

### Summary Narratives

#### Community Benefits Mission Statement

The mission statement is “Patients First in Everything We Do”. Supporting the Hospital’s mission statement are five pillars upon which we build to serve our patients and community: People, Service, Quality, Financial and Growth. Within the Quality pillar is the Hospital’s Community Benefit mission: “To lead the community in improving community health status and access to care.” The goal of the 2007 Community Benefit Plan was to fulfill this mission by improving the community health status in following five (5) specific services:

- Improved Community Health Status and Access to Care
- Cardiovascular Care
- Oncology Care
- Maternal and Child Health
- Obesity and Diabetes

#### Program Organization and Management

A management team comprised of the Vice President of Administration, the Manager of Community Health and Education, and the Director of Planning and Research oversees implementation of the LGH Community Benefit Plan. The Vice President of Administration also serves as the Executive Director of the Greater Lowell Health Alliance. LGH's Community Benefit Plan is approved annually by the Hospital’s Board of Directors, as part of the Hospital's strategic plan.

#### Key Collaborations and Partnerships

In 2005, Lowell General Hospital created the Greater Lowell Health Alliance to achieve one of the Hospital’s major strategic goals to improve the health of the community. Members of the Alliance include the leadership of health and educational institutions in the Greater Lowell area, including Lowell General Hospital, Saints Medical Center, UMass Lowell, Lowell Community Health Center, Middlesex Community College, the Visiting Nurse Association of Greater Lowell, Lowell Public School Schools, and the City of Lowell.

#### Community Health Needs Assessment

LGH developed its Community Benefit Plan to address unmet community health needs identified during its annual strategic planning process. Data collected to support the Community Benefit Plan included a comprehensive inventory of programs and activities of the Hospital, its affiliates and other community health providers, as well as collection and analysis of data that profiled the health status and healthcare needs of the area population, based on:

- Healthy People 2010 National Report
- U.S. Census data
- The Health of the Merrimack Valley Report
- Patient diagnostic data
- Lowell General Hospital market research throughout the communities we serve, to assess community health care issues and unmet needs
- Requests for services
- Value of Uncompensated Services provided each year
- Patient/caregiver surveys
- Physician surveys
- Clinician reports
- Health disparities data
- Feedback from colleagues in other health care settings, coalitions, and community agencies that serve underserved / minority / poor populations and people in special need

## **Community Benefits Plan**

The goal of the Lowell General Hospital Community Benefit Plan is to lead the community in improving community health status and access to care, by focusing on following five (5) specific services:

- Improved Community Health Status and Access to Care
- Cardiovascular Care
- Oncology Care
- Maternal and Child Health
- Obesity and Diabetes

The target population served by Lowell General Hospital's Community Benefit Plan is comprised of an estimated 300,000 people residing in the hospital's primary service area towns of Lowell, Billerica, Chelmsford, Dracut, Dunstable, Tewksbury, Tyngsboro, and Westford, MA and Pelham, NH. LGH's primary service area incorporates all Massachusetts towns that make up the Greater Lowell CHNA 10 area.

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

During 2007, Lowell General Hospital contributed to reducing the rates of death and disease, increased healthy behaviors, and improved access to health services in the Greater Lowell CHNA 10 area to meet or exceed the Healthy People 2010 Goals as follows:

- Reduced coronary heart disease deaths
- Reduced overall cancer deaths
- Reduced breast cancer deaths
- Increased breastfeeding rates
- Provided a wide variety of programs and services to improve community health status and access to care, offered at LGH and its affiliates, Lowell Community Health Center and VNA of Greater Lowell.

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

LGH plans to initiate the following new programs in 2008:

- Improved Community Health Status and Access to Care - Offer Chronic Disease Self-Management Program; initiate diabetes support group in partnership with VNA; build interpreter capacity throughout Lowell.
- Cardiovascular Care - Go Red for Women; heart disease risk factor seminars; CPR and life safety; smoking cessation; Dance for Your Heart.
- Oncology Care - free prostate, oral, and skin cancer screenings; complementary services expansion
- Maternal and Child Health – breastfeeding outreach program, expanded teen parenting programs; child passenger safety programs; child safety fair; CPR and First Aid in babysitting classes; physician-led monthly parenting lectures; postnatal programs; high school-based social worker; after school nutrition/exercise program.
- Obesity and Diabetes - chronic disease self-management program; physical activities at Riverwalk; diabetes support group; pediatric weight loss program; community walking program

## **Select Community Benefits Programs**

### **Programs/Initiatives for Cardiovascular Care**

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

Lowell General Hospital sought to fulfill our mission to improve cardiovascular health in our community through a series of free education forums, CPR training, and support groups. LGH President Normand Deschene provided a leadership role, serving as Chairman of the American Heart Association's Learn and Live Lowell program

<b>Program Type</b>	Community Education
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County-Middlesex</li> <li>• <b>Health Indicator:</b>Other: Cardiac Disease, Other: Hypertension, Other: Nutrition, Other: Smoking/Tobacco, Other: Stroke</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All Adults, All Children</li> <li>• <b>Ethnic Group:</b>Asian, Black/African American, Hispanic/Latino, White</li> <li>• <b>Language:</b>English , Spanish</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• American Heart Association(<a href="http://www.heart.org">www.heart.org</a>)</li> <li>• Trinity, EMS</li> </ul>
<b>Contact Information</b>	Michelle Davis 295 Varnum Avenue Lowell, MA 01854 <a href="mailto:mdavis@lowellgeneral.org">mdavis@lowellgeneral.org</a>
<b>Detailed Description</b>	Not Specified

### Bridging the Gap

<b>Brief Description or Objective</b>	Brought a \$30,000 Interpreter training program to Lowell which included a 25-person training entitled “Bridging the Gap” to Lowell area interpreters and also provided a 10-person “Train the Trainer”.
<b>Program Type</b>	Community Participation/Capacity Building Initiative
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County-Middlesex</li> <li>• <b>Health Indicator:</b>Other: Cultural Competency</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All Adults, All Children</li> <li>• <b>Ethnic Group:</b>Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, White</li> <li>• <b>Language:</b>Cambodian , English , Portuguese , Spanish</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Lowell Community Health Center(<a href="http://www.lchealth.org">www.lchealth.org</a>)</li> <li>• VNA of Greater Lowell</li> <li>• Saints Medical Center(<a href="http://www.saintsmedical.com">www.saintsmedical.com</a>)</li> </ul>
<b>Contact Information</b>	Not Specified
<b>Detailed Description</b>	Not Specified

### Programs/Initiatives for Oncology Care

<b>Brief Description or Objective</b>	Lowell General Hospital provided dozens of education, screening, and prevention programs for community members throughout 2007
<b>Program Type</b>	Community Education, Community Participation/Capacity Building Initiative, Healthy Communities Partnership, Outreach to Underserved, Prevention, Support Group
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County-Middlesex</li> <li>• <b>Health Indicator:</b>Access to Health Care, Other: Cancer, Other: Cancer - Breast, Other: Cancer - Cervical, Other: Cancer - Colo-rectal, Other: Cancer - Lung, Other: Cancer - Multiple Myeloma, Other: Cancer - Other, Other: Cancer - Ovarian, Other: Cancer - Prostate, Other: Cancer - Skin, Tobacco Use</li> <li>• <b>Sex:</b>All</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Age Group:</b>All Adults, All Children</li> <li>• <b>Ethnic Group:</b>American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, White</li> <li>• <b>Language:</b>English</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Lowell Spinners</li> <li>• American Cancer Society</li> <li>• American Lung Association</li> <li>• Leukemia and Lymphoma Society</li> <li>• New England Coalition for Cancer Survivorship</li> <li>• American Academy of Dermatology</li> <li>• TD BankNorth</li> </ul>
<b>Contact Information</b>	<p>Meg Lemire  295 Varnum Avenue  Lowell, MA 01854  978-937-6000  <a href="mailto:mlemire@lowellgeneral.org">mlemire@lowellgeneral.org</a></p>
<b>Detailed Description</b>	Not Specified

### Programs/Initiatives for Maternal and Child Health

<b>Brief Description or Objective</b>	In 2007 The Regional Center for Maternal/Child Health provided a variety of Parent and Family educational programs with a goal to provide a healthier childbirth and child-rearing experience, and specifically to reduce infant mortality and increase the number of breastfeeding mothers
<b>Program Type</b>	Community Education, Direct Services, Healthy Communities Partnership, Outreach to Underserved, Prevention, School/Health Center Partnership
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County -Middlesex</li> <li>• <b>Health Indicator:</b>Other: Family Planning, Other: First Aid/ACLS/CPR, Other: Parenting Skills, Other: Pregnancy, Other: Uninsured/Underinsured, Overweight and Obesity, Physical Activity, Responsible Sexual Behavior</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All Adults, All Children</li> <li>• <b>Ethnic Group:</b>American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, White</li> <li>• <b>Language:</b>Cambodian , English , Portuguese , Spanish</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Lowell Police Department</li> <li>• Tufts- New England Medical Center</li> <li>• Girls, Inc.</li> <li>• Roudenbush Community Center</li> <li>• Babies R Us</li> <li>• Harvarad Vanguard</li> </ul>
<b>Contact Information</b>	<p>Michelle Davis  295 Varnum Avenue  Lowell, MA 01854  978-937-6000  <a href="mailto:mdavis@lowellgeneral.org">mdavis@lowellgeneral.org</a></p>
<b>Detailed Description</b>	Not Specified

### Programs/Initiatives for Obesity and Diabetes Care

<b>Brief Description or Objective</b>	Lowell General Hospital attacked our goal to reduce the incidence of obesity and diabetes through two major initiatives: the Healthy Weight Task Force of the Greater Lowell Health Alliance and community education programs and support groups of the Hospital's Center for Weight Management
<b>Program Type</b>	Community Education
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County -Middlesex</li> <li>• <b>Health Indicator:</b>Other: Diabetes, Other: Nutrition, Overweight and Obesity, Physical Activity</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All Adults, All Children</li> <li>• <b>Ethnic Group:</b>American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, White</li> <li>• <b>Language:</b>Cambodian , English , Portuguese , Spanish</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Lowell Rotary Club</li> <li>• YMCA of Greater Lowell</li> <li>• SIMON Pheasant Lane Mall</li> </ul>
<b>Contact Information</b>	Not Specified
<b>Detailed Description</b>	Not Specified

<b>Program Type</b>	<b>Estimated Total Expenditures for FY2007</b>	<b>Approved Program Budget for 2008</b>
Community Benefits Programs	<a href="#">Direct Expenses</a> \$370,097 <a href="#">Associated Expenses</a> \$46,182 <a href="#">Determination of Need Expenditures</a> Not Specified <a href="#">Employee Volunteerism</a> Not Specified <a href="#">Other Leveraged Resources</a> Not Specified	\$12,895,584  * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<a href="#">Direct Expenses</a> \$191,618 <a href="#">Associated Expenses</a> \$89,483 <a href="#">Determination of Need Expenditures</a> Not Specified <a href="#">Employee Volunteerism</a> \$125,745 <a href="#">Other Leveraged Resources</a> Not Specified	
Net Charity Care	\$3,200,154	
Corporate Sponsorships	\$79,170	
	<b>Total Expenditures</b> \$10,610,657	
<b>Total Patient Care-Related Expenses for FY2007</b>		<b>\$158,891,626</b>
Comments: Total Expenditures includes 6,508,208 loss on medicaid programs		