

Organization Information

Organization Name:	Shriners Hospitals for Children, Springfield
Address:	516 Carew Street
City, State, Zip:	Springfield, Massachusetts 01104
Website:	http://www.shrinershospitalsforchildren.org/
Contact Name:	George Gorton
Contact Title:	Director
Contact Department (Optional):	Planning and Business Development
Phone:	(413) 735-1269
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E-Mail:	ggorton@shrinenet.org
Contact Address: (Optional, if different from above)	516 Carew Street
City, State, Zip: (Optional, if different from above)	Springfield, Massachusetts 01104
Organization Type:	Hospital
For-Profit Status:	Not-For-Profit
Health System:	Shriners Hospitals for Children
Community Health Network Area (CHNA):	Community Health Connection (Springfield)(CHNA 4), Community Health Network of Berkshire County(CHNA 1), Four Communities (Holyoke, Chicopee, Ludlow, Westfield) (CHNA 21), Partnership for Health in Hampshire County (Northampton)(CHNA 3), Upper Valley Health Web Franklin County (CHNA 2),
Regions Served:	County-Berkshire, County-Franklin, County-Hampden, County-Hampshire,

Mission and Key Planning/Assessment Documents

Community Benefits Mission Statement:

Shriners Hospitals for Children is a healthcare system with locations in the U.S., Canada and Mexico. Our staff is dedicated to improving the lives of children by providing pediatric specialty care, conducting innovative research, and offering outstanding educational programs for medical professionals. Children up to age 18 with orthopedic conditions, burns, spinal cord injuries, and cleft lip and palate are eligible for care, regardless of the families' ability to pay. Within these broad service lines, many types of care are provided. For example, some locations offer reconstructive plastic surgery, treatment fo craniofacial abnormalities, or care for sports injuries. Generally, care is provided until age 18, although, in some cases, it may be extended to age 21. All services are provided in a compassionate, family centered, environment.

The year 2020 is a milestone for Shriners Hospitals for Children in Springfield, Massachusetts, as we are celebrating 95 years of caring for kids! The hospital doors officially opened to patients and families on February 21, 1925, and was originally built to provide pediatric orthopaedic specialty care to children stricken with polio.

To this day, the Springfield Shriners Hospital remains the only freestanding specialty children's hospital in Massachusetts located outside of Boston. It is also one of 22 Shriners Hospitals for Children locations throughout North America, which notably makes up one of the largest pediatric health care systems in the world.

Our focus on treating children with congenital and acquired orthopaedic conditions continues to evolve, leading to the noteworthy expansion of service lines. In the 1990s, the hospital expanded its orthopaedic services to include care for children with cleft lip and palate and chest wall deformities. Today, the hospital also offers sports health and medicine, inpatient rehabilitation, pediatric urology and fracture care to meet the current health care needs of the pediatric population.

In addition to a broad range of specialty services, families enjoy the convenience of having their child's treatment and therapeutic care provided under one roof. This comprehensive care includes high quality inpatient surgical and outpatient care; a motion analysis center (utilizing a 3D motion capture system), physical, occupational and speech therapies and a state of the art rehabilitation gym; orthotic and prosthetic services; and radiology with ultra-low dose X-ray imaging, in addition to many support services.

In 2019, we treated over 12,000 children in our outpatient and inpatient areas, and look forward to continuing to care for

countless more for many years to come.

Recognized as one of the world's greatest philanthropies, Shriners Hospitals for Children has evolved into an international hospital system recognized for its devotion to transforming the lives of children through specialized care, education and research. The mission of Shriners Hospitals for Children is to:

- * Provide the highest quality care to children with neuromusculoskeletal conditions, burn injuries and other special healthcare needs within a compassionate, family-centered and collaborative care environment.
 - * Provide for the education of physicians and other healthcare professionals.
 - * Conduct research to discover new knowledge that improves the quality of care and quality of life of children and families.
- This mission is carried out without regard to race, color, creed, sex or sect, disability, national origin, or ability of a patient or family to pay.

In fulfillment of this mission, Shriners Hospitals for Children - Springfield will work with community partners and affiliated providers to support the principles of Massachusetts health care reform, including to: improve the management of chronic conditions, reduce disparities in the provision of care, promote wellness in vulnerable populations, and provide access to vital specialty care services for children with special health care needs.

Target Populations:

Name of Target Population	Basis for Selection
Children and adolescents (birth to 21 years)	Organizational Mission Statement
Children with special health care needs	Organizational Mission Statement; Community Needs Assessment
Uninsured or underinsured children	Organizational Mission Statement ; Community Needs Assessment

Publication of Target Populations:

Marketing Collateral, Annual Report, Website

Community Health Needs Assessment:

Date Last Assessment Completed:

June 20, 2019

Data Sources:

Community Focus Groups, Community Health Network Area, Consumer Groups, Hospital, Interviews, MA Population Health Information Tool (PHIT), Public Health Personnel, Surveys,

CHNA Document: [2018-CHNA-SPRINGFIELD.PDF](#)

Implementation Strategy:

Implementation Strategy Document: [2019 IMPLEMENTATION STRATEGY.DOCX](#)

Key Accomplishments of Reporting Year:

Shriners Hospitals for Children improves the lives of children by providing pediatric specialty care, conducting innovative research, and offering outstanding education programs for medical professionals. Children with orthopaedic conditions, burns, spinal cord injuries, and cleft lip and palate are eligible for care regardless of the families' ability to pay, and receive all care and services in a compassionate, family-centered environment.

In fulfillment of its mission, the community benefits program focuses on access to the highest quality medical care without regard for the families' ability to pay, education to health care professionals throughout all departments of the hospital and in the community, and transformative research to improve care and quality of life.

The hospital continued its 6-year affiliation with the Coalition of Western Massachusetts Hospitals/Insurer to complete a detailed assessment of factors that impact community health.

Clinical Care

In 2019, the hospital exceeded national benchmarks for patient safety and experience with a percentile rank of 95.0 for outpatient experience, 95.9 for inpatient, 94.6 for ambulatory surgery, and 93.8 for communication. The hospital has responded to community needs by implementing a fracture care program, pediatric urology program, and athletic training program.

We completed our first full year of a new inpatient rehabilitation program in 2019. The goal of this program is to improve functional independence in the home, school and community environments for youth with acute injuries who are ready for discharge from a hospital setting but not ready to return home. The outcomes of this program are outstanding, exceeding national benchmarks for improvement in mobility, self-care, and cognition. We hired a full-time nurse practitioner to provide quality pediatric care for inpatient rehabilitation and post-surgical patients.

In 2019, initiated a sports health and medicine program under the direction of Dr. Ahmad Bayomy, a board-certified pediatric orthopaedic surgeon with fellowship training in sports medicine. This program is complemented by an athletic training program focused on education and surveillance to avoid injury for youth athletes. Athletic trainers are available for school and community athletic programs to provide guidance and support for injuries.

Shriners Hospitals for Children-Springfield is dedicated to increasing access to physical activity resources for children who cannot typically access those resources. The BFit Power-based exercise program completed its fifth year of operation with winter and fall exercise programs and a summer cycling program for children with neuromuscular conditions such as cerebral palsy. Each program was attended by 15-25 youth athletes who were each attended by 1-2 personal coaches, who are students in physical or occupational therapy, kinesiology, exercise science, or athletic training at area universities.

Shriners Hospitals for Children-Springfield provides high quality pediatric specialty care to youth within Massachusetts, across New England, and beyond. Our international Cyprus outreach clinic is in its 39th year to advance care provision and knowledge transfer in collaboration with the Paraskevaides Foundation and Minister of Health for the Republic of Cyprus.

Education

Education is a critical component of the Shriners Hospitals for Children mission. Every department in the hospital hosts students for observation, experiential learning, or formal affiliation educational experiences. We collaborate with local non-profit partners to advance community knowledge regarding bullying and other healthcare behaviors. A few highlights are shown below

- Collaborated with Unify Against Bullying, a local non-profit whose mission is to end bullying through the celebration of true diversity. Arranged for one of our teen patients with cerebral palsy to walk in the Unify Against Bullying Fashion Show in October.

- Springfield Regional Chamber of Commerce - active in the Legislative Advisory Committee, Healthcare and Human Resources sub-committees. Also, regular attendance and participation in local business community education and networking activities.

- We have built stronger education connections with area universities, creating an integrated clinical experience (ICE) with University of Hartford and Springfield College physical therapy programs. This gives students earlier exposure to a patient population through their role in the BFit Power-based exercise program while supervised by a hospital PT staff member. This has expanded further to include Westfield State Athletic Trainers and Western New England University for Occupational Therapists.

- During the fall BFit program, parents were invited to attend B-Informed, a 12 week educational session. Each week, a different discipline presented information relevant to children with cerebral palsy. These included specialties such as pediatric orthopedics, a pediatrician, a physiatrist, a physical therapist, an orthotist, a nutritionist, speech therapist, and a social worker.

Research

Shriners Hospitals for Children conducts research to discover new knowledge that improves the quality of care and quality of life of children and families. In 2019, SHC-Springfield staff and physicians conducted 10 external presentations, published 10 peer-reviewed publications or scientific abstracts, and produced 2 textbook contributions. Physicians and staff continue to provide internal lectures and education sessions on a monthly basis.

- * Dr. Rubini Pathy completed a study of the effectiveness of the rectus femoris transfer at improving function for youth with cerebral palsy.

- * George Gorton, PhD, completed his dissertation work highlighting the social and ecological factors that are associated with participation on youth with cerebral palsy in physical activity through a national survey.

- * Brianna Liquori completed a study on self-confidence and self-esteem of high school youth.

Plans for Next Reporting Year:

During 2020, Shriners Hospitals for Children - Springfield will continue its ongoing mission related to patient care, education and research, as well as new efforts identified through the formal community needs assessment process and the hospital strategic planning process. Through outreach programs throughout the year both within the Commonwealth of Massachusetts and beyond its borders, we bring expert pediatric orthopaedic, urology, sports health and medicine, and cleft lip and palate care to areas with little or no access to specialized pediatric health care services. Hospital staff will continue to make substantial contributions to the community through educational programs and support of community events. We will continue to monitor these programs for their need and effectiveness in the community and, working with our community

partners, assess for gaps that need to be filled in our community. Support programs such as BFit and B-Informed that have been paused because of coronavirus will be reimagined as virtual programs. In 2020, we will plan to expand our community benefits advisory council and re-envision this as a virtual program to accommodate coronavirus pandemic.

Self-Assessment Form: [Hospital Self-Assessment Form - Year 1](#)

Community Benefits Programs

Financial Assistance Counseling

Program Type	Access/Coverage Supports
Program is part of a grant or funding provided to an outside organization	No
Program Description	Shriners Hospitals for Children's network of 22 hospitals was founded on the principle of providing quality health care regardless of a family's ability to pay. SHC-Springfield, MA provides financial counseling services to families who have concerns about affording care and/or are burdened with medical debt. Shriners Hospitals-Springfield has within its community a large proportion of disadvantaged families and a large population of children with special health care needs likely to incur medical debt.
Program Hashtags	Support Group,
Program Contact Information	Shriners Hospitals for Children - Springfield Scheduling Department 413.735.1234 or 800.322.5905.

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Provide pediatric specialty health care services to children in western Massachusetts without regard for the family's ability to pay.	Ongoing. This is our primary mission to provide care for youth you would otherwise not be able to afford care.	Process Goal	Year 95 of 200

EOHHS Focus Issues	N/A,
DoN Health Priorities	Built Environment, Employment, Social Environment,
Health Issues	Access to Health Care, Other: Uninsured/Underinsured,
Target Populations	<ul style="list-style-type: none"> • Regions Served: All Massachusetts, • Environments Served: Not Specified • Gender: All, • Age Group: All Children, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Shriners Hospitals for Children	http://www.shrinershospitalsforchildren.org/
Shriners International	http://www.shrinersinternational.org/

BFit Power Based Exercise Program

Program Type	Not Specified
Program is part of a grant or funding provided to an outside organization	No
Program Description	BFit is a community-based exercise program integrating new theories in the translation of power-base strengthening into improvement in function of children with

neuromusculoskeletal conditions.

Program Hashtags

Prevention,

Program Contact Information

Jonathan Reidy, 413-735-1254, 516 Carew Street, Springfield, MA 01104

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To educate university students in how to work with children with neuromuscular and developmental conditions.	Ongoing. More than 50 students participate in each of 2 sessions aligned with academic semester annually.	Outcome Goal	Year 5 of 10
To provide opportunities for children with neuromuscular and developmental conditions the opportunity to learn about physical activity	Ongoing. More than 75 children served annually.	Outcome Goal	Year 5 of 10

EOHHS Focus Issues

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

DoN Health Priorities

Built Environment, Social Environment,

Health Issues

Physical Activity,

Target Populations

- **Regions Served:** County-Hampden, County-Hampshire,
- **Environments Served:** Not Specified
- **Gender:** All,
- **Age Group:** All Children,
- **Race/Ethnicity:** All,
- **Language:** English, Spanish,
- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
American International College	Not Specified
Springfield College	Not Specified
University of Hartford Physical Therapy Program	Not Specified
University of Massachusetts Amherst	Not Specified
Westfield State University	Not Specified

BFit Power-based summer cycling program

Program Type

Not Specified

Program is part of a grant or funding provided to an outside organization

No

Program Description

BFit is a community-based cycling program focus around increasing physical activity of children with special health care needs.

Program Hashtags

Prevention,

Program Contact Information

Jonathan Reidy, 413-735-1254, 516 Carew Street, Springfield, MA 01104

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Increase involvement in physical activity for youth with cerebral	Ongoing. More than 15 youth participate in each summer	Outcome	Year 5 of

palsy and other developmental conditions	session annually.	Goal	10
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EOHHS Focus Issues	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities	Built Environment, Social Environment,
Health Issues	Overweight and Obesity, Physical Activity,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Hampden, County-Hampshire, • Environments Served: Not Specified • Gender: All, • Age Group: Child-Preteen, Child-Primary School, Child-Teen, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
American International College	Not Specified
Longmeadow Jewish Community Center	Not Specified
Springfield College	Not Specified
University of Hartford Physical Therapy Program	Not Specified
University of Massachusetts Amherst	Not Specified
Westfield State University	Not Specified

Baystate Medical Center Bloodmobile

Program Type	Community-Clinical Linkages
Program is part of a grant or funding provided to an outside organization	No
Program Description	Shriners Hospitals for Children-Springfield, MA hosts a quarterly blood drive on premises each year.
Program Hashtags	Community Health Center Partnership,
Program Contact Information	Suzanne Stockley 413.322.4044

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Support the availability of a reliable local blood resource through employee volunteerism offered at the hospital every two months.	Increase availability of local blood supply through employee volunteerism.	Outcome Goal	Year 4 of 10

EOHHS Focus Issues	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities	Employment,
Health Issues	Access to Health Care,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Hampden, • Environments Served: Not Specified • Gender: All, • Age Group: All, • Race/Ethnicity: All, • Language: All,

- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Community Health Needs Assessment

Program Type	Not Specified
Program is part of a grant or funding provided to an outside organization	No
Program Description	To conduct a comprehensive assessment of the communities served by Shriners Hospitals for Children, Springfield; determine the health needs of the population to target care to meet these requirements.
Program Hashtags	Community Health Center Partnership,
Program Contact Information	George Gorton, MS, CCRP, Shriners Hospitals for Children, 516 Carew Street, Springfield, MA, 01104, 413-787-2000

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Conduct a comprehensive community health needs assessment in a collaborative, community-engaged process to update knowledge on health priorities in youth with special health care needs.	Ongoing. Work collaboratively with Coalition of Western Massachusetts Hospitals.	Process Goal	Year 6 of 15

EOHHS Focus Issues	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Housing Stability/Homelessness,
DoN Health Priorities	Built Environment, Employment, Housing, Social Environment,
Health Issues	Access to Health Care,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Berkshire, County-Franklin, County-Hampden, County-Hampshire, • Environments Served: Not Specified • Gender: All, • Age Group: All Children, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Public Health Institute of Western Massachusetts	Not Specified
Baystate Medical Center	Not Specified
Collaborative for Educational Solutions	Not Specified
Cooley Dickinson Medical Center	Not Specified
Trinity Health of New England - Mercy Medical Center	Not Specified
Health New England	Not Specified

Consumer Education

Program Type	Community-Clinical Linkages
Program is part of a grant or funding provided to an outside organization	No
Program Description	An on-site consumer health library is available for families, providing use of a computer database and medical reference materials. Prenatal consultations with a physician are offered to parents expecting a baby with a congenital anomaly such as cleft lip and palate or clubfoot.
Program Hashtags	Community Education,
Program Contact Information	Not Specified

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Provide access to specialty health care educational materials and provide prenatal counseling guidance to families.	Ongoing.	Outcome Goal	Year 6 of 20

EOHHS Focus Issues	N/A,
DoN Health Priorities	Education,
Health Issues	Access to Health Care,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Hampden, County-Hampshire, • Environments Served: Not Specified • Gender: All, • Age Group: All Children, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Athletic Training Services

Program Type	Not Specified
Program is part of a grant or funding provided to an outside organization	No
Program Description	Shriners Hospitals for Children-Springfield offers athletic training services for school and community athletic events and programs at no cost. At Shriners Hospitals for Children - Springfield, athletic trainers are responsible for providing education on sport-specific training and conditioning, safety, nutrition, evaluation of return to play, injury prevention, assessment, rehabilitation, and referral to medical professionals when necessary.
Program Hashtags	Community Education, Prevention,
Program Contact Information	Jonathan Reidy, 516 Carew Street, Springfield, MA 01104, 413-735-1254

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To reduce injury rates in middle and elementary school athletic programs by increasing access to	Ongoing.	Outcome Goal	Year 2 of 5

athletic training services.			
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EOHHS Focus Issues	N/A,
DoN Health Priorities	Education,
Health Issues	Physical Activity,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Hampden, • Environments Served: Not Specified • Gender: All, • Age Group: Child-Preteen, Child-Teen, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Go Red for Women Day

Program Type	Not Specified
Program is part of a grant or funding provided to an outside organization	No
Program Description	The hospital Spirit Committe gave out American Heart Association's red dress pins and heart health information to staff and community members.
Program Hashtags	Community Education,
Program Contact Information	Eileen Watson, Shriners Hospitals for Children, 516 Carew Street, Springfield, MA, 01104; 413-787-2000

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To educate on the differences in cardiovascular disease symptoms for women.	Ongoing. Increase knowledge and awareness of risk factors.	Outcome Goal	Year 6 of 10

EOHHS Focus Issues	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities	Education, Social Environment,
Health Issues	Other: Cardiac Disease,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Berkshire, County-Franklin, County-Hampden, County-Hampshire, • Environments Served: Not Specified • Gender: All, • Age Group: All, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
American Heart Association	Not Specified

Health Professions Education

Program Type	Community-Clinical Linkages
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Program is part of a grant or funding provided to an outside organization

No

Program Description

Shriners Hospitals for Children-Springfield contracts with institutions of higher learning to train a variety of health care providers across disciplines. Educational programs are offered throughout the year for the benefit of orthopaedic surgeons; primary care physicians; midlevel providers; physical and occupational therapists; and school nurses. Educational materials promoting prevention and early detection of orthopaedic conditions are distributed to primary care providers and school nurses throughout Hampden County.

Program Hashtags

Health Professional/Staff Training,

Program Contact Information

Michelle Salva, R.N. 413.787.2036

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Provide experiential learning opportunities for medical professionals to encourage students to go into health care.	Ongoing. Each year nearly every department hosts students inhealth care affiliated fields.	Outcome Goal	Year 10 of 20

EOHHS Focus Issues

N/A,

DoN Health Priorities

Education, Employment,

Health Issues

Access to Health Care, Other: Education/Learning Issues,

Target Populations

- **Regions Served:** All Massachusetts,
- **Environments Served:** Not Specified
- **Gender:** All,
- **Age Group:** All Children,
- **Race/Ethnicity:** All,
- **Language:** All,
- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
Albany Medical College	Not Specified
American Career Institute	Not Specified
American International College	Not Specified
Bay Path College	Not Specified
Boston University School of Medicine	Not Specified
Branford Hall Career Institute	Not Specified
College of Our Lady of the Elms	Not Specified
Dominican College	Not Specified
Greenfield Community College	Not Specified
Holyoke Community College	Not Specified
Husson College	Not Specified
Lincoln Technical Institute	Not Specified
Lutheran Medical Center	Not Specified
Massachusetts General Hospital Institute of Health Professions	Not Specified
MCPHS	Not Specified

Northeastern University	Not Specified
Porter & Chester Institute	Not Specified
Quinnipiac College	Not Specified
Simmons College	Not Specified
Springfield College	Not Specified
Springfield Technical Community College	Not Specified
St. Joseph College	Not Specified
Stonehill College	Not Specified
Tufts University	Not Specified
University of Connecticut	Not Specified
University of Hartford	Not Specified
University of Massachusetts Amherst	Not Specified
University of Massachusetts Medical School	Not Specified
University of Massachusetts Lowell	Not Specified
University of New Hampshire	Not Specified
Western New England University	Not Specified
Worcester State College	Not Specified
Yale University	Not Specified

Support for Community Programs

Program Type	Community-Clinical Linkages
Program is part of a grant or funding provided to an outside organization	No
Program Description	Shriners Hospitals for Children-Springfield, MA supports, facilitates and participates in on-site meetings of community oriented programs. In 2019 we offered space in our facility free of charge to more than 25 outside groups and local agencies.
Program Hashtags	Community Health Center Partnership, Support Group,
Program Contact Information	Eileen Watson Shriners Hospitals for Children 516 Carew Street Springfield, MA 01104 413-787-2000

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Provide parking and meeting space for community groups to meet regarding health-related topics.	Ongoing.	Outcome Goal	Year 5 of 10

EOHHS Focus Issues	N/A,
DoN Health Priorities	, Built Environment, Education, Employment, Housing, Social Environment, Violence,
Health Issues	Access to Health Care, Overweight and Obesity, Physical Activity, Substance Abuse,
Target Populations	<ul style="list-style-type: none"> • Regions Served: Other-Western MA, • Environments Served: Not Specified • Gender: All, • Age Group: All, • Race/Ethnicity: All,

- **Language:** All,
- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
ALANON	Not Specified
Baystate Blood Donor Center	Not Specified
Clutters Anonymous	Not Specified
Department of Early Education and Care	Not Specified
Early Childhood Development	Not Specified
Greater Springfield Community Health Network	Not Specified
Maternal/Child Health Commission	Not Specified
Parent Advisory Council	Not Specified
Preschool Enrichment Team	Not Specified
Springfield Public Schools	Not Specified
Take Off Pounds Sensibly (TOPS)	Not Specified
Visionary Club	Not Specified
Western Massachusetts Medical Home Group	Not Specified
American College of Healthcare Executives - Western Massachusetts Chapter	Not Specified

Western Massachusetts Cleft Lip & Palate Program

Program Type	Direct Clinical Services
Program is part of a grant or funding provided to an outside organization	No
Program Description	Listed by the American Cleft Palate-Craniofacial Association, this community-based multidisciplinary program provides the wide array of services necessary for care of children with cleft lips, cleft palate or both from birth to age 21 with regard to craniofacial surgical management as well as speech/language, hearing, nutrition, dental, orthodontic, genetics, nursing, otolaryngology, psychology, and social needs. We see more than 200 patients with CLP annually, primarily from Hampden, Hampshire, Berkshire and Franklin Counties in Western Massachusetts.
Program Hashtags	Community Health Center Partnership, Health Screening, Prevention,
Program Contact Information	Shriners Hospitals for Children - Springfield Scheduling Department 413.735.1234 or 800.322.5905

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Provide high quality multi-disciplinary care for youth with cleft lip and/or cleft palate conditions with no financial burden to families.	Ongoing.	Process Goal	Year 6 of 10

EOHHS Focus Issues

N/A,

DoN Health Priorities

N/A,

Health Issues

Access to Health Care,

Target Populations

- **Regions Served:** Other-Western MA,
- **Environments Served:** Not Specified
- **Gender:** All,
- **Age Group:** All Children,
- **Race/Ethnicity:** All,
- **Language:** All,
- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
Baystate Medical Center	Not Specified
UMass Memorial Medical Center	Not Specified
Connecticut Children's Medical Center	Not Specified

Expenditures

Total CB Program Expenditure **\$98,775.00**

CB Expenditures by Program Type	Total Amount	Subtotal Provided to Outside Organizations (Grant/Other Funding)
Direct Clinical Services	Not Specified	\$0.00
Community-Clinical Linkages	\$85,000.00	\$0.00
Total Population or Community-Wide Interventions	\$8,775.00	\$0.00
Access/Coverage Supports	\$0.00	\$0.00
Infrastructure to Support CB Collaborations Across Institutions	\$5,000.00	\$0.00

CB Expenditures by Health Need	Total Amount
Chronic Disease with a Focus on Cancer, Heart Disease, and Diabetes	\$0.00
Mental Health/Mental Illness	\$0.00
Housing/Homelessness	\$0.00
Substance Use	\$0.00
Additional Health Needs Identified by the Community	\$98,775.00

Other Leveraged Resources \$0.00

Net Charity Care Expenditures	Total Amount
HSN Assessment	\$222,804.00
HSN Denied Claims	\$0.00
Free/Discount Care	\$1,538,404.00
Total Net Charity Care	\$1,761,208.00

Total CB Expenditures: \$1,859,983.00

Additional Information	Total Amount
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Net Patient Service Revenue: \$8,639,683.00

CB Expenditure as Percentage of Net Patient Services Revenue: 21.53%

Approved CB Program Budget for FY2020: \$25,000.00

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

Comments (Optional): Not Specified

Optional Information

Hospital Publication Describing CB Initiatives: Not Specified

Bad Debt: \$0.00

Bad Debt Certification: Certified

Optional Supplement: Not Specified