

Signature Healthcare Brockton Hospital - FY2017

Community Benefits Mission Statement

Signature Healthcare Brockton Hospital is a private, not-for-profit, community-based teaching hospital serving more than 460,000 residents in more than 20 southeastern Massachusetts communities. Our mission is to be the leading community based healthcare delivery system in Southeastern Massachusetts, providing the full range of primary care, specialty care, hospital care and related ancillary services on a coordinated basis. Signature Healthcare physicians and Signature Healthcare Brockton Hospital strive to be recognized as the “providers of choice” by staff, patients and the community. Signature Healthcare is guided by these principles:

- Take a leadership role in assessing the health care needs of the Metro South area by committing to a hospital-community partnership and by collaborating with other providers and community members to offer a broad range of education, health services and other activities for all patients and, in particular, the underserved and disadvantaged populations.
- Develop new services and programs, and participate in alternative delivery and regional health care systems, to respond to community need and enhance access to care.
- Participate in the education of health care professionals to enhance the Hospital’s access to medical expertise and to assure the most up-to-date approaches for providing care.
- Commit to an electronic medical record environment aimed at (i) reducing medical errors with more accurate and timely information for providers, (ii) enhancing physician productivity and job satisfaction, (iii) responding to consumer requests to electronic communication.
- Be an equitable employer that values and rewards excellence in its associates.
- Manage finances aggressively to remain cost effective and fiscally sound.

Part of Signature Healthcare Brockton Hospital’s community focus, and indeed the very core of our mission, is to care for those in greatest need. We are especially proud of our distinguished, century-plus tradition of reaching out to all patients in our community, from every walk of life, regardless of their ability to pay.

Target Populations

Name of Target Population	Basis for Selection
429,000 individuals in our primary and secondary service area	Statistics showing population at high risk for diabetes and substance use
All individuals who are affected by Diabetes and Substance Use	High Risk Population per Needs Assessment

Publication of Target Populations

Not Specified

Hospital/HMO Web Page Publicizing Target Pop.

www.MySignatureCare.org

Key Accomplishments of Reporting Year

Notable Challenges, Accomplishments and Outcomes in FY 2017

- Leapfrog Hospital Safety- Straight A’s
Signature Healthcare Brockton Hospital was awarded an “A” safety grade by The Leapfrog Group, making it one of 823 hospitals nationally to receive an “A” for a commitment to reducing errors, infections, and accidents that can harm patients. Signature Healthcare Brockton Hospital is one of only 63 hospitals in the nation to continually receive a straight A rating since the program began in 2012.
- The Leapfrog Group – Top Teaching Hospital

Signature Healthcare Brockton Hospital was named a Top Teaching Hospital by The Leapfrog Group for the first time and was one of only three hospitals in Massachusetts to be honored with this award. Performance across many areas of hospital care is considered in establishing the qualifications for the award, including infection rates, maternity care, and the hospital's capacity to prevent medication errors.

- American Heart Association

- Heart Failure Bronze Award - Get With the Guidelines

- Get With The Guidelines-Heart Failure is a quality improvement program that helps hospital teams provide the most up-to-date, research-based guidelines with the goal of speeding recovery and reducing hospital re-admissions for heart failure patients. Launched in 2005, numerous published studies have demonstrated the program's success in achieving patient outcome improvements, including reductions in 30-day readmissions.

- Women's Choice Award: America's Best Breast Centers

- Signature Healthcare Brockton Hospital has received the 2017 Women's Choice Award® as one of America's Best Breast Centers. This evidence-based designation is the only breast center award identifying the country's best healthcare institutions based on robust criteria that consider female patient satisfaction and clinical excellence. The award provides women with the tools to find quality care at a time when new research demonstrates the importance of early detection.

- National Committee for Quality Assurance- Patient Centered Medical Home

- The National Committee for Quality Assurance (NCQA) announced that all Signature Medical Group Primary Care locations received NCQA Patient-Centered Medical Home (PCMH) Recognition for using evidence-based, patient-centered processes focusing on highly coordinated care and long-term, participative relationships with patients who ultimately help to improve the patient experience and reduce costs.

- Stroke Gold Plus Award and Target – Get With the Guidelines – American Stroke Association

- Get With The Guidelines®-Stroke is an in-hospital program for improving stroke care by promoting consistent adherence to the latest scientific treatment guidelines. Hospitals who receive the Get with the Guidelines Gold Plus Performance Achievement Award have reached an aggressive goal of treating stroke patients with 85% or higher compliance to core standard levels of care as outlined by the AHA/ ASA for twenty four consecutive months.

- Healthgrades – Five Star Recipient

- Signature Healthcare Brockton Hospital was awarded as a five star recipient for treatment of Chronic Obstructive Pulmonary Disease (COPD) and Pneumonia (2 years in a row) and was the only hospital in Plymouth County to achieve a 5 star rating in these categories.

Accreditations:

- Accreditation by the American College of Radiology (ACR) and the American Society for Radiation Oncology (ASTRO)
- Accredited Breast Center by the National Accreditation Program for Breast Centers
- Accreditation by the Commission on Cancer (CoC) – Comprehensive Community Cancer Program
- Accreditation Council for Graduate Medical Education (ACGME)
- ACR Breast Magnetic Resonance Imaging Accreditation
- American Association of Blood Banks (AABB)
- American College of Radiology Certification
 - o CT
 - o Designated Lung Cancer Screening Center
 - o Mammography
 - o MRI
 - o PET/CT
 - o Ultrasound
- American Diabetes Association – Certified Diabetes Education Program
- Baby-Friendly USA – Baby Friendly Hospital
- BCBS Blue Distinction Center + for Maternity Care and Bariatric Surgery
- Breast Imaging Center of Excellence Award: meeting ACR requirements for Mammography, Stereotactic Breast Biopsy, Breast Ultrasound and Ultrasound-Guided Breast Biopsy
- Cintas Partners in Excellence in Preservation of the Environment and in Document Security
- College of American Pathologists (CAP)
- Department of Public Health: Building Antimicrobial Stewardship
- Fisher College/New England Association of Schools and Colleges (NEASC)
- Intersocietal Accreditation Commission Echocardiography Lab (IAC)
- Intersocietal Commission for the Accreditation of Nuclear Laboratories – (ICANL) for Nuclear Cardiology at 110 Liberty St.
- Intersocietal Commission for the Accreditation of Vascular Laboratories (ICAVL) – 4 modalities

- Mammography Quality Standards Act and Program Certification
- Massachusetts Board of Registration in Nursing
- National League for Nursing Accrediting Commission (NLNAC)
- Nuchal Translucency Certification for Obstetric Imaging
- The American College of Surgeons
- The Joint Commission

Plans for Next Reporting Year

For Fiscal 2018 Signature Healthcare has decided to focus on the areas of nutrition, diabetes, and substance abuse. By working on the December 2016 Community Health Needs Assessment, we identified the need to work with our community's young people around substance use. These health concerns are issues in the Brockton and surrounding area, and we have the resources to educate our population on these issues. An increased focus will be on bringing hospital services and educational efforts into the community through partnerships with businesses, community and social service agencies.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

In 2017, Signature Healthcare focused on Obesity, Diabetes and Substance Use. Throughout the year, meetings were held with employees as well as members of the community including representatives from CHNA 22, Brockton Knocks Down Diabetes, Old Colony YMCA, Brockton Area Opioid Collaborative and EB Hope.

Community Benefits Team Meetings

The Signature Healthcare Community Benefits team meets on a regular basis with Brockton Knocks Down Diabetes. We are focused on the same goals; providing education and resources to those dealing with Type 1 and Type 2 Diabetes. We also meet with the Brockton Area Opioid Abuse Prevention Collaborative which oversees local grassroots initiatives as it relates to Substance Use and Risky Behavior.

Community Partners

Old Colony YMCA
 Healthy Communities Coalition
 Kids Road Races
 Brockton VNA
 Greater Brockton Health Alliance (CHNA 22)
 Blessings in a Backpack
 Brockton Area Opioid Abuse Prevention Collaborative

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

December 2016
 Complete

Consultants/Other Organizations

Community Connections
 Healthy Communities Coalition

Data Sources

Community Focus Groups, Hospital, Interviews, MassCHIP, CHNA, Other - South Shore Health Compass

Select Community Benefits Programs

Diabetes/Obesity

Brief Description or Objective

Based on the findings in the Community Health Needs Assessment, Signature Healthcare continued its Wellness program -with many elements. These include free exercise classes, free health screenings, healthy cooking demonstrations, and free healthy recipes. Signature Healthcare offers free Zumba classes to the community and employees every Wednesday evening from 5-6pm, to combat cost and safety concerns cited as reasons for a sedentary community. These classes, attended by 20-30 people weekly, are well received. The program is in its 6th year and continues to thrive. In FY 16, we added yoga to our exercise program, so the community can now take advantage of two free exercise classes per week. Massasoit Community College hosts the classes, providing additional space and affording the opportunity to faculty, staff and students from the college to attend. In January 2015, Signature Healthcare began working with the local "Blessings in a Backpack" program after a meeting with School committee members and staff of the Kennedy School. Blessings in a Backpack have a high number of students on the free and reduced breakfast and lunch program at the school and wanted to ensure these same students had healthy food for the weekends as well. Signature Healthcare worked with Sodexo, our food services provider, to put together meals for the 60 students at the Kennedy School. Each weekend, these children are provided nutritious food to take home such as soups, fresh fruit and healthy grains. Signature Healthcare is now in its third year of working with this program and will continue to help expand to other children in our community. On many occasions throughout fiscal 2017, Signature Healthcare staff members offered nutrition information and hands on activities to the community. One major event was the "Health & Wellness Expo." This event had many components including: free screenings for vascular and metabolic disease; a healthy cooking demonstration; healthy recipes; and an area where Signature and community partners highlighted Nutrition & Diabetes services. There was an exercise area with African Dance and Zumba for adults and an obstacle course for children provided by the Easton Children's Museum. Several opportunities for "Walk with a Doc" were available throughout the morning giving walkers the opportunity to ask Signature Healthcare providers a variety of questions while exercising. This event was a great success with over 250 people in attendance and over 100 of those screened. Signature Healthcare continues to be part of a larger community wide "Brockton Knocks Down Diabetes" (BKDD) initiative, for the past five years, kicking it off with the Health & Wellness Expo, and then providing clinicians when needed, assisting with coordination and staffing for various events, and offering classes throughout the week. BKDD is a weeklong initiative to provide education and awareness around Diabetes. Numerous local partners participate in this event including the Old Colony YMCA, Harbor One, Brockton VNA and the American Diabetes Association. This group worked diligently on creating programming the community will find beneficial. Activities planned include educational presentations as well as fitness classes. One goal for the coming year is to bring the latest in diabetes care to the South Shore area through a diabetes symposium for local physicians, social workers, nurses and nutritionists. In the summer of 2016 Signature Healthcare began working with the Summer Meals Program, specifically at Hillside Village, a low income family housing residence in Brockton. The Summer Meals program provides lunches Monday through Friday at various locations throughout the city including low income housing facilities, parks and churches. In addition to the food support, Signature Healthcare food services staff began holding workshops at Hillside Village to educate the children on proper nutrition. The staff developed an engaging curriculum for the children where they learned things such as Proper Hydration and Importance of Choosing Healthy Foods. This is an ongoing program where periodic workshops are held for the children.

Program Type

Community Education, Health Screening, Outreach to Underserved, Prevention, School/Health Center Partnership

Target Population

- **Regions Served:** Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Hanson, Holbrook, Randolph, Raynham, Stoughton, Taunton, West Bridgewater
- **Health Indicator:** Other: Diabetes, Other: Nutrition, Overweight and Obesity, Physical Activity

activity

- **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
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Educate the community on proper nutrition and the importance of regular physicals as a way to lower the risk of diabetes and obesity.	Ongoing
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Provide low cost and safe opportunities for the community to take advantage of screenings, physical education and education.	Ongoing
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Partners

Partner Name, Description	Partner Web Address
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Old Colony YMCA	www.oldcolonymca.org
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Greater Brockton Health Alliance	www.chna22.org
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Old Colony Healthy Communities Coalition	http://forhealthycommunities.com/about/old-colony-healthy-communities-coalition/
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Brockton Knocks Down Diabetes	www.harborone.com/diabetes
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Kids Road Races	www.kidsroadraces.com
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Blessings in a Backpack	blessings in a backpack.org
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Massasoit Community College	www.massasoit.edu
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Contact Information

Hilary Lovell - Community Relations Coordinator 680 Centre St. Brockton, MA. , hlovell@signature-healthcare.org

Detailed Description

[Download/View Attachment](#)(803.44 KB)

File Name: Health and wellness expo ad.pdf

Substance Use

Brief Description or Objective

Signature Healthcare pediatrics offices are reviewing educational materials provided by the Brockton Area Prevention Collaborative. The data shows education is needed prior to high school; so we're providing educational tools to patients when they come in for their annual physicals starting at age 11. In June 2017, Signature Healthcare worked with EB Hope, a local substance abuse coalition on hosting an event at the East Bridgewater YMCA. This event was open at no cost to the community to come hear from Dr. Dan Muse, Emergency Department Physician and look through a "Hidden in Plain Sight" demonstration. Hidden in Plain Sight provides parents with clues from a teen's bedroom to help determine whether their child might

be experimenting with or using drugs or alcohol. Signature Healthcare continues to work with staff from High Point and the Brockton Area Prevention Collaborative and the Plymouth County Drug Abuse Task Force. The Plymouth County Drug Abuse Task force published a paper in 2017 titled “Would You Prescribe Your Patient Heroin? -- Plymouth County’s Response to the Opioid Crisis”. Dr. Dan Muse and Lisa Harrington, RN from Signature Healthcare’s Emergency Department both authored sections of this paper. Dr. Muse provided the introduction and focused on prescribing practices and recommendations. Lisa focused her efforts on reasons for collecting data, level of data reporting and components of data to be collected. Each year, Drs. Muse and Lawson, in conjunction with the District Attorney’s offices, talk to schools and local groups about substance abuse. Recently they began to teach nurses and athletic trainers on how to recognize an opioid overdose and use naloxone. Signature Healthcare Emergency Department physicians work with local police and fire departments – providing training and medical guidance. Police departments from Norfolk, Plymouth and Bristol counties were trained on proper use of Nasal Narcan. The ED physicians also worked on projects with the Norfolk, Plymouth and Middlesex County District Attorney’s offices to provide lectures to students, parents, teachers and other healthcare professionals on concussions, sports injuries and substance abuse. Dr. Dan Muse serves as the EMS Medical director for 14 local fire departments, and is very active in other activities related to substance abuse, including the Brockton Mayor’s Opioid coalition, Independence Academy, and Plymouth County’s Substance abuse coalition. Within the Signature Healthcare Emergency Department, overdose patients receive nasal Narcan, a list of detox facilities, and counseling. The ED physicians are also limiting the number of narcotics they prescribe to patients. They will not fill lost prescriptions and are advancing use of the state’s “Prescription Monitoring Program.”

Program Type

Community Education, Outreach to Underserved, Prevention, School/Health Center Partnership

Target Population

- **Regions Served:** Abington, Bridgewater, Brockton, East Bridgewater, Easton, Halifax, Hanson, Holbrook, Middleborough, Randolph, Raynham, Rockland, Stoughton, Taunton, West Bridgewater, Whitman
- **Health Indicator:** Other: Alcohol and Substance Abuse
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description	Goal Status
Educate local police and fire departments by providing training and medical guidance for dealing with individuals under the influence.	Ongoing
Provide education to patients and community members on the signs to look for in determining whether or not a child may be experimenting with risky behaviors.	Ongoing

Partners

Partner Name, Description	Partner Web Address
Plymouth County Outreach	https://otf.plymouthda.com/project-outreach/
Brockton Area Opioid	http://opioidoverdoseprevention.org/bmoocp/

Program

Overdose
Collaborative

EB Hope <http://ebhopes.net/>

Contact Information Hilary Lovell, Community Relations Signature Healthcare 680 Centre St. Brockton, MA. 02302 508-941-7486, hlovell@signature-healthcare.org

Detailed Description [Download/View Attachment](#)(654.31 KB)
File Name: substance abuse flier.pdf

Expenditures

Program Type	Estimated Total Expenditures for FY2017	Approved Program Budget for 2017
Community Benefits Programs	Direct Expenses \$164,609 Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism \$4,591 Other Leveraged Resources \$16,000	\$0 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$1,614,758 HSN Denied Claims \$0 Free/Discount Care \$5,457,159 Total Net Charity Care \$7,071,917	
Corporate Sponsorships	\$42,008	
	Total Expenditures \$7,299,125	
Total Patient Care-Related Expenses for FY2017		\$259,684,841
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	