

Lowell General Hospital - FY2009

Summary Narratives

Community Benefits Mission Statement

We are committed to improving the overall health status of our community and, specifically, health problems of medically underserved populations. This mission is achieved by identifying existing and future health needs in the community, and addressing those needs through new or existing health initiatives, including education, prevention, and screening programs.

Program Organization and Management

The Manager of the Center for Community Health and Wellness serves as the Manager of the Community Benefit Plan and program, responsible for ensuring that the plan is written, approved, and implemented. The Manager works in partnership with the Community Benefit Advisory Board, an interdisciplinary team from departments across the hospital. The Manager of the Center for Community Health and Wellness reports to the VP of Administration, who reports directly to the President and CEO. The President and Chief Executive Officer reports to the Board of Directors, which has final review and approval of the Community Benefit Plan and process.

Key Collaborations and Partnerships

Greater Lowell Health Alliance of CHNA 10
University of Massachusetts- Lowell
Lowell Community Health Center
Visiting Nurse Association of Greater Lowell
City of Lowell
Lowell Public Schools
American Heart Association

Community Health Needs Assessment

Through the Hospital's Community Benefits planning process, extensive research was conducted to identify community health needs and gaps in area health services, in collaboration with its affiliates (Lowell Community Health Center and the Visiting Nurse Association of Greater Lowell), other community health providers, as well as feedback from colleagues in other health care settings, coalitions, and community agencies that serve underserved, minority, and poor populations and people in special need. Through this process, Lowell General Hospital developed its Community Benefits Plan to deliver Community Benefits programs that address these unmet community health needs.

Community Benefits Plan

Our plan for 2009 focuses on four key areas of services: Chronic Diseases and Conditions, Family Health, General Community Health and Quality, and Support of the Healthcare Profession. Through its close working relationships with LCHC and the VNA, Lowell General Hospital targets populations and programs not addressed by its affiliates, eliminating duplication of services and ensuring that education and services reach a greater breadth of our targeted populations. The Community Benefit Plan is reviewed, revised and updated quarterly by the hospital's Board of Directors to assure that the Plan addresses the identified health needs of the hospital's service area population. As new community needs are identified by a variety of sources the Plan may be modified to adequately address the community's most compelling health needs.

Key Accomplishments of Reporting Year

Lowell General Hospital's mission to improve the overall health status and access to care of our target population is

fulfilled through our community health and education initiatives, our leadership in the Greater Lowell Health Alliance (GLHA), our charitable contributions, and various other initiatives to address four major areas: Chronic Diseases and Conditions, Family Health, General Community Health and Quality, and Support of the Healthcare Profession. In 2009 Lowell General Hospital dedicated thousands of staff hours by employees at all levels to support these initiatives, with a total charitable salary expenditure of \$646,367.

Plans for Next Reporting Year

Lowell General Hospital's 2010 Anticipated Goals and Outcomes are focused on four major priority areas: Cardiovascular Disease, Health Literacy, Healthy Weight and Tobacco. Our five year plan also includes a focus on Asthma, Breast Health, Cancer, Cultural Competency, Diabetes, Domestic Violence, Maternal Child Health, Mental Health and Stress Management.

Select Community Benefits Programs

Programs/Initiatives for Chronic Diseases and Conditions

Brief Description or Objective

Programs designed to reduce chronic diseases and conditions in our target population and assist and improve the quality of lives of those with these diseases. These programs included dozens of health and education initiatives, including free cancer and cardiovascular education programs and screenings to hundreds of at-risk residents.

Program Type

Community Education

Target Population

- **Regions Served:** County-Essex, County-Middlesex, Other-Merrimack Valley
- **Health Indicator:** Other: Alcohol and Substance Abuse, Other: Alzheimer Disease, Other: Arthritis, 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, Other: Cardiac Disease, Other: Chronic Pain , Other: Colitis/Crohn Disease, Other: Diabetes, Other: Drunk Driving, Other: First Aid/ACLS/CPR, Other: Hepatitis, Other: HIV/AIDS, Other: Hypertension, Other: Parkinson's Disease, Other: Pulmonary Disease/Tuberculosis, Other: Smoking/Tobacco, Other: Stroke, Substance Abuse, Tobacco Use
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, White
- **Language:** All

Partners

- American Cancer Society
- New England Quilt Museum(www.nequiltmuseum.org)
- American Heart Association(www.americanheart.org)
- SIMON Pheasant Lane Mall(www.simon.com)
- Lowell Substance Abuse Roundtable
- American Lung Association(www.lungusa.org)
- Greater Lowell Health Alliance(www.greaterlowellhealthalliance.org)
- VNA of Greater Lowell(www.vnalowell.org)
- Lowell Community Health Center(www.lchealth.org)
- Elder Services of the Merrimack Valley(www.esmv.org)

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| Contact Information | Michelle Davis 295 Varnum Avenue Lowell, MA 01854 978-937-6038 mdavis@lowellgeneral.org |
| Detailed Description | Download/View Attachment (34.816 KB) |

Programs/Initiatives for Family Health

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| Brief Description or Objective | Lowell General Hospital provided dozens of programs to provide education, instruction and support in living healthier lives, from preparing for and raising children to healthy aging. Total Family Health program expenditures for 2009 were \$213,464, including \$145,603 for weight management, \$30,064 for child safety, and \$11,123 for healthy aging programs. |
| Program Type | Community Education, Grant/Donation/Foundation/Scholarship, Health Professional/Staff Training, Health Screening, Healthy Communities Partnership, Outreach to Underserved, Prevention, School/Health Center Partnership, Support Group |
| Target Population | <ul style="list-style-type: none"> • Regions Served: County-Essex, County-Middlesex, Other-Merrimack Valley • Health Indicator: Access to Health Care, Immunization, Injury and Violence, Other: Family Planning, Other: First Aid/ACLS/CPR, Other: Language/Literacy, Other: Parenting Skills, Other: Pregnancy, Other: Public Safety, Other: Safety, Other: Safety - Auto/Passenger, Other: Safety - Sports, Other: Sexually Transmitted Diseases, Overweight and Obesity, Physical Activity, Responsible Sexual Behavior • Sex: All • Age Group: All • Ethnic Group: American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, White • Language: All |
| Partners | <ul style="list-style-type: none"> • Lowell Community Health Center(www.lchealth.org) • Lowell Public Schools(www.lowell.k12.ma.us) • Boot Camp for New Dads(www.bootcampfornewdads.com) • Trinity EMS(www.trinityems.com) • Tufts Floating Hospital for Children(www.floatinghospital.org) • Pediatrics West(www.pediatricswest.com) • SIMON Pheasant Lane Mall(www.simon.com) • Greater Lowell Health Alliance(www.greaterlowellhealthalliance.org) • Greater Lowell YMCA(www.greaterlowellymca.org) • MA Citizens for Children(www.masskids.org) |

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| Detailed Description | Download/View Attachment (40.448 KB) |

Programs/Initiatives for General Community Health and Quality

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| Brief Description or Objective | Our mission to improve the general health and quality of our target population is |
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| Objective | fulfilled through community health and education initiatives our affiliation and collaboration with the LCHC and VNA of Greater Lowell environmental and emergency preparedness and charitable support of health, educational and cultural organizations in our community. |
| Program Type | Community Education, Grant/Donation/Foundation/Scholarship, Health Screening, Healthy Communities Partnership, Physician/Provider Diversity, Prevention, School/Health Center Partnership, Support Group |
| Target Population | <ul style="list-style-type: none"> • Regions Served:County -Essex, County -Middlesex, Other-Merrimack Valley • Health Indicator:Other: Cultural Competency, Other: Domestic Violence, Other: Homelessness • Sex:All • Age Group:All • Ethnic Group:American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, White • Language:All |
| Partners | <ul style="list-style-type: none"> • Lowell Women's Week • City Manager's Domestic Violence Task Force • MA Emergency Mgmt Agency(www.mass.gov) • Greater Lowell Health Alliance(www.greaterlowellhealthalliance.org) |
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| Detailed Description | Download/View Attachment (45.568 KB) |

Programs/Initiatives for Support of the Healthcare Profession

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| Brief Description or Objective | Lowell General Hospital provided leadership and support in advancement of the healthcare profession, particularly addressing the critical nursing shortage, through hospital-education partnerships and ongoing education for physicians, nurses and students. |
| Program Type | Community Participation/Capacity Building Initiative, Grant/Donation/Foundation/Scholarship, Health Professional/Staff Training, Mentorship/Career Training/Internship, Outreach to Underserved, Physician/Provider Diversity |
| Target Population | <ul style="list-style-type: none"> • Regions Served:County -Essex, County -Middlesex, Other-Merrimack Valley • Health Indicator:Other: Cultural Competency, Other: Education/Learning Issues • Sex:All • Age Group:All • Ethnic Group:American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, White • Language:All |
| Partners | <ul style="list-style-type: none"> • University of MA-Lowell(www.uml.edu) • MA College of Pharmacy(www.mcphs.edu) • Northern Essex Community College(www.necc.mass.edu) • Greater Lowell Technical HS(www.gltech.org) • Rivier College(www.rivier.edu) |

Contact Information

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Detailed Description

[Download/View Attachment](#) (37.888 KB)

| Program Type | Estimated Total Expenditures for FY2009 | Approved Program Budget for 2010 | | | | | | | | | | |
|---|---|----------------------------------|-----------|-------------------------------------|-----------|--|---------------|---------------------------------------|---------------|---|---------------|---|
| Community Benefits Programs | <table border="0"> <tr> <td>Direct Expenses</td> <td style="text-align: right;">\$838,558</td> </tr> <tr> <td>Associated Expenses</td> <td style="text-align: right;">\$367,808</td> </tr> <tr> <td>Determination of Need Expenditures</td> <td style="text-align: right;">\$25,953</td> </tr> <tr> <td>Employee Volunteerism</td> <td style="text-align: right;">Not Specified</td> </tr> <tr> <td>Other Leveraged Resources</td> <td style="text-align: right;">Not Specified</td> </tr> </table> | Direct Expenses | \$838,558 | Associated Expenses | \$367,808 | Determination of Need Expenditures | \$25,953 | Employee Volunteerism | Not Specified | Other Leveraged Resources | Not Specified | \$10,227,848 <small>* Excluding expenditures that cannot be projected at the time of the report.</small> |
| Direct Expenses | \$838,558 | | | | | | | | | | | |
| Associated Expenses | \$367,808 | | | | | | | | | | | |
| Determination of Need Expenditures | \$25,953 | | | | | | | | | | | |
| Employee Volunteerism | Not Specified | | | | | | | | | | | |
| Other Leveraged Resources | Not Specified | | | | | | | | | | | |
| Community Service Programs | <table border="0"> <tr> <td>Direct Expenses</td> <td style="text-align: right;">\$182,055</td> </tr> <tr> <td>Associated Expenses</td> <td style="text-align: right;">\$67,585</td> </tr> <tr> <td>Determination of Need Expenditures</td> <td style="text-align: right;">Not Specified</td> </tr> <tr> <td>Employee Volunteerism</td> <td style="text-align: right;">\$37,888</td> </tr> <tr> <td>Other Leveraged Resources</td> <td style="text-align: right;">Not Specified</td> </tr> </table> | Direct Expenses | \$182,055 | Associated Expenses | \$67,585 | Determination of Need Expenditures | Not Specified | Employee Volunteerism | \$37,888 | Other Leveraged Resources | Not Specified | |
| Direct Expenses | \$182,055 | | | | | | | | | | | |
| Associated Expenses | \$67,585 | | | | | | | | | | | |
| Determination of Need Expenditures | Not Specified | | | | | | | | | | | |
| Employee Volunteerism | \$37,888 | | | | | | | | | | | |
| Other Leveraged Resources | Not Specified | | | | | | | | | | | |
| Net Charity Care | \$2,132,786 | | | | | | | | | | | |
| Corporate Sponsorships | \$152,968 | | | | | | | | | | | |
| Total Expenditures | \$8,583,340 | | | | | | | | | | | |
| Total Patient Care-Related Expenses for FY2009 | | \$211,000,000 | | | | | | | | | | |
| Comments: Total Expenditures includes \$4,777,739 loss on Medicaid Programs | | | | | | | | | | | | |