

## Milton Hospital - FY2015

### Community Benefits Mission Statement

Beth Israel Deaconess Hospital-Milton's community benefits mission is: "To provide free or low-cost programs that address unmet health and wellness needs of racially, ethnically and linguistically diverse communities of Milton, Randolph, Quincy, Dorchester, Hyde Park, Braintree and Canton, in a manner shaped by community input, aligned with hospital resources, and guided by our objective to deliver high-quality care with compassion, dignity and respect." This mission is achieved by identifying existing and future health needs in the community and addressing them through health initiatives, including education, prevention and screening programs.

### Target Populations

Name of Target Population	Basis for Selection
Low Income Neighborhoods/Ethnic & Linguistic Minorities	Community dialogue and interview participants reported high housing costs in the Milton region, which was noted as particularly challenging for single income households (e.g., elderly, single mothers). Quantitative data confirm these as the median monthly housing costs in the region are above those of the state (\$1,362), ranging from \$1,529 per month in Randolph to \$2,100 per month in Milton. Quantitative data indicate that the median household income in each of the cities/towns in the in the Milton region varied substantially. Milton (\$104,713) had the highest median income in the region, while Randolph (\$64,465) had the lowest in the region, below that of the state (\$65,981).
Individuals who are obese/overweight	The hospital's 2013 Community Health Needs Assessment and several community dialogue participants indicated that obesity was a major health concern for the community. Quantitative data indicate that adult residents in the CHNA 20 region are slightly more likely to be overweight/obese (59.6%) than adults statewide (58.2%). Additionally, Randolph reported a statistically significant higher percentage of overweight/obese adolescents (42.9%) than the state (33.4%).
Underinsured/Uninsured Individuals	Access to care repeatedly emerged as an issue of concern among the Community Health Needs Assessment interview and community dialogue participants, specifically regarding insurance and cost and understanding coverage options. Residents in the community struggle with lack of insurance coverage and the expensive cost of health care, even with insurance (e.g., co-pays). Underinsurance was described as having implications for sustaining and completing treatment.
Seniors/Socially Isolated Elders/Elders Living in Public Housing	Braintree, Milton, and Randolph had a larger proportion of seniors (65 years and over) compared to the state (13.7%); Community Health Needs Assessment and community dialogue participants in the Milton region explained that public transportation was limited in their community and specifically posed a barrier to seniors accessing medical care.
Individuals with chronic diseases	Community dialogue and interview participants reported chronic disease as an important health issue in the Milton region – particularly diabetes, cardiovascular disease, hypertension, and high cholesterol – and associated these conditions with obesity and aging. Quantitative data demonstrate that the prevalence of high blood pressure, heart disease, and diabetes is particularly acute in Randolph.
Individuals with behavioral health problems	Community dialogue and interview participants expressed that behavioral health was a major issue and indicated that more resources are needed to address chronic and acute behavioral health issues. Though mental health issues were primarily discussed in the context of seniors and youth depression associated with socioeconomic stressors was described as affecting many age segments in the community.
Children and Youth at Risk	In Randolph, over 20% of households are female headed, with no husband present, significantly higher than the state at 13%. Additionally, 14.6% of the civilian labor force is unemployed in Randolph, compared to 8.4% in Massachusetts as a whole. Additionally, the number of female households with children under 18, whose income is below the poverty line is significantly higher than the state. Randolph also reported a higher percentage of overweight/obese adolescents (42.9%) than the state (33.4%).

### Publication of Target Populations

Marketing Collateral, Website

### Hospital/HMO Web Page Publicizing Target Pop.

[www.bidmilton.org/events-and-education/community-benefits/](http://www.bidmilton.org/events-and-education/community-benefits/)

### Key Accomplishments of Reporting Year

Below are highlights of the hospital's 2015 Community Benefits Programs:

#### Access-to-Care

BID-Milton continues to support Massachusetts healthcare reform by actively assisting those individuals who are uninsured or underinsured. BID-Milton's Certified Application Counselors assisted over 500 community members in filing health insurance

applications during FY 15.

#### Affordable Preventive Health Care Screenings

Prevention is the best medicine. Each year, BID-Milton offers community members access to free or low cost preventive screenings to address heart health and cancer concerns before they arise. In partnership with community physicians, free skin cancer screenings were provided to 48 community members at no cost in May 2015. By providing access to these free screenings, the hospital empowered patients to detect potentially harmful melanomas in the early stages when the cure rate is nearly 100 percent.

In addition, BID-Milton hosted two, low-cost Blood Screening Fairs. Participants' blood was tested for glucose, calcium, protein and kidney and liver function. These types of tests provided screening for many health issues, including diabetes. Additionally, a complete "lipid profile" tested blood for cholesterol, triglycerides, HDL and LDL ("good" and "bad" cholesterol), and these tests can be direct indicators of heart disease. These bi-annual blood screening events provided access to valuable health care screenings to 66 community members at a low cost. The screenings attracted many regular attendees who take advantage of the opportunity to regularly track test results over time.

#### Educating Seniors

BID-Milton continued its partnership with the Milton Council on Aging in educating community seniors on important health topics through the hospital's "Lunch and Learn" lectures series at the Milton Senior Center. Hospital staff and physicians provided seniors with valuable information on breast cancer, arthritis and joint replacement surgery, cardiac rehabilitation and shingles. In addition to the town of Milton, the hospital has expanded its lecture series to the Randolph Senior Center. Lectures at the Randolph Senior Center were conducted in English and Haitian Creole, educating seniors in their native languages on stroke awareness and the importance of having a primary care physician.

#### Educational Programs Addressing Chronic Health Concerns

In April, 2015, BID-Milton held its sixth annual Diabetes Fair. More than 85 individuals suffering from diabetes attended this free event and received valuable information for managing diabetes from a team of clinical experts. Topics included new diabetes medications, vascular complications that may occur, foot care and important dietary recommendations. Attendees were also provided with a diabetic-friendly lunch, exhibitor displays as well as blood pressure and foot screenings.

Held each spring and fall, BID-Milton's Community Education Lecture Series provided access to free health education opportunities for people of all ages. Selected based on needs assessment data and disease prevalence, topics included nutrition, stroke, neck and back pain, foot issues, Alzheimer's and preparing for end-of-life care.

#### Increase Community Awareness on Behavioral Health and Substance abuse

Behavioral health and substance abuse issues are a growing concern. To address these issues, BID-Milton became an active partner in the Milton Substance Prevention Coalition, hosting several coalition meetings and serving as a fiscal agent for a CHNA 20 grant. Several community educational programs were held at the hospital on topics such as overcoming anxiety and stress, dealing with depression and understanding addiction.

BID-Milton also donated \$6,500 to Milton Public Schools to greatly enhance the high school's "Take Five" Resource and Recovery Room; a space dedicated in helping high school students with anxiety and stress and to develop appropriate coping skills.

#### Community Heart Health Walk and Fair

BID-Milton held its sixth annual Community Health Walk in June 2015. In addition to highlighting the benefits of walking as a cardiovascular exercise and sponsoring free health exhibitors and screenings, the walk serves as BID-Milton's outlet for distributing mini-grants to local organizations supporting community health initiatives. BID-Milton awarded \$9,500 to seven local organizations including Milton High School, Quincy Public Schools, Randolph Senior Center, and Interfaith Social Services, among others. Grant funding will be used to support initiatives such as substance abuse prevention, mental health services for young adults, exercise programs for children and nutrition access to disadvantaged women and children, among others

#### Increasing Access to Care for Linguistic Minorities

Although Quincy was not originally part of BID-Milton's 2013 Community Health Needs Assessment, the healthcare needs of the citizens of Quincy needed to be quickly addressed after the closing of Quincy Medical Center in December of 2014. As such, a greater number of Chinese patients began seeking care at BID-Milton. To provide Quincy's Asian patients with greater access to care, BID-Milton greatly expanded its Interpreter Services, not only in hiring certified Chinese interpreters, but also in translating several patient-facing documents, including three consent forms, inpatient and outpatient surgical brochures and Patient Rights.

#### **Plans for Next Reporting Year**

Beth Israel Deaconess Hospital-Milton is currently conducting its 2016 Community Health Needs Assessment, while still focusing on existing priorities identified during the last CHNA.

Due to the closing of Quincy Medical Center, BID-Milton looks forward to expanding its programs to address the unmet health needs in the Quincy community, paying attention to the cultural and linguistic minorities in this diverse community. BID-Milton will meet this goal by growing and enhancing its collaboration with community health centers and organizations.

In addition, BID-Milton will work to address and increase the public's awareness on the national and statewide epidemic of behavioral health issues, including substance abuse by continuing to partner with local coalitions, public health agencies and law enforcement officials. BID-Milton will carry on its work with South Shore Mental Health in identifying resources available for prevention and recovery.

BID-Milton will continue to expand upon its educational programs and screenings to address chronic diseases, such as heart disease, diabetes and obesity.

Finally, BID-Milton will foster greater access to care and Massachusetts healthcare reform by offering assistance in enrolling in insurance programs to those uninsured or underinsured.

## **Community Benefits Process**

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### **Select Community Benefits Process**

#### **Community Benefits Leadership/Team**

BID-Milton's Community Benefits Leadership Team includes representation from the hospital's senior administration, Patient Family and Advisory Council and community service providers. Day-to-day operations of the Community Benefits Program is overseen by the hospital's Public Relations Department, with guidance from hospital leadership and finance departments and Community Benefits Advisory Committee.

#### **Community Benefits Team Meetings**

The Community Benefits Advisory Committee serves as a resource for making Community Benefits Programs decisions throughout the year. Committee members include:

Robert McCrystal, Director of Communications, BID-Milton, Chair  
Rebecca Blair, Vice President of Experience and Organizational Development, BID-Milton  
Marian Girouard Spino, Director of Care Integration, BID-Milton  
Vicki McCarthy, BID-Milton Patient Family Advisory Council  
Joan McCarthy, BID-Milton Patient Family Advisory Council  
Richard Doane, Director, Interfaith Social Services, Quincy  
Cheryl Cates, Public Health Nurse, Randolph  
Cynthia Sierra, Executive Director, Manet Health Centers, Quincy  
Beth Ann Strollo/Susan Harrington, Quincy Community Action Programs, Quincy  
Mary Ann Sullivan/Nancy Stuart, Milton Council on Aging, Milton  
Sara Tan, Director, Enhance Asian Community on Health, Quincy  
Christine Mahoney, South Shore Elder Services, Milton  
Katelyn Szafir, Director of Medical Wellness, South Shore YMCA, Quincy  
Daurice Cox, CEO, Bay State Community Services, Quincy  
Ruth Jones, Public Health Nurse, Quincy

#### **Community Partners**

- AARP
- Al-Anon
- Alateen
- Alcoholics Anonymous
- American Academy of Dermatology

- American Cancer Society
- American Heart Association
- American Red Cross
- Bay State Community Services
- Boston Higashi School
- CHADD
- Curry College
- Framingham College
- Fuller Village
- Greater Boston Urology
- Interfaith Social Services
- Manet Community Health Centers
- Milton Board of Health
- Milton Council on Aging
- Milton Foundation for Education
- Milton Local Emergency Planning Committee
- Milton Substance Abuse Prevention Coalition
- Milton Public Schools
- Nicotine Anonymous
- Old Colony Hospice
- Overeaters Anonymous
- Quincy Community Action Programs
- Randolph Board of Health
- Quincy Public Schools
- Randolph Public Schools
- Randolph Senior Center
- Seasons Hospice & Palliative Care
- Simmons College
- South Shore Dermatology
- South Shore Elder Services
- South Shore Mental Health
- South Shore Skin Surgeons
- South Shore YMCA/Germantown Neighborhood Association
- Work Inc.

## **Community Health Needs Assessment**

### **Date Last Assessment Completed and Current Status**

Beth Israel Deaconess Hospital-Milton's last Community Health Needs Assessment was completed in September 2013, with a geographical focus on the towns of Braintree, Milton and Randolph. BID-Milton is currently in the process and final stages of completing its next assessment due September 2016. With the closing of Quincy Medical Center, the geographical focus of BID-Milton's next Community Health Needs Assessment will encompass Milton, Quincy and Randolph.

### **Consultants/Other Organizations**

Health Resources in Action, HRiA

### **Data Sources**

Community Focus Groups, Hospital, Interviews, MassCHIP, CHNA

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## **Select Community Benefits Programs**

### **AARP Safe Driver Program**

**Brief Description or Objective** Sponsored by the American Association of Retired Persons (AARP) and hosted at BID-Milton on

October 30, 2014, May 5, 2015 and May 15, 2015 this 5-hour program is a comprehensive “refresher” driving course developed for drivers aged 50 and over. According to AARP, 97% of those who take this course change at least one driving behavior to improve their driving safety. The course is designed to help drivers to:

- Update driving skills and knowledge of the rules and hazards of the road.
- Learn about normal age-related physical changes and how to compensate.
- Reduce the chances for traffic violations, accidents and injuries. The AARP Driver Safety course provides useful information that can be used immediately, including:
- How to maintain a proper following distance
- The safest way to change lanes and make turns at intersections
- The effects of medications on driving
- Reducing driver distractions such as eating, smoking and cell phone use. Safer driving by our community seniors directly impacts the health and safety not only of those seniors, but of the community at large.

**Program Type**

Community Education, Outreach to Underserved

**Target Population**

- **Regions Served:** Boston-Dorchester, Boston-Hyde Park, Boston-Mattapan, Braintree, Canton, Milton, Quincy, Randolph
- **Health Indicator:** Other: Safety - Auto/Passenger
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** English

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

**Goal Description**

Provide driver safety education to seniors in hopes of increasing their confidence to continue driving in order to keep getting access to the care they need.

**Goal Status**

39 seniors participated in the courses offered at BID-Milton

**Partners**

**Partner Name, Description**

American Association of Retired Persons

**Partner Web Address**

www.aarp.org

**Contact Information**

Robert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, Robert\_Mccrystal@bidmilton.org

**Detailed Description**

Not Specified

**Blood Screening Fair**

**Brief Description or Objective**

BID-Milton hosted two low-cost Blood Screening Fairs, on November 19, 2014 (31 attendees) and May 20, 2015 (35 attendees). These 2 hour screenings are staffed by two BID-Milton phlebotomists, and blood processing is completed in the hospital laboratory by the hospital’s chemistry staff. Blood is tested for glucose, calcium, protein and indicators of kidney and liver function. These types of tests provide screening for many community health issues such as diabetes. In addition, a complete “lipid profile” tests blood for cholesterol, triglycerides, HDL and LDL (“good” and “bad” cholesterol) and these tests can be direct indicators of heart disease risk. These bi-annual blood screening events provide access to valuable health care diagnostics at a low cost. The screenings attract many regular attendees who take advantage of the opportunity to regularly track test results over time or those individuals who do not have a primary care doctor or health insurance.

**Program Type**

Health Screening

**Target Population**

- **Regions Served:** Boston-Dorchester, Boston-Hyde Park, Boston-Mattapan, Braintree, Canton, Milton, Quincy, Randolph
- **Health Indicator:** Other: Cardiac Disease, Other: Diabetes, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All

- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
Provide individuals with bi-annual access to cholesterol and blood chemistry screenings	66 people were screened for FY15

## Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Not Specified	

**Contact Information** Robert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, Robert\_McCrystal@bidmilton.org

**Detailed Description** Not Specified

## Community Health Education: Lecture Series and Wellness Programs

**Brief Description or Objective** Held each spring and fall, the Community Education Lecture Series provides access to free health education and wellness opportunities. Topics are selected based on needs assessment data and disease prevalence, and in the 2015 Report Year included: "Nutrition for Better Health, Would You Recognize a Stroke, Depression Across the Lifespan, Understanding Addiction, Celiac Disease, Preparing for End of Life Care, Overcoming Anxiety and Stress," and many more. BID-Milton also provides space for wellness and exercise programs such as tai chi and yoga. In addition, the hospital's semi-annual community newsletter included articles related to health and wellness education on the topics of youth sport injuries, celiac disease and stroke warning signs and also includes the hospital's Community Education Lecture Series and Health Screenings calendar.

**Program Type** Community Education, Outreach to Underserved

**Target Population**

- **Regions Served:** Boston-Dorchester, Boston-Hyde Park, Boston-Mattapan, Braintree, Canton, Milton, Quincy, Randolph
- **Health Indicator:** Access to Health Care, Mental Health, Other: Diabetes, Other: Elder Care, Other: Hospice, Other: Hypertension, Other: Nutrition, Other: Stroke, Overweight and Obesity, Substance Abuse
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

## Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
Provide low-cost access to exercise and wellness programs	In FY2015, BID-Milton provided low-cost exercise/wellness programs such as tai chi and yoga to the community at large.
Provide the community access and education on mental health topics and resources.	In FY2015, BID-Milton partnered with South Shore Mental Health and Interfaith Social Services in providing lectures on anxiety and stress, depression and addiction.
Provide healthcare education opportunities in areas of chronic	In FY2015, members of BID-Milton's medical staff provided

disease prevention and maintenance. education on nutrition, stroke and hypertension, joint pain, spine and neck pain, celiac disease and more.

## Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
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Beth Israel Deaconess Hospital-Milton Medical Staff	
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South Shore Mental Health	<a href="http://www.ssmh.org">www.ssmh.org</a>
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Interfaith Social Services	<a href="http://interfaithsocialservices.org/">http://interfaithsocialservices.org/</a>
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<b>Contact Information</b>	fio9f49gjkf0dRobert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, <a href="mailto:Robert_McCrystal@bidmilton.org">Robert_McCrystal@bidmilton.org</a>
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<b>Detailed Description</b>	Not Specified
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## CPR Training

<b>Brief Description or Objective</b>	BID-Milton offered cardiopulmonary resuscitation (CPR) training to the general community as well as healthcare providers on average twice a month. Thirty-three attendees achieved certification in the 2015 Report Year through this program which is provided through an American Heart Association (AHA) approved curriculum. According to the AHA, failure to act in a cardiac emergency can lead to unnecessary deaths. Effective bystander CPR provided immediately after sudden cardiac arrest can double or triple a victim's chance of survival, but only 32 percent of cardiac arrest victims get CPR from a bystander. Sadly, less than eight percent of people who suffer cardiac arrest outside the hospital survive.
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<b>Program Type</b>	Community Education
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<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b> Boston-Dorchester, Boston-Hyde Park, Boston-Mattapan, Braintree, Canton, Milton, Quincy, Randolph</li><li>• <b>Health Indicator:</b> Other: First Aid/ACLS/CPR</li><li>• <b>Sex:</b> All</li><li>• <b>Age Group:</b> Adult</li><li>• <b>Ethnic Group:</b> All</li><li>• <b>Language:</b> All</li></ul>
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## Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
Increase number of community members who are CPR-certified	33 participants were trained in CPR

## Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
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American Heart Association	<a href="http://www.heart.org">www.heart.org</a>
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<b>Contact Information</b>	fio9f49gjkf0dRobert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, <a href="mailto:Robert_McCrystal@bidmilton.org">Robert_McCrystal@bidmilton.org</a>
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<b>Detailed Description</b>	Not Specified
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## Diabetes Health Assessment Fair

<b>Brief Description or Objective</b>	BID-Milton and members of its medical staff held the sixth annual Diabetes Fair on April 18, 2015. This free educational event provided 85 individuals with diabetes and their loved ones with valuable information and tools for managing diabetes. An expert physician panel provided in-depth information about the disease. Specific items addressed were new diabetes medications, vascular complications, foot care and important dietary recommendations. A vendor fair provided valuable information, and a diabetic-friendly lunch was served.
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**Program Type** Community Education,Health Screening

- Target Population**
- **Regions Served:** County-Norfolk
  - **Health Indicator:** Access to Health Care, Other: Diabetes
  - **Sex:** All
  - **Age Group:** All
  - **Ethnic Group:** All
  - **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
To educate people in the community on the signs and implications of diabetes as well as to connect them with resources to prevent and manage the disease.	The Diabetes Fair connected over 85 participants to 5 medical providers and 12 vendors to meet this goal.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
American Diabetes Association	www.diabetes.org
Beth Israel Deaconess Hospital-Milton Medical Staff	

**Contact Information** Robert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, Robert\_McCrystal@bidmilton.org

**Detailed Description** Not Specified

**Safe Sitter**

**Brief Description or Objective** Safe-Sitter is a one-day (6 hour) course for adolescents, ages 11-13, before they begin actively baby-sitting. Safe-Sitter uses discussion, practice and role-playing to teach participants more about: how to handle emergencies, safety precautions, rescue breathing techniques, choking and calling for emergency help.

**Program Type** Community Education

- Target Population**
- **Regions Served:** Boston-Dorchester, Boston-Hyde Park, Boston-Mattapan, Braintree, Canton, Milton, Quincy, Randolph
  - **Health Indicator:** Other: Child Care, Other: Parenting Skills, Other: Safety - Home
  - **Sex:** All
  - **Age Group:** Child-Preteen
  - **Ethnic Group:** All
  - **Language:** English

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
Provide adolescents with training on taking care of young children and infants, with focus on emergency situations	In FY15, 19 participants took the course.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Safe Sitter, Inc.	www.safesitter.org

**Contact Information** fiogf49gjkf0dRobert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557 , Robert\_McCrystal@bidmilton.org



**Detailed Description** Not Specified

**Boston Higashi School (Randolph)/Work Inc. Volunteer Program**

**Brief Description or Objective** BID-Milton has established volunteer partnerships with multiple community organizations which provide services and education to individuals with disabilities. Specifically, the Hospital helps provide and coordinate volunteer opportunities to students of the Boston Higashi School in Randolph; Work, Inc., in Quincy; and the Milton High School Special Needs Program. Boston Higashi School, Inc. is the international program serving children and young adults with autism. The school's mission is to help children and young adults with Autism Spectrum Disorder learn to reach their full potential through a unique, broad and balanced curriculum including academics, art, music, physical education, computer technology and social education. Students take on challenges, learn to overcome obstacles and gain confidence from their own success. In the 2015 Report Year, four students contributed a total of 90 volunteer work hours. Under the guidance of a school coach, students from the school's "Emerging Program" cleaned cafeteria tables, delivered mail and performed other duties. The mission of Work, Inc. is to ensure that all individuals with disabilities have the ability to grow, the right to make choices, access to education, and the opportunity to participate in community life via meaningful work. The organization strives to provide social services that create a sense of participation in community life, develop and exercise competence, encourage the pursuit of personal growth and more. In the 2015 Report Year, five individuals contributed a total of 2,377 volunteer work hours, under the guidance of a job coach. The hospital also provided volunteer positions to three Milton High School special needs students for a total of 471 hours.

**Program Type** Mentorship/Career Training/Internship,School/Health Center Partnership

**Target Population**

- **Regions Served:** County-Norfolk, County-Suffolk
- **Health Indicator:** Mental Health, Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**  
**Statewide Priority:** Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
Provide learning, volunteer and work opportunities for individuals with disabilities	Over 2,500 work and volunteer hours were provided by these individuals to the hospital

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Boston Higashi School	<a href="http://www.bostonhigashi.org">www.bostonhigashi.org</a>
Work Inc.	<a href="http://www.workinc.org">www.workinc.org</a>

**Contact Information** fiogf49gjkf0dRobert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557 , [Robert\\_McCrystal@bidmilton.org](mailto:Robert_McCrystal@bidmilton.org)

**Detailed Description** Not Specified

**Curry College Nursing Student Education**

**Brief Description or Objective** BID-Milton shares an educational partnership with Curry College, also located in the Town of Milton, to provide clinical training to nursing students. Every spring and fall, Curry College nursing students participate in a 13 week nurse training program. For eight hours each week, students train and learn hands-on nursing responsibilities under the direct supervision of a BID-Milton Registered Nurse who oversees these students. Examples of the trainees' obtain hands-on instruction with patients are learning how to provide bed bathing of patients, dispense medication, and feed patients...and at the same time these trainees are learning how to appropriately interact with patients. In addition, BID-Milton provides senior nursing students with more advanced 160-hour training each year, under the guidance of a staff nurse/ preceptor.

**Program Type** Mentorship/Career Training/Internship,School/Health Center Partnership

- Target Population**
- **Regions Served:** All Massachusetts
  - **Health Indicator:** Other: Education/Learning Issues
  - **Sex:** All
  - **Age Group:** Adult-Young
  - **Ethnic Group:** All
  - **Language:** English

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
Not Specified	

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Curry College	www.curry.edu

**Contact Information** fiogf49gikf0dRobert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, Robert\_McCrystal@bidmilton.org

**Detailed Description** Not Specified

**No-Cost Facility Use for Third-Party Health/Wellness Programs & Support Groups**

**Brief Description or Objective** The hospital hosts numerous ongoing support groups including a Diabetes Learning Group, New Mom's Support Group, ADHD Parents Support Group and 12-step based recovery groups such as Alcoholics Anonymous, Overeaters Anonymous, Nicotine's Anonymous and Ala-Teen. In most cases, the hospital assists in promoting these programs through its Community Education Calendar listing, at no cost to the program organizers.

**Program Type** Outreach to Underserved,Support Group

- Target Population**
- **Regions Served:** County-Norfolk
  - **Health Indicator:** Other: Alcohol and Substance Abuse, Other: Diabetes, Other: Family Planning, Other: Parenting Skills, Other: Smoking/Tobacco
  - **Sex:** All
  - **Age Group:** All
  - **Ethnic Group:** All
  - **Language:** All

**Goals**

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
Respond to community needs by providing in-kind space and resources	In FY2015, space needs were provided for Al-Anon, Alateen, CHADD, Overeaters Anonymous, Nicotine Anonymous and AA. This is an on-going initiative

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Alcoholics Anonymous	
CHADD	<a href="http://www.chadd.org/">http://www.chadd.org/</a>
Al-Anon	<a href="http://www.al-anon.org/">http://www.al-anon.org/</a>
Alateen	<a href="http://www.al-anon.org/">http://www.al-anon.org/</a>
Overeaters Anonymous	<a href="http://www.aa.org">www.aa.org</a>
Nicotine Anonymous	<a href="https://nicotine-anonymous.org/">https://nicotine-anonymous.org/</a>

Beth Israel Deaconess Medical Center-Parent Connection [www.bidmc.org](http://www.bidmc.org)

**Contact Information** fiogf49gjkf0dRobert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, [Robert\\_Mccrystal@bidmilton.org](mailto:Robert_Mccrystal@bidmilton.org)

**Detailed Description** Not Specified

### Community Health Walk & Grant Program

**Brief Description or Objective** On Saturday, June 13, 2015, the hospital held its sixth annual Community Health Walk, a 5-kilometer walk through Milton. Community members of all ages turned out for the walk to raise awareness of the benefits of exercise and to support the hospital's Cardiac Rehabilitation Program. The walk was followed by a health fair featuring numerous interactive exhibits including the national acclaimed "Arrive Alive Tour" demonstration on the dangers of texting and driving, free blood pressure screenings, vision tests and more. The event also served as BID-Milton's conduit for distributing community health mini-grants to support programs whose goals meet the hospital's community health priorities. This past year, BID-Milton awarded \$9,500 in mini-grants to seven local organizations including Milton High School, Quincy Public Schools, Randolph Senior Center and Joanna's Place, among others.

**Program Type** Community Education, Grant/Donation/Foundation/Scholarship

**Target Population**

- **Regions Served:** Boston-Dorchester, Boston-Hyde Park, Braintree, Milton, Quincy, Randolph
- **Health Indicator:** Access to Health Care, Physical Activity
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** English

### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Distribute grants to community health service providers whose proposed use of funds align with one or more of BID-Milton's community benefits goals.	\$9,500 in grants were distributed to seven local organizations
Provide education on the health benefits of walking and encourage community members to participate as a means of getting active.	More than 100 walkers participated in the walk, and information was widely distributed throughout the community to educate on the health benefits of walking. The Community Health Walk is an ongoing initiative.
Create an opportunity to gather feedback from the community agents regarding their views of unmet health needs.	Ten grant applications were received, which provided a unique opportunity for BID-Milton to gather information from local health agencies regarding actual health needs among their constituents.

### Partners

Partner Name, Description	Partner Web Address
Not Specified	

**Contact Information** Robert McCrystal, Director of Communications, Beth Israel Deaconess Hospital - Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1557, [robert\\_mccrystal@bidmilton.org](mailto:robert_mccrystal@bidmilton.org)

**Detailed Description** Not Specified

### Nutritionist Internship Program

**Brief Description or Objective** Through the BID-Milton Dietary Department, nutrition staff offers an educational internship program for nutrition students from Framingham State University and Simmons College. Under the tutelage of BID-Milton staff registered dietitians, interns gain hands-on experience assessing and meeting inpatient nutrition needs, offering outpatient nutrition counseling, partnering with social workers to provide continuity of care and participating in community outreach, in particular the hospital's annual Diabetes Fair. Simmons College interns spend 10 weeks in the program, at 40 hours/week. Framingham State students spend 14 weeks, with 4 weeks at 40 hours and 10 weeks at 24 hours per week. All internships are unpaid.

**Program Type** Health Professional/Staff Training,Mentorship/Career Training/Internship

**Target Population**

- **Regions Served:** Boston-Dorchester, Boston-Hyde Park, Boston-Mattapan, Braintree, Milton, Quincy, Randolph
- **Health Indicator:** Other: Nutrition, Overweight and Obesity
- **Sex:** All
- **Age Group:** Adult-Young
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations

Goal Description	Goal Status
Provide the opportunity for professional development for those students seeking careers in the nutrition field	In FY 15, three students participated in the program.

### Partners

Partner Name, Description	Partner Web Address
Simmons College	<a href="http://www.simmons.edu">www.simmons.edu</a>
Framingham State University	<a href="http://www.framingham.edu">www.framingham.edu</a>

**Contact Information** fiogf49gjkf0dRobert McCrystal, Director of Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA. 02186, [robert\\_mccrystal@bidmilton.org](mailto:robert_mccrystal@bidmilton.org)

**Detailed Description** Not Specified

### Milton Council on Aging Lecture Series

**Brief Description or Objective** BID-Milton partnered with the Milton Council on Aging to present a series of free, lunchtime educational lectures to seniors at the Milton Senior Center. Programs were presented by hospital staff including physicians, nurses, rehabilitation specialists and radiology technicians. Topics presented in the 2015 Report Year included programs on cardiac rehabilitation, breast cancer, arthritis and joint replacement options and shingles. Seniors are also provided with a free lunch, courtesy of BID-Milton.

**Program Type** Community Education

**Target Population**

- **Regions Served:** Milton
- **Health Indicator:** Access to Health Care, Other: Arthritis, Other: Cancer - Breast, Other: Cardiac Disease, Other: Elder Care
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
Conduct quarterly lectures to Milton seniors on a variety of health topics to educate them on resources available and prevention of certain conditions.	Four lectures were conducted at the Milton Council on Aging in FY 2015 to over 75 seniors.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Milton Council on Aging	<a href="http://www.townofmilton.org/Public_Documents/MiltonMA_COA/COA">http://www.townofmilton.org/Public_Documents/MiltonMA_COA/COA</a>

**Contact Information**      fiogf49gjkf0dRobert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186 617-313-1590, Robert\_McCrystal@bidmilton.org

**Detailed Description**      Not Specified

**Free Cancer Screenings**

**Brief Description or Objective**      Each year, BID-Milton, in partnership with community dermatologists, provides a skin cancer screening to community members at no cost. 48 community members took advantage of this free screening held on May 13, 2015. By providing access to free skin care screening during this event, the hospital hopes to empower patients to detect potentially harmful melanoma in the early stages when the cure rate is nearly 100 percent. BID-Milton provided prostate cancer screening and education in October of 2014 to 25 men. This annual, free men’s health screening event included a PSA test with interpretation by a urologist and education.

**Program Type**      Health Screening

**Target Population**

- **Regions Served:** Boston-Dorchester, Boston-Hyde Park, Boston-Mattapan, Braintree, Canton, Milton, Quincy, Randolph
- **Health Indicator:** Access to Health Care, Other: Cancer - Prostate, Other: Cancer - Skin
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
Provided community members access to free skin cancer screenings	InFY15, 48 participants were screened for skin cancer
Provide male community members access to free prostate cancer screenings	In FY15, 25 participants were screened for prostate cancer.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
American Academy of Dermatologists South Shore Dermatology Greater Boston Urology	<a href="http://greaterbostonurology.com/">http://greaterbostonurology.com/</a>

**Contact Information**      fiogf49gjkf0dRobert McCrystal, Director of Communications, Beth Israel Deaconess Hospital-

**Detailed Description** Not Specified

### Access to Care-Health Insurance Coverage and System Navigation Assistance

**Brief Description or Objective** In FY 15, BID-Milton's Certified Application Counselors (CACs) provided information about the full range of insurance programs offered by the Executive Office of Health and Human Services and the Health Connector. The CACs assist with financial counseling, benefit enrollment assistance, and payment planning to the underserved and uninsured in our community. In FY15, BID-Milton's CACs assisted over 625 community members, filed 527 applications and successfully enrolled 253 individuals in MassHealth.

**Program Type** Health Coverage Subsidies or Enrollment

**Target Population**

- **Regions Served:** Boston-Dorchester, Boston-Hyde Park, Boston-Mattapan, Braintree, Milton, Quincy, Randolph
- **Health Indicator:** Access to Health Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
Provide dedicated financial staff, time and resources needed for financial counseling, both to our uninsured patients and "walk-in" members of the community, assisting them in applying for public health insurance coverage	In FY15, BID-Milton saw 625 community members, filed 527 applications and enrolled 253 individuals in MassHealth and 66 in Commonwealth Care insurance plans
Make financial counseling staff available for training to become Certified Application Counselors in accordance with new law and state regulations in order to continue to serve unmet needs in the community.	All financial counseling staff (2) attended ongoing training in order to maintain state certification as Certified Application Counselors (CAC's).

### Partners

Partner Name, Description	Partner Web Address
Not Specified	

**Contact Information** fiogf49gjkf0dGail Schroth, Director Patient Business Services, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1214, Gail\_Schroth@bidmilton.org

**Detailed Description** Not Specified

### Supporting and Increasing Awareness of Youth Mental Health Issues and Substance Abuse

**Brief Description or Objective** In FY15, BID-Milton partnered with Milton High School to educate young adults and the community at large about the dangers of substance abuse and addiction. BID-Milton sponsored a speaking engagement by former Boston Celtics basketball player Chris Herren at the high school in early 2015 on his personal journey into addiction and subsequent recovery. In addition to a school-wide assembly in the morning, an audience of more than 400 community members attended a program in the evening. BID-Milton also donated \$6,500 for the expansion of Milton High School's "Take Five" Relaxation and Resource Room to promote resiliency in youth. This room was established to create a safe, relaxing, and informative environment for students to relieve anxiety and stress while also learning self-regulation and coping skills. In addition,

students are trained to be peer mentors to their classmates for healthy coping strategies and positive stress relief.

**Program Type**

Community Education, Grant/Donation/Foundation/Scholarship

**Target Population**

- **Regions Served:** Milton
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse
- **Sex:** All
- **Age Group:** Adult-Young
- **Ethnic Group:** All
- **Language:** All

**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

**Goal Description**

Increase awareness of behavioral health issues in the community.

**Goal Status**

More than 400 community members took part in an educational assembly.

**Partners**

**Partner Name, Description**

Milton Public Schools

**Partner Web Address**

<http://www.miltonps.org/>

**Contact Information**

fiogf49gjkf0d Robert McCrystal, Director of Communications, Beth Israel Deaconess Hospital- Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1557, Robert\_McCrystal@bidmilton.org

**Detailed Description**

Not Specified

**Expenditures**

<b>Program Type</b>	<b>Estimated Total Expenditures for FY2015</b>	<b>Approved Program Budget for 2015</b>
<a href="#">Community Benefits Programs</a>	<a href="#">Direct Expenses</a> \$181,797 <a href="#">Associated Expenses</a> \$21,977 <a href="#">Determination of Need Expenditures</a> Not Specified <a href="#">Employee Volunteerism</a> \$26,521 <a href="#">Other Leveraged Resources</a> \$0	\$68,250  *Excluding expenditures that cannot be projected at the time of the report.
<a href="#">Net Charity Care</a>	<a href="#">HSN Assessment</a> \$601,400 <a href="#">HSN Denied Claims</a> \$0 <a href="#">Free/Discount Care</a> \$353,520 <a href="#">Total Net Charity Care</a> \$954,920	
<a href="#">Corporate Sponsorships</a>	\$29,330	
	<b>Total Expenditures</b> \$1,214,545	
<b>Total Patient Care-Related Expenses for FY2015</b>		\$74,044,976
<b>Comments:</b> None		

**Optional Information**

Expenditures	Amount	
<a href="#">Community Service Programs</a>	<a href="#">Direct Expenses</a> Not Specified <a href="#">Associated Expenses</a> Not Specified <a href="#">Determination of Need Expenditures</a> Not Specified <a href="#">Employee Volunteerism</a> Not Specified <a href="#">Other Leveraged Resources</a> Not Specified	
<b>Total Community Service Programs</b>	Not Specified	
<b>Bad Debt:</b>	Not Specified    Not Specified	
<b>IRS 990:</b>	Not Specified	