

## Holy Family Hospital & Medical Center - FY2009

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### Summary Narratives

#### Community Benefits Mission Statement

Caritas Christi Health Care, rooted in the healing ministry of Jesus, is committed to serving the physical and spiritual needs of our community by delivering the highest quality of care with compassion and respect. We envision an exceptional Catholic health care ministry, which will lead to the transformation of health care. Our values are compassion, accountability, respect, and excellence.

#### Program Organization and Management

The Community Benefits program is accountable to the hospital's President and Chief Executive Officer and the Caritas Christi Vice President of Community Benefits. The program is managed by the Community Benefits Manager, who is responsible for overseeing the Community Benefits plan's development, implementation, and progress, and for managing the Community Benefits Advisory Committee and the Community Benefits Hospital Leadership Team. The Community Benefits Manager coordinates program activities and prepares the annual report.

#### Key Collaborations and Partnerships

American Cancer Society  
Arlington Neighborhood Center  
Elder Services of Merrimack Valley  
Lawrence Diabetes Coalition  
Lawrence Mayor's Health Task Force  
Lawrence YWCA  
Merrimack Valley Chamber of Commerce  
Merrimack Valley YMCA  
Methuen Schools  
Mother Connection

#### Community Health Needs Assessment

The hospital analyzed its primary service area cities and towns. The hospital reviewed information by disease category, including analyses of the correlation of age and socio-economic factors with disease incidence. Sources included Mass. DPH Dept. of Mental Health local boards of health and senior centers Elder Services of Merrimack Valley Lawrence Mayor's Health Task Force research of racial and ethnic health disparities.

Education, detection and prevention were identified in these areas:

- Cardiovascular Disease/Heart Health
- Cancer Care (breast, prostate, lung, head, neck)
- Diabetes
- Mental Health (including domestic violence, substance abuse, daily stress)
- Improving access to health care including connecting patients and community residents to adequate insurance under the Commonwealth Care program.

#### Community Benefits Plan

Outreach efforts focused on combating disease and risk factors (cardiovascular/heart health, cancer care, diabetes and mental health) among the elderly, poor and lower income (under- or uninsured) and Hispanic populations.

Anecdotal and statistical information is used to determine program effectiveness. The majority of programs are monitored by usage rates and attendance. In the future, Holy Family plans to measure long-term effectiveness via quantitative outcomes data.

Long-term strategic plans aim to:

- Improve the health status of the Merrimack Valley
- Support healthcare reform efforts (state and federal)
- Deliver programs at a grassroots level through schools, senior centers, businesses, community organizations, and agencies
- Strengthen relationships with community businesses
- Continually track health status indicators in the communities we serve and develop programs, services and education in response to their changing healthcare needs.

### Key Accomplishments of Reporting Year

- Conducted a number of diabetes-focused efforts designed to educate the public on the risks of diabetes in an effort to reverse the growth of this disease and the incidence of heart disease. Screenings and talks in also Spanish.
- Conducted several free screenings for prostate, skin, head and neck cancer and hosted a National Cancer Survivor's day with humorist as speaker, luncheon and giveaways.
- Provided batterers' intervention program to 220 men, group services to 130 children and individual treatment to an additional 100 children and families, 13 lectures and training sessions on batterers intervention to courts, mother's group, pro-bono attorneys-to list a few-throughout Merrimack Valley.
- Employees devoted about 300 hours of their time or nearly 2 months of 40-hour work weeks to community benefits and community services outreach. Individuals represented the hospital at events, provide lectures, offer screenings, etc.
- Secured a \$20,000 grant from The Rogers Foundation for Community Benefits.

### Plans for Next Reporting Year

In preparation for FY 2010 Community Benefits programming, a community health needs assessment was complete in June, 2009. The assessment consists public health data, a survey of local organizations, a survey translated into several languages for target populations, and a survey for hospital departments. The needs assessment was reviewed by the new Community Benefits Advisory Committee (comprised of representatives from local health and human service agencies, business and academic stakeholders) and the Community Benefits Hospital Leadership Team (consisting of the hospital president and senior leaders. The committees chose FY 2010 priorities, and approved the FY 2010 community benefits plan. The Board of Trustees' gave final approval. Each Board meeting agenda includes a community benefits report from a board member who sits on the CBAC. In addition, a formal review process was developed. In September, 2009, the community benefits came under the direction of a dedicated community benefits manager.

### Select Community Benefits Programs

#### The Family Safety Project

##### Brief Description or Objective

Six component, pro-active intervention program to provide safety for victims of domestic violence through community collaboration, training, education, prevention, outreach, and perpetrator intervention.

##### Program Type

Direct Services

##### Target Population

- **Regions Served:** County-Essex
- **Health Indicator:** Other: Domestic Violence
- **Sex:** All
- **Age Group:** Adult, Adult-Elder, Adult-Young, All Adults, All Children
- **Ethnic Group:** American Indian/Alaskan Native, Asian, Black/African American,

	Hispanic/Latino, Native Hawaiian/Pacific Islander, White • <b>Language:</b> All
<b>Partners</b>	Not Specified
<b>Contact Information</b>	Doug Gaudette Caritas Holy Family Hospital & Medical Center 70 East St. Methuen, Mass. 01844 978-989-0607, ext. 12 <a href="mailto:doug.gaudette@caritaschristi.org">doug.gaudette@caritaschristi.org</a>
<b>Detailed Description</b>	Not Specified

## Women's Health Center

<b>Brief Description or Objective</b>	Provides pregnant women with pre-natal care in a private practice setting. A support staff provides counseling, preventative and educational programs and engages in outreach efforts to the Spanish community.
<b>Program Type</b>	Direct Services
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Other-Merrimack Valley</li> <li>• <b>Health Indicator:</b>Access to Health Care</li> <li>• <b>Sex:</b>Female</li> <li>• <b>Age Group:</b>Adult</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>All</li> </ul>
<b>Partners</b>	Not Specified
<b>Contact Information</b>	Women's Health Center 60 East St. Mehtuen, Mass. 01844 617-789-2032 <a href="mailto:karen.kennedy@caritaschristi.org">karen.kennedy@caritaschristi.org</a>
<b>Detailed Description</b>	Not Specified

## Diabetes Care

<b>Brief Description or Objective</b>	A number of diabetes-focused efforts serve to educate the public on the risks of diabetes to reverse the growth of this disease and the incidence of heart disease. Staff from the Diabetes Care Program conduct free screening, participate in community events, and offer free lectures and presentations to the public.
<b>Program Type</b>	Health Screening
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County-Essex</li> <li>• <b>Health Indicator:</b>Other: Diabetes</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>All</li> </ul>
<b>Partners</b>	• Lawrence Diabetes Coalition( <a href="http://www.diabetescoalitionma.org">www.diabetescoalitionma.org</a> )

<b>Contact Information</b>	Diabetes Care Program Beth Cronin 70 East St. Methuen, MA 01844 Phone: (978) 687-0156 ext. 2161 <a href="mailto:beth.croninc@caritaschristi.org">beth.croninc@caritaschristi.org</a>
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<b>Detailed Description</b>	Not Specified
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## Cancer Care

<b>Brief Description or Objective</b>	The William L. Lane Cancer Center offers annual free cancer screenings for prostate, head and neck and skin cancer. They are committed to early detection, prevention and education. They also participate in numerous educational events and activities throughout the year.
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<b>Program Type</b>	Health Screening
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<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b>County-Essex</li><li>• <b>Health Indicator:</b>Other: Cancer</li><li>• <b>Sex:</b>All</li><li>• <b>Age Group:</b>All</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>All</li></ul>
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<b>Partners</b>	Not Specified
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<b>Contact Information</b>	The William L. Lane Cancer Management Center Tony Slabacheski, Program Director 70 East St. Methuen, MA 01844 (978) 687-0156 Ext. 2054 <a href="mailto:tony.slabacheski@caritaschristi.org">tony.slabacheski@caritaschristi.org</a>
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<b>Detailed Description</b>	Not Specified
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## Smoking Cessation

<b>Brief Description or Objective</b>	Our smoking cessation program is an 8-week counseling session offered to individuals for an up-front cost of \$25, which is returned to them upon the completion of the program. Individuals learn about the mental and physical affects of smoking and are given the tools and support to quit.
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<b>Program Type</b>	Direct Services
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<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b>County-Essex</li><li>• <b>Health Indicator:</b>Tobacco Use</li><li>• <b>Sex:</b>All</li><li>• <b>Age Group:</b>All Adults</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>
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<b>Partners</b>	Not Specified
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<b>Contact Information</b>	Elsie Vallante 70 East St.
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Methuen, MA 01844  
 978-687-0156 x2301  
[elsie.vallante@caritaschristi.org](mailto:elsie.vallante@caritaschristi.org)

**Detailed Description** Not Specified

Program Type	Estimated Total Expenditures for FY2009	Approved Program Budget for 2010
Community Benefits Programs	<u>Direct Expenses</u> \$553,475 <u>Associated Expenses</u> \$94,762 <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> Not Specified <u>Other Leveraged Resources</u> \$133,033	Not Specified * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<u>Direct Expenses</u> \$722,004 <u>Associated Expenses</u> \$0 <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> \$7,982 <u>Other Leveraged Resources</u> \$0	
Net Charity Care	\$1,475,920	
Corporate Sponsorships	\$34,483	
	<b>Total Expenditures</b> \$3,021,659	

<b>Total Patient Care-Related Expenses for FY2009</b>	<b>\$130,511,048</b>
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Comments: The major challenges facing Holy Family Hospital are similar to those facing hospitals across the country. Program needs continue to outpace financial resources. Reduction in state and federal reimbursement makes it more difficult each day to carry out our mission of caring for the poor and the underprivileged in our society. In addition to the service that Holy Family provides to the community, the facility also provided \$6,632,908 in Unreimbursed Medicare Services and \$1,126,131 in Bad Debt.

Our first priority is the provision of appropriate, adequate and compassionate care to our acutely ill patients, our clinic and other patients. In addition, the hospital is frequently asked to provide staff to work in the community, offering services and education to senior citizens and school-age children. We recognize the importance of this outreach and indeed feel that good health has a direct correlation to the amount of education patients have about disease prevention.