



**FY 2008
REPORT TO THE ATTORNEY GENERAL**

**TUFTS MEDICAL CENTER
Community Health Improvement Programs
800 Washington Street, Box 116
Boston, MA 02111**

TABLE OF CONTENTS

Mission Statement..... 3

Internal Oversight and Management of Community Benefits Program..... 3

Community Health Needs Assessments 4

Neighborhood profile: Chinatown 4

Neighborhood profile: Dorchester 5

Neighborhood profile: South Boston 5

Community Participation..... 5

The Community Benefits Plan..... 6

Major Community Benefits Program 7

Community Service and Workforce Development efforts 12

EXPENDITURES 14

Attachment A: Board of Governors’ Committee on Community Outreach..... 16

Attachment B: Asian Health Initiative Advisory Committee 17

Attachment C: Dorchester Health Initiative Advisory Committee..... 18

Attachment D: Demographic Information 19

Attachment E: Diabetes Related Community Benefits Projects 20

Mission Statement

Summary: Tufts Medical Center traces its history to 1796 when Boston residents such as Paul Revere and Oliver Wendell Holmes established the Boston Dispensary to provide the City's needy and poor with quality medical care. Tufts Medical Center continues its more than 200 plus year tradition of providing quality medical care to residents of Boston, Greater Boston, and beyond. The hospital is recognized for its high quality patient-centered care, its staff of nationally and internationally recognized medical care providers and researchers, and its history as one of the region's top academic medical centers. Tufts Medical Center includes the Floating Hospital for Children.

The hospital's mission statement reflects its history and continuing commitment to meeting the needs of all its patients:

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.

Approval of governing body: Tufts Medical Center's Board of Governors established a standing committee, the Board Committee on Community Outreach, to provide governance for the community benefits planning process. This committee is comprised of Tufts Medical Center Governors, many of who are community leaders, who are charged with the responsibility of fulfilling the hospital's Community Health Mission:

To define the role and responsibility of Tufts Medical Center in supporting and sustaining the health and well-being of residents in communities that have historic or developing relationships with Tufts Medical Center, and

To provide leadership for academic medical centers in the creation of a model that implements a long term community health agenda.

Internal Oversight and Management of Community Benefits Program

The Senior Vice President for Strategic Services has oversight responsibilities for the community benefits program and reports to the CEO, along with the Director of Community Health Improvement Programs, and to the Board Committee on Community Outreach and ensures that the development and implementation of all community benefits programming is shared with and involves the hospital's senior leadership.

The office for Community Health Improvement Programs (formerly "The Office of Community Health Programs") was established in 1992 by the Board of Governors to meet the emerging health needs of an ever increasing and diverse patient population and to develop, implement and coordinate strategies to address public health concerns and disease prevention within the hospital's service communities. Its Director reports to the Senior Vice President for Strategic

Services, and they, as the senior management and leadership team, establish the relationships and collaborations within the hospital, with the respective communities and collegial organizations to maintain or improve the health of community members and patients.

Community Health Needs Assessments

Tufts Medical Center conducts regular community health needs assessments to develop appropriate priorities for its community benefits programming. The needs assessments include review of public health data available from the Massachusetts Department of Public Health (DPH) and more importantly, from the Boston Public Health Commission (BPHC) and its regular reports on the health of the city and the health of individual neighborhoods. These data are reviewed with community members, service providers, and other key informants who serve on Advisory Committees that guide particular community benefits efforts such as the Asian Health Initiative and Dorchester Health Initiative. The combination of statistical data and data from key informants help to identify priorities that reflect real needs as well as community members' assessments and perceptions of issues and needs which guide the targeting of resources and programming.

Tufts Medical Center is an active member in a number of collaborative efforts where the exchange of information helps to complement data obtained through various sources. Among the major community collaborations that lend themselves to supporting community health needs assessments are The Chinatown Coalition (a Healthy Boston Initiative coalition), Chinatown Safety Committee, and the Boston Alliance for Community Health (Community Health Network Areas 19).

Neighborhood profile: Chinatown

Boston's Chinatown is the smallest of the City's neighborhoods and is located in Downtown Boston near major transportation nodes for north-south, east west automotive travel (I-93 and I-90), train and bus travel, and the City's downtown retail, financial and theater districts. Its 42 acres include a robust residential, economic and service hub for Greater Boston's Chinese and Asian community. The 2000 U.S. Census indicates that over 9,100 people live in Chinatown, making it one of the most densely populated neighborhoods in the City of Boston. It is a community where approximately 35% of the residents describe themselves as speaking English "not well" or "not at all", and where the percentage of the population over the age of 65 is approximately 19% and is disproportionately low-income.

Health data for Chinatown is integrated into the neighborhood report for the "Downtown", which includes Beacon Hill, Leather District, and Financial District, making it difficult to easily identify health trends and issues for Chinatown itself. Due to limited housing stock and homeownership opportunities and other reasons, dispersion to other neighborhoods and surrounding communities was inevitable. Consequently, it was important that BPHC was able to collect citywide health data for Asians in Boston. The most recent report illustrates that health issues such as cancer, heart disease and stroke, are particular concerns.

All of this data, along with input from advisory committee members, identified the priorities for the hospital's Asian Health Initiative in 2007 and guided the emphases and funding for the three year grant-making process.

Neighborhood profile: Dorchester

North and South Dorchester are among the largest neighborhoods in Boston and reflect economic, linguistic and cultural diversity. Together they have a population of over 128,000 residents, or approximately 20% of the city's population. Census data indicates that 30% of the population is under the age of 17, and 32% were between the ages of 25 and 44. Health data from the BPHC in 2007 indicated that it had the highest birth and infant mortality rates, a high incidence of violence related injuries and the second highest homicide rate among Boston neighborhoods, a high asthma hospitalization rate among children under the age of 5, and 50% of the adult population considered as obese or overweight. These health issues were identified as high priorities for the hospital's Dorchester Health Initiative in 2007 and its three-year funding cycle.

Neighborhood profile: South Boston

South Boston is a community of approximately 30,000 residents and is a neighborhood in transition. Historically considered a family, working-class community, with a significant number of public housing developments, there has been a flurry of new construction and conversions of multi-family housing to condominiums priced beyond the means of many families.

Health data for the neighborhood in the 2006 BPHC report on the "Health of South Boston" and the "The Health of Boston 2007" identified high rates of alcohol and drug abuse and the highest mortality rate associated with substance abuse. The incidence of low birth rates was 8.5%. South Boston's health education and public health issues are addressed through multiple programs established by Tufts Medical Center.

Boston's diverse Asian community has continued to grow and is dispersed throughout the city's many neighborhoods. To ensure that the Medical Center continues to meet the healthcare needs of the growing Asian population, the Asian Access Initiative was launched in Fiscal Year (FY) 2008. Over 40 community leaders and health care providers were interviewed to assess the community's perceptions about access to care, the quality of care at the Medical Center, and pressing health concerns. The information provided by these key informants contributed to senior management's retreat and strategic planning efforts to better address the medical, linguistic and cultural needs of Asian patients.

Community Participation

Tufts Medical Center values community participation in evaluating its services, in the development of programming to ensure that the hospital fulfills its mission of providing quality, patient-focused care, and supporting the good health of community members in Chinatown, Dorchester and South Boston, the three communities where there have been long-standing relationships.

Community members, included in the Board of Governors Community Outreach Committee that oversees the hospital's community benefits programming, lend their insights, knowledge and

advocacy to support the hospital's mission and commitment to community collaborations to address community health needs.

Advisory Committees have been established and are actively engaged in setting the priorities for funding and evaluation of both the Asian Health and Dorchester Health Initiatives. Community members and advocates represent 70% of the membership of the Asian Health Initiative's Advisory Committee and 64% of the Dorchester Health Initiative's Advisory Committee. The remainder of committee members consists of hospital staff, a representative from the Board of Governors, and government officials.

The Medical Center also takes a proactive approach and participates in numerous community collaborations with community-based organizations and providers. Its participation and leadership within these groups helps to continually inform the community benefits plan by complementing the data collected by the BPHC, the DPH and many other agencies.

As mentioned in the Community Health Needs Assessment section, the Medical Center participates in numerous community collaborations that reflect broad membership, including community-based human service providers or businesses, community members, law enforcement and other government representatives.

The Community Benefits Plan

Tufts Medical Center's Community Benefits Plan focuses on three broad areas:

- Identifying opportunities for public health related collaborations within the communities we serve
- Increasing the Medical Center's capacity to be user friendly to all patients and visitors
- Creating partnerships with community health centers for capacity building

Tufts Medical Center has established relationships with a wide range of community-based organizations that serve diverse constituents in order to identify opportunities to not only partner, develop, and implement programming that address the health issues, but to do so in a collaborative way, and in a manner that builds capacity within the community organizations to help meet the health needs of the community.

The hospital has developed three direct grant initiatives that support public health efforts. All of the services are implemented by human service agencies and community health centers and advance our goals of sustaining or improving the health of the communities we all serve. Whenever appropriate, direct links are established between the programs funded by the initiatives and the Medical Center's clinical work.

The three grant initiatives are the Parent-to-Parent Program, Asian Health Initiative and Dorchester Health Initiative.

To increase the hospital's capacity to be user friendly and to ensure access to medical care, there has been a long-standing commitment to increase cultural competency among our providers and to remove language barriers. Our working definition of cultural competency is:

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.

To help achieve our goal of being user friendly, culturally and linguistically accessible staff recruitment efforts have been reviewed and opportunities are being explored to redesign them to reach out to potential new staff and clinicians who reflect the linguistic and cultural backgrounds of patients. A set of educational programs has been developed and is offered by the Human Resources Department for new staff and clinicians to introduce them to the cultures of the patients we serve. Training is available to all employees (which includes board members, physicians, volunteers, and others – including contractors and vendors who have direct patient contact) on cultural differences, with special training provided to residents and other clinical staff.

The hospital continues to be a leader in providing oral and written translations. The Interpreter Services Department staff can assist patients in 37 languages.

Another priority of the Medical Center is to build the capacity of community health centers to serve their patients, and/or the health center itself, more effectively or appropriately and to improve the overall health status of their patient population. Tufts Medical Center continues to work with three health centers to support this goal through annual financial support for community events, programming, operating support, and/or patient transportation. The partnerships include South Boston Community Health Center, Manet Community Health Center, and Neponset Health Center.

Major Community Benefits Program

Three direct grant initiatives support community-based programs that address a wide range of health concerns and racial and ethnic disparities. These include the Parent-to-Parent Program, Asian Health Initiative and Dorchester Health Initiative.

The **Parent-to-Parent** (P2P) program began as a workforce development initiative in 1992 to address the high infant mortality rate and/or high incidence of low birth rates in city neighborhoods such as Dorchester. The project has evolved over 17 years to a direct grant program that supports outreach workers in 8 community sites to work within their neighborhoods to engage expectant moms in early pre-natal care and other services to ensure a healthy pregnancy and healthy baby. Outreach workers also provide case management to help patients with the coordination of appointments, accessing workshops on nutrition, early childhood development, safety and other topics. Case management also helps expectant moms to access housing assistance, financial assistance, health care coverage and address a myriad of other issues including job training and child care. Six of the 8 sites are located in Dorchester where

the data shows that the infant mortality and low birth rates continue to be higher than the city-wide average.

The eight P2P program sites are: Boston Asian: Youth Essential Service, Codman Square Health Center, Dorchester House Multi-Service Center, Geiger Gibson Community Health Center, Harvard Street Neighborhood Health Center, Manet Community Health Center, Neponset Health Center, and Uphams Corner Health Center. Together the 8 sites achieved the following outcomes in FY 2008:

<i>Total Patients Served</i>	<i>New Patients</i>	<i>Total Deliveries</i>	<i>Healthy Babies</i>	<i>% of Healthy Babies</i>
4815	904	640	610	95%

The **Asian Health Initiative** (AHI) is the oldest of the direct-grant initiatives and is designed to provide multi-year funding to community-based organizations which introduce direct services or health education activities to improve the health of their constituents. The AHI seeks to address health disparities in the Chinatown community as a result of barriers such as language, culture, lack of insurance and low incomes.

In FY 2008, AHI was both completing a three-year cycle of programming and beginning a new three year cycle of funding. The array of services provided during this year ranged from regular health columns in the region’s only bilingual Chinese-English newspaper, youth development and violence prevention, family support services, hepatitis B prevention, senior care helpline, increasing breastfeeding among Asian mothers, improving teen health, chronic disease/health management, mental health education (through electronic media), and assessing the needs of children and youth who have experienced family violence.

The grantees in FY 2008 included: Asian American Civic Association/Sampan, Asian Spectrum, Asian Task Force Against Domestic Violence, Boston Asian: Youth Essential Service, Boston Chinatown Neighborhood Center, Greater Boston Chinese Golden Age Center, Hepatitis B Initiative, South Cove Community Health Center, and the Wang YMCA. Their total impact was 40,300 community members served; 3,200 of the beneficiaries were Chinatown residents, 21,500 were residents of other Boston neighborhoods, and 15,300 were non-Boston residents.

The **Dorchester Health Initiative** (DHI) began its second three-year cycle of programming in FY 2008. Four of the five grantees proposed program activities to address the sudden spike in youth violence during the summer of 2007. The four grantees have taken different approaches to reduce the violence by providing opportunities for alternative, positive activities, activities to build skills and resiliency to avoid being drawn into risky behaviors including violent actions, or build the skills, knowledge, and opportunities to help formulate solutions to the problems that promulgate violence. The four youth oriented programs are: Bird Street Community Center, Neponset Health Center, Project R.I.G.H.T. and the Vietnamese American Civic Association. Together these four grantees engage 2,226 aged 10 and above, in a wide array of activities designed to reduce and prevent violence.

The fifth DHI grantee, Kit Clark Senior Services has introduced the program Fit-4-Life program to help seniors living in the sub-neighborhood of Fields Corner to reduce the incidence of obesity and its consequences.

Service impact of the grant funded initiatives: 47,480

<i>Name</i>	<i>Neighborhood(s) Served</i>	<i>Number Impacted</i>
P2P	Dorchester/Chinatown/Quincy	4,815
AHI*	Chinatown/Boston/Beyond	40,330
DHI	Dorchester	2,335

* the service levels for AHI in FY 2008 reflect the overlap of two program years and includes one project that conducts health education through the print media; AHI's funding and program cycle follows the calendar year versus the hospital's fiscal year.

Health center support. Another major community benefit program is the financial support offered to community health centers such as South Boston Community Health Center, Manet Community Health Center and Neponset Health Center to build their respective capacities to address specific community health needs.

In South Boston, the health center has directed its support to two critical health issues, (1) creating a Pediatric Asthma Registry as the first step in reducing the rate of pediatric asthma hospitalizations and the impact that has on the community, and (2) reducing the level of substance abuse among the community's youth.

The Manet Community Health Center is located in the City of Quincy and receives support from Tufts Medical Center because of the significant growth of the City's Asian community and overall increase in patients from Quincy. Between the 1990 and 2000 U.S. Census, Quincy experienced more than a 300% increase in its Asian population, which has continued to grow for a variety of reasons including proximity to Downtown Boston, availability of back office jobs at financial institutions, access to public transportation and affordable multi-family housing.

Manet has directed its support to four areas of programming all designed to improve access to care for its patient population which is increasingly more diverse linguistically, ethnically, and culturally. Disease awareness and prevention, immunization and vaccinations, and general health education and promotion are efforts to promote access through better understanding of the American preventative health care model.

Neponset Health Center has elected to dedicate the hospital's financial support to enhancing its capacity to reduce the incidence of low birth weights and infant mortality in its sub-neighborhood of Dorchester. Neponset integrates the OB/GYN efforts with its Parent-to-Parent program to create a set of wrap-around services to help pregnant women obtain the pre-natal care and support services they need to ensure a healthy pregnancy and healthy baby and good post-partum care.

Medical departments are constantly monitoring their patients to determine ways to contribute to health maintenance, disease prevention, early diagnosis, and chronic disease management. Many of the Medical Center's departments have developed and initiated specific health screenings related to the area of their concern and expertise and work with community groups or with Community Health Improvement Programs staff to support each other's efforts and commitment to the hospital's mission. Some health screenings have reflected the needs of specific patient groups, either by age or the prevalence of a particular disease.

Clinical services have responded to the needs of particular patient populations and when the demand is significant, hospital resources are used to institute culturally and linguistically appropriate services to meet patients' needs. Continuing efforts, screenings and on-going programs and services, include:

- Endocrinology and Lipid Division –Diabetes Screening
- General Medicine – Patient Home Care Program
- Nephrology – Kidney Early Evaluation Program
- Ophthalmology/Eye Center – Eye Screenings
- Otolaryngology – Early Detection of Nasopharyngeal Cancer
- General Pediatrics – Asian Clinical Services
- General Pediatrics – Asthma Prevention and Management Initiative
- General Pediatrics – Opioid Dependence Treatment Program
- Hepatology and Phlebotomy – blood pressure and hepatitis B screening
- Interpreter Services – Medical Translation Services for Patients
- Nephrology – Education and Screening Efforts
- Obesity Consult Center - BMI and blood pressure screening
- Obstetrics and Gynecology – Asian Access
- Obstetrics and Gynecology – Women's Health
- Pediatrics – Continuity Care
- Psychiatry – Asian Psychiatry
- Psychiatry – Asian Community Rehabilitation and Support Program
- Psychiatry – South Boston Behavioral Health Clinic
- Social Services – Asian Access Program
- Trauma Registry – blood pressure screening

New initiatives were introduced for Fiscal Year 2008 and responded to identified health needs or risks for the Medical Center's service communities:

- Audiology and Speech-Language Pathology and Pratt Otolaryngology Associates – screening and education on hearing loss, speech delays and swallowing disorders
- Emergency Department – Maternal health for teen mothers from Quincy Public Schools
- General Medicine: Patient Centered Medical Home Initiative for Diabetes Medical Adherence
- General Pediatrics – Priority: Adolescent Obesity Prevention and Counseling
- Trauma/Surgery – Fall Prevention

Several community benefit efforts to note: Interpreter Services and Asian Access Program. Interpreter Services continues its important role in helping limited English proficient patients with their medical appointments. In FY 2008 Interpreter Services received 48,565 requests for assistance for medical interpreting. The Asian Access Program continues to provide patient navigator services, and assistance in obtaining insurance or other resources related to patients' hospital care. Over 9,000 patients were served through individual and group activities, including 8,000 individuals who received assistance in applying for Commonwealth Cares.

Research: Tufts Medical Center is a well-established and well-regarded academic medical institution and as such is engaged in many medical research projects. Three projects illustrate the commitment to generating community benefits. These were undertaken by:

- Center for Evaluation and Value of Risk in Health
- Tufts Medical Center Cancer Center
- Tufts Clinical and Translational Science Institute

The Center for Evaluation and Value of Risk in Health has established the Cost Effectiveness Analysis (CEA) Registry a unique database that contains information on cost utility analyses. The health related CEAs estimate resources used and the health benefits (effects) achieved for an intervention compared to an alternative treatment strategy and accounts for changes in both longevity and quality of life. The Registry is used by decision makers to target resources to improve health, healthcare resource allocations and move the field towards the use of standard methodologies. Users of the Registry include academics, medical practitioners/decision-makers, policy makers and non-profit organizations.

The hospital's Cancer Center has continued its "Community Partnerships and Elimination of Health Disparities" initiative. The initiative has been established to design and implement projects that impact underserved minority communities. Among the mini-projects that it has undertaken are:

1. Asian Outreach Project 1: to identify experiences, attitudes and priorities regarding cancer in the Asian American community. The goal of this project is to disseminate results from focus groups to inform the development of new and improved services for the Asian American community on cancer prevention, detection and treatment.
2. Asian Outreach Project 2: to increase awareness of hepatitis C and B infection and their consequences and collaborate with other academic hospitals to jointly sponsor Asian Cancer Awareness Day.
3. Clinical Trial Research Education Project to help members of the Asian American community learn about the opportunities and potential benefits of participating in clinical trials.

The Tufts Clinical and Translational Science Institute (CTSI) received a National Institutes for Health Clinical and Translational Science Award to work with healthcare organizations, community and industry groups to "turn groundbreaking laboratory research into widely-used treatments for patients in a faster, more productive manner." The community engagement effort will foster collaborations between the general lay community, community-based organizations,

the clinical practice community and the academic community to train pediatricians for work in under-served communities.

Tufts Medical Center encourages and supports a wide array of community service activities. These include participation in, or financial support of outreach events/health fairs, workforce development efforts and corporate sponsorships which also reflect support for community and capacity building.

Community Service and Workforce Development efforts include:

<i>Program Name</i>	<i>Activity/Focus</i>	<i>No. Served</i>
Workplace Education	ESOL/GED program for Hospitality Staff	34
Certificate Training Collaboration	Externship program for trainees enrolled with local job trainers	160
Healthy Eating	Human Resources' collaboration with Black Achievers' to foster exploration of medical career opportunities and choosing healthy eating habits	18
Summer Internships	Paid employment for summer interns	9
Early Childhood Injury Programs	Kiwanis Programs about Bike and Family Safety, Injury Prevention	15,725
Pediatric Safety Fair	Sessions on bullying, substance abuse prevention, sun safety, child safety	580
CHIP Outreach Events	Neighborhood health fairs to inform attendees of services available, promote healthy habits, emergency preparedness planning	1,575
Transportation	Complimentary shuttle service to and from appointments	500
Parking*	For two Chinatown churches and one mid-sized community-owned business	280

* The Chinatown community serves as a social, familial, economic, service, educational and spiritual hub for many Asians living in the Greater Boston area. The Medical Center makes parking available 52 weeks a year to support the community's continuing vitality.

Corporate sponsorships: In FY 2008 Tufts Medical Center provided programmatic support, sponsorships, and/or participated in events with the following community-based organizations:

<p>American Heart Association Asian American Civic Association Asian American Commission Asian American Resource Workshop Asian Community Development Corporation Asian Spectrum Asian Task Force Against Domestic Violence ASPIRE Benevolent Asian Jade Society of New England Bird Street Community Center Boston Asian: Youth Essential Service Boston Center for Community and Justice Boston Chinatown Neighborhood Center Boston Shines Brockton Hospital/Signature Health Bruins' Wives Carnival Canton Music Club Association Chinatown August Moon Festival Chinatown Main Streets Program Chinese Consolidated Benevolent Association Chinese Historical Society of New England Chinese Progressive Association Chinese Women's Association of New England COBTH State House Health Fair Colonel Daniel Marr Boys and Girls Club Codman Square Health Center Dorchester Health and Wellness Fair Dorchester House Multi-Service Center Geiger Gibson Health Center Greater Boston Chinese Golden Age Center Gung Ho Club Harry H. Dow Memorial Legal Assistance Fund Harvard Street Community Health Center Health Care for All</p>	<p>Jewish Vocational Services Josiah Quincy Elementary School Josiah Quincy Upper School Kit Clark Senior Services Kwong Kow Chinese School La Alianza Hispana Health Fair Manet Community Health Center Massachusetts Association for Mental Health Massachusetts League of Community Health Ctrs. Massachusetts Women's Political Caucus Mayor's Office of New Bostonians Metropolitan EMS Council National Association of Asian American Professionals - Boston Neponset Health Center Oak Street Fair Organization of Chinese Americans Project R.I.G.H.T. Quincy Asian Resources, Inc. Quincy August Moon Festival Quincy New Year Festival Saint Boniface Haiti Foundation South Boston Community Health Center South Cove Nursing Manor South Cove Community Health Center Stepping Out with Sinai The Chinatown Coalition The New England Center for Children Women's Auxiliary of Hebrew Senior Life United Way of Mass Bay and Merrimack Valley Uphams Corner Health Center Vietnamese American Civic Association Walk Boston Wang YMCA of Chinatown</p>
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EXPENDITURES

TYPE	ESTIMATED TOTAL EXPENDITURES FOR 2008	APPROVED PROGRAM BUDGET FOR 2008
COMMUNITY BENEFITS PROGRAMS	(1) Direct Expenses - \$ 4,008,811	\$ 9,799,373
	(2) Associated Expenses	
	(3) Determination of Need Expenditures \$ 15,000	
	(4) Employee Volunteerism – n/avail.	
	(5) Other Leveraged Resources – \$ 550,389	
COMMUNITY SERVICE PROGRAMS	(1) Direct Expenses - \$ 22,350	
	(2) Associated Expenses	
	(3) Determination of need Expenditures	
	(4) Employee Volunteerism – n/avail.	
	(5) Other Leveraged Resources – \$ 26,375	
NET CHARITY CARE	\$ 4,947,263	
CORPORATE SPONSORSHIPS	\$ 229,185	
	TOTAL: \$ 9,799,373	

<p>[Hospitals]: TOTAL PATIENT CARE-RELATED EXPENSES FOR 2008: \$525,782,432</p> <p>[HMOs]: MASSACHUSETTS PLAN MEMBERS [#] [FOR PROFIT/NOT-FOR-PROFIT]</p>

On an annual basis, the physician groups at Tufts Medical Center provide free services to those with limited financial resources. 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 costs of providing these services, in fiscal year 2008, the physician groups at Tufts Medical Center incurred \$2.523 million in bad debt write-offs and \$2.854 million in free care.

Total Charity Care:

a. N/A	In unreimbursed Medicare Services
b. \$ 8,085,744	In unreimbursed MassHealth Services
c. 3,364,737	In unreimbursed Health Safety Net Services
d. 390,354	In services that are written off as part of internal financial assistance
e. 4,947,263	Total payment made to fund the Health Safety Net
f. 276,887	Payment to cover operational assessment of Div. Health Financing & Policy
g. \$17,064,985	TOTAL Charity Care

The plan for Fiscal Year 2009 will include maintaining all current efforts and initiating an effort to better evaluate the impact of community benefit initiatives. This effort may involve colleagues and students from Tufts University's School of Public Health and focus on the data that is being collected, analysis of the available data and establishing more appropriate indicators for the respective initiatives.

Contact information:

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Attachment A: Board of Governors' Committee on Community Outreach

Margaret Brown, Co-Chair Skadden, Arps, Slate, Meagher & Flom, LLP* Nahant, MA**	Eileen Casal, Co-Chair Teradyne, Inc.* Boston, MA**
Ruth Bramson Girl Scouts of Eastern Mass* Dover, MA**	Peter Read PRC Consulting* Boston, MA**
Phil Conti, DMD Private Practice* Malden, MA**	Melissa Cleveland Slame Greenwich, CT**
Stanley Goldstein Sleep Health Centers, LLC* Newton, MA**	Tana Tselepis Holland & Co., LLP* Malden, MA**
Mary Mahony Author Belmont, MA**	Lila Wolff Retired Registered Nurse Wellesley, MA**
Ruth Moy Greater Boston Chinese Golden Age Center* Boston, MA**	Bak Fun Wong, EdD Josiah Quincy Upper School* Boston, MA**

* Denotes affiliation

** Denotes town/city of residency

Tufts Medical Center Liaisons (all Boston residents):

Sherry Dong Director, Community Health Improvement Programs

Malisa Brown Director, Government Affairs

Steve Perna Donor Relations Coordinator

Attachment B: Asian Health Initiative Advisory Committee

<p>Li Chen Administrator South Cove Manor Nursing Home 120 Shawmut Avenue Boston, MA</p>	<p>Mary Chin Director of Social Work Boston Medical Center One Boston Medical Center Place Behavioral Health Sciences, Dowling 8 Boston, MA</p>
<p>Eugene Welch Executive Director South Cove Community Health Center 145 South Street Boston, MA</p>	<p>Marie Moy Chinatown Residents Association c/o BCNC 885 Washington Street Boston, MA</p>
<p>Ruth Moy Executive Director Greater Boston Chinese Golden Age Center 75 Kneeland Street Boston, MA</p>	<p>Beverly Wing The Chinatown Coalition c/o Boston Chinese Evangelical Church 237 Harrison Avenue Boston, MA</p>
<p>Stanley Goldstein Board of Governors' Committee on Community Outreach Newton, MA</p>	<p>Deborah Joelson Senior Vice President Tufts Medical Center 800 Washington Street – Box 470 Boston, MA</p>
<p>Meghan Patterson Director, Disparities Project Boston Public Health Commission 1010 Massachusetts Avenue Boston, MA</p>	

Staff:

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Attachment C: Dorchester Health Initiative Advisory Committee

<p>Joel Abrams Executive Director Dorchester House Multi-Service Center 1353 Dorchester Avenue Dorchester, MA</p>	<p>Dan Driscoll Chief Executive Officer Harbor Health Services, Inc. 398 Neponset Avenue Dorchester, MA</p>	<p>Lauren Smyth Mayor's Office Of Neighborhood Services Room 708 - City Hall One City Hall Square Boston, MA</p>
<p>Noemia Monteiro Family Cooperative Coordinator Dorchester Cares 8 Folsom Street Dorchester, MA</p>	<p>Erdine Haltiwanger New Born Medicine Tufts Medical Center 800 Washington St - Box 044 Boston, MA</p>	<p>Maud Hurd Link Team Leader Codman Square/Four Corners Alliance for Community Health 622 Washington Street Dorchester, MA</p>
<p>Jamiese Martin Franklin Field CHNA 895 Blue Hill Ave Dorchester, MA</p>	<p>Lisa Levine Chief Operating Officer Health Services Partnership 1452 Dorchester Avenue Dorchester MA</p>	<p>Meghan Patterson, MPH Director, Disparities Project Boston Public Health Commission 1010 Massachusetts Avenue Boston, MA</p>
<p>Mary Mahony Board of Governors' Committee on Community Outreach Belmont, MA</p>	<p>Linda Shepherd Department of Public Health 10 Malcom X Blvd – G1 Roxbury, MA</p>	<p>Deborah Joelson Senior Vice President Tufts Medical Center 800 Washington St. – Box 470 Boston, MA</p>

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Attachment D: Demographic Information

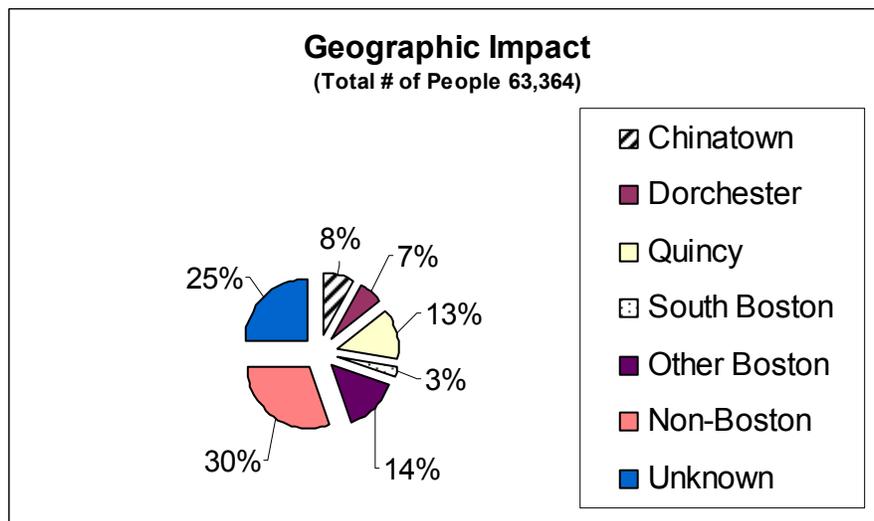
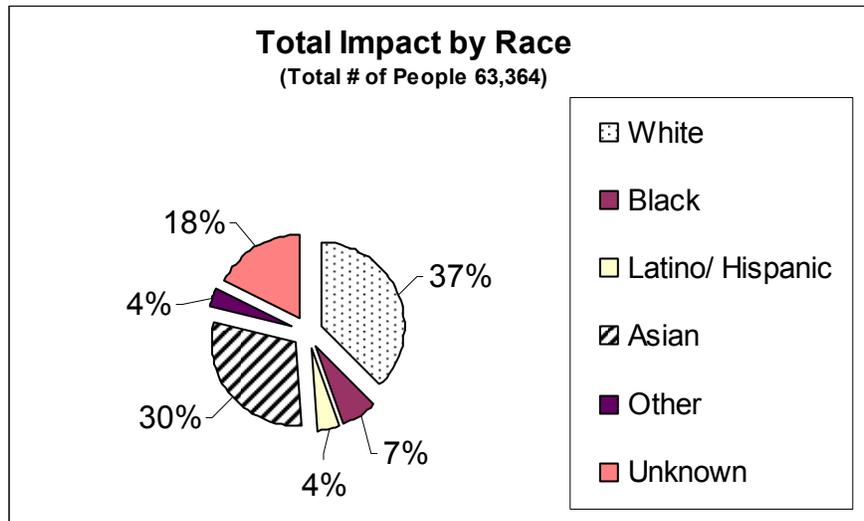
Complete demographic information for the populations served/was not provided by all community benefits and community service programs.

Total reported community members reached from all programs: **103,364***

*However, 40,000 of reported total reached is from readership in the Sampan, a bilingual newspaper published by the nonprofit Asian American Civic Association, circulated throughout the Greater Boston region, and unable to collect accurate demographic data.

Priority community benefits program communities and populations include the Asian community, including Chinatown, Quincy and parts of the Dorchester; South Boston; and Dorchester as a whole. Population served also come from other neighborhoods in Boston, Malden, and Greater Boston.

Total impact by race and geographic location:



Attachment E: Diabetes Related Community Benefits Projects

In response to Massachusetts Hospital Association and the Commonwealth Department of Health and Human Services interest in statewide-efforts to reduce the incidence of diabetes and improve the quality of diabetes management, we are highlighting three major programs supported by Tufts Medical Center addressing this health issue.

1. **Chinatown Healthy Habits:** A program designed by the Wang YMCA to engage low income adults at risk for health problems such as diabetes and cardiovascular disease in six months of supervised activities to improve their overall health and lower risks for chronic diseases such as diabetes. The target audience includes Chinese seniors with chronic health issues and restaurant workers whose work and work schedules limit exercise and other healthy habits.
2. **Community Health Education Project/Sampan Newspaper:** Regular bi-weekly health column discussing various health concerns for members of the Chinatown and Boston Asian community. Topics have included reducing the risk factors for diabetes and other diabetes-related information.
3. **Greater Boston Chinese Golden Age Center:** An evidence based project designed to help Chinese seniors learn how to manage their chronic diseases and to prevent the consequences of those diseases if poorly managed.
4. **Tufts Medical Center's Endocrinology Department:** Community screenings and educational sessions which are held to help community members better understand diabetes and diabetes-related conditions, reduce risks for diabetes, and manage and live a healthy lifestyle with a diagnosis of diabetes.
5. **YMCA Black Achievers:** An annual event hosted by Tufts Medical Center to help high school students explore careers in the healthcare industry. Included in the program is a session on healthy eating and healthy choices for young adults.