

Organization Information

Organization Address and Contact Information

Organization Name:	Heywood Hospital
Address (1):	242 Green Street
City, State, Zip:	Gardner, Massachusetts 01440
Web Site:	www.heywood.org
Contact Name:	Mary Giannetti
Contact Title:	Director of Resource Development
Contact Department:	Philanthropy
Telephone Num:	(978) 630-5797
Fax Num:	(978) 630-6830
E-Mail Address:	mary.giannetti@heywood.org
Contact Address (1): (If different from above)	242 Green Street
City, State, Zip:	Gardner, Massachusetts 01440

Organization Type and Additional Attributes

Organization Type:	Hospital
For-Profit Status:	Not-For-Profit
Health System:	Not Specified
Community Health Network Area (CHNA):	Fitchburg/Gardner Community Health Network(CHNA 9),
Regions Served:	Ashburnham, Gardner, Hubbardston, Templeton, Westminster, Winchendon,

CB Mission

Community Benefits Mission Statement

Heywood Hospital is dedicated to the community benefit goals of improving the health status of our community, addressing the special health needs of the under-served, and collaboration with others to enhance quality and contain the growth of community health care costs.

Target Populations

Name of Target Population	Basis for Selection
Committed to addressing health disparities that exist in our region and improving access to care for populations adversely affected by social determinants of health especially populations living in poverty, ethnic and linguistic minorities, disadvantaged youth, veterans, and elders and their caregivers. Priority Health Issues identified are Mental Health and Substance Abuse; Suicide Prevention; Chronic Disease and related risk factors; Nutrition Issues including Obesity and food insecurity.	2015 Community Health Needs Assessment quantitative and qualitative data

Publication of Target Populations

Marketing Collateral

Hospital/HMO Web Page Publicizing Target Pop.

Not Specified

Key Accomplishments of Reporting Year

Key Accomplishments of Reporting Year:

- * Provided nutrition education and health information to over 400 individuals to promote wellness and managing chronic disease through cooking classes and interactive presentations and participating in community health fairs.
- * Partnership with the Gardner Public School District to offer nutrition education and physical activities to 80 elementary students and provided 6400 backpacks filled with food for the weekend to 200 low- income youth and their families.
- * Offered wellness instruction and self-care techniques to 700 individuals to manage symptoms associated with having a mental health and/or substance use disorder.
- * Provided training on Opioid Overdose Prevention and Narcan Administration to 329 community members.
- * Offered QPR Gatekeeper training or Mental Health First Aid Training to 280 community members increasing knowledge on identifying, understanding, and responding to a mental health or suicide crisis.
- * Provided health and financial insurance information and enrollment assistance to 4,883 individuals reducing financial barriers to accessing healthcare.
- * Offered free psychosocial support to 58 community members looking for information and referrals on issues related to housing, food, transportation, behavioral and substance abuse.
- * Assisted and paid for legal services (such as healthcare proxy, guardianship, advanced directives) for 14 patients who did not have the means to pay.
- * Assisted 202 patients with transportation and as a result, was able to follow up with their healthcare and prevented missed appointments.
- * Provided 4,564 hours of mentorship to 28 students pursuing careers in healthcare.
- * Lead several multi-sector coalitions and actively participated on community boards and committees to collaboratively address community health needs and gaps in services.
- * Distributed \$124,000 grants to 14 local organizations that provide programs in line with the hospital's community benefit areas of focus and reach the targeted population.

Plans for Next Reporting Year

In 2018, Heywood Hospital conducted a comprehensive community health needs assessment (CHNA). Heywood Hospital remains committed to addressing health disparities and the health needs of our region. A focus of the health assessment is to understand the needs of under-resourced populations (low-income individuals and families, school children, elderly, minority, veterans, and the disabled) and to identify and prioritize health issues and related socio-economic determinants of health. In early 2019 the final assessment will be presented to the groups and individuals that contributed to the assessment findings. The CHNA findings and feedback garnered from the presentations will inform the Hospital's community benefit target population, priority areas, and implementation strategies. The Community Health Improvement Plan (CHIP) will align with the Hospital's strategic plan and coordinated with the Community Health Network Area 9 of North Central MA (CHNA9) regional community health improvement planning process. Membership of the Community Benefits Leadership Team and Advisory Committee will be reviewed to ensure representation from the CHIP's target population and priority focus areas.

Community Benefits Process

Community Benefits Leadership/Team

Heywood Hospital's community benefit leadership team is a 13 member Community Investment Committee (CIC), comprised of internal hospital leaders, community members, CHNA 9, and external stakeholders representing the minority community, schools, and local businesses. Meetings are staffed by the VP of External Affairs. The Community Health Needs Assessment and related Community Benefit Plan goals and activities are shared with the Board of Trustees for approval.

Community Benefits Team Meetings

Formal Meetings of the CIC are held quarterly. Periodic meetings are held between the Community Benefits Manager and the program leads. Updates are provided at the Hospital's senior leadership meetings with feedback incorporated for program expansion and improvement. Members of the management team actively participate in various community agency boards, coalitions, and committees, which assists in identifying community needs and facilitates new ideas and community collaborations to address the issues.

Community Partners

Heywood's approach to Community Benefits is to actively participate in and collaborate with cross-sector coalitions, healthcare and behavioral health providers, community, and faith-based organizations and businesses to develop and implement our plan, goals, and strategies. Partners include: CHNA9; Gardner Area Interagency Team (GAIT); Suicide Prevention Task Force; Regional Behavioral Health Collaborative; North Central MA Minority Coalition; Health Disparities Collaborative; Community Health Connections FQHC; GVNA Healthcare; Community Health Link; LUK, Inc; AED Foundation; SHINE Initiative; Gardner

Community Action Team (GCAT); Montachusett Opioid Prevention Coalition (MOPC); Greater Gardner Religious Council; Unitarian Church; Gardner CAC; HOPE House; Gardner, Ashburnham, Narragansett, Winchendon and Westminster Public School Districts; Montachusett Vocational Technical High School; The Winchendon School; Mount Wachusett Community College; Fitchburg State University; Framingham State University; Bates College; Gardner Rotary Club; Greater Gardner and North Central MA Chamber of Commerce; Fitchburg and Gardner Housing Authority; United Way of North Central MA; Hannaford Supermarkets; Gardner News.

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

2018

Consultants/Other Organizations

The CHNA was a collaborative effort conducted by Heywood Healthcare's Heywood Hospital and Athol Hospital; the Montachusett Regional Planning Commission (MRPC); UMASS Memorial Health Alliance Clinton Hospital; The CHNA 9 Group; and John Snow, Inc. Staff at MRPC were responsible for conducting research and analysis efforts. Other organizations and individuals also contributed to the assessment, including: North Quabbin Recovery Planning Group; Jail to Community Task Force; Children's Health and Wellness; Multicultural Task Force; Gardner Area Interagency Team; Substance Abuse Task Force; Greater Gardner Religious Council; Schwartz Center Rounds; Greater Gardner Chamber of Commerce; Heywood Senior Team ; Regional Behavioral Health Collaborative; Gardner MENders Support Group; Montachusett Suicide Prevention Task Force; North Quabbin Community Coalition; Community Health Connections Board; Montachusett Public Health Network; and CHNA-9 CHIP Breakfast .

Data Sources

CHNA, Community Focus Groups, Consumer Group, Hospital, Interviews, MassCHIP, Other, Public Health Personnel, Surveys, Other sources: The Youth Risk Behavior Survey (YRBS) data; U.S. Census data (including data from the American Community Survey); and other Commonwealth and Federal Government organizations and agencies.

CHNA Document - PDF format

[FINAL 2018 HEYWOOD CHA.PDF](#)

Implementation Strategy (optional)

File Upload (optional)

[2019-2021 HH AH COMMUNITY HEALTH IMPLEMENTATION PL](#)

Community Benefits Programs

Behavioral Health and Social Determinants of Health -Community Participation Community Building

Program Type	Community Participation/Capacity Building Initiative,
Statewide Priority	Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity,
EOHHS Focus Issue(s) (optional)	Mental Illness and Mental Health,
DoN Health Priorities (optional)	Social Environment,
Target Population	<ul style="list-style-type: none"> • Regions Served: Other-Central MA, • Health Indicator: All, • Sex: All, • Age Group: All, • Ethnic Group: All, • Language: All,

Goal Description

GAIT (Gardner Area Interagency Team) Administered by Heywood, this well-established coalition has been working together for over 35 years to improve access to health and social services for the communities' most compromised populations. GAIT consists of over 50 members representing school departments, elected officials, health and human service providers, mental

Goal Status

9 meetings held with a consistent diverse representation of 30 community members. The meetings provided opportunities for networking, information on community services, and collaboration on addressing community health needs. Activities for the year include a Community Resource Service Fair with over 200 people attending and a Legislative breakfast.

health providers, home care services and businesses.

The Montachusett Suicide Prevention Task Force - Spearheaded by HH, this multi-sector Task Force serves the City of Gardner and the surrounding 22 towns. In its fourth year, its mission is to prevent suicide by providing education and resources to help those who struggle with depression, survivors of suicide and those who have lost loved ones to suicide.

The Multicultural Task Force- This task force with community participation is focused on addressing health disparities and social determinants of health focused on under-represented populations Regional Behavioral Health Collaborative

RBHC members represent most facets of the community including primary care personnel such as emergency department directors and staff, clinical emergency service and mental health/behavioral health providers, school personnel (nursing, guidance, and administration), community health workers, hospital administration, emergency service providers including ambulance, police and fire, veterans organizations, and consumers of mental health/behavior health services. The RBHC looks at gaps and available resources to better integrate and enhance existing services to meet the needs of the mental health and behavioral health patient populations. The goal is to improve systems involved in the delivery of mental health services in North Central Massachusetts.

Community Board and organization participation.

Approx 30 members participated in 11 meetings for resource sharing and educational events. Organized 6th annual Ride of your Life Suicide Prevention Event which also included community media and billboards to raise awareness education on resources. Offered QPR training for community groups, organized and supported MENders and Suicide Loss Survivor support groups and Military Families suicide prevention support group.

Meeting quarterly in 2018 with approximately 15-20 people at each meeting, the group has worked on the Handle with Care Initiative to improve responses for children who have been exposed to trauma, capacity building for the partners members which has included training, networking, and new online resources and on the Sequential Interface Mapping for the Criminal Justice and Mental Health Environments, which included a two day workshop/planning session. Approximately 50 people attended the SIM project event.

Heywood staff actively participated in the following coalitions/boards: CHNA9; Gardner Community Action Team; GAAMHA; Gardner Rotary; Gardner Chamber of Commerce; GVNA Healthcare; Fitchburg Human Rights Commission; Fitchburg Housing Authority; Clark YMCA; Growing Places; North Central Mass Minority Coalition; Greater Gardner Religious Council; North Central MA Chamber of Commerce; Women's Circle of Giving; United Way of North Central MA; Mount Wachusett Community College.

Partners

Partner Name, Description

Partner Web Address

The North Central Massachusetts Minority Coalition is a strategic alliance between the region's five minority-led agencies (Spanish American Center, Hmong/Lao Foundation, Three Pyramids Inc., Twin Cities Latino Coalition, and the Cleghorn Neighborhood Center).

<https://www.theminoritycoalition.org/>

The Gardner Area interagency Team (GAIT) Team is committed to the coordination and improvement of health and human services in the Greater Gardner Area.

<https://www.heywood.org/education/calendar/gardner-area-interagency-team>

YWCA Central Massachusetts's

<https://ywcacm.org/>

Racial and Gender Equity program is dedicated to ensuring that our mission of Eliminating Racism and empowering Women directs all systems, culture and programs at the YWCA.

Montachusett Suicide Prevention Task Force

<http://www.suicidepreventiontaskforce.org/meetings/membership>

United HMONG of Massachusetts

Not Specified

Contact Information

Barbara Nealon; Michael Ellis

Detailed Description

Heywood Hospital leads several coalitions that include bringing together multi-sector partners in the planning and implementation of strategies to reduce identified health needs and gaps in services. Additionally, hospital staff actively participates in and take leadership roles on a number of organization boards and committees.

Grant Donation Foundation Scholarship

Program Type

Community Health Needs Assessment, Community Participation/Capacity Building Initiative, Direct Services, Grant/Donation/Foundation/Scholarship, Healthy Communities Partnership, School/Health Center Partnership,

Statewide Priority

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

EOHHS Focus Issue(s) (optional)

Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Housing Stability/Homelessness, Mental Illness and Mental Health, Substance Use Disorders,

DoN Health Priorities (optional)

Built Environment, Education, Housing, Social Environment, Violence,

Target Population

- **Regions Served:** Other-Central MA,
- **Health Indicator:** All,
- **Sex:** All,
- **Age Group:** All,
- **Ethnic Group:** All,
- **Language:** All,

Goal Description

Heywood Healthcare Charitable Investment Foundation provides community investment grants support programs and/or services focused on supporting high-risk, school-aged youth and their families.

Goal Status

Two grants totaling \$104,000 were given to the Gardner and Athol Public School Districts. These grants funded two Community Health Workers to support students' and families' psycho-social-emotional needs. The CHW helped over 210 families with accessing community-based services such as food, fuel, and housing assistance and linked 113 youth with appropriate mental health counseling.

The Community Health Network Area 9 (CHNA 9) to disburse mini-grants to community-based agencies that will support short term projects, activities, or events and address priority areas of the Community Health Improvement Plan (CHIP), including Healthy Eating and Active Living, Healthy and Safe Relationships, Mental and Behavioral Health and Substance Abuse, Transportation and Access, and Racial Justice.

(CHNA9) awarded mini-grants, ranging from \$675-\$2,000 and totaling \$20,000, to twelve North Central Massachusetts community organizations. Mini-grant award amounts and award recipients include: Affiliated Tribes of New England Indians, for a Tribal and Urban Indian Health Equity project; Barre Family Health Center, for FIT Barre; Clinton Adult Learning Center, to provide health education and awareness of local resources to HSE and ESL clients; First Church of God in Christ, for Scholastic Motivation Youth Summer Camp; Fitchburg Public Schools, for a Supermarket Nutrition and Math Family Program; Fitchburg State University, to complete the North Central Mass Food Assessment Survey; GAAMHA, Inc., to purchase car seats for transportation to Early Intervention programs in Athol and Orange; Gardner Emergency Housing Mission, to complete a pilot program to provide emergency housing to local families; Growing Places, Inc., for the Farmers Market Food Access Initiative; Make a Change, Inc., to sponsor special outings for local foster children; Massachusetts Department of Corrections, for a Domestic Violence Book Club; and United Way of Tri-County/Wheat Community Connections, to provide nutrition education for food pantry clients with allergies or diabetes.

Partners

Partner Name, Description

Partner Web Address

Community Health Network Area (CHNA9) an initiative to improve health through local collaboration. CHNA 9 is a partnership between the

<https://www.chna9.com/index.html>

Massachusetts Department of Public Health, the Central MA Center for Healthy Communities, residents, hospitals, local service agencies, schools, faith communities, businesses, boards of health, municipalities, and other concerned citizens working together to develop, implement, and integrate community projects to create healthier communities.

Contact Information	Dawn Casavant
Detailed Description	Grants provided to local organizations to fund programs that are in line with the hospital's community benefit areas of focus and targeted population. 14 grants totaling \$124,000 supported projects that addressed mental health and substance abuse, diabetes prevention, nutrition, access to care, youth development, and social determinants.

Social Determinants of Health- Direct Services

Program Type	Grant/Donation/Foundation/Scholarship, Health Coverage Subsidies or Enrollment,
Statewide Priority	Address Unmet Health Needs of the Uninsured,
EOHHS Focus Issue(s) (optional)	N/A,
DoN Health Priorities (optional)	Social Environment,
Target Population	<ul style="list-style-type: none"> • Regions Served: Ashburnham, Gardner, Hubbardston, Templeton, Westminster, Winchendon, • Health Indicator: Access to Health Care, Other: Elder Care, • Sex: All, • Age Group: All Adults, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
Assist vulnerable individuals with information and referrals to community programs that could address their needs.	Assisted 58 individuals, which either phoned in or walked in, with psychosocial services. Many of the individuals served were elder caretakers, homeless individuals or veterans. Provided information and referrals on issues related to housing, food, transportation, behavioral health, and substance abuse.
Assist low-income families with free legal services.	Assisted 14 patients with completing the paperwork and paying the attorney fees totaling \$9,044. Type of legal services includes guardianship, healthcare proxy, power of attorney, advanced directives and civil commitments.
Arrange for transportation for individuals who do not have transportation and it would be a financial burden to go to their medical appointments.	202 patients assisted with transportation totaling \$8,105 and as a result was able to follow up with their healthcare and prevented missed appointments.
Provide uninsured or underinsured patients with information and enrollment assistance with health care	Provided 4,883 individuals with counseling on health insurance coverage and financial assistance. Completed 590 health insurance applications.

Partners

Partner Name, Description	Partner Web Address
Not Specified	Not Specified

Contact Information	Ellen Gauvin; Barbara Nealon
Detailed Description	Provide psycho-social supports for individuals and families to address needs and overcome barriers. Direct support includes health coverage enrollments; transportation; legal services; and information and referral.

Social Determinants- Career Development

Program Type	Mentorship/Career Training/Internship,
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Statewide Priority	Supporting Healthcare Reform,
EOHHS Focus Issue(s) (optional)	N/A,
DoN Health Priorities (optional)	Education, Employment,
Target Population	<ul style="list-style-type: none"> • Regions Served: All Massachusetts, • Health Indicator: Other: Education/Learning Issues, • Sex: All, • Age Group: Adult-Young, Child-Teen, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
Rehabilitation Services serves as a clinical education site for college students to gain experience in an array of acute inpatient and outpatient physical and occupational therapy services.	Staff precepted 11 college students for a total of 2,585 hours. The 240-hour internship provides the students with on-site training and is required for graduation with a BS in Exercise Science.
Radiology department serves as a clinical site to train first and second-year graduate students.	Radiology staff provided 64 hours mentoring for 3 students enrolled in the Quinsigamond Community College Radiology Technology Program.
Nursing Department serves as a clinical site for nursing students enrolled at Mount Wachusett Community College. Nursing students rotate through Inpatient, Emergency Room, Geri-psych Unit, and Mental Health Unit.	Nursing students rotated through the different departments. 10 nursing department staff spent total 400 hours working with these students over the course of the year. The experiences students gain through this clinical rotation fulfills a requirement to graduate nursing school.
Nutrition Department provides internship and work-study opportunities for Dietetic students attending Framingham State University. The dietetic internship provides a 17-week rotation for students to observe counseling skills and nutrition care planning for a variety of health conditions.	1 FSU student RD interns worked alongside nutrition preceptor for 455 hours each to complete their clinical rotation. These students gained knowledge on conducting patient nutrition assessments, care planning, and nutrition education. Participated in chart multidisciplinary team meetings and chart documentation cosigned by R.D. The clinical internship fulfilled student's requirements to be eligible to take the RD exam.
Philanthropy Department hosts summer work study for Bates Students to explore and gain knowledge of hospital administration and population health management.	Staff precepted one student for 140 hours. Projects completed included a review of community health assessment data and assisting with identifying priority areas specific to each community and the region; and assisting with community events.
Social Services Department provides internship opportunities for students in the Human Services Department from Fitchburg State University.	Two FSU students interned in the Social Services department. The 460-hour internship is a requirement for these students to earn their BS in Human Services degree.

Partners

Partner Name, Description	Partner Web Address
Ashburnham Westminster School District	https://www.awrsd.org/
Bates College	http://www.bates.edu/
Fitchburg State University	http://www.fitchburgstate.edu/
Framingham State University	https://www.framingham.edu/
Monty Tech Vocational High School	http://www.montytech.net/
Mount Wachusett Community College	http://mwcc.edu/
Narragansett Regional School District	http://www.nrsd.org/
Quinnigamond Community College	http://www.qcc.edu/
University of New Hampshire	http://www.unh.edu/

Contact Information	Dayna Girouard
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Detailed Description

Heywood Hospital provides opportunities for high school and college students to gain experiences in various departments across the hospital. Students are exposed to different aspects of healthcare which serves two different purposes: to help educate young adults on current health issues and to allow participants to explore different career options, which further supports Heywood Hospitals efforts to improve local socio-economic factors and to increase the availability of trained healthcare workforce.

Wellness- Mental Health and Substance Use

Program Type

Community Education, Direct Services,

Statewide Priority

Promoting Wellness of Vulnerable Populations,

EOHHS Focus Issue(s) (optional)

Mental Illness and Mental Health, Substance Use Disorders,

DoN Health Priorities (optional)

Education,

Target Population

- **Regions Served:** Ashburnham, Gardner, Hubbardston, Templeton, Westminster, Winchendon,
- **Health Indicator:** Mental Health, Substance Abuse,
- **Sex:** All,
- **Age Group:** Adult, Adult-Elder, Adult-Young,
- **Ethnic Group:** All,
- **Language:** All,

Goal Description

Wellness groups- Interactive group education on ways to manage addiction for individuals with co-occurring behavioral health and substance use disorders. Provides an introduction to and application of principles for creating a balanced and healthy lifestyle.

MENders- Men's support group promoting healthy living and offering coping skills for managing symptoms associated with mental illness and substance use.

Opioid Overdose prevention and Narcan Administration Training

QPR (Question, Persuade, and Refer) Gatekeeper Training for Suicide Prevention is a 1-2 hour educational program designed to teach lay and professional "gatekeepers" the warning signs of a suicide crisis and how to respond.

Mental Health First Aid Training is an 8-hour course that teaches you how to help someone who is developing a mental health problem or experiencing a mental health crisis. The training helps you identify, understand, and respond to signs of mental illnesses and substance use disorders.

Goal Status

Wellness groups were provided twice weekly at the Partial Hospitalization Program reaching over 700 participants. Through interactive sessions, the participants were able to practice and demonstrate self-management and calming techniques to manage addiction. Topics included: healthy eating; hydration; label reading; starting an exercise program; goal setting; and stress reduction via yoga and guided breathing.

Menders sessions offered 52 times reaching 100 men. Through this support group, men became connected to resources; gained confidence in themselves and learned coping skills to better manage their behavioral health and/or addiction issues.

329 individuals trained on how to prevent and recognize an opioid overdose, what to do if one occurs, the importance of calling 911, how to perform rescue breathing, and how to administer naloxone.

245 individuals trained on QPR. Participants gained knowledge about suicide; gatekeeper skills and awareness of suicide prevention resources.

2 Mental Health First Aid trainings offered one for Dept of Corrections staff and the other community college students. 39 individuals gained knowledge about mental illness and appropriate crisis interventions.

Partners

Partner Name, Description

North Central Correctional Institution (NCCI) is a medium/minimum security facility housing criminally sentenced males.

Quinsigamond Community College was established in 1963 to provide access to higher education to

Partner Web Address

<https://www.mass.gov/locations/north-central-correctional-institution>

<https://www.qcc.edu/>

residents of Central Massachusetts. Since the early 60s, enrollment has grown from 300 to over 13,000 full and part-time day and evening students served. Over 120 associate degree and certificate career options in Business, Hospitality Management, Engineering Technology, Education, Healthcare, Human Services, Liberal Arts, Maintenance Technology, and General Studies

Mount Wachusett Community College is a public community college in Gardner, Massachusetts. <https://mwcc.edu/about-mwcc/>

Montachusett Veterans Outreach Center provides support to military veterans and their families in need of services to develop a resilient, self-sufficient lifestyle essential to succeed in today's environment. <http://www.veterans-outreach.org/about-us/>

GVNA HealthCare, Inc. is a not-for-profit home healthcare agency dedicated to providing quality care to the community, regardless of their ability to pay. We believe that ALL people have the right to the best healthcare possible, whatever their circumstances, and that they deserve to receive that care in the comfort and security of their homes whenever possible. <https://www.gvnahealthcare.org/>

Community Health Connections Federally Qualified Health Center <https://www.chcfhc.org/locations/greater-gardner-chc/>

Contact Information

Michael Ellis

Detailed Description

Education provided to the community on recognizing signs and symptom of suicide crisis and substance use and how to respond. Self-care techniques provided for individuals suffering mental health and substance abuse disorders.

Chronic Disease- Community Education

Program Type

Community Education,

Statewide Priority

Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations,

EOHHS Focus Issue(s) (optional)

Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,

DoN Health Priorities (optional)

N/A,

Target Population

- **Regions Served:** Ashburnham, Gardner, Hubbardston, Templeton, Westminster, Winchendon,
- **Health Indicator:** Other: Cancer, Other: Cardiac Disease, Other: Diabetes, Other: Hypertension, Other: Nutrition, Overweight and Obesity,
- **Sex:** All,
- **Age Group:** All Adults,
- **Ethnic Group:** All,
- **Language:** All,

Goal Description

Supermarket Tour and Cooking Demonstration: An interactive and fun way to translate complex nutrition information into everyday low cost, practical and healthy meals. Each nutrition and cooking class features a nutrition lecture by a registered dietitian and live cooking demonstration offered in a

Goal Status

Two interactive classes were held for the community at the Heywood Hospital Wound Center and a local grocery store with total 13 participants.

At each of the classes, participants learned healthful cooking techniques, healthy shopping tips, label reading, and expressed ways they would incorporate into their home preparation.

community-based group setting.

Wellness Presentations- Provided by a Registered Dietitian these presentations are offered to adults with chronic conditions. Focuses on the role good nutrition can have on the management and slowing the progression of chronic disease.

Coping with Chronic Illness through Meditation, Rekeii, ad American Cancer Society Feel Good Look Good Program- Provide support and self-care techniques for participants to manage symptoms related to their chronic condition.

Health Fairs- Cardiac and Nutrition Department provided educational information on diabetes and cardiovascular disease.

254 individuals attended nutrition education presentations focused on managing heart disease, COPD, and Diabetes. The presentations were conducted at The Gardner Senior Center, the Hubbardston Housing Authority, Lions Club, Montachusset Veterans, and at the outpatient Cardiac Rehab Center. Participants gained knowledge on how to maintain a low fat and low sodium diet, incorporating fiber, and techniques for maintaining a healthy weight and nutritious diet.

Participants learned new self-care and chronic care management techniques and increased their confidence level in managing stress and symptoms related to their chronic disease.

135 participants at the following events increased knowledge about the risk factors, prevention, and treatment of Diabetes and Cardiovascular Disease:
-Diabetes Fair (over 85 participants) community event held at the Mount Wachusett Community College. Participants received information asked questions from pharmacists, podiatrists, and nutritionists related to diabetes self-care.
-Winchendon Health Fair- (50 participants) Participants received information on Healthy Eating and fresh fruits and vegetables

Partners

Partner Name, Description	Partner Web Address
Gardner Senior Center	http://www.gardner-ma.gov/307/Senior-Center
Mount Wachusett Community College	http://mwcc.edu/
Hubbardston Housing Authority	Not Specified
The Gardner Lions Club was founded on August 25, 1949. Since then we have grown and changed but have always maintained our strong focus on serving the Gardner community. Our goal is to make Gardner a great place to live, work, and play in. We support many projects within our district both financially and with manpower whenever needed.	https://www.e-clubhouse.org/sites/gardner_ma/
Montachusett Veterans Outreach Center provides support to military veterans and their families in need of services to develop a resilient, self-sufficient lifestyle essential to succeed in today's environment. Since its inception, the Center has been faithful to the mission, vision, and guiding principles of founder Cathy Stallings McWilliams. The MVOC offers low-income housing alternatives and residential readjustment programs, mental health counseling, case management, employment training, personal development, veterans' benefits resource assistance, medical transportation, and food assistance.	http://www.veterans-outreach.org/about-us/
The Winchendon Council on Aging enriches the lives of the community senior population by providing educational programs, recreational activities, referral and social services assistance and to advocate for our seniors while educating the community of the needs of its elderly.	https://www.townofwinchendon.com/council-aging

Contact Information	Rhonda Zbikowski 978-630-6104
Detailed Description	Nutrition education and exercise consultation focused on helping individuals understand the role of good nutrition and an active lifestyle on the prevention and management of chronic conditions. Families and individuals participate in educational events including cooking classes, presentations, and individualized sessions designed to give participants the knowledge and tools to prevent or manage their chronic conditions.

Nutrition Services- School Partnership

Program Type	School/Health Center Partnership,
Statewide Priority	Promoting Wellness of Vulnerable Populations, Reducing Health Disparity,
EOHHS Focus Issue(s) (optional)	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities (optional)	Education,
Target Population	<ul style="list-style-type: none"> • Regions Served: Gardner, • Health Indicator: Other: Nutrition, Overweight and Obesity, Physical Activity, • Sex: All, • Age Group: Child-Primary School, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
<p>"Off Our Rockers": An after-school fitness instruction and healthy snack provided at Gardner Elementary for children in kindergarten and grades 1. The objective is to reduce the incidence of childhood obesity, increase fitness levels.</p> <p>Weekend Backpack Program: A backpack of kid-friendly and healthy food items is given out on Friday for the weekend when kids are likely to be most hungry. The food is discreetly and conveniently distributed at the school.</p>	<p>Two 6 week sessions were provided with 80 students participating. Through this program, students gained exposure to new fruits and vegetables and became more comfortable and improved their exercise ability.</p> <p>200 low income third and fourth-grade students that attend the Gardner Public Schools benefited from the Backpack program. 6,400 food bags were distributed over the school year. In addition to helping children with having enough food on the weekend and not coming to school hungry on Monday, the school administration expressed it building a connection between the families and the school.</p>

Partners

Partner Name, Description	Partner Web Address
Gardner Public Schools	http://www.gardnerk12.org/

Contact Information	Debbie Walgren; Theresa Thompson
Detailed Description	In conjunction with area schools, programs are designed to help enrich student's wellness curriculum and foster good health in and out of school time. Programs incorporate physical activity and nutrition education as well as supplementing low-income, at-risk students with food on the weekend.

Expenditures

Community Benefits Programs	
Expenditures	Amount
Direct Expenses	\$1,800,214.00
Associated Expenses	\$3,016.00
Determination of Need Expenditures	\$156,414.00
Employee Volunteerism	Not Specified
Other Leveraged Resources	\$206,192.00

Net Charity Care

Expenditures	Amount
HSN Assessment	\$1,673,701.00
HSN Denied Claims	Not Specified
Free/Discount Care	\$607,363.00
Total Net Charity Care	\$2,281,064.00

Corporate Sponsorships \$56,542.00

Total Expenditures \$4,503,442.00

Total Revenue for 2018 \$112,043,365.00

Total Patient Care-related expenses for 2018 \$122,053,314.00

Approved Program Budget for 2019 \$500,000.00

(*Excluding expenditures that cannot be projected at the time of the report.)

Comments: Not Specified

Optional Information

Community Service Programs

Expenditures	Amount
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

Link to Hospital Formatted PDF Community Benefits Report: [Download/View Report](#)

Bad Debt: \$6,409,544.00 Certified

Heywood Hospital is governed by a local Board of Trustees from throughout our service area, who shares their talent, experience and skills in helping guide our healthcare organizations. A strong and dedicated leadership team is at the heart of what makes HH so focused on the health of the communities it serves. Given our leadership in the community the hospital serves as the backbone agency for numerous multi-sector collaboratives, coming together to address priority health and social issues. We also collaborate with and support other smaller organizations in the region that align with our mission and community benefit goals.

Optional Supplement:

As one of the largest employers in the region, Heywood Hospital assists the community to recruit and retain professionals, including physicians. Employees of the hospital live and shop locally. Additionally when possible we are committed to purchasing products and contracting local. The hospital is committed to upgrading facilities and the latest technology is important to attract new residents to live and work in the Greater Gardner area. Good Health care is important for investors, businesses and homeowners looking for a place to relocate.

Current Status: Published

Data as of: 6/3/2019 3:14:40 PM
