and carried out on a day-to-day basis by senior management. Assisting the hospital in this endeavor is a multi-cultural Community Accessibility Council which has been especially focused on the hospital's Diversity and Community Outreach activities. Information about community benefit programs, as well as other hospital matters, is communicated with staff in a variety of ways, including meetings and hospital publications.

Key Collaborations and Partnerships

There is no finite circle of partners or participants in a dynamic process such as this. Much, in fact, depends on the nature of the need, and the nature of the service or program which is likely to be responsive to it. Over time, the hospital has worked closely and cooperatively with a diverse group of local and state agencies and organizations in the interest of providing expanded or improved services to the citizenry. Included among them are various health and welfare organizations whose service populations are similar to those of the hospital. During this past year, the hospital was a sponsor of a healthcare forum for Western Massachusetts residents, in conjunction with Critical Mass, entitled "Confronting Healthcare Disparities".

Community Health Needs Assessment

Needs assessment is a diverse and ongoing process, and includes managers, medical staff, senior management, Board committees, and the Board of Directors, itself. The hospital maintains many data bases, and has access to those of the Massachusetts Department of Public Health and others. Among the findings are that the hospital's primary service area of about 185,000 people includes a significant number of special populations such as Hispanic/Latino, elderly, etc. and exhibits a health profile similar to those of other older, industrial communities, with higher than average morbidity.

Community Benefits Plan

The hospital's target population consists of those living within the eight cities/towns the hospital considers to be its primary service area. Since a number of the more extreme demographic and socio-economic factors and their consequential needs relate to Holyoke, however, that city is a major focus of concern. The present priorities of community education, community outreach, interpretive services, and transportation services are likely to continue into the future. Outcomes will be program-dependent.

Key Accomplishments of Reporting Year

The success of the hospital's outreach and related programs are a source of continuing satisfaction. Major accomplishments during the year included continuing grant monies from the Susan B. Komen Foundation "Amigas de Pecho/Bosom Buddies Program" which provides comprehensive support services to women, particularly Hispanic women, with a positive mammogram who are in need of assistance in order to seek follow-up treatment. Also, the continuation of the Hispanic/Latino End of Life Program, "Programa de la Partida".

Plans for Next Reporting Year

The current year, 2008, is the next reporting year, and the hospital is continuing with initiatives deemed important in the past, such as community education and community outreach. It is important not to overlook the substantial contribution which the hospital makes to the community through its many educational programs, its free diagnostic

events, and its support of community events.

Select Community Benefits Programs

Community Benefits Programs

No community benefits programs identified.

Program Type	Estimated Total Expenditures for FY2007	Approved Program Budget for 2008
Community Benefits Programs	Direct Expenses \$320,000 Associated Expenses \$5,000 Determination of Need Expenditures Not Specified Employee Volunteerism \$40,000 Other Leveraged Resources Not Specified	Not Specified <small>* Excluding expenditures that cannot be projected at the time of the report.</small>
Community Service Programs	Direct Expenses \$262,000 Associated Expenses \$5,000 Determination of Need Expenditures Not Specified Employee Volunteerism \$30,000 Other Leveraged Resources Not Specified	
Net Charity Care	\$61,272	
Corporate Sponsorships	Not Specified	
	Total Expenditures \$723,272	
Total Patient Care-Related Expenses for FY2007		\$104,305,908
Comments: None		