

Nantucket Cottage Hospital - FY2017

Community Benefits Mission Statement

Reflecting a strong tradition of caring and sense of community, the Mission of Nantucket Cottage Hospital (NCH) is to be the island's primary source of a full range of health and wellness services. NCH assumes the leadership role within the community by collaborating with other local organizations, to ensure availability of an integrated array of healthcare services and to respond to needs of the increasingly diverse and expanding Nantucket community.

Led by a proficient and dedicated cadre of physicians, management, staff, and volunteers, the NCH team provides services in a confident, compassionate, respectful and responsive manner; is fiscally responsible; and is prepared to respond to every healthcare need either directly, from within the community, or indirectly, through an extensive network of off-island healthcare partners.

NCH will promote wellness for people of all ages through prevention, education and readily accessible healthcare services in an effort to improve the general health, vitality and quality of life for all Nantucket residents and visitors.

Target Populations

Name of Target Population	Basis for Selection
The most vulnerable who live on and visit this remote year-round community and summer resort island	Qualitative and quantitative needs assessments

Publication of Target Populations

Marketing Collateral, Website, Other- E-Newsletters, Social Media

Hospital/HMO Web Page Publicizing Target Pop.

Key Accomplishments of Reporting Year

The following programs highlight NCH's continued commitment to our community's health and well-being:

Annual Health Fair

Nantucket Cottage Hospital's Annual Health Fair is a comprehensive and distinctive community event that brings hundreds of people together for a morning dedicated to health and wellness. Designed to involve all segments of the community, the Health Fair endeavors to educate participants about wellness and the prevention of illness and disease. It provides health care access to those who are underinsured or uninsured, and to those who are interested in early detection and prevention of illness and disease. A variety of screenings and consultations are provided at no cost, including dermatology, blood pressure, mammography, dental and vision, as well as flu shots. In October 2017, this collaborative community effort involved dozens of volunteers, community leaders and organizations, health care professionals, doctors, nurses, and hospital staff. In FY17, over 200 people attended the Health Fair in which 34 dermatology screenings were completed, 50 glaucoma screenings, along with 124 free flu shots and 45 running evaluations. Nantucket Cottage Hospital also offered free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket.

Health and Wellness Screenings

As the organizer of Nantucket's annual Health Fair and the Be Well Children's Health Fair, as well as a participant in the island's Elder Expo, hospital nursing and administrative staff directly offered or facilitated blood pressure readings, as well as dermatology, mammography, vision and hearing screenings free of charge, in addition to running evaluations, and free flu shots. In FY17, over 200 people attended the Health Fair in which 34 dermatology screenings were completed, 50 glaucoma screenings along with 124 free flu shots and 45 running evaluations. Nantucket Cottage Hospital also offered free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket.

Nurses' Training Program and Community

Outreach

Through courses at Massachusetts General Hospital and on our hospital campus, approximately 60 Nantucket Cottage Hospital nurses continued their professional education in general and specialty nursing skills. The hospital also participated in a “School-to-Career” program with Nantucket High School, offering five students interested in careers in medical fields the opportunity to “shadow” professionals in various NCH departments including nursing, imaging, laboratory and sports medicine. In addition, Nantucket Cottage Hospital per diem nurse Jessica Douglas continued teaching the Nursing & Allied Health class at Nantucket High School this year, introducing island students to the health care fields, which included field trips to NCH and hospital staff members giving lectures to students. Sports Medicine & Physical Therapy Associates of NCH also initiated several community outreach programs in FY17, including: two NCH physical therapists provided post event stretching and massage for participants in the Bike Nantucket Fundraiser to benefit Fairwinds: The Nantucket Counseling Center; another physical therapist provided instruction in warm up, stretching, core strengthening, and plyometric activities for the Nantucket Skating Club during their EDGE clinic; and two other PTs presented to the athletic training class at the high school.

Public Education and Health Care Awareness
In FY17, through the Nantucket Cottage Hospital Foundation office and its communications staff, the hospital released public service announcements, social media posts, and placed paid advertising weekly with local media to increase awareness of cardiac care, women’s health, cancer, tick-borne diseases, and other health issues. This included a new “Women + Wellness” event featuring speakers from Massachusetts General Hospital. The Foundation office and other hospital staff conducted tours of the hospital’s facilities to familiarize adults and students from local public and private schools with hospital activities and to ease their potential discomfort with possible visits as a patient. The hospital’s annual “Native Reunion” honored those born at Nantucket Cottage Hospital in the previous five years with a morning of games, food and entertainment to help familiarize young children and their families with the hospital setting.

Public Flu Clinic

In October 2017, Nantucket Cottage Hospital hosted a free public flu clinic for island residents in conjunction with its annual Health Fair. The clinic was promoted and advertised throughout Nantucket, and was intended for patients 18 and older who had not yet received the influenza vaccine from their primary care physician or pharmacist.

Health Insurance Education and Enrollment

The Nantucket Cottage Hospital Social Services Department assisted island residents with understanding their options and enrolling for health insurance under the Affordable Care Act and the Massachusetts Health Connector. The department offered free, confidential, one-on-one appointments for people with questions about health insurance and the Affordable Care Act. Nantucket Cottage Hospital Certified Application Counselors (CACs) provide information about the full range of insurance programs offered by EOHHS and the Health Connector. Our CACs help individuals complete an application or renewal; work with the individual to provide required documentation; submit applications and renewals for the Insurance Programs; interact with EOHHS and the Health Connector on the status of such applications and renewals; and help facilitate enrollment of applicants or beneficiaries in Insurance Programs. In FY17, NCH Certified Application Counselors filed almost 1,700 applications for Masshealth or ConnectorCare insurance plans.

Medicare Part D program enrollment

Nantucket Cottage Hospital's Social Services Department advises and counsels qualified Medicare recipients in the annual drug coverage open enrollment and change period, all for no charge. In FY17, the department assisted 295 Medicare patients review their prescription plans during the Medicare Part D Open Enrollment Period.

Scholarships

A special endowed fund, created by the late Nantucket businessman and civic leader Walter Beinecke, Jr., is intended to further the education and training of island residents in medical and health care fields by helping to finance their studies. The scholarship fund is open to graduates of Nantucket High School, employees of Nantucket Cottage Hospital and any other island resident who can satisfy the

guidelines and requirements. The Beinecke Scholarship Fund focuses on six areas of health care study and training. Nursing is the fund's first priority, followed by radiology and imaging services, laboratory services, pharmaceutical fields, physician and physician assistant studies, as well as physical therapy training. In FY17, Nantucket Cottage Hospital distributed \$47,500 in scholarships to 34 individuals.

Support of NARCAN Program and Island First Responders

In 2014, Nantucket Cottage Hospital entered into a memorandum of agreement with the Nantucket police and fire departments to implement a program for the use of Narcan and automated external defibrillators under the medical control supervision of NCH's medical director. The hospital's medical director assumed responsibility for all medical control aspects of the program, reviews all uses of AEDs and Narcan by first responders for quality assurance, and approved training programs for the use of Narcan. In FY17, Nantucket Cottage Hospital purchased and dispensed Narcan kits to NFD and NPD. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Adult & Pediatric Albuterol Nebs to NFD EMS totaling \$5,729.98.

Urgent Care

Nantucket Cottage Hospital continued to optimize patient access to primary, specialist and tertiary care. In FY17, the hospital sustained its "Walk-In Care" service with extended hours including weekends during the high season on Nantucket. The Walk-In Care service provided treatment of non-life-threatening conditions with no appointment necessary, and gave patients a convenient and more affordable alternative to the Emergency Department. The hospital also continued to provide its "MD ACKcess" phone line to match patients with primary care physicians and specialists. In FY17, there were 4,671 patient visits to the Walk-In Care service, which was open seven days per week.

Community Health Improvement Plan

In FY17, Nantucket Cottage Hospital completed and began to implement a began the process of developing the Nantucket Community Health Improvement Plan in collaboration with the island's health and human services agencies, non-profit organizations, the Town of Nantucket's Department of Health, as well as year-round and seasonal residents of the island.

Community stakeholders came together to develop action items and implementation strategies around the goals of the CHIP to make meaningful change in the priority health needs areas identified by the community. These volunteers also vetted grant proposals and made recommendations for the Community Health Initiative funding available through the hospital's Determination of Need for a new hospital facility. During this collaborative and participatory process, dozens of community groups, organizations, and individuals contributed valuable insight and perspectives.

Plans for Next Reporting Year

Nantucket Cottage Hospital anticipates continuing or repeating the majority of its fiscal year 2017 community benefits in the fiscal year 2018, and implementing the ongoing and new initiatives to:

- Facilitate the ongoing action planning and implementation of the Nantucket Community Health Improvement Plan.
- Sustain a robust Community Health Initiative program in relation to the Factor 9 process of the Determination of Need application for the new hospital project, distributing the second phase of roughly \$4.2 million funding.
- Continue the NCH PFAC's focus on cultural groups as part of its outreach effort to Nantucket's various ethnic groups to engage them and learn about their perceptions of healthcare on the island.
- Increase patient access to primary, specialist and tertiary care, with an emphasis on primary care physicians and adding certified healthcare providers in specialties most needed or in greatest demand by local patients. The "MD ACKcess Line," a dedicated telephone number to help ease patient access to primary care physicians and consulting specialists, will continue.
- Recruit and retain high-caliber medical staff and professionals to support future program needs.
- Use technology including telemedicine to improve patient care and service.
- Continuing planning and fundraising for major capital improvements including the permitting and construction of a new hospital, as well as hospital housing in the context of a long-range strategic plan.

- Engage in or lead more collaborative community relationships to improve on-island healthcare and wellness.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Courtney O'Neill, Jason Graziadei, and Brenda Johnson

Community Benefits Team Meetings

Meetings are held once a month.

Community Partners

Alliance for Substance Abuse Prevention
Boston Medflight
Community Network for Children
Council on Aging
Council for Human Services
Elder Services of the Cape and Islands
Fairwinds Counseling Center
Gosnold on Nantucket
MA Department of Public Health
Partners HealthCare/Massachusetts General Hospital
Nantucket Healthy Community Collaborative
Nantucket Interfaith Council
Nantucket Suicide Prevention Coalition
Palliative and Supportive Care of Nantucket Foundation
Rotary Club of Nantucket
Saltmarsh Senior Center
US Coast Guard
Town of Nantucket
Nantucket Public Schools
Nantucket Fire and Police Departments
Nantucket Health Department Physicians, both on- and off-island
Multiple Cape Cod and Martha's Vineyard social service agencies dealing with issues related to health care

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

2015; work underway on 2018 CHNA

Consultants/Other Organizations

Not Specified

Data Sources

Community Focus Groups, Hospital, Consumer Group, Interviews, Surveys

Select Community Benefits Programs

Community Health and Wellness Screenings

Brief Description or Objective As the organizer of Nantucket's annual Health Fair and the Be Well Children's Health Fair, as well as a participant in the island's Elder Expo, hospital nursing and administrative staff directly offered or facilitated blood pressure readings, as well as dermatology, mammography, vision and hearing screenings free of charge, in addition to running evaluations, free flu shots. In FY17, over 200 people attended the Health Fair in which 34 dermatology screenings were completed, 50 glaucoma screenings, along with 124 free flu shots and 45 running evaluations. Nantucket Cottage Hospital also offered free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket.

Program Type Direct Services, Health Screening, Outreach to Underserved, Prevention

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Access to Health Care, Other: Cancer, Other: Cancer - Breast, Other: Cultural Competency, Other: Diabetes, Other: Uninsured/Underinsured
- **Sex:** All, Female
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** Black/African American, Hispanic/Latino
- **Language:** Spanish

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
To provide blood pressure readings, dermatology, flu shots, and other free or low-cost health screenings to the island community.	In FY17, over 200 people attended the Health Fair in which 34 dermatology screenings were completed, along with 124 free flu shots and 45 running evaluations. Nantucket Cottage Hospital also offered free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket.

Partners

Partner Name, Description	Partner Web Address
Cape Cod Hospital	http://www.capecodhealth.org
Contact Information	Courtney O'Neill , coneill@partners.org
Detailed Description	Not Specified

Medicare Part D program enrollment

Brief Description or Objective Nantucket Cottage Hospital's Social Services Department advises and counsels qualified Medicare recipients in the annual drug coverage open enrollment and change period, all for no charge. In FY17, the department assisted 295 Medicare patients review their prescription plans during the Medicare Part D Open Enrollment Period.

Program Type Health Coverage Subsidies or Enrollment

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Other: Education/Learning Issues, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** Adult-Elder
- **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
Advise and counsel Medicare recipients.	In FY17, the department assisted 295 Medicare patients review their prescription plans during the Medicare Part D Open Enrollment Period.

Partners

Partner Name, Description	Partner Web Address
Not Specified	
Contact Information	Peter Mackay, pmackay@partners.org
Detailed Description	Not Specified

Scholarships

Brief Description or Objective

A special endowed fund, created by the late Nantucket businessman and civic leader Walter Beinecke, Jr., is intended to further the education and training of island residents in medical and health care fields by helping to finance their studies. The scholarship fund is open to graduates of Nantucket High School, employees of Nantucket Cottage Hospital and any other island resident who can satisfy the guidelines and requirements. The Beinecke Scholarship Fund focuses on six areas of health care study and training. Nursing is the fund's first priority, followed by radiology and imaging services, laboratory services, pharmaceutical fields, physician and physician assistant studies, as well as physical therapy training. In FY17, Nantucket Cottage Hospital distributed \$47,500 in scholarships to 34 individuals

Program Type Grant/Donation/Foundation/Scholarship

Target Population

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

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations, Supporting Healthcare Reform

Goal Description	Goal Status
To further the education and training of island residents in medical and health care fields by helping to finance their studies.	In FY17, Nantucket Cottage Hospital distributed \$47,500 in scholarships to 34 individuals.

Partners

Partner Name, Description	Partner Web Address
Nantucket High School	www.npsk.org

Contact Information Lina Gillies, lgillies@partners.org

Detailed Description Not Specified

Annual Health Fair

Brief Description or Objective Nantucket Cottage Hospital's Annual Health Fair is a comprehensive and distinctive community event that brings hundreds of people together for a morning dedicated to health and wellness. Designed to involve all segments of the community, the Health Fair endeavors to educate participants about wellness and the prevention of illness and disease. It provides health care access to those who are underinsured or uninsured, and to those who are interested in early detection and prevention of illness and disease. A variety of screenings and consultations are provided at no cost, including dermatology, blood pressure, mammography, dental and vision, as well as flu shots. In October 2017, this collaborative community effort involved dozens of volunteers, community leaders and organizations, health care professionals, doctors, nurses, and hospital staff. In FY17, over 200 people attended the Health Fair in which 34 dermatology screenings were completed, 50 glaucoma screenings, along with 124 free flu shots and 45 running evaluations. Nantucket Cottage Hospital also offered free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket.

Program Type Community Education, Direct Services, Prevention

- Target Population**
- **Regions Served:** County-Nantucket
 - **Health Indicator:** Access to Health Care, Other: Alcohol and Substance Abuse, Other: Education/Learning Issues, Other: Hearing, Other: Lyme Disease, Other: Uninsured/Underinsured, Other: Vision
 - **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
Educate participants about wellness and the prevention of illness and disease.	In FY17, sponsored a successful Health Fair attended by over 200 island residents.
Collaborate with various organizations to enhance educational efforts.	In FY17, NCH collaborated with 25 health and social services organizations which participated in the Health Fair.
Provide access to preventive screenings and consultations.	During the FY17 Health Fair, 34 dermatology screenings were completed, 50 glaucoma screenings, along with 124 free flu shots and 45 running evaluations. Free annual mammography screenings were offered to uninsured women aged 40 and up who are current residents of Nantucket.

Partners

Partner Name, Description	Partner Web Address
A Safe Place	http://www.asafeplaceforhelp.org/
The Alliance for Substance Abuse	http://www.asapnantucket.org

prevention

The Nantucket Health Club <http://www.nantuckethealthclub.com>

Massachusetts General Hospital <http://www.massgeneral.org>

Nantucket Fire Department <http://www.nantucket-ma.gov>

National Alliance on Mental Illness <https://www.nami.org/>

Swim Across America swimacrossamerica.org/Nantucket

Island Chiropractic www.nantucketchiropractic.com/

Nantucket Police Department Nantucket-ma.gov

Visiting Nurses of Cape Cod www.vnacapecod.org/

Minihan Nutrition <http://mininutrition.net/>

Nantucket Yacht Club www.nantucketyachtclub.org/

Fairwinds: Nantucket Counseling <http://www.fairwindscenter.org/>

Palliative & Supportive Care of Nantucket <https://www.pascon.org/>

Briarpatch Pediatrics briarpatchpedi.com/

Veterans Affairs www.va.gov

Behavioral Health Task Force www.ackbhtf.net

Contact Information Courtney O'Neill, coneill6@partners.org

Detailed Description Not Specified

Shelter Relief Program

Brief Description or Objective In partnership with the Town of Nantucket, Nantucket Fire Department and Nantucket Police Department, Nantucket Cottage Hospital provides island residents and visitors with shelter at no charge to persons who qualify during unusual environmental situations (i.e. Hurricane, major storm, flooding, or prolonged power outages) and at other times when there is a need for shelter.

Program Type Direct Services, Outreach to Underserved

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Environmental Quality, Other: Elder Care, Other: Public Safety, Other: Safety
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide shelter as a community benefit, at no charge to persons who qualify during unusual environmental situations.	In FY17, in conjunction with municipal partners, Nantucket Cottage Hospital offered shelter relief during a storm events.

Partners

Partner Name, Description	Partner Web Address
---------------------------	---------------------

Town of Nantucket	www.nantucket-ma.gov
Nantucket Fire Department	www.nantucket-ma.gov
Nantucket Public Health Department	www.nantucket-ma.gov

Contact Information Pam James, pjames1@partners.org

Detailed Description Not Specified

Public Education and Health Care Awareness

Brief Description or Objective In FY17, through the Nantucket Cottage Hospital Foundation office and its communications staff, the hospital released public service announcements, social media posts, and placed paid advertising weekly with local media to increase awareness of cardiac care, women’s health, cancer, tick-borne diseases, and other health issues. This included a new “Women + Wellness” event featuring speakers from Massachusetts General Hospital. The Foundation office and other hospital staff conducted tours of the hospital’s facilities to familiarize adults and students from local public and private schools with hospital activities and to ease their potential discomfort with possible visits as a patient. The hospital’s annual “Native Reunion” honored those born at Nantucket Cottage Hospital in the previous five years with a morning of games, food and entertainment to help familiarize young children and their families with the hospital setting.

Program Type Community Education, Prevention

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Other: Cancer, Other: Cancer - Skin, Other: Dental Health, Other: Education/Learning Issues, Other: Lyme Disease
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** English

Goals

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

Goal Description	Goal Status
Increase community awareness around important health issues.	In FY17, public service announcements, social media & paid advertising were placed in local media to increase health awareness and prevention.

Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information Jason Graziadei, jgraziadei@partners.org

Detailed Description Not Specified

Urgent Care

Brief Description or Objective Nantucket Cottage Hospital continued to optimize patient access to primary, specialist and tertiary care. In FY17, the hospital sustained its “Walk-In Care” service with extended hours including weekends during the high season on Nantucket. The Walk-In Care service provided treatment of non-life-threatening conditions with no appointment necessary, and gave patients a convenient and more affordable alternative to the Emergency Department. The hospital also continued to provide its “MD ACKcess” phone line to match patients with primary care physicians and specialists. In FY17, there were 4,671 patient visits to the Walk-In Care service, which was open seven days per week.

Program Type Direct Services, Outreach to Underserved

Program Type Direct Services, Outreach to Underserved

- Target Population**
- **Regions Served:** County-Nantucket
 - **Health Indicator:** Access to Health Care, Immunization
 - **Sex:** All
 - **Age Group:** Adult
 - **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
To meet the urgent care needs of Nantucket residents by providing access to primary and specialty care services on the island.	In FY17, NCH expanded its “Walk-In Care” service and treated over 4,671 patients.

Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information Jan Kennedy, NCH Practice Manager, JRKENNEDY@PARTNERS.ORG

Detailed Description Not Specified

Nurses Training Program and Community Outreach

Brief Description or Objective Through courses at Massachusetts General Hospital and on our hospital campus, approximately 60 Nantucket Cottage Hospital nurses continued their professional education in general and specialty nursing skills. The hospital also participated in a “School-to-Career” program with Nantucket High School, offering five students interested in careers in medical fields the opportunity to “shadow” professionals in various NCH departments including nursing, imaging, laboratory and sports medicine. In addition, Nantucket Cottage Hospital per diem nurse Jessica Douglas continued teaching a new Nursing & Allied Health class at Nantucket High School this year, introducing island students to the health care fields, which included field trips to NCH and hospital staff members giving lectures to students. Sports Medicine & Physical Therapy Associates of NCH also initiated several community outreach programs in FY17, including: two NCH physical therapists provided post event stretching and massage for participants in the Bike Nantucket Fundraiser to benefit Fairwinds: The Nantucket Counseling Center; another physical therapist provided instruction in warm up, stretching, core strengthening, and plyometric activities for the Nantucket Skating Club during their EDGE clinic; and two other PTs presented to the athletic training class at the high school.

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

- Target Population**
- **Regions Served:** County-Nantucket
 - **Health Indicator:** Other: Education/Learning Issues
 - **Sex:** All
 - **Age Group:** Adult, Child-Teen
 - **Ethnic Group:** All
 - **Language:** English

Goals

Statewide Priority: Supporting Healthcare Reform

Goal Description	Goal Status
Continue the education of the Nantucket Cottage Hospital nursing staff and provide opportunities for high school	In FY17 approximately 60 NCH nursing staff received training from MGH & participated in various

and college students to learn from NCH staff members. conferences and seminars by NCH. Staff members completed numerous Community outreach initiatives involving Nantucket High School students, and other island organizations.

Partners

Partner Name, Description	Partner Web Address
Nantucket High School	www.npsk.org

Contact Information	Greg Bird, CNO, VP of Patient Care Services; Gretchen Buchmann, Clinical Nurse Educator; Kelly Facteau, manager of Sports Medicine and Physical Therapy Associates of NCH., gbird1@mgh.harvard.ed; gbuchmann@partners.org; kfacteau@partners.org
----------------------------	--

Detailed Description	Not Specified
-----------------------------	---------------

Social Services

Brief Description or Objective	The Nantucket Cottage Hospital Social Services Department provides a number of services at no cost to the island community. The department’s services include: • Social work and discharge planning for the medical-surgical floor and the Emergency Department • Dialysis counseling • Hospice and palliative care social work services • Oversight of all interpreter services • Oversight of all behavioral health care from the Emergency Department to the med-surg floor to disposition • Health care advocacy, enrollment in all public health insurance including MassHealth, Commonwealth Care, Health Safety Net (HSN), private insurances and food stamps • Transportation assistance funds (Andrew Holdgate Fund, Shorty Fund and Indigent Fund) • Insurance counseling (Medicare, long-term care insurance, medigap or supplemental policies) • Budget counseling • Long-term care planning • Crisis intervention • Alcohol and drug counseling and referral • Counseling on disability: local, state or federal • Information and referral for VA services that are available. FY17, the eight staff members of this department spent 3,498 hours assisting people from the Nantucket community with a wide array of social services, up from 1,740 hours in FY 12. The department recorded 9,666 contacts -some duplicative, some in person and some by phone - with community members providing these same array of social services, up from 5,123 in FY 12. This works out to 73 hours spent per week and 201 contacts per week. In FY 17 funds that are managed by this department assisted 127 people to get to medical appointments off island, with their initial medication costs, short term housing off island or by helping with other immediate financial needs that were not able to be met elsewhere. These funds include the Andrew Holdgate Children’s Travel Fund, the Shorty Travel Fund, the Sailing Stork Fund, the Behavioral Health Travel Fund and the Indigent Fund.
---------------------------------------	--

Program Type	Community Education,Direct Services,Outreach to Underserved
---------------------	---

Target Population	<ul style="list-style-type: none"> • Regions Served: County-Nantucket • Health Indicator: Access to Health Care, Mental Health, Other: Education/Learning Issues, Other: Uninsured/Underinsured, Substance Abuse • Sex: All • Age Group: Adult • Ethnic Group: All • Language: All
--------------------------	--

Goals

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

Goal Description	Goal Status
Provide social services to the Nantucket community that otherwise would not exist.	In FY17, the eight staff members of this department spent 3,498 hours assisting people from the Nantucket

community with a wide array of social services. The department recorded 9,666 contacts -some duplicative, some in person and some by phone - with community members providing these services. In FY 17 funds that are managed by this department assisted 127 people to get to medical appointments off island, with their initial medication costs, short term housing off island or by helping with other immediate financial needs that were not able to be met elsewhere.

Partners

Partner Name, Description	Partner Web Address
Not Specified	
Contact Information	Peter Mackay , pmackay@partners.org
Detailed Description	Not Specified

NARCAN And Other Drugs/Training Supplied to First Responders

Brief Description or Objective In 2014, Nantucket Cottage Hospital entered into a memorandum of agreement with the Nantucket police and fire departments to implement a program for the use of Narcan and automated external defibrillators under the medical control supervision of NCH’s medical director. The hospital’s medical director assumed responsibility for all medical control aspects of the program, reviews all uses of AEDs and Narcan by first responders for quality assurance, and approved training programs for the use of Narcan. In FY17, Nantucket Cottage Hospital purchased and dispensed Narcan kits to NFD and NPD. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Adult & Pediatric Albuterol Nebs to NFD EMS totaling \$5,729.98.

Program Type Community Education,Community Participation/Capacity Building Initiative,Health Professional/Staff Training,School/Health Center Partnership

- Target Population**
- **Regions Served:** County-Nantucket
 - **Health Indicator:** Access to Health Care, Other: Alcohol and Substance Abuse, Other: Education/Learning Issues, Other: Public Safety, Other: Safety - Home, Other: Sexually Transmitted Diseases, Substance Abuse
 - **Sex:** All
 - **Age Group:** Adult
 - **Ethnic Group:** All
 - **Language:** English

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
To continue the use of Narcan and automated external defibrillators by first responders in the fire and police departments.	In FY17, Nantucket Cottage Hospital purchased and dispensed Narcan kits to NFD and NPD. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Adult & Pediatric Albuterol

Nebs to NFD EMS totaling
\$5,729.98.

Partners

Partner Name, Description	Partner Web Address
Nantucket Police Department	www.nantucket-ma.gov
Nantucket Fire Department	www.nantucket-ma.gov

Contact Information Martha Lake Greenfield; Dave Small , greenfield@partners.org; Dosmall@partners.org

Detailed Description Not Specified

Public Flu Clinic

Brief Description or Objective In October 2017, Nantucket Cottage Hospital hosted a free public flu clinic for island residents in conjunction with its annual Health Fair. The clinic was promoted and advertised throughout Nantucket, and was intended for patients 18 and older who had not yet received the influenza vaccine from their primary care physician or pharmacist.

Program Type Direct Services, Outreach to Underserved, Prevention

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Immunization
- **Sex:** All
- **Age Group:** Adult
- **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
Provide additional opportunities to prevent the spread of influenza in the island community by offering convenient access to flu shots.	In October 2017, approximately 124 residents attended a public flu clinic at Nantucket Cottage Hospital to receive the influenza vaccine.

Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information Greg Bird, CNO, VP of Patient Care Services, gbird1@mgh.harvard.edu

Detailed Description Not Specified

Nantucket Cottage Hospital Certified Application Counselors

Brief Description or Objective Nantucket Cottage Hospital Certified Application Counselors (CACs) provide information about the full range of insurance programs offered by EOHHS and the Health Connector. Our CACs help individuals complete an application or renewal; work with the individual to provide required documentation; submit applications and renewals for the Insurance Programs; interact with EOHHS and the Health Connector on the status of such applications and renewals; and help facilitate enrollment of applicants or beneficiaries in Insurance Programs. In FY17, NCH Certified Application Counselors filed almost 1,700 applications for Masshealth or ConnectorCare insurance plans

Program Type Direct Services

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Access to Health Care
- **Sex:** All

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

Goals

Statewide Priority: Supporting Healthcare Reform

Goal Description	Goal Status
Nantucket Cottage Hospital Certified Application Counselors (CACs) provide information about the full range of insurance programs offered by EOHHS and the Health Connector. Our CACs help individuals complete an application or renewal; work with the individual to provide required documentation; submit applications and renewals for the Insurance Programs; interact with EOHHS and the Health Connector on the status of such applications and renewals; and help facilitate enrollment of applicants or beneficiaries in Insurance Programs. In FY17, NCH Certified Application Counselors filed almost 1,700 applications for Masshealth or ConnectorCare insurance plans,	In FY17, NCH Certified Application Counselors filed almost 1,700 applications for Masshealth or ConnectorCare insurance plans. .

Partners

Partner Name, Description	Partner Web Address
Massachusetts Health Connector	https://betterhealthconnector.com/
Mass Health Health Care For All	http://www.mass.gov/eohhs/gov/departments/masshealth/ https://www.hcfama.org/
Massachusetts Hospital Association	https://www.mhalink.org/
Massachusetts League of Community Health Centers	http://www.massleague.org/

Contact Information Kim Simonian, Director for Public Payer Patient Access, Community Health, Partners Healthcare, ksimonian@partners.org

Detailed Description Not Specified

Brief Description or Objective

In FY17, Nantucket Cottage Hospital completed and began to implement a Nantucket Community Health Improvement Plan in collaboration with the island’s health and human services agencies, non-profit organizations, the Town of Nantucket’s Department of Health, as well as year-round and seasonal residents of the island. Community stakeholders came together to develop action items and implementation strategies around the goals of the CHIP to make meaningful change in the priority health needs areas identified by the community. These volunteers also vetted grant proposals and made recommendations for the Community Health Initiative funding available through the hospital’s Determination of Need for a new hospital facility. During this collaborative and participatory process, dozens of community groups, organizations, and individuals contributed valuable insight and perspectives.

Program Type

Community Benefits Planning Process,Community Health Needs Assessment,Community Participation/Capacity Building Initiative,School/Health Center Partnership

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Access to Health Care, Mental Health, Other: Education/Learning Issues, 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

To develop a Community Health Improvement Plan with partners across a broad spectrum of the island community.

In FY17, Nantucket Cottage Hospital began to implement a CHIP in collaboration with dozens of stakeholders and community partners, and established a grant review and distribution apparatus for DoN funding.

Partners

Partner Name, Description

Partner Web Address

Town of Nantucket Health Department	www.nantucket-ma.gov
Fairwinds Counseling Center	www.fairwindscenter.org
Nantucket Fire Department	www.nantucket-ma.gov
National Alliance on Mental Illness – Nantucket	Nami.org
Nantucket Regional Transit Authority	Nantucket-ma.gov
Island Chiropractic	nicholasouelletedc@gmail.com
Housing Nantucket	Housingnantucket.org
Nantucket Public Schools	Npsk.org
Remain Nantucket	Remainnantucket.org
Nantucket Community School	Npsk.org
Nantucket Behavioral Health Task Force	
Community Foundation For Nantucket	Cfnan.org

Contact Information

Brenda Johnson, bjohnson17@partners.org

Detailed Description

Not Specified

Operational Support for Island Health Partners

Brief Description or Objective Nantucket Cottage Hospital supports several island-based health organizations by providing operational space at no cost. During FY17, NCH provided operating space to Fairwinds – Nantucket’s Counseling Center, which provides mental health and addiction recovery services; Health Imperatives, a health and human services agency supporting low-income and vulnerable families; and Palliative & Supportive Care of Nantucket (PASCON), which provides physical, psychological, social, and spiritual care for persons with life-threatening illnesses and their families.

Program Type Community Participation/Capacity Building Initiative, Grant/Donation/Foundation/Scholarship, School/Health Center Partnership

- Target Population**
- **Regions Served:** Nantucket
 - **Health Indicator:** Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Hospice, Other: Parenting Skills, Other: Pregnancy, Responsible Sexual Behavior, Substance Abuse
 - **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

Goal Description Continue to support Nantucket-based health organizations providing critical services to vulnerable populations on the island.	Goal Status In FY17, Nantucket Cottage Hospital provided operational space to three island-based non-profit health agencies: Fairwinds, Health Imperatives, and PASCON, at no cost.
--	---

Partners

Partner Name, Description	Partner Web Address
Fairwinds – Nantucket’s Counseling Center	www.fairwindscenter.org
Health Imperatives	www.Healthimperatives.org
PASCON	www.pascon.org

Contact Information Jason Graziadei, jgraziadei@partners.org

Detailed Description Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2017	Approved Program Budget for 2017										
Community Benefits Programs	<table border="0"> <tr> <td>Direct Expenses</td> <td style="text-align: right;">\$174,467</td> </tr> <tr> <td>Associated Expenses</td> <td style="text-align: right;">Not Specified</td> </tr> <tr> <td>Determination of Need Expenditures</td> <td style="text-align: right;">Not Specified</td> </tr> <tr> <td>Employee Volunteerism</td> <td style="text-align: right;">Not Specified</td> </tr> <tr> <td>Other Leveraged Resources</td> <td style="text-align: right;">\$39,201</td> </tr> </table>	Direct Expenses	\$174,467	Associated Expenses	Not Specified	Determination of Need Expenditures	Not Specified	Employee Volunteerism	Not Specified	Other Leveraged Resources	\$39,201	\$532,827 *Excluding expenditures that cannot be projected at the time of the report.
Direct Expenses	\$174,467											
Associated Expenses	Not Specified											
Determination of Need Expenditures	Not Specified											
Employee Volunteerism	Not Specified											
Other Leveraged Resources	\$39,201											

Net Charity Care	HSN Assessment	\$296,673
	HSN Denied Claims	Not Specified
	Free/Discount Care	\$16,496
	Total Net Charity Care	\$313,169
Corporate Sponsorships		\$5,990
	Total Expenditures	\$532,827
Total Patient Care-Related Expenses for FY2017		\$49,408,785
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	Not Specified
Bad Debt:	Not Specified Not Specified	
IRS 990:	Not Specified	