

Wing Memorial Hospital & Medical Center - FY2009

Summary Narratives

Community Benefits Mission Statement

Wing Memorial Hospital and Medical Centers is committed to improving the health status of all those it serves and to addressing the health problems of the poor and other medically underserved populations. In addition, non-medical conditions that negatively impact the health and wellness of our communities are addressed.

Program Organization and Management

The Director of Marketing & Public Relations is responsible for overseeing the Community Benefits activities and convening the Community Benefits Advisory Committee. In addition, each department manager is authorized to implement community benefit & service programs provided they do not negatively impact the department's budget. Programs that require additional funding must be approved by Wing Memorial's President/CEO.

Key Collaborations and Partnerships

Palmer Public School system
Palmer Senior Center
River East School to Career, Inc.
Town of Belchertown, Public health staff
Area senior center administrators
Area colleges and universities

Community Health Needs Assessment

Wing Memorial Hospital was built in 1913 to serve the community. As the organization has grown, we have maintained our goal of responding to changing community needs by convening a Community Benefits Advisory Committee (CBAC). During FY 2009, Wing Memorial began the planning process for conducting a Community Health Needs Assessment. With the support of UMass Memorial in Worcester, Wing Memorial will utilize both quantitative and qualitative data to identify the needs of our communities. The assessment is scheduled to be completed in FY 2010.

Community Benefits Plan

Community Benefits activities are based on local efforts to address specific issues. It is the responsibility of the Community Benefits Coordinator to establish and maintain contacts with community groups and community coalitions as a means to gather community input. The intent of all CB Programs is to work cooperatively to assure that services are offered to individuals and families in our community where the need is the greatest. The WMHMC Community Benefit Plan continues to address priority health issues in the Pioneer Valley and Quaboag Hills (see full report).

During FY 2009, Wing Memorial proceeded with plans to conduct a Community Health Needs Assessment of Palmer and surrounding communities.

Key Accomplishments of Reporting Year

The major accomplishments of FY 09 include:

- continued funding of the part-time public health nurse in Belchertown and a part-time nurse at the Palmer Senior Center
- provided a complimentary Continuing Education Unit (CEU) program to 50 school nurses throughout eastern Hampden and Hampshire counties
- began examining the issue of food insecurity within our service area
- Patient Financial Counselor helped patients with insurance and SNAP enrollment
- continued collaboration with local school districts and colleges to mentor high school and college students in their

health care career

Plans for Next Reporting Year

Program participation to be continued or expanded next year includes:

- Mentoring youth who are in a health care field or are considering a career in health care
- Funding the part-time public health nurse in Belchertown and the part-time nurse at the Palmer Senior Center
- Evaluate results of the Community Health Needs Assessment and implement as part of future Community Benefit plans
- Investigate ways to reduce food insecurity among our patients and within the communities we serve
- Examine degree of health illiteracy in our region

Select Community Benefits Programs

Mentoring Youth

Brief Description or Objective

Because youth comprise nearly 25% of the local population, Wing Memorial has partnered with local schools to expand its involvement with student education and career counseling. This involvement includes, but is not limited to, school to career program, job shadowing, and training college students in clinical rotations.

Program Type

Not Specified

Target Population

- **Regions Served:** Belchertown, Ludlow, Monson, Other-Pioneer Valley, Palmer, Wilbraham
- **Health Indicator:** Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** Child-Teen
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Partners

- Belchertown High School
- Ludlow High School
- Minnechaug High School
- Monson High School
- Palmer High School
- Pathfinder Regional Vocational High School
- River East School-to-Career
- University of Mass - Amherst
- Holyoke Community College
- American International College
- Springfield College

Contact Information

William J. Russo-Appel
Wing Memorial Hospital
40 Wright Street
Palmer, MA 01069
413-284-5238
William.Russo-Appel@umassmemorial.org

Detailed Description

Not Specified

Belchertown Public Health Nurse

Brief Description or Objective	The nurse's primary duties are to focus on the case management and education of individuals with communicable diseases, provide community education on disease prevention and health promotion topics, and administer immunizations to community residents.
Program Type	Community Benefits Planning Process, Community Education, Direct Services, Outreach to Underserved, Prevention
Target Population	<ul style="list-style-type: none"> • Regions Served:Belchertown • Health Indicator:Immunization, Other: Hepatitis, Other: HIV/AIDS, Other: Lyme Disease • Sex:All • Age Group:All Adults, All Children • Ethnic Group:Not Specified • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Belchertown Public Health Department • Quaboag Valley VNA • Belchertown Senior Center • Belchertown Public Schools
Contact Information	William J. Russo-Appel Wing Memorial Hospital 40 Wright Street Palmer, MA 01069 413-284-5238 William.Russo-Appel@umassmemorial.org
Detailed Description	Not Specified

Palmer Senior Center Nurse

Brief Description or Objective	This part-time nurse provides health education services to seniors every week at the Palmer Senior Center in Palmer. In addition to health education, the nurse provides health care screenings and home visits to elders in Palmer.
Program Type	Community Benefits Planning Process, Community Education, Direct Services, Outreach to Underserved, Prevention
Target Population	<ul style="list-style-type: none"> • Regions Served:Palmer • Health Indicator:Other: Diabetes, Other: Hearing, Other: Hypertension, Other: Nutrition, Other: Osteoporosis/Menopause, Other: Safety • Sex:All • Age Group:Adult-Elder • Ethnic Group:Not Specified • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Palmer Senior Center • Quaboag Valley VNA
Contact Information	William J. Russo-Appel Wing Memorial Hospital 40 Wright Street Palmer, MA 01069 413-284-5238 William.Russo-Appel@UMassMemorial.org
Detailed Description	Not Specified

School Nurse CEU Program

Brief Description or Objective	In October 2008, Wing Memorial Hospital provided a complimentary CEU program to 50 school nurses throughout eastern Hampden and Hampshire counties. The program, "Handling Anger and Rage in a School Setting," was presented to nurses from elementary, middle, and secondary schools.
Program Type	Community Benefits Planning Process, Health Professional/Staff Training
Target Population	<ul style="list-style-type: none">• Regions Served:County-Hampden, County-Hampshire• Health Indicator:Other: Education/Learning Issues, Other: Safety• Sex:All• Age Group:Adult• Ethnic Group:Not Specified• Language:Not Specified
Partners	<ul style="list-style-type: none">• Elementary, middle, and secondary schools throughout Hampden and Hampshire counties
Contact Information	William J. Russo-Appel Wing Memorial Hospital 40 Wright Street Palmer, MA 01069 413-284-5238 William.Russo-Appel@UMassMemorial.org
Detailed Description	Not Specified

Food Insecurity

Brief Description or Objective	In the summer of 2009, Wing Memorial Hospital began to examine the issue of food insecurity. The major initiatives in FY 09 were enrolling patients in the Supplemental Nutrition Assistance Program and starting a Community Supported Agriculture (CSA) share program.
Program Type	Community Benefits Planning Process, Health Coverage Subsidies or Enrollment, Outreach to Underserved
Target Population	<ul style="list-style-type: none">• Regions Served:Belchertown, Ludlow, Monson, Other-Pioneer Valley, Palmer, Wilbraham• Health Indicator:Access to Health Care, Other: Nutrition, Other: Uninsured/Underinsured• Sex:All• Age Group:All Adults• Ethnic Group:Not Specified• Language:Not Specified
Partners	<ul style="list-style-type: none">• Food Bank of Western Massachusetts
Contact Information	William J. Russo-Appel Wing Memorial Hospital 40 Wright Street Palmer, MA 01069 413-284-5238 William.Russo-Appel@UMassMemorial.org
Detailed Description	Not Specified

Program Type	Estimated Total Expenditures for FY2009	Approved Program Budget for 2010
Community Benefits Programs	Direct Expenses \$414,407 Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism Not Specified Other Leveraged Resources Not Specified	\$80,000 * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	Direct Expenses \$7,328 Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism Not Specified Other Leveraged Resources Not Specified	
Net Charity Care	\$415,681	
Corporate Sponsorships	\$0	
	Total Expenditures \$837,416	

Total Patient Care-Related Expenses for FY2009	\$66,584,465
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Comments: Expenditures According to a Broader Definition

The following Community Benefit Expenditures include the Massachusetts Attorney General Guidelines Expenditures plus additional expenditures that play an important role in the delivery of care.

Community Benefits Programs:

Direct Program Expenses \$414,407

Community Service Programs:

Direct Expenses \$7,328

Charity Care HSN Payment \$415,681

Unreimbursed HSN Services (UC Cost) \$(297,084)

Payment/Hospital's Operation Assessment of DHCFP \$45,416

Bad Debt/Non-Emergency Care \$923,235

Medicare Shortfall \$ 809,278

Other Subsidized Programs \$ 209,428

Broader Definition Total Expenditures \$ 2,527,689

