

## Signature Healthcare Brockton Hospital - FY2008

---

### Summary Narratives

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

Signature Healthcare Brockton Hospital is a community hospital which has served the broadest health needs of the region for more than a century, and is at the center of the capabilities and expertise of the modern integrated healthcare delivery system known as Signature Healthcare. At the very core of the Hospital's community focus is the commitment to care for those in greatest need. We are especially proud of our century-plus tradition of reaching out to all patients in our community, from every walk of life, regardless of their ability to pay.

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

Each year the Signature Healthcare Brockton Hospital Board of Trustees appoints a Community Benefits Advisory Committee to help determine health needs, set priorities and oversee the planning process. The Committee includes community representatives, hospital trustees and administrators, and physician and clinical leaders. They work together to address our community's most pressing and complex health challenges.

The Committee closely examines the many health care needs facing those who live in southeastern Massachusetts, gathering input from the Department of Public Health Status Indicators, internal utilization reports, the Community Health Network Area (CHNA) coalition and other sources. Using this available community data, the Committee determines priority problems and evaluates interventions beneficial to addressing the needs in the Brockton area, seeking to ensure that actions will guard against program duplication, make the best use of Signature Healthcare Brockton Hospital's resources, and build a healthier community for all.

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

American Cancer Society  
Brockton Family and Community Resources  
Brockton Housing Authority  
Brockton Neighborhood Health Center  
Brockton Visiting Nurses Association  
Hanson Printing  
HarborOne Credit Union  
Massachusetts Department of Public Health Immunization Division  
Massachusetts Rehabilitation Commission  
Old Colony YMCA, including its family service programs and shelters

#### **Community Health Needs Assessment**

Signature Healthcare Brockton Hospital received 15,014 inpatient admissions, over 63,000 emergency department visits and over 32,500 patients in its outpatient clinics. Brockton Hospital's direct care provider staff participated in more than 100 community outreach events, conducted more than 60 community educational programs and served as members of seven community task forces. Based on this experience as well as a careful review of public health data for our community, the Community Benefits Advisory Committee determined that education, screening and treatment of heart disease and breast cancer continued to be the appropriate focus of the attention for FY 08.

#### **Community Benefits Plan**

Because the health needs assessment identified such a high rate of cardiovascular disease in our community, our target population was community-wide and priorities included education, health screenings, follow-up, and helping patients manage high-risk factors through a proactive and coordinated approach to cardiac health. For breast cancer, many deaths can be prevented through increased screening and improved access to medical care. Our Women's Health Network provides free breast and cervical cancer screening services for uninsured and underinsured women.

Central to the Hospital's long-term strategy to combat disease is its continuing investment in state-of-the-art facilities and equipment. Frequent reviews of detailed patient records help measure and evaluate patient outcomes. Staff look for trends and assess treatment progress, and then make adjustments in care plans as necessary. We utilize national studies (Joint Commission, etc.) to measure Hospital performance against national standards and trends.

### Key Accomplishments of Reporting Year

In 2008, Signature Healthcare Brockton Hospital received Premier Healthcare Alliance's Premier Award for Quality – one of 27 winners out of more than 3,800 eligible hospitals nationwide. The award recognizes outstanding patient care and clinical excellence nationwide and places Brockton Hospital in the top 1% of all acute care hospitals.

To provide the best community care, we set ourselves apart from other regional hospitals and medical practices through use of technology. System-wide electronic medical records connect all Signature Healthcare system providers, ensuring every patient's up-to-date records are immediately available to every provider they see. In addition, the hospital maintains partnerships bringing in the very best equipment for treatment and analysis, including a 64-slice CT scanner, giving physicians the ability to see more anatomical detail in only a fraction of the time, 16-slice CT scanner, advanced 3D digital ultrasound imaging equipment, breast MRI and advanced radiation therapy.

### Plans for Next Reporting Year

Signature Healthcare Brockton Hospital will continue to honor its historic mission as the community hospital for the region, providing health and wellness services targeted specifically to the needs of the underserved populations of our city. In addition, key emphasis will be placed on educating and assisting uninsured and underinsured individuals about new health insurance products available as part of Massachusetts' historic health reform effort.

### Select Community Benefits Programs

#### Perinatology Services

<b>Brief Description or Objective</b>	We offer on-site Perinatology Services for high-risk pregnancies and deliveries previously have been transferred to a tertiary center. The clinic operates 2.5 days with 25 to 35 patients being seen at each full session. Perinatologists provide 24-hour-a-day consults for all Signature Healthcare Brockton Hospital obstetricians.
<b>Program Type</b>	Direct Services
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> County-Plymouth</li> <li>• <b>Health Indicator:</b> Other: Pregnancy</li> <li>• <b>Sex:</b> Female</li> <li>• <b>Age Group:</b> All Adults</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> Not Specified</li> </ul>
<b>Partners</b>	Not Specified
<b>Contact Information</b>	Not Specified
<b>Detailed Description</b>	Not Specified

#### Medical Clinics

<b>Brief Description or Objective</b>	Signature Healthcare Brockton Hospital operates 20 primary and specialty care clinics, a level of medical care typical of teaching hospitals rather than community-
---------------------------------------	---

based facilities. It is the only health care provider in southeastern Massachusetts to operate both primary care and specialty care clinics.

**Program Type**

Direct Services

**Target Population**

- **Regions Served:**County-Plymouth
- **Health Indicator:**Access to Health Care, Other: Uninsured/Underinsured
- **Sex:**All
- **Age Group:**All
- **Ethnic Group:**All
- **Language:**Not Specified

**Partners**

Not Specified

**Contact Information**

Not Specified

**Detailed Description**

Not Specified

**Women's Health Network/ Men's Health Partnership Care Coordination**

**Brief Description or Objective**

Emphasizes the importance of preventative healthcare while focusing on comprehensive, accessible, and culturally competent care for vulnerable populations (low-income, age 40-64). In addition to coordinating health screenings the program supports patient navigation, case management, risk reduction education, chronic disease self management and lifestyle intervention services.

**Program Type**

Community Education

**Target Population**

- **Regions Served:**Not Specified
- **Health Indicator:**Not Specified
- **Sex:**Not Specified
- **Age Group:**Not Specified
- **Ethnic Group:**Not Specified
- **Language:**Not Specified

**Partners**

Not Specified

**Contact Information**

Not Specified

**Detailed Description**

Not Specified

**Interpreter Services**

**Brief Description or Objective**

Staff of interpreters who speak Spanish, Portuguese and Cape Verdean. Hospital interpreters assisted in 33,221 interactions with patients and visitors in FY 08. Services are available 24/7. Round-the-clock access to the AT&T Language Line is also available, offering services for 130+ languages.

**Program Type**

Direct Services

**Target Population**

- **Regions Served:**Not Specified
- **Health Indicator:**Not Specified
- **Sex:**Not Specified
- **Age Group:**Not Specified
- **Ethnic Group:**Not Specified
- **Language:**Not Specified

**Partners**

Not Specified

**Contact Information**

Not Specified

**Detailed Description** Not Specified

**Better Beginnings**

**Brief Description or Objective** Signature Healthcare Brockton Hospital created the Better Beginnings program using multicultural advocates to educate women about the importance of early and adequate prenatal care. Advocates provide education and information about immunization schedules, breastfeeding, lead, child safety, pregnancy prevention, substance abuse, HIV, AIDS and STDs.

**Program Type** Support Group

**Target Population**

- **Regions Served:**County -Plymouth
- **Health Indicator:**Other: Child Care, Other: Family Planning, Other: Lead Poisoning, Other: Parenting Skills, Other: Pregnancy, Other: Sexually Transmitted Diseases, Other: Uninsured/Underinsured, Responsible Sexual Behavior
- **Sex:**Female
- **Age Group:**Adult, Adult-Young, Child-Teen
- **Ethnic Group:**All
- **Language:**Not Specified

**Partners** Not Specified

**Contact Information** Not Specified

**Detailed Description** Not Specified

Program Type	Estimated Total Expenditures for FY2008	Approved Program Budget for 2009
Community Benefits Programs	<a href="#">Direct Expenses</a> \$309,654 <a href="#">Associated Expenses</a> \$12,500 <a href="#">Determination of Need Expenditures</a> \$0 <a href="#">Employee Volunteerism</a> \$0 <a href="#">Other Leveraged Resources</a> \$0	Not Specified  * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<a href="#">Direct Expenses</a> \$905,654 <a href="#">Associated Expenses</a> \$93,277 <a href="#">Determination of Need Expenditures</a> \$0 <a href="#">Employee Volunteerism</a> \$210,000 <a href="#">Other Leveraged Resources</a> \$50,000	
Net Charity Care	\$1,119,564	
Corporate Sponsorships	\$60,253	
	<b>Total Expenditures</b> \$2,760,902	
<b>Total Patient Care-Related Expenses for FY2008</b>		\$180,047,270
Comments: None		

