

Nashoba Valley Medical Center - FY2016

Community Benefits Mission Statement

Nashoba Valley Medical Center is committed to collaborating with community partners to improve the health status of community residents.

Target Populations

Name of Target Population	Basis for Selection
At-risk or diagnosed populations for Diabetes and Obesity	DPH Health Status Indicators
At risk and diagnosed adult populations for stroke.	Statewide data; DPH directive
Those under or uninsured.	State directive and Community Need determined by area health and human service organizations.
Those in need of transportation upon hospital departure.	Hospital observed need.

Publication of Target Populations

Marketing Collateral, Annual Report, Website

Hospital/HMO Web Page Publicizing Target Pop.

<http://www.steward.org/Community-Health/Nashoba-Valley-Medical-Center/Nashoba-Valley-Medical-Center-Community-Health>

Key Accomplishments of Reporting Year

Nashoba Valley Medical Center worked with several area health and human service organizations to offer free screenings, free lectures, and engage in dialogue via health fairs to reach the targeted populations.

Blood Drive: In collaboration with the American Red Cross, NVMC sponsored two (2) blood drives on 5/11/16 & 8/22/2016 in CY 2016.

The Cancer Center provided patients, family and friends with information about the disease, its diagnoses, the latest treatments, alternative therapies, and support groups through books, pamphlets, informational DVDs, and more.

Steward Doctor Finder - Serving as the first point of contact for many in immediate search of a physician appointment, the Steward Doctor Finder, operated by Steward Health Care is a physician referral program that connects the community to physicians at NVMC at no cost.

Nashoba Nursing Services - Steward Home Care provides comprehensive home health care services to homebound people of all ages.

NVMC offers a number of free support groups that are open to the public. In addition, the hospital provides local organizations with access to our facility, offering a range of support groups:

- Diabetes (Monthly)
- Bereavement Support Group (Bi-weekly)
- Alcoholics Anonymous
- Alanon
- Breathe Better
- Sleep – “AWAKE”

Volunteer Services - Approximately 40 volunteers donate their time and service to patients and families through their participation in Nashoba Valley Medical Center’s Volunteer Services Program. Volunteers range in age from 15 to 90 and offer assistance at the gift shop, information desk, and greeters at front desk and in some other departments. In a given year, hospital volunteers give around 5,000 hours to Nashoba Valley Medical Center’s patients, families and the community.

High school students from Groton, Ayer, Littleton, Pepperell, Townsend and Acton volunteer their time to the medical center's greeter program.

ther organizations Nashoba Valley Medical Center partners with are the Ayer Elder Services; and Senior Volunteer Program in Groton, Ayer and Shirley, and area high schools and churches.

Programs designed to enhance service to patients and families, as well as providing additional volunteer opportunities include:

- Greeter service
- The Violet Flower Program
- Hospitality services
- Gift Shop

Plans for Next Reporting Year

Priority 1: Access to health services information and health education.

- Initiate discussions with local senior centers and community based organizations to ascertain what health topics are of greatest concern.
- Coordinate community events at local senior centers, neighborhood councils and other community groups, to address these concerns, offering informal discussions with primary care providers and printed information about available health services.
- Assess available information channels to determine which are the most feasible and far-reaching for the hospital to utilize to disseminate information.
- Provide Continue Wellness Tour events that provide health education and opportunities for social support.
- Investigate the most effective means of communication within the rural hospital service towns and utilize these avenues to provide information about health services and local health education events.
- Collaborate with local resources to address rural communication challenges at the community level.

Priority 2: Mental health access and support.

(Chronic Disease Management in Disadvantaged Populations promoting Wellness in Vulnerable Populations)

- Promote referral resources for outpatient mental health services.
- Promote NVMC's inpatient geriatric psychiatric unit through community outreach and communication of the services.
- Support efforts to equip community members to recognize the signs of mental illness and to know where to go for help.

Priority 3: Diabetes Management and CarePriority / NVMC's out-patient Diabetes service is growing at a rate in keeping with state and national Type 2 Diabetes rates.

- Provide ongoing diabetes education to our providers, nurses and dieticians in order to provide the highest quality care for prevention and management of diabetes.
- Provide screenings for the community and employees with a goal of catching diabetes in early stages.
- Provide education on causative factors.
- Provide general dietary advice and counseling.
- Increase access to healthy foods for patients with food insecurity through partnership with Loaves and Fishes Food Pantry.
- Raise awareness of diabetes education and support services offered at NVMC.
- Provide community education on diabetes self-management and prevention.
- Provide screenings for diabetes to the community and hospital employees.
- Investigate the root causes of diabetes-related emergency room visits and hospitalization for residents of Ayer and address these driving factors.

Priority 4: Chronic disease: awareness and access to care.

- Support the American Cancer Society in promoting community access for cancer care and raising awareness about the significance of early detection.
- Provide education on stroke recognition and early access to care to seniors in alignment with Department of Public Health stroke certification.
- Collaborate with community partners to ensure that all seniors are educated on the signs of stroke.
- Partner with primary care physicians to ensure that patients are following recommendations for cancer screening.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Sal Perla, President
Christine Basil, CNO/COO
Wanda Edwards, Director of Human Resources
Gail Clayton, Director of Quality
Louann Swaney, Director of Steward Medical Group
Korry Dow, VP of Finance
Mary Ann Hagan, Volunteer Coordinator
Kimberly Young, HR Administrator
Virginia Leonard, Manager, Business Development and Community Outreach
Andrea Boisvert, Manager of Pharmacy
Cordina Valvo, Manager of Diabetes Clinic
Karen Swanfelt, COA Town of Ayer
Susan Mccarthy, COA Town of Pepperell
Patricia Sterns, Loaves and Fishes
Chelsey Patris, CHNA 9
Ellen Levinson, director of Life Care Centers of Littleton
Melissa Fetterhoff, Chamber/Business
Tamara Bederd, Public Health Nurse

Community Benefits Team Meetings

- American Cancer Society
- American Heart Association
- Churches
- Elder Services of Nashoba Valley
- Fitchburg State University - Nursing Program
- Domestic Violence Team - CHNA
- Ayer Community Action Council
- Ayer Senior Center
- Groton Senior Center
- Littleton Council on Aging
- Nashoba Valley Chamber of Commerce
- Nashoba Valley Elder Services
- Nashoba Valley Red Cross
- Shirley Senior Activity Center
- Pepperell Council on Aging
- Groton Schools
- Mount Watchussetts Community College - Nursing Program
- Northern Essex Community College - Radiology
- Mass College of Pharmacy
- UMASS Lowell - Nursing and Physical Therapy
- Shirley Schools
- Townsend School

Community Partners

Not Specified

Community Health Needs Assessment

Date Last Assesment Completed and Current Status

Nashoba Valley Medical Center reach beyond hospital walls, into the surrounding Ayer communities, to address the most prevalent health- and wellness-related needs of our community members. Guided by a careful analysis of community needs, Nashoba Valley Medical Center's Community Health Program aims to help those most vulnerable to make life-changing

improvements in health and address social and economic factors that impact overall well-being.

Along with improving the status of our community, our mission is to also provide access to comprehensive, high quality, compassionate and efficient health care services in the community setting. Nashoba Valley Medical Center's Community Health Program accomplishes this by:

- Assessing the unmet health needs of our community
- Participating on local action committees
- Funding community-based health care initiatives
- Encouraging the community to engage in healthy lifestyles, be active participants in their health care, and educate themselves of the risks associated with unhealthy behaviors and poor lifestyle choices

In addition, Nashoba Valley Medical Center aims to provide culturally-sensitive, linguistically-appropriate, accessible health care services to address the cultural needs of the communities we serve.

Consultants/Other Organizations

Not Specified

Data Sources

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

Select Community Benefits Programs

General Health Education and Resources

Brief Description or Objective	The Hospital's Community Education Series remains an important venue to provide relevant and timely health care information to the community.
Program Type	Community Benefits Planning Process,Community Education,Community Health Needs Assessment,Community Participation/Capacity Building Initiative,Direct Services
Target Population	<ul style="list-style-type: none">• Regions Served: County-Middlesex• Health Indicator: Access to Health Care, Other: Alcohol and Substance Abuse, Other: Alzheimer Disease, Other: Arthritis, Other: Asthma/Allergies, Other: Cancer, Other: Cardiac Disease, Other: Chronic Pain , Other: Colitis/Crohn Disease, Other: Diabetes, Other: Domestic Violence, Other: Education/Learning Issues, Other: Elder Care, Other: First Aid/ACLS/CPR, Other: Hearing, Other: Hypertension, Other: Nutrition, Other: Osteoporosis/Menopause, Other: Pulmonary Disease/Tuberculosis, Other: Safety - Sports, Other: Smoking/Tobacco, Other: Stress Management, Other: Stroke, Other: Uninsured/Underinsured, Overweight and Obesity, Substance Abuse• Sex: All• Age Group: Adult• 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, Reducing Health Disparity

Goal Description	Goal Status
Not Specified	

Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information	Christine Basil, CNO/COO, Christine.Basil@steward.org
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Detailed Description Not Specified

Health Service Information and Guidance

Brief Description or Objective The Hospital maintains a Physician and Health Services Referral Line as a community service. The line is promoted throughout the community, and calls range from general information requests, referral assistance to support and guidance.

Program Type Community Benefits Planning Process,Community Education,Community Health Needs Assessment,Community Participation/Capacity Building Initiative

Target Population

- **Regions Served:** County-Middlesex
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Adult
- **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, Reducing Health Disparity

Goal Description Not Specified

Goal Status

Partners

Partner Name, Description Not Specified

Partner Web Address

Contact Information Louann Swaney, Director of Steward Medical Group, 200 Groton Road, Ayer, MA 01432, louann.swaney@steward.org

Detailed Description Not Specified

Stroke Prevention

Brief Description or Objective Nashoba Valley Medical Center is committed to educating the community on stroke awareness and prevention.

Program Type Community Education,Community Health Needs Assessment

Target Population

- **Regions Served:** County-Middlesex
- **Health Indicator:** Other: Stroke
- **Sex:** All
- **Age Group:** Adult
- **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, Reducing Health Disparity

Goal Description Not Specified

Goal Status

Partners

Partner Name, Description Not Specified

Partner Web Address

Contact Information Christine Basil, CNO/COO, NVMC, 200 Groton Road, Ayer, MA 01432, 978-784-9000, Christine.Basil@steward.org

Detailed Description Not Specified

Diabetes Education Program

Brief Description or Objective NVMC's Diabetes Patient Educators were involved in community outreach efforts to provide education about managing their disease and reduce their dependence on medication through improving diet and exercise trends

Program Type Community Benefits Planning Process,Community Education,Community Health Needs Assessment,Community Participation/Capacity Building Initiative

- Target Population**
- **Regions Served:** County-Middlesex
 - **Health Indicator:** Other: Diabetes
 - **Sex:** All
 - **Age Group:** Adult
 - **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, Reducing Health Disparity

Goal Description Not Specified
Goal Status

Partners

Partner Name, Description Not Specified
Partner Web Address

Contact Information Corina Valvo, Manager of the Diabetes and Endocrine Center, NVMC, 200 Groton Road, Ayer, MA 01432, Cordina.Valvo@steward.org

Detailed Description Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2016	Approved Program Budget for 2016
Community Benefits Programs	Direct Expenses \$5,000 Associated Expenses \$2,500 Determination of Need Expenditures Not Specified Employee Volunteerism \$12,000 Other Leveraged Resources \$2,500	\$22,000 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$367,849 HSN Denied Claims \$194,765 Free/Discount Care Not Specified Total Net Charity Care \$562,614	
Corporate Sponsorships	\$10,978	
	Total Expenditures \$595,592	
Total Patient Care-Related Expenses for FY2016		\$51,104,632
Comments: In 2016, NVMC reported the following amounts: Unreimbursed Medicaid \$222,123 and Unreimbursed Medicare \$2,928,038		

Optional Information

Expenditures	Amount	
Community Service Programs	Direct Expenses	Not Specified
	Associated Expenses	Not Specified
	Determination of Need Expenditures	Not Specified
	Employee Volunteerism	Not Specified
	Other Leveraged Resources	Not Specified
	Total Community Service Programs	Not Specified
Bad Debt:	Not Specified	Not Specified
IRS 990:	Not Specified	