

Holyoke Medical Center, Inc. - FY2017

Community Benefits Mission Statement

The Medical Center will continue its tradition of productive collaboration with community partners to assess the health needs of our community and allocate available resources to address our community members who are uninsured and underinsured, who are vulnerable to chronic diseases such as diabetes, obesity, cardiac and respiratory issues, etc., to reduce racial and ethnic health disparities, and to educate the community members regarding health prevention and self-care ultimately promoting wellness in our vulnerable populations.

Target Populations

Name of Target Population	Basis for Selection
Holyoke Medical Center-Primary Service Area	The geographic boundary of Holyoke Medical Center includes cities and towns in both Hampden and Hampshire counties. Our organization focuses its resources on Holyoke, Chicopee, South Hadley, Granby, Easthampton, West Springfield, Belchertown and Southampton which has an aggregate population of approximately 185,000 persons. Within this population are subsets with specific needs: The elderly, poor and those who exhibit a health profile with higher than average morbidity. Prioritizing the needs within this target population is an ongoing process, dependent upon a multitude of factors. The mission of the organization, the scope and depth of specific needs and available resources. As the solely acute care provider within this area, Holyoke Medical Center attempts to include the needs of all residents in our decisions, without regard to their demographic or health status.

Publication of Target Populations

Not Specified, Other- Our Community Benefits Plan is published on the Holyoke Medical Center Website

Hospital/HMO Web Page Publicizing Target Pop.

www.holyokehealth.com

Key Accomplishments of Reporting Year

The impact of the Medical Center's outreach efforts are evidenced by the fact that countless service agencies rely on HMC to ensure their own success. Among the key accomplishments this year were:

- Providing free transportation services allowing approximately 1800 riders a month access to hospital services and neighboring medical practices
- Implementing the Childhood Asthma Control Test in the Emergency Dept and a referral system to PCPs for disease specific follow up. This intervention model triggers the pediatrician to institute an action plan for the child and parent.
- Providing a variety of behavioral health services including community liaison work, education and transportation

- Reaching out to organizations that provide support services to at-risk children and teens in Holyoke including The Boys and Girls Club, Holyoke Public Schools, Career Point Program.
- Our Speech and Hearing department provided numerous outreach classes and services to the community with hearing and speech difficulties. They have also worked with a variety of long term care facilities and elder communities with hearing screenings
- Providing birthing, lactation and parenting skill education classes and creating Spanish Language classes
- Provide education and sleep sack to all parents in order to decrease incidence of SIDS in our patient population.
- Participation in Let's Move Holyoke 5-2-1-0 initiative providing educational outreach, supporting materials and training on healthy eating and physical activity with children and their families, as well as supporting a large, diverse group of Holyoke agencies and organizations.
- Partnering with Holyoke Health Center to support their patient care efforts
- Sponsorship of at risk youth for summer internship at Holyoke Medical Center for 6 weeks.
- Provide education within the surrounding community, including medical topics about high rates of diet and exercise related diseases (obesity, diabetes, stroke, heart disease).

Plans for Next Reporting Year

The next fiscal year is 2018 , and the Medical Center is continuing with all of the above initiatives and programs. In fact, Holyoke Medical Center is expanding to provide services and education to Senior Centers in Holyoke, South Hadley, Chicopee, Westfield and West Springfield regarding chronic diseases, educate the Police and Fire Departments in Chicopee, Holyoke and South Hadley for the reduction in hypertension and develop survivorship programs that are needed for survivors in our region with cancer. Holyoke Medical Center is also expanding in support of the Holyoke Safe neighborhood Initiative Program, and with the Pioneer Valley Commission to connect with Hampden County and work together regarding health concerns, drug and alcohol issues as well as topics of education and poverty, among other programs and access to care with food insecurity. Efforts to provide more programs and services in Spanish are underway. Holyoke Medical Center will continue to strengthen our relationships and activities with our partners in Holyoke and the surrounding towns.

Holyoke Medical Center will continue to monitor all of the programs and partnerships for their effectiveness.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Not Specified

Community Benefits Team Meetings

Not Specified

Community Partners

Not Specified

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

Not Specified

Consultants/Other Organizations

Not Specified

Data Sources

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

Select Community Benefits Programs

Behavioral Health - Community Liaison Work

Brief Description or Objective To better coordinate care among mental health providers community-wide in order to improve the provision of mental health services to community members.

Program Type Direct Services

Target Population

- **Regions Served:** County-Hampden, County-Hampshire
- **Health Indicator:** Mental Health
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description	Goal Status
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Commit patients to inpatient psychiatric treatment as well as to enforce compliance with	Ongoing
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said treatment when patients are assessed to be a danger to themselves and or members of the community based on psychiatric symptoms.

Partners

Partner Name, Description	Partner Web Address
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MA Department of Mental Health Community Support Program (CSP) Behavioral Health Network (BHN)	
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Contact Information	Melissa Perry, Dir. of Behavioral Health Nursing, 413-534-2593, perry_melissa@holyokehealth.com
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Detailed Description	Not Specified
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Behavioral Health, Inpatient - Civil Commitments

Brief Description or Objective	Uncompensated legal proceedings to commit patients to inpatient psychiatric treatment when they are assessed to be a danger to themselves or members of the community based on psychiatric symptoms, as well as to enforce compliance with said treatment.
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Program Type	Direct Services
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Target Population	<ul style="list-style-type: none">• Regions Served: County-Hampden, County-Hampshire• Health Indicator: Mental Health• Sex: All• Age Group: All Adults• Ethnic Group: All• Language: All
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Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Not Specified	

Partners

Partner Name, Description	Partner Web Address
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Not Specified	
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Contact Information	Melissa Perry, Behavioral Health Director Nursing, Behavioral Health Services 413-534-2740 , perry_melissa@holyokehealth.com
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Detailed Description	Not Specified
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Behavioral Health-Partial Hospitalization Program Transportation

Brief Description or Objective	Provision of free transportation to and from Holyoke Medical Center's Partial Hospitalization Program/Intensive Outpatient Program (PHP/IOP) for members of the community who do not have their own transportation, but require PHP/IOP level of care for treatment of mental health issues.
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Program Type	Outreach to Underserved
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Target Population	<ul style="list-style-type: none">• Regions Served: County-Hampden, County-Hampshire• Health Indicator: Access to Health Care, Mental Health• Sex: All• Age Group: Adult
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- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: 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 Sara Taylor, Behavioral Health, 413-534-2653 , taylor_sara@holyothealth.com

Detailed Description Not Specified

Community Lecture Series & Community Health Media Interviews

Brief Description or Objective Ongoing educational programs/lectures and interviews utilizing medical and professional staff to provide an educational opportunity that, to the best of our knowledge, is not currently being offered in the community.

Program Type Community Education

- Target Population**
- **Regions Served:** County-Hampden, County-Hampshire
 - **Health Indicator:** Other: Education/Learning Issues
 - **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**

Encourage medical screenings, Ongoing
prevent and reduce disease
disorders.

Prevent and improve Ongoing
cardiovascular diseases, stroke
care and access, pulmonary
disease, chronic diseases.

Educate and improve access to Ongoing
primary and preventive care
and promote healthy
behaviors.

Education for the community Ongoing
in a wide variety of health
topics via media interviews
with a goal to promote such
health behaviors and reduce
disease and disorders.

Partners

Partner Name, Description **Partner Web Address**

Not Specified

Contact Information Rebecca MacGregor Public Relations Manager, 413-534-2532 ,
Macgregor_Rebecca@holyothealth.com

Detailed Description Not Specified

Speech and Hearing Next Step, Clinics and Programs

Brief Description or Objective Clean, check and perform minor repairs on hearing aids for elderly patients to minimize the need for major repairs, assist seniors with vision difficulties who cannot see to clean aids, cognitive deficits, and/or transportation problems. Provide information through health fairs and education. Provide visits for patients when not authorized by insurance through "next step" program to promote continuity of care. Clinical Preparation of graduate students training in speech and audiology.

Program Type Direct Services

Target Population

- **Regions Served:** Granby, Holyoke, South Hadley
- **Health Indicator:** Other: Elder Care, Other: Hearing
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description **Goal Status**

Assist elderly population with cleaning, checking and repairs of hearing aids. Ongoing

Assist seniors in maintaining proper function, check ear canals. Ongoing

Serve as community resource for speech/hearing related matters. Obtain primary care services for wax occlusion. Ongoing

Provide closure during a final visit when further visits are not authorized by insurance. Provide continuity of care to the needy. Ongoing

Partners

Partner Name, Description **Partner Web Address**

Granby Council on Aging (Senior Center) www.granbyma.org

Loomis Communities www.loomiscommunities.org

South Hadley Council on Aging (South Hadley Senior Center) www.southhadley.org

Contact Information Kathryn Girardin, Manager, Speech and Hearing, 413-534-2508 , Girardin_Kathryn@holyokehealth.com

Detailed Description Not Specified

Speech Stroke Support Group

Brief Description or Objective Continued support for stroke patients once patients have used all individual therapy sessions provided by insurance. Group speech-language activities provided, as well as family support and suggestions for communication strategies at home.

Program Type Support Group

- Target Population**
- **Regions Served:** County-Hampden, County-Hampshire
 - **Health Indicator:** Other: Stroke
 - **Sex:** All
 - **Age Group:** Adult
 - **Ethnic Group:** All
 - **Language:** All

Goals

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

Goal Description	Goal Status
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Increase communication capabilities of stroke patients.	Ongoing
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Assist families and others with support and suggestions for communication strategies at home.	Ongoing
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Provide social setting to enable patients to continue to refine communication skills, share life experiences and participate in structured language based tasks in order to strengthen communication skills once health insurance will no longer pay for speech therapy.	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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Not Specified	
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Contact Information	Kathryn Girardin, Manager, Speech and Hearing 413-534-2508 , Girardin_Kathryn@holyokehealth.com
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Detailed Description	Not Specified
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Stroke Community Education Lectures and Health Fairs

Brief Description or Objective	Community stroke education lectures and health fairs that provide information to the public regarding prevention of stroke, recognition of stroke symptoms and/or treatment of stroke. Improved outcomes are seen in patients with close proximity to stroke centers.
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Program Type	Community Education
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- Target Population**
- **Regions Served:** County-Hampden, County-Hampshire
 - **Health Indicator:** Other: Stroke
 - **Sex:** All
 - **Age Group:** All Adults
 - **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

Goal Description	Goal Status
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Reduce disability from stroke.	Ongoing
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Goal is education to the community regarding signs/symptoms of stroke and instruction of how to obtain	Ongoing
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immediate care and services in the event of a stroke.

Partners

Partner Name, Description	Partner Web Address
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American Stroke Association	
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Contact Information	Angela Smith, Stroke Program, Clinical Manager, 413-534-2794 , smith_angela@holyokehealth.com
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Detailed Description	Not Specified
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Transportation/Patient Access to Care

Brief Description or Objective	Provide transportation to patients who have no other means of getting to and from the Holyoke Medical Center and other hospital facilities on campus to ensure medical care continues and health does not decline.
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Program Type	Community Health Needs Assessment, Direct Services
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Target Population	<ul style="list-style-type: none">• Regions Served: County-Hampden• Health Indicator: Access to Health Care• Sex: All• Age Group: All• Ethnic Group: All• Language: All
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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
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To provide patients access to healthcare services who otherwise have no means of getting to and from appointments within the campus.	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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Valet Park of America	www.valetparkofamerica.com
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Contact Information	Ron Riethle Director of Safety. (413)-534-2755 , riethle_ronald@holyokehealth.com
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Detailed Description	Not Specified
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Lactation Support Program

Brief Description or Objective	MPink survey done by Mass DPH and CDC determined that mothers in our area do not meet national goals for breastfeeding duration. Lactation consultant meets one-on-one with new mothers requiring lactation support.
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Program Type	Community Health Needs Assessment, Support Group
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Target Population	<ul style="list-style-type: none">• Regions Served: County-Hampden, County-Hampshire• Health Indicator: Other: Nutrition, Other: Parenting Skills• Sex: Female• Age Group: All Adults• Ethnic Group: All• Language: All
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Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
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The goal of the program is to increase breastfeeding duration in women within the community.	Ongoing
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Improve nutrition in newborns within the community.	Ongoing
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Empower women to care for their newborn independently	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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Not Specified	
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Contact Information

Virginia Thomas, Nurse Manager, Birthing Center, 413-534-2700 ,
thomas_virginia@holyothealth.com

Detailed Description

Not Specified

Prepared Childbirth Classes

Brief Description or Objective

Seven week series offered to pregnant women and their support network. Series includes preparation for childbirth, pain management, options for birth, infant feeding, newborn care and safety, postpartum issues for new family.

Program Type

Community Education

Target Population

- **Regions Served:** County-Hampden, County-Hampshire
- **Health Indicator:** Access to Health Care, Other: Child Care, Other: Domestic Violence, Other: Nutrition, Other: Parenting Skills, Other: Pregnancy
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
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Increase the knowledge base of women and their partners regarding pregnancy and birth process in order to accomplish positive outcomes	Ongoing
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Empower women living in poverty and abusive relationships. Enable them to make healthy decisions for themselves and their newborn child.	Ongoing
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Educate families regarding choices they will be faced with regarding care of newborn and themselves.	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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Not Specified	
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Contact Information

Virginia Thomas, Nurse Manager, Birthing Center, 413-534-2700 ,
thomas_virginia@holyothealth.com

Detailed Description Not Specified

Postpartum Support Group

Brief Description or Objective Postpartum depression support group is open to all women within the Holyoke community. The group provides support, referrals and a nonthreatening environment for women who experience post partum depression.

Program Type Support Group

- Target Population**
- **Regions Served:** County-Hampden, County-Hampshire
 - **Health Indicator:** Mental Health, Other: Parenting Skills
 - **Sex:** Female
 - **Age Group:** Adult, Adult-Young
 - **Ethnic Group:** All
 - **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Program goal is to provide support, referrals and a comfortable place for women who suffer from post partum depression.	Ongoing

Partners

Partner Name, Description	Partner Web Address
MotherWoman	www.motherwoman.org

Contact Information Virginia Thomas, Nurse Manager, Birthing Center, 413-534-2700 , thomas_virginia@holyothealth.com

Detailed Description Not Specified

Ambulance Community Events

Brief Description or Objective Provide ambulance coverage for various community events within the City of Holyoke Stand by services to provide first aid care if required.

Program Type Direct Services

- Target Population**
- **Regions Served:** Holyoke
 - **Health Indicator:** Access to Health Care
 - **Sex:** All
 - **Age Group:** All
 - **Ethnic Group:** All
 - **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured

Goal Description	Goal Status
Not Specified	

Partners

Partner Name, Description	Partner Web Address
City of Holyoke	www.holyoke.org

Contact Information Avadhoot Gokhale, Quality 413-534-2709, gokhale_avadhoot@holyothealth.com

Detailed Description Not Specified

Diabetes Community Education Program

Brief Description or Objective Community diabetic education provided to include the understanding of Type 2 diabetes, planning meals and dietary requirements, and management of medications.

Program Type Community Education

Target Population

- **Regions Served:** County-Hampden, County-Hampshire
- **Health Indicator:** Other: Diabetes
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
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Provide education and support to diabetics in an attempt to reduce hospitalizations, provide a better understanding of disease process and possible effects.	Ongoing
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Assist diabetic patients with nutrition planning and specific diet requirements, medications and proper usage in order to maintain better control of disease process	Ongoing
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Provide community diabetic patients with resources including clinical educators, nurses, dietitians and pharmacists	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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Diabetic nurse - Understanding Type 2 Diabetes	
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Dietitian - Planning meals	
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Pharmacist - Managing medication and insulin	
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American Diabetic Association	
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Contact Information	April Medeiros, Diabetic Nurse Educator, 413-534-2514, medeiros_april@holyokeyhealth.com
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Detailed Description	Not Specified
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CPR Community Program

Brief Description or Objective Holyoke Medical Center offers CPR Classes and basic life support to the public which are an important capability in order to help save lives and to teach the proper technique for improved outcomes.

Program Type Community Education

Target Population

- **Regions Served:** County-Hampden, County-Hampshire
- **Health Indicator:** Other: First Aid/ACLS/CPR
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All

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

Goals

Statewide Priority: Reducing Health Disparity

Goal Description	Goal Status
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Provide CPR training and proper technique in order to improve outcomes/help save lives of those in cardiac arrest.	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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Not Specified	
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Contact Information	Carlene Bailey, Education Coordinator, 413-534-2514, bailey_carlene@holyokeyhealth.com
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Detailed Description	Not Specified
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Community Benefit Operations/Dedicated Staff

Brief Description or Objective	Oversight,planning and implementation of the Community Benefit plan and program for the organization, both internal to the hospital and to the community. CBISA program usage for the accountability process.
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Program Type	Community Benefits Planning Process,Community Health Needs Assessment
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Target Population	<ul style="list-style-type: none"> • Regions Served: County-Hampden, County-Hampshire • Health Indicator: All • Sex: All • Age Group: All • Ethnic Group: All • Language: All
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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
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Development,plan and implementation of the Community Health Needs Assessment within the Hampden and Hampshire counties in and around the Holyoke area.	Ongoing
Track community programs, participation, events and services with CBISA software.	Ongoing

Partners

Partner Name, Description	Partner Web Address
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Greater Holyoke YMCA	www.holyokeymca.org
Massachusetts Department of Public Health	www.mass.gov/eohhs/gov/departments/dph
Holyoke Health Center	www.hhccinc.org
The Boys and	www.hgbc.org

Girls Club of
Greater Holyoke

Holyoke Community
College www.hcc.edu

The Greater Holyoke Chamber
of Commerce www.holycham.com

Career Point-Holyoke www.careerpointma.org

Hampden County Sherrifs office www.hcsdmass.org

City of Holyoke www.holyoke.org

Contact Information Helen Arnold, Director Community Benefits (413)534-2533 ,
arnold_helen@holyokehealth.com

Detailed Description Not Specified

Financial Support/Not-For-Profit Community Organizations

Brief Description or Objective Provide financial support to Western Mass Physician Associates, Non profit affiliation of Valley Health Systems in order to prevent termination of services in the Holyoke community. WMPA consists of Adult Medicine, OB/GYN, and pediatric specialties.

Program Type Physician/Provider Diversity

Target Population

- **Regions Served:** County-Hampden
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
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To provide access to the under served population within the community	Ongoing
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Prevent termination of medical services in the Holyoke Community. WMPA consists of services provided in Adult Medicine,OB/GYN, and pediatric specialities	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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Western Mass Physician Associates	www.wmpa-inc.org
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Contact Information Carl Cameron Chief Operations Officer, 413-534-2500, cameron_carl@holyokehealth.com

Detailed Description Not Specified

Back-to-Sleep/Safe Sleep Program

Brief Description or Objective Provide education and sleep sack to all parents to decrease incidence of SIDS in our patient population.

Program Type Community Education

Target Population

- **Regions Served:** County-Hampden, County-Hampshire
- **Health Indicator:** Other: Parenting Skills
- **Sex:** All
- **Age Group:** Adult, Adult-Young, Child-Infant
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description **Goal Status**

Goal is to decrease the occurrences of SIDS in the community and to educate parents on safe sleep environment for their newborn. Ongoing

Partners

Partner Name, Description **Partner Web Address**

Not Specified

Contact Information Virginia Thomas, RN, Nurse Manager, Birthing Center (413)534-2700, thomas_virginia@holyokehealth.com

Detailed Description Not Specified

Let's Move Holyoke 5-2-1-0 Program

Brief Description or Objective In order to help prevent childhood obesity, this collaborative initiative focuses on the promotion of healthy living by integrating the 5-2-1-0 message into the community. The plan for is for children and family members to set goals for healthier lifestyles. The 5-2-1-0 initiative is based on 5 servings fruit/veg; 2 hrs screen time; 1 hour physical activity; 0 sugar sweetened beverages.

Program Type Community Education,Community Health Needs Assessment

Target Population

- **Regions Served:** Holyoke
- **Health Indicator:** Other: Nutrition, Overweight and Obesity
- **Sex:** All
- **Age Group:** All Children
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description **Goal Status**

Goal is to educate the community of Holyoke, assist the Holyoke Health Center and school systems regarding prevention and reduction of childhood obesity through a 5-2-1-0 program Ongoing

Partners

Partner Name, Description **Partner Web Address**

City of Holyoke	www.holyoke.org
Holyoke Health Center	www.hhcinc.org
Holyoke Public Schools	www.hps.holyoke.ma.us

Contact Information Helen Arnold, Community Benefits Manager, 413-534-2533,
arnold_helen@holyokehealth.com

Detailed Description Not Specified

Blood Drive/Blood Bank Program

Brief Description or Objective Employees donation of blood banking products to benefit patients in Holyoke and surrounding community.

Program Type Direct Services

Target Population

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

Goals

Statewide Priority: Reducing Health Disparity

Goal Description	Goal Status
Goal is to maintain levels of blood products for use in the community when needed.	Ongoing

Partners

Partner Name, Description	Partner Web Address
American Red Cross	www.redcross.org

Contact Information John Szczepanek Lab manager (413)534-2530, Szczepanek_John@holyokehealth.com

Detailed Description Not Specified

Breast Cancer Awareness Education & Mammography Clinic

Brief Description or Objective Breast cancer awareness education and screening provided for those in the community, in order to reach those who need exams and do not have access. Free clinical examinations and transportation are provided as well as educating the public on prevention and treatment of breast cancer.

Program Type Community Education,Health Screening

Target Population

- **Regions Served:** County-Hampden
- **Health Indicator:** Access to Health Care, Other: Cancer - Breast
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Goal is to provide education, clinical services and transportation to those in need of breast cancer screening in order to accomplish early detection and treatment which saves lives of women and men who are diagnosed in the early stages. This program reduces	Ongoing

health costs associated with
higher stage cancer treatments

Partners

Partner Name, Description	Partner Web Address
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Not Specified	
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Contact Information	Erin Hurlbert,RN Oncology Manager (413)534-2543, Hurlbert_Erin@holyoke health.com
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Detailed Description	Not Specified
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Career Point Program-Youth at Risk

Brief Description or Objective	Monitor, educate and mentor at-risk youths from Career Point (Holyoke) who through encouragement and exposure to healthcare employment have a better chance to succeed as productive society members
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Program Type	Mentorship/Career Training/Internship,Outreach to Underserved
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Target Population	<ul style="list-style-type: none">• Regions Served: County-Hampden• Health Indicator: Other: Education/Learning Issues• Sex: All• Age Group: Child-Teen• Ethnic Group: All• Language: All
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Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
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Goal is to support, mentor and encourage higher education and confidence in At-risk youth within the community.	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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Career Point-Holyoke	www.careerpointma.org
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Contact Information	Helen Arnold, Director of Community Benefit (413)534-2533, arnold_helen@holyokehealth.com
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Detailed Description	Not Specified
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Public Safety-Blood Pressure Program

Brief Description or Objective	Educate Public servants with regards to lowering blood pressure, diet, exercise and healthy lifestyles.
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Program Type	Health Screening
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Target Population	<ul style="list-style-type: none">• Regions Served: County-Hampden• Health Indicator: Other: Hypertension, Other: Nutrition• Sex: All• Age Group: Adult• Ethnic Group: All• Language: All
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Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
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To provide education and services regarding	Ongoing
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hypertension and nutrition to the public safety population in order to reduce hypertension, stress, and promote health and wellness as well as improve nutrition.

Identify and assist with health issues and concerns. Ongoing

Partners

Partner Name, Description	Partner Web Address
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Not Specified

Contact Information	Helen Arnold, Director-Community Benefit (413)534-2533, amold_helen@holyokehealth.com
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Detailed Description	Not Specified
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Pioneer Valley Planning Commission

Brief Description or Objective	The Pioneer Valley Planning Commission is a consortium of local governments that have banded together under the provisions of state law to address problems and opportunities that are regional in scope. The Pioneer Valley Planning Commission objective is to gather information regarding education, healthcare and access to care in the Western Massachusetts regions and to initiate policies and actions to make an impact on the Pioneer Valley communities.
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Program Type	Community Participation/Capacity Building Initiative
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Target Population	<ul style="list-style-type: none">• Regions Served: County-Hampden, County-Hampshire• Health Indicator: All• Sex: All• Age Group: All• Ethnic Group: All• Language: All
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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
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Goal is to identify access to care needs and identify policies and take action in order to make an impact on community health and wellness	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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Pioneer Valley Planning Commission	www.pvpc.org
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Contact Information	Helen Arnold, Director of community Benefit (413)534-2533, amold_helen@holyokehealth.com
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Detailed Description	Not Specified
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Rotary-Community of Holyoke

Brief Description or Objective	Gather knowledge about the community needs, changes and improvements with various representatives, businesses and programs.
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Program Type	Community Participation/Capacity Building Initiative
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- Target Population**
- **Regions Served:** County-Hampden
 - **Health Indicator:** All
 - **Sex:** All
 - **Age Group:** All
 - **Ethnic Group:** All
 - **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Goal is to plan community needs, changes and improvements with various community members. Provide educational services, monetary and information to the community on an as needed basis.	Ongoing

Partners

Partner Name, Description	Partner Web Address
Holyoke Rotary Club	www.holyokerotary.com
Contact Information	Helen Arnold, Director Community Benefit (413)534-2533, arnold_helen@holyokehealth.com
Detailed Description	Not Specified

Safe Neighborhood-South Holyoke Initiative

Brief Description or Objective	Partnership between local, state & federal law enforcement; city & state government; civic & human service organizations; faith based organizations; the business community; education providers; property managers; and residents. The goal is to create a safe, healthy & economically viable neighborhood through information sharing, referrals and community efforts in the South Holyoke neighborhood.
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Program Type	Community Participation/Capacity Building Initiative
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- | | |
|--------------------------|---|
| Target Population | <ul style="list-style-type: none"> • Regions Served: Holyoke • Health Indicator: Environmental Quality, Injury and Violence, Other: Safety - Home • Sex: All • Age Group: All • Ethnic Group: All • Language: All |
|--------------------------|---|

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Participate and engage with the South Holyoke Safe Neighborhood Initiative group in providing youth activities, health educational awareness and available resources.	Ongoing

Partners

Partner Name, Description	Partner Web Address
South Holyoke Initiative partners	www.shsni.org
Contact Information	Helen Arnold, Director of Community Benefit (413)534-2533,

arnold_helen@holyokehealth.com

Detailed Description

Not Specified

Shadow Program

Brief Description or Objective

Mentor and monitor at-risk and other youth in a structured Shadow Program at Holyoke Medical Center for an eight (8) week period in order to provide educational experiences and information on careers of various healthcare fields. Non paid participants shadow various professionals in multiple departments.

Program Type

Mentorship/Career Training/Internship

Target Population

- **Regions Served:** County-Hampden
- **Health Indicator:** Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** Adult-Young, Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Reducing Health Disparity

Goal Description	Goal Status
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Goal is to provide at risk youth the opportunity to be exposed to healthcare positions, assist with information on various medical career paths. Mentor, monitor youth for 8 weeks providing basic work ethic education.	Ongoing
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Direct and guide at risk youth toward careers and assist with the increasing need in the community for healthcare workers	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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|-----------------------------------|--|
| Holyoke Public School System | www.hps.holyoke.ma.us |
| Chicopee Public School System | www.chicopeeps.org |
| Westfield Public School System | www.schoolsofwestfield.org |
| South Hadley Public School System | www.southhadleyschools.org |

Contact Information

Helen Arnold, Director of Community Benefit (413)534-2533, arnold_helen@holyokehealth.com

Detailed Description

Not Specified

Oncology Support, Education & Survivor Programs

Brief Description or Objective

Support, education, information, and events for all Oncology patients aimed at education, providing resources and support. Support groups and events are held for english and spanish speaking participants with interpreter available.

Program Type

Community Health Needs Assessment

Target Population

- **Regions Served:** County-Hampden, County-Hampshire

- **Health Indicator:** Other: Cancer - Breast, Other: Cancer - Cervical, Other: Cancer - Colorectal, Other: Cancer - Lung, Other: Cancer - Multiple Myeloma, Other: Cancer - Other, Other: Cancer - Ovarian, Other: Cancer - Prostate, Other: Cancer - Skin, Other: Nutrition, Other: Stress Management, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
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Goal is to assist Oncology patients within the community with education, nutrition and support.	Ongoing
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Provide literature and educational services for patients undergoing chemotherapy treatment as well as post treatment discussion	Ongoing
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To provide speakers referencing mental health issues, nutrition, therapies and personal care	Ongoing
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To better the lives of all oncology patients in and around the Holyoke community by providing inspiration, celebration of life, hope and a sense of community compassion	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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American Cancer Society	www.cancer.org
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Contact Information	Erin Hurlbert,RN Oncology Manager (413)534-2543, Hurlbert_Erin@holyokehealth.com
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Detailed Description	Not Specified
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Flu Clinic-Community Based

Brief Description or Objective	Holyoke Medical Center provides free of charge flu vaccinations to the public in order for the reduction of influenza related illnesses in and around Holyoke and surrounding communities.
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Program Type	Direct Services,Outreach to Underserved,Prevention
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Target Population	<ul style="list-style-type: none"> • Regions Served: County-Hampden • Health Indicator: Immunization • Sex: All • Age Group: All Adults • Ethnic Group: All • Language: All
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Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
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Goal is to reduce cases of influenza and influenza related complications in and around the Holyoke community in order to reduce hospitalizations and cases within the public. Ongoing

Provide the community access to immunizations which otherwise would not be available due to lack of insurance and/or accessibility. Ongoing

Partners

Partner Name, Description	Partner Web Address
Massachusetts Department of Public Health	www.mass.gov/eohhs/gov/departments/dph

Contact Information Helen Arnold, Director Community Benefit (413)534-2533; Carol Wojnorowski, Infection Control, Holyoke Medical Center (413)534-2500, arnold_helen@holyokehealth.com

Detailed Description Not Specified

Community Food Bank Initiatives

Brief Description or Objective Holyoke Medical Center provides meals on a monthly basis to Kate's and/or Kitchen, in order to assist with providing nourishing meals to homeless and needy. Sandwiches and cereal bars provided are bagged for easy distribution.

Program Type Outreach to Underserved

Target Population

- **Regions Served:** Holyoke
- **Health Indicator:** Other: Nutrition
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
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Goal is to reduce hunger within the Holyoke and Chicopee communities by providing a monthly bagged supper to the homeless	Ongoing
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Provide Kates kitchen and Lorraines kitchen with much needed resources for the homeless and/or impoverished within Holyoke and Chicopee communities.	Ongoing
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Partners

Partner Name, Description	Partner Web Address
Kate's Kitchen-Holyoke	www.provministries.com
Lorraine's Kitchen-Chicopee	www.lorrainessoupkitchen.com

Contact Information Helen Arnold, Director of Community Benefit (413)534-2533,
arnold_helen@holyokehealth.com

Detailed Description Not Specified

Community Health Fairs

Brief Description or Objective Participation in health fairs throughout the Holyoke area and surrounding communities to provide education, information, treatments for disease. Provide blood pressure screenings and/or laboratory services (lipid panels). Various health matters are addressed.

Program Type Community Education,Health Screening,Outreach to Underserved,Prevention

Target Population

- **Regions Served:** County-Hampden, County-Hampshire
- **Health Indicator:** All
- **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, Reducing Health Disparity

Goal Description **Goal Status**

Community Health fairs are held periodically in order to achieve goals of providing education and information on a multitude of health matters. Ongoing

Provide medical screenings in a one stop area along with education and information on various medical topics. Ongoing

Provide community members access to services in order to provide answers to medical matters or to direct the community to resources which are available. Ongoing

Partners

Partner Name, Description	Partner Web Address
Loomis Communities	www.loomiscommunities.org
River Valley Counselling Center	www.rvcc-inc.org

Contact Information Helen Arnold, Director of Community Benefit (413) 534-2533,
arnold_helen@holyokehealth.com

Detailed Description Not Specified

Community Sponsorship Program

Brief Description or Objective Holyoke Medical Center provides community sponsorship in order to help support cultural and healthy lifestyle events including support of youth sport teams, young academic leaders, teachers, community celebrations, festivals. The intended outcome is to make the community a better place to live and work.

Program Type Community Participation/Capacity Building Initiative

Target Population

- **Regions Served:** County-Hampden
- **Health Indicator:** Other: Cultural Competency, Physical Activity
- **Sex:** All

- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
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The goal of this program of sponsorship is to assist in support of health and cultural lifestyle events with an outcome of making the Holyoke community a better place to work and live. Sponsorship is provided to civic, social, and athletic groups within and around the Holyoke community.	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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South Hadley Lions Club	
Holyoke Public School System	www.hps.holyoke.ma.us
Girls, Inc	www.girlsinc.org
Chicopee Chamber of Commerce	www.chicopeechamber.org
Gandara Center	www.gandaracenter.org
The Boys and Girls Club of Greater Holyoke	www.hgbc.org
The Greater Holyoke Chamber of Commerce	www.holycham.com
NoHo Pride	www.nohopride.org
Loomis Communities	www.loomiscommunities.org
Girls Scouts of Central and Western Massachusetts	www.gscwm.org
Council for Human Understanding	www.councilforhumanunderstanding.org
Westover ARB	www.westover.afrc.af.mil
International Volleyball Hall of Fame	www.volleyhall.org
Wistariahurst Museum	www.wistariahurst.org
Puerto Rican Cultural Project	www.prculturalcenter.org
Holyoke Civic Symphony	www.holyokecivicsymphony.org
South Hadley	www.southhadley.org

Baseball Association
USO Council of Pioneer Valley www.pioneervalleyuso.org

Contact Information Rebecca MacGregor, Manager Public Relations (413)534-2532,
macgregor_rebecca@holyokehealth.com

Detailed Description Not Specified

Medical Control and Conference Program

Brief Description or Objective Educational conferences with Public Safety personnel (AMR,Police,Fire). Assist public safety providers and school systems with continuing medical information and education.

Program Type Community Education

Target Population

- **Regions Served:** County-Hampden, County-Hampshire
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** Not Specified

Goals

Statewide Priority: Reducing Health Disparity

Goal Description	Goal Status
Goal of these programs is to educate public service (Police,Fire,schools) on disaster instruction as well as continuing medical information and education	Ongoing

Partners

Partner Name, Description	Partner Web Address
Holyoke Public School System	www.hps.holyoke.ma.us
Holyoke Police Department	www.holyokepd.org
Holyoke Fire Department	www.holyoke.org
American Medical Response	www.amr.net

Contact Information Avadhoot Gokhale, Quality (413)534-2650, gokhale_avadhoot@holyokehealth.com

Detailed Description Not Specified

Financial Application Counselors-Healthcare

Brief Description or Objective Healthcare financial counselors address the state priority by assisting low income patients who are uninsured/under insured access to coverage for healthcare services.

Program Type Health Coverage Subsidies or Enrollment,Outreach to Underserved

Target Population

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

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
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Goal is to assist Ongoing
uninsured/underinsured in
obtaining healthcare coverage
within the community of
Holyoke and surrounding
towns in order for access to
healthcare insurance.

Partners

Partner Name, Description **Partner Web Address**
Not Specified

Contact Information Beverly Finn Director of HR (413)534-2500,

Detailed Description Not Specified

Community & School events/education.

Brief Description or Objective Involvement with various public and state school systems in the community to include education, volunteerism, sponsorship and internships. Need based on improving the quality as well as education. Maintain partnership with schools in the community schools. Meetings, discussions, events, and committees.

Program Type Community Education

- Target Population**
- **Regions Served:** County-Hampden, County-Hampshire
 - **Health Indicator:** Other: Education/Learning Issues
 - **Sex:** All
 - **Age Group:** All Children
 - **Ethnic Group:** All
 - **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description **Goal Status**

The goal of involvement is to Ongoing
provide services for various
school systems in the
community which includes
education, volunteerism and
sponsorship in order to
improve the quality of lives in
youth attending schools

Establish and maintain Ongoing
partnerships within the public
schools,events, committees
and other various community
benefit matters

Provide information and Ongoing
educational opportunities to
ESL students, high school
students about professions
within the healthcare industry.

Partners

Partner Name, Description **Partner Web Address**
Holyoke Public School System www.hps.holyoke.ma.us
Chicopee Public School www.chicopeeps.org
System
Holyoke Community College www.hcc.edu

Contact Information Helen Arnold, Director of Community Benefit; (413)534-2533, amold_helen@holyokehealth.com

Detailed Description Not Specified

Inpatient Guardianship/Services

Brief Description or Objective Guardianship fees for hospitalized patients with no means, legal professional and court fees invoiced. Services and payment for indigent patients upon demise.

Program Type Direct Services

Target Population

- **Regions Served:** Holyoke
- **Health Indicator:** Access to Health Care, Mental Health, Other: Alzheimer Disease, Other: Elder Care, Other: Homelessness
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured

Goal Description	Goal Status
Goal is to provide guardianship of inpatients when they are assessed to have no capability of decision making process.	Ongoing

To provide services and/or payment for indigent patients upon demise.	Ongoing
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Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information Avadhoot Gokhale Quality (413)534-2650, gokhale_avadhoot@holyokehealth.com

Detailed Description Not Specified

Senior Education, Information and Events

Brief Description or Objective Provide education, events and information to Seniors of the Holyoke, South Hadley and Chicopee Senior Centers and the Holyoke YMCA.

Program Type Community Participation/Capacity Building Initiative, Direct Services, Outreach to Underserved

Target Population

- **Regions Served:** Chicopee, Holyoke
- **Health Indicator:** Mental Health, Other: Cardiac Disease, Other: Diabetes, Other: Elder Care, Other: Homebound, Other: Hypertension, Other: Nutrition, Other: Stroke
- **Sex:** All
- **Age Group:** Adult-Elder
- **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
Assist seniors at the Holyoke, South Hadley. West	Ongoing

Springfield, and Chicopee Senior Centers cope better with various age related medical issues.

Enrich the lives of seniors by providing information, education and events. Ongoing

Partners

Partner Name, Description	Partner Web Address
Rivermills Senior Center -Chicopee	www.chicopeema.gov
Holyoke Senior Center	www.holyoke.org
Holyoke YMCA	www.holyokeymca.org
Western Mass Eldercare	www.wmeldercare.org
West Springfield Senior Center	www.townofwestspringfield.org/#!/senior-center/ccuq

Contact Information Helen Arnold, Director of Community Benefit (413)534-2533, amold_helen@holyokeyhealth.com

Detailed Description Not Specified

Internship Program-Nursing

Brief Description or Objective Collaboration with schools affiliated with Holyoke Medical Center by providing an educational setting for nursing students in order to assist in reducing the nursing shortage.

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

Target Population

- **Regions Served:** County-Hampden, County-Hampshire
- **Health Indicator:** Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** Adult, Adult-Young
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Reducing Health Disparity

Goal Description	Goal Status
Education/orientation and internships of nursing students in order to assist with addressing the nursing shortages within Holyoke and surrounding communities.	Ongoing

Partners

Partner Name, Description	Partner Web Address
Greenfield Community College	www.gcc.ma.edu
Holyoke Community College	www.hcc.edu
STCC	www.stcc.edu

Contact Information Carlene Bailey Education and Training (413) 534-2514, bailey_carlene@holyokeyhealth.com

Detailed Description Not Specified

Detailed Description

NOT SPECIFIED

Expenditures

Program Type	Estimated Total Expenditures for FY2017	Approved Program Budget for 2017
Community Benefits Programs	Direct Expenses \$15,062,753 Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism \$6,023 Other Leveraged Resources Not Specified	\$00 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$568,472 HSN Denied Claims Not Specified Free/Discount Care \$55,807 Total Net Charity Care \$624,279	
Corporate Sponsorships	Not Specified	
	Total Expenditures \$15,693,055	
Total Patient Care-Related Expenses for FY2017		\$147,139,509
Comments: None		

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	0
Bad Debt:	Not Specified Not Specified
IRS 990:	Not Specified