

## Partners HealthCare - FY2009

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### Summary Narratives

#### Community Benefits Mission Statement

Partners is committed to working with community residents and organizations to make measurable, sustainable improvements in the health status of underserved populations.

#### Program Organization and Management

Each of the hospitals that comprise the Partners network has a community benefit planning and service delivery structure. Each of these entities has filed a separate community benefit report. Coordinating activities on a systemwide basis is Matt Fishman, Vice President for Community Health for Partners HealthCare.

#### Key Collaborations and Partnerships

American Cancer Society  
American Heart Association  
Blue Cross/Blue Shield Foundation of Massachusetts  
Boston EDIC  
Boston Foundation  
Boston Health Care for the Homeless  
Boston Private Industry Council  
Boston Public Health Commission  
Boston Public Schools  
Brookside Community Health Center  
Cambridge Health Alliance  
Camp Harbor View  
Chelsea Domestic Violence Task Force  
Codman Square Health Center  
Dana Farber/Partners CancerCare  
Dorchester House Multi-Service Center  
East Boston Neighborhood Health Center  
Geiger-Gibson Community Health Center  
Greater Boston Interfaith Organization  
Harbor Family Health Center  
Health Care For All  
Health Care for the Homeless Program  
Help for Abused Women and Children (HAWC)  
Jewish Vocational Services  
Lynn Community Health Center  
Martha Eliot Health Center  
Mass Coalition of School-Based Health Centers  
Massachusetts Department of Public Health  
Massachusetts Department of Social Services  
Massachusetts Department of Transitional Assistance  
Massachusetts Division of Health Care, Finance and Policy  
Massachusetts League of Community Health Centers  
Massachusetts Office of MassHealth  
Massachusetts Public Health Association  
Mattapan Community Health Center  
MGH Charlestown HealthCare Center  
MGH Chelsea HealthCare Center  
MGH Revere HealthCare Center

Neponset Health Center  
 North End Community Health Center  
 Pine Street Inn  
 Project Hope  
 Revere Public Schools  
 SAGE Boston  
 Salem Family Health Center  
 The Second Step  
 South Boston Community Health Center  
 South End Community Health Center  
 Southern Jamaica Plain Health Center  
 Torigian Family Health Center in Peabody  
 Upham's Corner Health Center  
 Whittier Street Health Center

**Community Health Needs Assessment**

A range of data and community input inform the community benefit programs of Partners hospitals and health centers. At Union Hospital in Lynn, actively engaged community residents have provided consistent input and accountability for the community benefit programs of NSMC. At MGH, outreach in the communities of Revere, Chelsea and Charlestown has created a process for needs assessment that also involves deciding upon priority areas to address. Longstanding community involvement at the BWH has resulted in strong partnerships with local schools and community organizations providing solid community feedback resources. Similarly, each Partners hospital and health center has a unique approach to outreach in its communities.

**Community Benefits Plan**

Planning for community benefit activities occurs annually, with Boards at each hospital and Board of Trustees budget review for Partners hospital specific and systemwide community benefit programs.

**Key Accomplishments of Reporting Year**

In FY2006, the number of patients without health insurance served at Partners hospitals had reached an all time high, at nearly 30,000. In FY2008, as a consequence of health reform, that number declined by more than half to 13,000. Although there was an increase to 15,000 in FY2009, there were just too many patients covered by Commonwealth Care health insurance. Each organization continued to refine and expand its initiatives to reach out and work with community residents to help them get health insurance and to make measurable, sustainable improvements in health status. These programs, from MGH work with Revere and Charlestown residents to prevent underage drinking and substance abuse to BWH interventions to address the infant mortality rate in Roxbury, number in the hundreds and span a diverse range of community needs.

**Plans for Next Reporting Year**

Partners hospitals and health centers will remain committed to community benefit programs and health care equity for community residents regardless of their ability to pay. This community work is at the heart of the values of the hospitals, health centers, physicians and staff that make up Partners HealthCare.

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**Select Community Benefits Programs**

**Addressing Health Care Disparities**

<b>Brief Description or Objective</b>	Efforts to eliminate racial and ethnic disparities in health care access and quality
<b>Program Type</b>	Direct Services, Outreach to Underserved
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Boston-Greater</li> <li>• <b>Health Indicator:</b> Access to Health Care</li> </ul>

	<ul style="list-style-type: none"> <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</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• City of Boston - Mayor Menino's Task Force to Eliminate Racial and Ethnic Disparities in Health and Health Care</li> <li>• Boston Public Health Commission</li> </ul>
<b>Contact Information</b>	Matt Fishman <a href="mailto:mfishman@partners.org">mfishman@partners.org</a>
<b>Detailed Description</b>	<a href="#">Download/View Attachment</a> (995.336 KB)

### Community Health Center Affiliations

<b>Brief Description or Objective</b>	Increasing access to quality health care in underserved communities
<b>Program Type</b>	School/Health Center Partnership
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Boston, Chelsea, Lynn, Peabody, Revere, Salem</li> <li>• <b>Health Indicator:</b>Access to Health Care</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All Adults, All Children</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Codman Square Health Center</li> <li>• Dorchester House Multi-Service Center</li> <li>• East Boston Neighborhood Health Center</li> <li>• Geiger-Gibson Community Health Center</li> <li>• Harbor Family Health Center</li> <li>• Lynn Community Health Center</li> <li>• Martha Eliot Health Center</li> <li>• Mattapan Community Health Center</li> <li>• Neponset Health Center</li> <li>• Salem Family Health Center</li> <li>• South Boston Community Health Center</li> <li>• South End Community Health Center</li> <li>• Torigian Family Health Center</li> <li>• Upham's Corner Health Center</li> <li>• Whittier Street Health Center</li> </ul>
<b>Contact Information</b>	Kristen Barnicle <a href="mailto:kbarnicle@partners.org">kbarnicle@partners.org</a>
<b>Detailed Description</b>	<a href="#">Download/View Attachment</a> (995.336 KB)

### Partners in Career and Workforce

<b>Brief Description or Objective</b>	To develop innovative ways to help people advance to skilled professional jobs in nursing, radiology technology, surgical technology, and respiratory therapy
<b>Program Type</b>	Mentorship/Career Training/Internship

<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Boston</li> <li>• <b>Health Indicator:</b>Access to Health Care</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Adult</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
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<b>Partners</b>	<ul style="list-style-type: none"> <li>• Boston Foundation</li> <li>• Boston PIC</li> <li>• Boston Workforce Development Initiative</li> <li>• City of Boston</li> <li>• Jewish Vocational Services</li> <li>• Mass Bay Community College</li> <li>• MGH Institute of Health Professions</li> <li>• Project Hope</li> <li>• Urban League</li> <li>• WorkSource Staffing Partnership</li> </ul>
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<b>Contact Information</b>	Cynthia Briggs <a href="mailto:cbriggs@partners.org">cbriggs@partners.org</a>
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<b>Detailed Description</b>	<a href="#">Download/View Attachment</a> (995.336 KB)
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## Domestic Violence Intervention

<b>Brief Description or Objective</b>	To improve and enhance the response to and coordination of services for women experiencing domestic violence
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<b>Program Type</b>	Direct Services, Outreach to Underserved, Prevention
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<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Boston-Greater</li> <li>• <b>Health Indicator:</b>Injury and Violence, Other: Domestic Violence</li> <li>• <b>Sex:</b>Female</li> <li>• <b>Age Group:</b>All Adults, All Children</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
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<b>Partners</b>	<ul style="list-style-type: none"> <li>• Brookside Community Health Center</li> <li>• Chelsea Department of Social Services</li> <li>• Chelsea Domestic Violence Task Force</li> <li>• Help for Abused Women and Their Children (HAWC)</li> <li>• Martha Eliot Health Center</li> <li>• Massachusetts Office of Victim Assistance</li> <li>• Revere Domestic Violence Task Force</li> <li>• SAGE Boston</li> <li>• The Second Step</li> <li>• Whittier Street Community Health Center</li> </ul>
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<b>Contact Information</b>	Matt Fishman <a href="mailto:mfishman@partners.org">mfishman@partners.org</a>
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<b>Detailed Description</b>	<a href="#">Download/View Attachment</a> (995.336 KB)
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## Preventing and Responding to Substance Abuse Among Young People in Charlestown and Revere

<b>Brief Description or Objective</b>	Community coalitions to prevent and reduce underage drinking and substance abuse among local youth
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<b>Program Type</b>	Community Education, Community Participation/Capacity Building Initiative, Prevention
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Boston-Charlestown, Revere</li> <li>• <b>Health Indicator:</b>Substance Abuse</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Adult-Young</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Charlestown Substance Abuse Coalition (CSAC)</li> <li>• Massachusetts Department of Public Health</li> <li>• Revere CARES (Community Awareness, Resources, and Education to Prevent Substance Abuse)</li> </ul>
<b>Contact Information</b>	Joan Quinlan <a href="mailto:jquinlan1@partners.org">jquinlan1@partners.org</a>
<b>Detailed Description</b>	<a href="#">Download/View Attachment</a> (995.336 KB)

<b>Program Type</b>	<b>Estimated Total Expenditures for FY2009</b>	<b>Approved Program Budget for 2010</b>
Community Benefits Programs	<u>Direct Expenses</u> \$71,500,000 <u>Associated Expenses</u> Not Specified <u>Determination of Need Expenditures</u> \$4,400,000 <u>Employee Volunteerism</u> Not Specified <u>Other Leveraged Resources</u> \$21,900,000	Not Specified  * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<u>Direct Expenses</u> Not Specified <u>Associated Expenses</u> Not Specified <u>Determination of Need Expenditures</u> Not Specified <u>Employee Volunteerism</u> Not Specified <u>Other Leveraged Resources</u> Not Specified	
Net Charity Care	\$50,160,915	
Corporate Sponsorships	\$1,800,000	
	<b>Total Expenditures</b> \$149,760,915	
<b>Total Patient Care-Related Expenses for FY2009</b>		\$4,067,900,000

Comments: 1. All numbers are rounded except for the Net Charity Care figure, which, as required, is reported as the actual amount.

2. Where Not Specified is reported, it should be noted that although amounts are not available for reporting, Partners hospitals, health centers, and physicians provide substantial contributions.

3. Health Safety Net amounts reported in hospital summaries are as reported by the Division of Health Care Finance and Policy (DHCFP). In the full text reports of the hospitals, Health Safety Net amounts are also as reported from the hospitals' financial systems.

4. Corporate Sponsorships: Partners hospitals make a number of donations to community organizations.

5. Total Patient Care-Related Expenses for FY2009: These are as reported to the Division of Health Care Finance and Policy (DHCFP) on Schedule 18 of the 403 Cost Report. When community benefit spending is expressed as a

percent of total patient care-related expenses, doctors' community benefit spending is removed, since their expenses are not included in the 403 patient care-related expenses. As of February, 2010, final 403 reports for FY2009 had not been filed by the hospitals, so amounts were estimated by inflating FY2008 numbers by 3.4%.

6. Approved Program Budget for FY2010: Resources allocated to community benefit programs will be commensurate with the previous years.

7. Prior to FY2006, amounts for Grants for Community Health Centers (included in Direct Expenses) represented only certain types of grants to health centers.