

## Mercy Medical Center - FY2015

### Community Benefits Mission Statement

The spirit of Community Benefit is rooted in the Sisters of Providence Health System's (SPHS) history and embedded within its Mission to "...being a community of persons committed to being a transforming, healing presence within the communities that we serve." The ministry of the Sisters of Providence is a profound legacy of compassion and service that continually inspires Mercy Medical Center's firm commitment to address unmet health needs, to collaborate with others to improve the health of the communities we serve, to address the root causes of health disparities, and to educate community members about prevention and self-care.

### Target Populations

Name of Target Population	Basis for Selection
Pregnant Women with Addictions	Bureau of Substance Abuse Priority Population
Addicted Persons Referred by Criminal Justice System	Bureau of Substance Abuse Priority Population
Homeless Persons Addicted to Drugs and/or Alcohol	Bureau of Substance Abuse Priority Population
Patients Challenged by Illness and/or Disability	Need for Free Support Groups
Nursing Students and Emergency Medical Technicians	Clinical practice settings for practicums, internships and ongoing educational requirements
Pregnant Teens	Numerous community needs assessments and reports
Persons Addicted to Opiates	Numerous community needs assessments and reports
Individuals and Families Who Are Homeless	Numerous community needs assessments and reports
Children in Psychiatric Distress	Numerous community needs assessments and reports
Adults in Psychiatric Distress	Numerous community needs assessments and reports
Non-English-speaking Mothers	Numerous community needs assessments and reports
Mothers in Low Income Households	Numerous community needs assessments and reports
Vietnamese Immigrants	Language and cultural barriers for health services
High Utilizers of Mercy Medical Center and Area Hospital EDs	Area-Wide Task Force on High Utilizers of Hospital EDs

### Publication of Target Populations

Marketing Collateral, Annual Report, Website, Other- Healthy Balance Brochures; Balance Magazine; Health Coach

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

[www.mercycares.com](http://www.mercycares.com)

### Key Accomplishments of Reporting Year

1. Mercy Medical Center's Health Care for the Homeless (HCH) Program served a total of 2,251 homeless persons. Mercy Medical Center continued to partner with the City of Springfield and Friends of the Homeless (FOH) at the homeless resource center at the Worthington Street Shelter, as part of a comprehensive approach to eliminate homelessness. The facility contains a 2,200 square foot medical/dental clinic. The medical clinic is a partnership with FOH, Mercy Medical Center and the City of Springfield Health Service for the Homeless. Dental services, four exam rooms, laboratory room, and on-site mental health services are available at this site.
2. The Vietnamese Health Project served 699 patients in 2,611 encounters, providing an array of health services to this vital immigrant population in Greater Springfield. Services included:
  - Interpretive services for physician appointments and for patients in hospital
  - Medical translation
  - Case management
  - Health insurance enrollment
  - Health education programs
  - Maternal health visits
  - Flu clinics
  - Health screenings
3. Provided community health outreach services to 40 high-end utilizers of Mercy Medical Center's Emergency Department.

4. Mercy Medical Center provided free community health outreach and education, in 22 bi-weekly group meetings, to pregnant teens at two of the health system's store-front clinics in Holyoke and Springfield. The "Baby Basics" program focused on health literacy issues for new and expectant parents.

5. Mercy Medical Center is a member of the Coalition of Western Massachusetts Hospitals, which includes Baystate Medical Center, Baystate Franklin Medical Center, Baystate Mary Lane Hospital, Cooley Dickinson Hospital, Holyoke Medical Center, Wing Memorial Hospital and the Health New England health plan. The Coalition participated in joint planning efforts to target the pervasive issues related to mental health in the region and collectively garnered talent and resources to initiate a shared 2016 Community Health Needs Assessment.

6. The Community Benefit Workgroup met nine times to continually update SPHS leaders on the plans and results of Community Health Needs activities and initiatives and to identify community needs and trends.

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

A main focus for Community Benefits at the Sisters of Providence Health System will be to complete the 2016 Community Health Needs Assessment and the 2016 Community Health Improvement Plan. SPHS will also continue its collaborative efforts with the Coalition of Western Massachusetts Hospitals to address joint intervention strategies, in response to regional community health needs.

## **Community Benefits Process**

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### **Select Community Benefits Process**

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

Yvonne Boudreau, Sr. V.P., Mission;  
Dan Keenan, Sr. V.P., Government Relations;  
Mark Fulco, Sr. V.P., Strategy and Marketing;  
Dr. Shirin Nash, MD Pathology  
Doreen Fadus, Executive Director, Community Benefit & Health;  
Sean Fallon, Manager of Community Benefit & Health  
Susan Lovitt, Community Benefit Coordinator  
Danielle Champagne, Office Coord., Community Benefit & Health;  
Lewis Rudolph, Dir. Government and Foundation Grants;  
Kathy Rodd, Sr. Reimbursement Analyst;;  
Harold Yagoda, Dir. Reimbursement;  
Sharron Meaden, Senior Accountant  
Beth Prullage, Providence Behavioral Health Hospital;  
Maritza Smidy, Practice Manager, Mercy Care-Holyoke and Mercy Care-Forest Park;  
Anissa Newman, P.A., Providence Behavioral Health Hospital

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

August 28,2014  
September 25,2014  
October 23,2014  
December 9,2014  
January 29,2015  
February 26,2015  
March 26,2015  
April 30,2015  
May 28,2015

## **Community Partners**

The Coalition of Western Massachusetts Hospitals;  
City of Springfield Dept. of Health and Human Services, Office of Housing and Neighborhood Services, Continuum of Care and Homeless Initiative, and Commission on Maternal and Child Health Committee;  
Friends of the Homeless;  
Asian Apostolate, Holy Name Church;  
Enlace de Familias;  
Massachusetts Dept. of Public Health and Bureau of Substance Abuse Services (BSAS);  
Massachusetts Dept. of Mental Health;  
Massachusetts Dept. of Children and Families;  
The Massachusetts Behavioral Health Partnership;  
Elms College;  
The University of Massachusetts-Amherst;  
The University of Massachusetts Medical School-Worcester;  
Holyoke Community College;  
Springfield Technical Community College;  
Blue Cross Blue Shield Foundation of Massachusetts;  
The Diocese of Springfield;  
Hampden County Sheriff's Department;  
Mental Health Association of Greater Springfield;  
American Cancer Society-Springfield Chapter;  
Massachusetts Alliance on Teen Pregnancy;  
Western Massachusetts Substance Abuse Providers Association;  
Behavioral Health Network;  
Gandara Mental Health Center;  
Holyoke Health Center;  
New North Citizens' Council;  
Springfield Public Schools;  
West Springfield Public Schools;  
ServiceNet, Inc.;  
Valley Psychiatric Services;  
Dress for Success

## **Community Health Needs Assessment**

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

May 28, 2013. Current status: A new Community Health Needs Assessment is being conducted in coordination with the Coalition of Western MA Hospitals. The new CHNA will be posted on our Mercycare website by June 30, 2016.

### **Consultants/Other Organizations**

Pioneer Valley Planning Commission  
Partners for a Healthier Community  
Collaborative for Educational Services

### **Data Sources**

Community Focus Groups, Hospital, Consumer Group, Interviews, MassCHIP, Public Health Personnel, Surveys

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## **Select Community Benefits Programs**

### **Vietnamese Health Project**

**Brief Description or Objective** The Vietnamese Health Project helps Vietnamese families and individuals through interpretive

services, educational programs, case management, access to health insurance enrollment services and post-enrollment services. Bilingual/bicultural case managers help caregivers and patients overcome language and cultural barriers and take clients to physician appointments and hospital visits.

**Program Type**

Direct Services

**Target Population**

- **Regions Served:** County-Hampden
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** Asian
- **Language:** Vietnamese

**Goals**

**Statewide Priority:** Reducing Health Disparity

<b>Goal Description</b>	<b>Goal Status</b>
To provide services to at least 600 Vietnamese patients.	Provided services to 699 patients
To provide at least 2,500 medical encounters.	Provided 2,611 medical encounters
To provide at least 350 MassHealth enrollment encounters.	Provided 438 MassHealth enrollment encounters

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Asian Apostolate, Holy Name Church	<a href="http://www.holynamespringfield.org">www.holynamespringfield.org</a>
Springfield Immigrant and Refugee Coalition, Jewish Federation of Western MA	<a href="http://www.jewishwesternmass.org">www.jewishwesternmass.org</a>
St. Paul the Apostle Parish	<a href="http://diospringfield.org/parishes/">http://diospringfield.org/parishes/</a>
The Senior Center at Forest Park Manor	<a href="http://www.springfield-ma.gov/elderaffairs/index.php?id=46">http://www.springfield-ma.gov/elderaffairs/index.php?id=46</a>

**Contact Information**

fiogf49gjkf0dDoreen Fadus, Executive Director, Department of Community Benefit & Health, Mercy Medical Center, 271 Carew Street Springfield, MA 01102. Phone:(413)748-9062., [doreen.fadus@sphs.com](mailto:doreen.fadus@sphs.com)

**Detailed Description**

Not Specified

**High Risk Maternal and Infant Health Programs**

**Brief Description or Objective** Provides a continuum of community health services and programs to address health disparities of minority populations, including prenatal care, psychosocial assessments, social support groups, basic living skills education, community health outreach, health literacy, child birth classes, breastfeeding classes, new and expectant parents' education at Mercy Medical Center, participation in community-wide coalitions addressing maternal and infant health issues and conducting teen parent groups at Springfield and Holyoke OB/GYN clinics.

**Program Type**

Direct Services

**Target Population**

- **Regions Served:** County-Hampden
- **Health Indicator:** Other: Pregnancy
- **Sex:** Female
- **Age Group:** Adult-Young
- **Ethnic Group:** Asian, Black/African American, Hispanic/Latino
- **Language:** All

**Goals**

## Statewide Priority: Reducing Health Disparity

Goal Description	Goal Status
To conduct at least one Third Trimester educational program for clinicians.	Provided two Third Trimester educational programs, one for OB/GYN Division staff and another for the midwifery staff
To provide at least 20 biweekly teen parent support group meetings at Mercy Care-Holyoke and Mercy Care-Forest Park OB/GYN clinics.	Provided at total of 22 biweekly teen parent support group meetings
To provide a Third Trimester educational program for at least 125 women.	Provided a total of 131 women with a Third Trimester educational program

### Partners

Partner Name, Description	Partner Web Address
The Family Life Center at Mercy Medical Center	<a href="http://www.mercycares.com">www.mercycares.com</a>
Community Foundation of Western Massachusetts	<a href="http://www.cfwm.org">www.cfwm.org</a>
Massachusetts Alliance on Teen Pregnancy	<a href="http://www.massteenpregnancy.org">www.massteenpregnancy.org</a>
Enlace de Familias	<a href="http://www.enlacedefamilias.com">www.enlacedefamilias.com</a>
Youth Empowerment Adolescent Health Network	<a href="http://www.yeahnetwork.org">www.yeahnetwork.org</a>
Providence Behavioral Health Hospital	<a href="http://www.mercycares.org">www.mercycares.org</a>
Berkshire Bank Foundation	<a href="http://www.berkshirebank.com">www.berkshirebank.com</a>
The What to Expect Foundation	<a href="http://www.whattoexpect.org">www.whattoexpect.org</a>
MotherWoman	<a href="http://www.motherwoman.org">www.motherwoman.org</a>

**Contact Information** Maritza Smidy, Practice Manager, Mercy Inpatient Medical Associates, Mercy Care at Forest Park (Springfield) and Mercy Care Holyoke (Providence Prenatal Center) Phone: (413) 886-0410 (413) 536-7385 , [maritza.smidy@sphs.com](mailto:maritza.smidy@sphs.com)

**Detailed Description** Not Specified

### Substance Abuse Treatment for Vulnerable Populations

**Brief Description or Objective** A broad range of substance abuse screening and treatment programs that include a SBIRT program in Mercy Medical Center's Emergency Department, a contract with the U.S. Justice Department/Federal Bureau of Prisons to provide mental health and substance abuse treatment services for male and female offenders who are held, under the authority of the United States, at the Hampden County Sheriff's Department, two methadone maintenance programs, inpatient detoxification that targets Bureau of Substance Abuse priority populations, such as pregnant women who are addicted to drugs, IV drug users, minorities, persons who are opiate-dependent, criminal justice offenders, and persons who are homeless, as well as outpatient treatment venues that include individual and group counseling, couple/family counseling, psychoeducational groups for the Hampden County Sheriff's Department, second offender services for individuals convicted of their second DUI offense, and intensive day treatment groups conducted at Providence Behavioral Health Hospital and at the Hampden County Corrections Pre-Release Center.

**Program Type** Direct Services

**Target Population**

- **Regions Served:** Springfield
- **Health Indicator:** Substance Abuse
- **Sex:** All
- **Age Group:** Adult-Young, All, All Adults, All Children

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

## Goals

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

Goal Description	Goal Status
To provide at least 1,500 persons with inpatient substance abuse treatment.	A total of 2,508 persons received inpatient substance abuse treatment
To achieve an average 4.42 days length of stay for inpatient substance abuse treatment.	Actual length of stay: 4.18 days
To provide Methadone Maintenance Treatment to at least 1,100 persons.	Provided Methadone Maintenance Treatment to 1,223 persons
To provide Driver Alcohol Education (DAE) to at least 225 persons.	Enrolled 168 persons in DAE
To provide Driver Alcohol Education II (DAE-II) to at least 50 persons.	Enrolled 20 persons in DAE II

## Partners

Partner Name, Description	Partner Web Address
Carlson Recovery Center	<a href="http://www.bhn.org/carlson-recovery-center">www.bhn.org/carlson-recovery-center</a>
Gandara Mental Health Center	<a href="http://www.gandaracenter.org">www.gandaracenter.org</a>
Holyoke Health Center	<a href="http://www.hhcinc.org">www.hhcinc.org</a>
Providence Prenatal Clinic	<a href="http://www.mercycares.com">www.mercycares.com</a>
Tapestry Health	<a href="http://www.tapestryhealth.org">www.tapestryhealth.org</a>
New North Citizens' Council	<a href="http://www.newnorthcc.org">www.newnorthcc.org</a>
Hampden County Sheriff's Department	<a href="http://www.hcsdmass.org">www.hcsdmass.org</a>
Federal Bureau of Prisons	<a href="http://www.bop.gov">www.bop.gov</a>
Mercy Medical Center Emergency Department	<a href="http://www.mercycares.com">www.mercycares.com</a>
Mercy Medical Center Health Care for the Homeless	<a href="http://www.mercycares.com">www.mercycares.com</a>

**Contact Information** Robert J. Roose, MD, MPH, FASAM, CMO/VP, Addiction & Recovery Services, Sisters of Providence Health System, Providence Behavioral Health Hospital, 1233 Main Street, Holyoke, MA 01040 (413)493-2085-, [robert.roose@sphs.org](mailto:robert.roose@sphs.org)

**Detailed Description** Not Specified

## Protecting Vulnerable Children in Crisis

**Brief Description or Objective** A range of children's services that included, in FY2015, in home counseling and "wrap-around" support services and short-stay, inpatient psychiatric treatment for children and adolescents in crisis, due to various forms of abuse, neglect, substance abuse and other causes.

**Program Type** Direct Services

**Target Population**

- **Regions Served:** Springfield
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse
- **Sex:** All
- **Age Group:** Child-Teen
- **Ethnic Group:** All

- **Language:** English

**Goals**

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

<b>Goal Description</b>	<b>Goal Status</b>
To provide inpatient psychiatric treatment to at least 286 adolescents.	Served 319 adolescents
To provide inpatient psychiatric treatment to at least 286 latency-age children.	Served 233 latency-age children
To provide home-based counseling and family-strengthening services to at least 550 families.	Served 561 families

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Springfield Public Schools	<a href="http://www.sps.springfield.ma.us">www.sps.springfield.ma.us</a>
West Springfield Public Schools	<a href="http://www.wsps.org">www.wsps.org</a>
Westfield Public Schools	<a href="http://www.westfield.ma.us">www.westfield.ma.us</a>
Holyoke Public Schools	<a href="http://www.hps.holyoke.ma">www.hps.holyoke.ma</a>
Behavioral Health Network	<a href="http://behavioralhealthnetwork.net">http://behavioralhealthnetwork.net</a>
The Key Program	<a href="http://key.org">http://key.org</a>
Center for Human Development	<a href="http://www.chd.org">www.chd.org</a>
Gandara Center	<a href="http://gandaracenter.org">http://gandaracenter.org</a>

**Contact Information** Maria Russo-Appel, MD, Chief Medical Officer, Providence Behavioral Health Hospital, 1233 Main Street, Holyoke, MA 01040- Phone: (413)539-2845, [maria.Russo-Appel@sphs.com](mailto:maria.Russo-Appel@sphs.com)

**Detailed Description** Not Specified

**Mental Health Safety Net for Adults in Severe Psychiatric Distress**

**Brief Description or Objective** Providence Behavioral Health Hospital plays a pivotal role in maintaining the "safety net" for vulnerable adult populations in Western Massachusetts. The payer mix reveals a significant reliance on government revenue, accounting for nearly 90% of gross patient service revenue. Historically, government reimbursement rates have been significantly less than actual expenses. Medicaid funding accounts for more than 50% of revenue. There are two specialized psychiatric units at the hospital for adults, the Adult Unit and the Older Adult Unit. The Older Adult Unit is the larger of only two such units in the region. Minority populations account for nearly 40% of the adults discharged. This safety net program has consistently run at a negative margin and Mercy Medical Center continues to fund it as a community benefit program because it provides vital services to a largely poor and vulnerable population for whom there would be no comparable alternative treatment option in the region, if the hospital were to discontinue the program on a purely financial basis.

**Program Type** Direct Services

- Target Population**
- **Regions Served:** Springfield
  - **Health Indicator:** Mental Health
  - **Sex:** All
  - **Age Group:** Adult, Adult-Elder, Adult-Young
  - **Ethnic Group:** All
  - **Language:** All

**Goals**

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

<b>Goal Description</b>	<b>Goal Status</b>
To provide inpatient psychiatric treatment to at least 1,107 adults	Served 1,191 adults
To provide inpatient psychiatric treatment to at least 343 older adults.	Served 266 older adults

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Mercy Medical Center Emergency Department	www.mercycares.com
Behavioral Health Network	www.bhninc.org
River Valley Behavioral Health Services	www.rvbh.com
ServiceNet, Inc.	www.servicenetinc.org
Valley Psychiatric Services	www.vpsi-ma.com

**Contact Information** Maria Russo-Appel, MD, Chief Medical Officer, Providence Behavioral Health Hospital, 1233 Main Street, Holyoke, MA 01040- Phone: (413) 539-2845, maria.Russo-Appel@sphs.com

**Detailed Description** Not Specified

**Health Care for the Homeless**

**Brief Description or Objective** The 16-member Health Care for the Homeless clinical team provides primary care, case management, disease management, health screening, community health outreach and mental health services at various shelters, soup kitchens and transitional living centers

**Program Type** Direct Services

**Target Population**

- **Regions Served:** Springfield
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** All

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

<b>Goal Description</b>	<b>Goal Status</b>
To provide homeless services to at least 2,000 homeless persons.	Served a total of 2,251 homeless persons
Provide at least 2,000 MassHealth enrollment encounters.	Provided a total of 2,055 MassHealth enrollment encounters
Provide community health outreach services to at least 40 high-end utilizers of Mercy Medical Center's Emergency Department.	Served a total of 40 high-end utilizers

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
City of Springfield Department of	www.springfield-ma.gov/hhs



Health and  
Human  
Services

Mental Health [www.mhainc.org](http://www.mhainc.org)  
Association,  
Inc.

Massachusetts [www.mcd.training.com](http://www.mcd.training.com)  
Career  
Development  
Training  
Institute

City of [www.springfieldcityhall.com/housing/homelessness](http://www.springfieldcityhall.com/housing/homelessness)  
Springfield  
Homeless  
Initiative

**Contact Information** [fiogf49gjkf0dDoreen Fadus](mailto:doreen.fadus@sphs.com), Executive Director, Department of Community Benefit & Health,  
Mercy Medical Center 271 Carew Street Springfield, MA 01102 (413) 748-9062 ,  
[doreen.fadus@sphs.com](mailto:doreen.fadus@sphs.com)

**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> \$2,913,484 <a href="#">Associated Expenses</a> Not Specified <a href="#">Determination of Need Expenditures</a> Not Specified <a href="#">Employee Volunteerism</a> \$4,636 <a href="#">Other Leveraged Resources</a> \$30,000	\$1,913,006  *Excluding expenditures that cannot be projected at the time of the report.
<a href="#">Net Charity Care</a>	<a href="#">HSN Assessment</a> \$1,500,802 <a href="#">HSN Denied Claims</a> \$236,864 <a href="#">Free/Discount Care</a> \$997,898 <a href="#">Total Net Charity Care</a> \$2,735,564	
<a href="#">Corporate Sponsorships</a>	\$15,792	
	<b>Total Expenditures</b> \$5,699,476	
<b>Total Patient Care-Related Expenses for FY2015</b>		\$248,285,432
<b>Comments:</b> IRS 990 Line 7k, column E is taken from the 2014 report as the 2015 IRS 990 is currently being worked on.		

**Optional Information**

Expenditures	Amount
<a href="#">Community Service Programs</a>	<a href="#">Direct Expenses</a> \$1,464

<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>	\$1,464
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<b>Bad Debt:</b>	Not Specified	Not Specified
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<b>IRS 990:</b>	Not Specified
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