

Organization Information

Organization Name:	Baystate Medical Center
Address:	759 Chestnut Street
City, State, Zip:	Springfield, Massachusetts 01199-1001
Website:	www.baystatehealth.org
Contact Name:	Annamarie Golden
Contact Title:	Director, Community Relations
Contact Department (Optional):	Office of Government & Community Relations
Phone:	(413) 794-7622
Fax (Optional):	(413) 794-8436
E-Mail:	annamarie.golden@baystatehealth.org
Contact Address: (Optional, if different from above)	280 Chestnut Street
City, State, Zip: (Optional, if different from above)	Springfield, Massachusetts 01199
Organization Type:	Hospital
For-Profit Status:	Not-For-Profit
Health System:	Baystate Health
Community Health Network Area (CHNA):	Community Health Connection (Springfield)(CHNA 4),
Regions Served:	County-Hampden,

Mission and Key Planning/Assessment Documents

Community Benefits Mission Statement:

Baystate Medical Center (BMC), in Springfield, Massachusetts carries out Baystate Health's (Baystate) mission "to improve the health of the people in our communities every day with quality and compassion." In keeping with this commitment to improve health, BMC provides many valuable services, resources, programs, and financial support - beyond the walls of the hospital and its facilities and into the communities and homes of the people it serves. As BMC is part of Baystate's integrated health care system it is able to provide further benefits to communities served through coordination within and among the system's various entities.

BMC shares and supports Baystate's Community Benefits Mission Statement "to reduce health disparities, promote community wellness, and improve access to care for vulnerable populations." Baystate embraces the definition of health to include social determinants such as economic opportunity, affordable housing, education, safe neighborhoods, food security, social and racial justice, and arts/culture - all elements that are needed for individuals, families, and communities to thrive.

BMC aims to improve the health status of individuals and communities by focusing its limited community benefits and charitable resources on upstream, population-based initiatives and interventions. In 2016, Mark Keroack, MD, MPH, President and CEO, Baystate Health, signed the American Hospital Association's #123Equity Pledge. With support from the Office of Government and Community Relations, Baystate is investing resources to increase awareness and build capacity among its 12,000 team members and community partners on related topics including cultural humility, health equity, social determinants of health, and implicit bias in health care.

BMC is committed to applying a health equity lens to current and all future community health planning and improvement efforts. This will be demonstrated through future hospital community benefits investments that support projects/initiatives that are intentional in how they address health equity (health disparities and inequities). BMC looks forward to sharing its health equity journey through annual status reports filed and posted electronically on the Equity of Care website, including the actions taken to date, challenges faced, and results from those efforts, and lessons learned that may be helpful for other organizations.

To fulfill Baystate's Community Benefits Mission, BMC will:

- * Focus on prevention and increasing access to quality, culturally competent health care;
- * Focus on amelioration of root causes of health disparities and inequities, including related social and economic determinants;
- * Measure improvements in community health status that result from these efforts; and

* Invest the time, talent, and resources necessary to accomplish these goals.

Target Populations:

Name of Target Population	Basis for Selection
Children and youth	2019 CHNA
Older adults	2019 CHNA
GLBQ+ and Transgender youth	2019 CHNA
People of color, particularly Latinos and Blacks	2019 CHNA
People living on low or poverty level incomes	2019 CHNA
People living unsheltered/homeless	2019 CHNA
People living with disabilities	2019 CHNA
People with mental health and/or substance use conditions, especially those with dual diagnoses	2019 CHNA
Refugees, both documented and undocumented	2019 CHNA
People reentering society after incarceration	2019 CHNA

Publication of Target Populations:

Marketing Collateral, Annual Report, Website

Community Health Needs Assessment:

Date Last Assessment Completed:

In 2019, BMC, in partnership with the Coalition, conducted a CHNA of the geographic area served by Baystate Medical Center pursuant to the requirements of Section 501(r) of the Internal Revenue Code (â€œSection 501(r)â€). The CHNA report and findings were published on the hospitalâ€™s website in 2019.

Data Sources:

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

CHNA Document: [BMC 2019 CHNA REPORT \(1\).PDF](#)

Implementation Strategy:

Implementation Strategy Document: [BAYSTATE MEDICAL STRATEGIC IMPLEMENTATION PLAN SIP](#)

Key Accomplishments of Reporting Year:

The BMC Community Benefits Advisory Council (CBAC) continues to meet monthly (2nd Thursday) and provides oversight to Baystate's Better Together Grant Program. Membership includes hospital team members and community stakeholders.

BMC continues to be a member of the Coalition of Western Massachusetts Hospitals and Insurer (Coalition), a partnership between eight (8) not-for-profit hospitals and an insurer in western Massachusetts that includes: Baystate Medical Center, Baystate Franklin Medical Center, Baystate Noble Hospital, Baystate Wing Hospital (including Baystate Mary Lane Outpatient Center), Cooley Dickinson Hospital, Mercy Medical Center (part of Sisters of Providence Health System, a member of Trinity Health - New England), Shriners Hospitals for Children - Springfield, and Health New England, a local health insurer whose service area covers the four counties of western Massachusetts.

The Coalition formed in 2012 to unite hospitals in western Massachusetts, share resources, and work in partnership to conduct their community health needs assessments (CHNA) and address regional health needs. BMC worked in collaboration with the

Coalition to conduct the 2019 CHNA and will continue to do so in the development of the 2022 assessment. The 2019 CHNA was conducted to update the findings of the 2016 assessment so BMC could better understand the health needs of the communities served and meet its fiduciary requirement as a tax-exempt hospital.

The Coalition engaged Public Health Institute of Western Massachusetts (PHIWM) based in Springfield, Massachusetts, as the lead consultant to conduct the CHNAs. PHIWM was supported by three other consultant teams: Collaborative for Educational Services, based in Northampton, Massachusetts; Franklin Regional Council of Governments, based in Greenfield, Massachusetts; and Pioneer Valley Planning Commission (PVPC), based in Springfield, Massachusetts.

Following the CHNA, BMC developed a Strategic Implementation Plan (SIP), formally known as the Implementation Strategy, required by Section 501(r), which documents the efforts of BMC to prioritize and address health needs identified in the 2019 CHNA. For the period of 2020-2022, BMC, in partnership with its CBAC, identified five (5) high-priority health needs to be the focus of current and future hospital community health planning efforts. BMC will address the focus areas through existing hospital resources, programs, services, and grant investments, as well as future grant investments and in-kind resources. These strategic priority health needs, as identified through the 2019 CHNA and prioritization process are:

1. **EDUCATION:** BMC continues its commitment to increase access to educational and workforce opportunities, especially for priority populations identified in the 2019 CHNA.
2. **MENTAL HEALTH AND SUBSTANCE USE:** BMC recognizes an urgent need for improved access to mental health services and increased resources for substance use treatment and prevention.
3. **BUILT ENVIRONMENT:** Residents of the BMC service area continue to encounter barriers to care caused by many built environment elements including transportation, access to care, and food insecurity.
4. **FINANCIAL HEALTH:** BMC recognizes the importance of economic dignity and wealth creation for low- and moderate-income families as a predictor of health. BMC will continue to lift up and meet this need through its community partnerships and training/education plans.
5. **VIOLENCE AND TRAUMA:** The BMC service area has a great need for increased resources and coordinated care for individuals and families who are at-risk of, or have experienced(ing) various forms of violence and trauma. Gun violence in particular is of interest to BMC and was a sub-focus in the 2019 CHNA.

Key FY 2019 accomplishments included milestones and outcomes related to hospital-based and funded community benefit programs, in addition to organizations support by BMC that address issues identified in the CHNA.

Baystate Springfield Educational Partnership (BSEP): The BSEP program engaged 285 (unique number of participants is smaller) high school students from all Springfield High Schools and several charter and private schools. FY 2019 accomplishments include:

- * Coordination of four pathology-based summer workshops for 56 students. The fall 2018 program cycle hosted 103 students and the spring program cycle hosted 116.
- * Coordination of summer internships at BMC for 15 graduating seniors from Springfield. BSEP trained (5) students as certified nursing assistants, one (2) lab assistant, five (5) phlebotomists, two (2) operating room assistants, and one (1) pain management office assistant.
- * Placement of 14 students in work experience throughout the year as part of the Workforce Innovation and Opportunity Act (WIOA) program. Increases in the minimum wage are beginning to impact the number of students that can have a work experience under the grant.
- * Coordinated participation and research experience for two Springfield students in the Teacher and High School Students (TAHSS) program at Tufts Medical School.
- * Participation of three rising BSEP seniors in breast cancer research at the Pioneer Valley Life Science Institute (PVLISI).
- * Coordination of the Baystate Summer Scholars program for 11 undergraduate students from the local area. Ran a precursor course on research methods for 15 students for 10 weeks over the summer of 2019.
- * Awards for 21 former BSEP participants \$25,000 in scholarships to support their pursuit of undergraduate and graduate education. Total Baystate scholarships awarded to date now exceeds \$695,000.
- * Creation of a public service announcement (PSA) on distracted driving by the second level public health class. Created in partnership with Baystate's Trauma Services and Focus Springfield (local public access television station), the PSA launched fall 2019 and will be used for a number peer education events.

Partners for a Healthier Community, Inc. d/b/a Public Health Institute of Western Massachusetts (PHIWM), is a key partner of Baystate Health. In addition to providing an unrestricted grant to PHIWM, Baystate Health also contracts with PHIWM for additional capacity building, technical assistance, and evaluation as related to grantees awarded funding through the system's Better Together Grant Program.

PHIWM is working on multiple strategies to address health equity in the region. PHIWM's work is prioritized to address "Social Determinants of Health" to enhance the quality of life and positive health outcomes for residents who live in areas with low opportunity in the Hampden, Hampshire, Berkshire, and Franklin Counties. Tailored projects address healthy eating and physical activity (Live Well Springfield), asthma (Pioneer Valley Asthma Coalition), and adolescent sadness and depression (YEAH! Network). PHIWM also initiated a new collaboration to bridge healthcare and social services and are part of the Medicaid ACO BeHealthy Partnership. PHIWM continues to build capacity through community based research and evaluation by using data to inform interventions and enhance impact.

FY 2019 accomplishments include:

- * The Pioneer Valley Asthma Coalition had success with increasing awareness of air quality, housing strategies to mitigate asthma expanded to Holyoke and continued work with Springfield Public Schools to educate about asthma prevention.

* Live Well Springfield (LWS) initiative had another successful season of the GoFresh Mobile Market with stops in 11 out of the 17 Springfield neighborhoods. LWS created a Resident Advisory Council that is at the center of many strategies including a new effort addressing climate change and health equity funded by the Kresge Foundation. LWS also championed an exciting effort in Age Friendly Place Making and Springfield is the first city in the nation to receive a triple designation of: Age Friendly, Dementia Friendly and Baystate Health received an AgeFriendly Healthcare Designation. Springfield Public Schools embraced the "Breakfast After the Bell" policy that ensures all students can take advantage of breakfast if they wish and there is no time pressure in the morning. Also, advocacy on regional transportation budgets continue and PVTA did adapt their services to meet Age Friendly requests.

* Springfield Healthy Homes took their project to scale and continues to serve families in the Greater Springfield area that had been flagged in the Baystate Health system for having asthma related visits or admittances. Working together with other community based partners, PHIWM set up a system for healthcare and community agencies to screen and educate residents, and if they desired, assess and remediate their homes for asthma triggers. Asthma exacerbation incidences decreased and emergency department use continues to be tracked. Feedback from families that received this education and home services were unanimously positive and grateful. The Springfield Healthy Homes work also expanded its focus to lead abatement in 2019. In partnership with the City, PHIWM is helping to roll out communications and services to provide lead abatement to any resident of Springfield.

* PHIWM continues to sophisticate the region's access to local data. PHIWM worked with the Coalition for their 2019 CHNA. PHIWM implemented the Youth Health Survey and Youth Risk Behavior Survey in Springfield Public Schools and PHIWM released the second Springfield Health Equity report in 2019, which describes health outcomes through a lens of race and ethnicity. Several indicators show a continued inequity between whites and black and brown people. As described in the report, social determinants of health, as well as current and historic systems and laws, continue to perpetuate inequitable access to basic human needs that create poor health outcomes. PHIWM also created a Status of Women report for the Women's Foundation of Western Massachusetts.

* Bridging healthcare and social services effort continues to deepen. PHIWM administered a regional social service sector assessment and brought and led cross sector efforts with Accountable Care Organizations. In 2019 PHIWM focused on creating a community resource database through the online platform, Aunt Bertha, called 413Cares. This software allows for anyone to search for resources and also for providers to do "closed referrals" as needed. PHIWM partnered with both the Human Service Forum and many community based organizations as well as healthcare entities. There are several projects at play that are creating links between health centers and basic needs like transportation, food, arts and culture, and housing. Each is being tracked both for program quality and policy/systems change advocacy. Baystate's CBACs in Hampden County are committed to serve as partners for 413Cares by disseminating and updating resources as able.

Financial Counselors assisted over 23,00 patients and processed and completed over 3,500 applications in FY 2019 for MassHealth, Health Safety Net, and Baystate's own Financial Assistance Program. Financial Counselors have all been trained and certified by the state as Certified Account Counselors to assist patients in applying for available state and federal programs.

BMC is committed to reducing health disparities in Springfield and has invested significant resources in its three community-based health centers and a pediatric clinic located in Springfield's low-income neighborhoods that have both HPSA and MUA/MUP designation. BMC health centers are primary care first-contact sites for thousands of underserved, low-income people. In FY 2019, these community training sites for our Medical Residency Program provided continuity of care for 25,194 unduplicated patients and over 96,744 patient encounters/visits annually. Through the various sponsored programs (grants), BMC is able to provide enhanced services such as HIV/STI/Hep C screening and treatment to high risk, vulnerable populations who share a disproportionate burden of certain diseases.

The Community Liaison & Outreach Specialist's purpose at the Baystate Mason Square Neighborhood Health Center (BMSNHC) is to reach out and identify unmet community health needs by finding and identifying people who are medically vulnerable and underserved in the Mason Square and surrounding communities, as well as assist patients with how to access affordable, high quality, cost-effective health care. The outreach specialist identifies unmet community health needs and provides outreach to underserved residents of the Mason Square community via the coordination of health education focus groups, a community advisory board, community health forums, fairs, and collaboration with various community stakeholders. The community liaison serves on the Mason Square Health Center's Community Advisory Board (CAB). The purpose of the CAB is to be a liaison between the health center and the community to ensure that services provided meet the expectations of the community, while improving the health of patients it serves.

Key events from FY 2019 include:

? October 2018 HIV/AIDS Awareness Month: Coordination of a mini HIV/AIDS health fair in on Friday October 5, 2018 from 11am-3pm. Provided information as follows for 60+ people who stopped by the display table: Facts about HIV/AIDS; What is the difference between HIV & AIDS; How to prevent becoming HIV positive; Men & women counseling & testing; Post-test session and what to expect; What a positive HIV test results means; HIV-Am I at RISK?; and HIV Q&A pamphlets.

? October 2018 Child Health Month: Coordination of a mini Children's Health Fair on Friday October 12, 2018 from 11am to 3pm. Liaison was joined by WIC North to provide information to 75+ people. WIC provided nutrition education for women and babies. Liaison provided information about the importance of pre-natal care, flu and child vaccination, colds and symptoms, and prevention by teaching children to wash their hands often.

? October 2018 Breast Cancer Prevention: Coordination of a mini health fair on the "Importance of Early Detection" by having an annual mammogram to prevent breast cancer on Friday October 19, 2018 from 10am-3pm. Forty-two people were engaged at the fair. Three women stated that they were breast cancer survivors and spoke about the importance of early detection via a mammogram. Breast cancer literatures and pins were distributed.

* November 2018 National Diabetes Awareness Month: Coordination of a mini diabetes awareness fair on Thursday November 1, 2018 in recognition of National Diabetes Awareness Month. Preventing Diabetes or Living Well with Diabetes: Specialist was

joined by the health center's dietitian. Distributed information in Spanish and English languages from 10am to 3pm to 70+ people as follows: Know your numbers; What is Pre-diabetes?; Diagnosed with Type-2 Diabetes, Now What?; Living with diabetes; Why is managing diabetes important?; Monitoring blood sugar; Balancing your meals; What is diabetes? Diabetes, Are you at risk?; Diabetes easy eating for busy people; Diabetes and your feet & eyes, etc. Apples and water were distributed. ? November 2018 The Importance of Colon Cancer Screening: Coordination of a mini colorectal cancer fair on November 14, 2018. Engaged approximately 45 people ages 40 and older about the importance of colon cancer screening. The first recommendation was having a colonoscopy, but if the patients chose not to, then the liaison gave out information about the stool testing as another option for colorectal cancer screening. Of the 45 participants, three had colonoscopies within the last two years; 1 had been diagnosed with colon cancer and is a survivor; 4 agreed to book an appointment for a colonoscopy; others had relatives who had colon cancer, while 1 stated that he was afraid of the colonoscopy screening process. Booklets on The Importance of Colon Cancer Screening (in Spanish and English) were distributed.

* November 2018 Great American Smoke Out: Coordination of an Annual Mini Great American Smoke Out Fair on Thursday November 15, 2018 from 10am-2pm for approximately 60 people. Liaison was joined by Springfield Health & Human Services Tobacco Program. Information displayed included: Before You Light Up, Look Down (at your child and quit for your child if not for self); Secondhand smoke; Over Coming Excuses; Why Quit?; How to Quit Smoking; Preparing to Quit; Facts about Cigarette Smoking; You can quit smoking! Talk with your doctor; Smoking: Facts and Quitting Tips for Black Americans.

* December 2018 World AIDS Day: Coordination of a mini health fair in recognition of World AIDS Day. Engaged 13 men and 26 women about the importance of knowing their HIV status. Referred 6 of the men and 10 women to BMSNHC's HIV Counseling Testing Department to get counseling and be tested for HIV.

* January 2019 Annual Coat Drive: Collected and distributed over 500 coats; 60 pairs of gloves; 30 hats; 20 scarves; and 25 other items from staff and various community organizations including The Noble Warriors' Old Hill Youth Sports & Mentoring Program (150 men, 60 teen boys and 25 small children coats); Mason Square C-3 Policing (50 coats); Burlington Coat Factory (80 coats); and doctors and other staff of BMSNHC (175 coats).

* February 2019 Healthy Heart Month: Coordination of a Healthy Heart Mini Fair for all on Friday February 15, 2019 from 10am-3pm. Information distributed included: The Healthy Heart Diet; Managing Stress; How Heart Disease Develops; The Effects of Heart Disease; Preventing Heart Attacks; Destination Heart Healthy Eating; Quit Smoking; How Smoking Affects the Heart; Second Hand Smoke; Fast Guide to How to Quit Smoking; Eating a Heart Healthy Diet; Your Heart Rate & Hitting Your Target; Women or Men - Who Has a Higher Risk of Heart Attack. Engaged approximately 50 people through the fair.

* March 2019 Nutrition Awareness Month: On Friday March 9, 2019 liaison was joined by WIC North and the health center's Dietician in coordinating a Nutrition Awareness Health Fair in the front lobby. Over 74 patients were engaged. Portioned plates were provided to 50 patients who completed a nutrition survey. Information distributed included: Smart Snacking; Food Choices for young Women; Feeding Kids Right Isn't Always Easy; Healthy Foods for Hungry Children; Eating a Healthy Diet; and for adult men and women serving size; calories intake; limit saturated fats, added sugars and sodium; get enough vitamins, minerals and fiber; other additional nutrients such as protein, carbohydrates and sugar; and check labels on the food we buy.

* June 2019 National Sickle Cell Disease Awareness Day: On Wednesday June 19, 2019 the liaison was joined by the CAB in coordinating an annual sickle cell disease fair from 12pm-4pm. One of the goals of the fair was to encourage and promote a bone marrow donor registration drive. Of the 68 people who stopped to talk with us, 21 people registered to become bone marrow donors.

* July 2019 Annual Mason Square Initiative Community Family Day Fair: Held on Saturday July, 2019, Hennessey Park in the Bay Area Neighborhood of Mason Square. BMSNHC had a display table with information about the services provided at the clinic. Approximately 500 people attended throughout the day. Liaison was joined by Dr. Andrew Balder and both distributed free give away items such as bags, water bottles, pens, pill boxes, coloring books, stress balls, and blow up soccer balls.

* August 2019 National Health Center Week: On Friday August 9, 2019 from 2pm-4pm the liaison took the lead in coordinating the Annual Baystate Mason Square Neighborhood Health Center National Health Center Week Celebration. There were 54 organizations displaying their community resources for the 500+ people who came out to seek information from the resource vendors. The clinic served 200 hot dogs, 200 hamburgers, 50 veggie burgers, 100 ears of corn, tossed salad, 400 bags of chips, and 450 bottles of water. A staff member, Wilfredo Guzman, served as DJ and provided music for the event. Many awards were presented including a Special Proclamation from Springfield Mayor Sarno to Mable Sharif and Dr. Balder, BMSNHC Medical Director; State Representative Bud Williams presented a Citation to BMSNHC; Ward 4 City Council E. Henry Twiggs presented a Recognition Award to BMSNHC via Councilman Jesse Lederman; and School Committee Member Barbara Gresham presented a School Committee Citation to the founding members of the Neighborhood Health Center which is presently BMSNHC.

Transgender Support Group, through a partnership with UniTy of Pioneer Valley, Baystate continues to be a primary and critical link for transgender individuals in western Massachusetts. As the only transgender support group in the region, UniTy has been active for over 13 years. It provides participants access to information on services such as mental health services, social and spiritual support networks as well as links to primary health care within Baystate Health. Support group participants and UniTy of Pioneer Valley increased public awareness of transgender needs by participating in educational community events, health fairs, and open forums that promote education of transgender care and services. Some of these events included Springfield Pride Flag Raising, Transgender Day of Remembrance, Noho Pride and Parade, Springfield Gay Straight Alliance Day, and a Career Training Seminar for Transwomen.

The Baystate Regional Tuberculosis Program (BRTP) had a total of 1,046 clinic visits in FY 2019. BRTP served the community with 729 physician's visits and 317 patients with nurse visits for medications management. The clinic is staffed by a team of dedicated professionals and support staff, including community and Baystate Medical Practices physicians. In addition, area public health nurses provide support to BRTP patients within the community. TB Clinic is held every Tuesday morning at BMSNHC. Care is provided to adult patients weekly and pediatric patients are seen once a month. In addition to providing on-site medical care, BRTP providers serve as consultants to community providers caring for patients with latent and active tuberculosis. There is one specific TB Clinic physician, Dr. Sybille Liautaud, that provides special TB Clinics visits if needed for patients strongly suspected of Active TB and do not require hospital admission.

The TB Clinic registered nurses continue to actively manage medications management to care of patients who could not be supported by their local Board of Health nurses. Patients are still presenting with underlying diseases and a greater number of patients need coordination of care for suspect, latent or active tuberculosis. We have seen an increase number of patients that are coming from Central America. We continue to see a larger number of patients arriving from Nepal, India, Congo and other regions of Africa. Many patients have significant health care and psychiatric needs. In addition, the TB Clinic staff has increasingly assisted the screening and treatment of the homeless population in the western Massachusetts area.

The Baystate Family Advocacy Center (FAC) of Baystate Children's Hospital provides care to over 300 children and families for outpatient medical assessments and inpatient/emergency room consultations continue at about 60 visits per year. The FAC Mental Health Team continued to experience a very busy year and saw a total of 5,498 visits in FY 2019 compared to 5,137 in FY 2018. In total, 699 patients were seen, with 178 of those being new to FAC. The FAC provides significant case management services to families participating in forensic interviews, which are performed by the District Attorney's forensic interviewer as well as local police officers in the FAC's own forensic interviewing facility. Altogether the FAC provided direct services to over 1,200 adults, children, and their families.

The FAC continues to strengthen its presence in the community as a dynamic, trauma-focused Children's Advocacy Center. It is of paramount importance to provide trauma-focused, culturally sensitive services to patients, their families, and the community. As a result of grant resources over the years, the FAC has been able to not only ensure that their staff is fully trained to provide these services but has also been able to extend these training opportunities to the community.

The Victims of Crime Act (VOCA) grants, Trauma Focused Assessment and Treatment Program, and the Homicide Bereavement Program provided over \$775,000 in FY 2018 in funding towards services provided at the FAC to children and families impacted by sexual abuse, physical abuse, and commercial sexual exploitation, child witness to violence, community violence, and homicide. In FY 2019 the FAC's VOCA funding was increased to over \$1,100,000. These programs continue to provide best practice evidenced-based psychotherapies and case management services to children and their families in western Massachusetts. The VOCA funded, Homicide Bereavement Program, continues to strengthen its presence in the community. The primary focus of this program is to serve co-victims of homicide. These services include individual and group therapy, education, and support to families of victims, as well as the greater community. This program has grown significantly in the past few years and has been featured in the Springfield Republican as well as Masslive for its work.

The Suicide Bereavement Program, which received its funding in FY 2018, continues to meet its main goals to provide individualized, coordinated, evidence-based trauma and grief-focused mental health services to children and adolescents who have lost a loved one to suicide in western Massachusetts. Free services include: culturally sensitive needs assessment, individual and group trauma and grief focused therapy, crisis counseling, peer support, information and referrals, as well as activities for transforming pain into meaning-making and healing. Services are available for children and adolescents in English and Spanish.

The FAC continues to support the community in many other ways. FAC members sit on the county Child Fatality Review Board. Together with a group of community volunteers, called the Prevention Collaborative, the FAC has delivered about half a dozen talks on child sexual abuse prevention in the community. At the request of the Northwest Regional District Attorney's Office, Dr. Boos is now providing medical examinations at the Franklin County Community Advisory Council in Greenfield, and attends the Franklin County Case Review meetings.

The FAC was awarded a third Substance Abuse and Mental Health Services Administration / National Child Traumatic Stress Initiative grant in October 2016, allowing the FAC to expand its training throughout Massachusetts and into Puerto Rico. It is a five -year, \$2 million grant which funds Partners in Care: Community-Based Implementation of Evidence-Based Treatment for Childhood Trauma's (Partners in Care). The project's overarching goal is to improve access to and quality of evidence-based trauma-informed care for children and families who experience trauma and loss by addressing health disparities and reducing barriers to treatment throughout Massachusetts.

The Baystate Health Sciences Library's Patient and Consumer Health Information Services continues its scaled-down service model in the aftermath of elimination of the Consumer Health Library in late 2016. Instead, information services to the general public are conducted either on site at Baystate's 9,700 sq. ft. physical library space, assisting patients and their families seeking directions to appointments for example, or coming in from the nearby day surgery appointments and wanting to obtain some basic information on their condition or procedures, or, asking how to best help a family member or other loved one in time of health-related concern.

Consumer Health Information space. A corner of the library has been designated as a consumer health information space, where newsletters, popular health-related books, videos, and now the library's new graphic medicine collection are all shelved with graphic medicine, one of the newest and most popular genres in health information that is helpful to both the provider and the health consumer. Materials are all conveniently located close to the library's three-dimensional anatomical models. Many community residents, patients, families, and other members of the general public also come to the library to look up general health information or to use the library's personal computers to access health related web sites or licensed resources that the library subscribes to. Most often health consumers require assistance in identifying and locating information and library staff are available weekdays between 7 am and 5 pm to provide assistance.

Library walk-ins. Since last year, more individual library staff has helped handle the regular inquiries that are presented in person to the service desk, roughly 5% of consumer requests are presented in person at the desk (conservative average 2 - 3 per month), or by persons who come to the library for directions to their appointment and then return afterwards for

information related to their condition. The library does not charge for the information provided or for copying or printing costs. The main advantage of walk-in questions is that library staff are able to show consumers the patient information component of some of its best-known licensed databases, such as UpToDate or Lexicomp, available in multiple languages, and provide current, reliable, and non-commercial information that is written in language that is clear and free of technical terminology, that is easily understood and written for the non-health professional at an appropriate grade level and that is free of advertisements.

"Ask a Librarian" patient portal feature. Many members of the general public living close to Baystate, current and former patients, as well as local residents in the larger community continue to contact the library either via email, phone calls, regular postal mail, or through the Baystate patient portal's "Ask a Librarian feature" which is also accessible through the Consumer Health Information subject guide, via the library's website. Questions largely fall into one of two categories: The person is likely to either ask for assistance in obtaining test results, copies of medical records or other information contained in the electronic medical record, or to ask for basic health related information. Most of the individuals asked for background information on common medical conditions, both chronic and acute illness, or requests for information on medical therapies or procedures. When individuals seek a resolution on a topic of controversy, the library limits information to basic, universal background information to assist with patient-provider communication. The library regularly and consistently reminds the patient or consumer that the Ask a Librarian service does not replace a conversation with their health care provider.

MIGHTY (Moving, Improving and Gaining Health Together at the Y) is a community-based, multi-disciplinary, pediatric, obesity treatment program. It is held at multiple locations including the YMCA of Greater Springfield, YMCA of Greater Westfield, YMCA in Greenfield, and most recently, the Scantic Valley YMCA located in Wilbraham. MIGHTY includes 14 two hour sessions of physical activity, nutrition, and behavior modification, over a one year period. It targets children and adolescents age 5-21. Sessions are augmented by individual exercise training, weekly phone calls, monthly group activities, cooking classes, free swimming lessons, behavioral health consults, and gardening experience. In addition, participants and their families are given a free six-month membership to their local YMCA. Ongoing monthly maintenance groups are available to all previous program participants. In FY 2019 the MIGHTY program in Springfield had a very successful and busy year, enrolling and serving over 118 obese children and their families, and continues to expand with several new programmatic options and increased staff for both exercise and nutrition. Expansion of MIGHTY to Westfield, Greenfield, and Wilbraham was made possible through a two-year grant from Kohl's Cares.

The Trauma and Injury Prevention (TIP) Program staff coordinated and participated in many community events. Brains at Risk raised awareness about traumatic brain injury and promoting responsible driving practices. The curriculum combines video, graphics, and group discussions to demonstrate the importance of choices made behind the wheel. The program is the only one in western Massachusetts. Judges, district attorneys, clerk magistrates, probation officers, and defense attorneys make referrals to the program and may require it as a condition of probation or as an alternative to formal sentencing.

According to the Centers for Disease Control and Prevention (CDC), falls are the leading cause of fatal and nonfatal injuries in people age 65 and older. Falling is the most common cause of trauma in the geriatric population. Twenty percent of falls results in injuries and are the leading cause of traumatic mortality in the elderly. Fear of falling which develops in 20-39% of people who fall can lead to further limiting activity, independent of the injury. Common injuries due to falls are head injuries, shoulder and forearm fractures, spine fractures, pelvic fractures, and hip fractures, and rob this population of their independence. TIP offers two falls prevention programs:

* Balance Act: In collaboration with Baystate Health Senior Class, Baystate Rehabilitation Care, Baystate Home Infusion & Respiratory Services, and Health New England. Each attendee is given a balance screening, a discussion about the results with a physical therapist, instruction for specific exercises, information about environmental safety and equipment, a falls prevention checklist, and a lecture about injuries that can be sustained as a result of a fall.

* Falls Prevention Initiative (FPI): is a quality improvement initiative that was developed by Injury Prevention Coordinator Ida Konderwicz RN, BSN, CEN and Erin Jarosz, Clinical Supervisor, Baystate Rehabilitation Care. FPI is an offspring of Balance Act; which is co-sponsored by Health New England. Instructions are given for exercises to improve balance and information about environmental home safety and equipment. FPI has implemented validated screening questionnaires. Baystate Rehabilitation Department offers both Physical and Occupational Therapy Falls Prevention specialized therapy using standardized assessments and pre/post survey questionnaires. Dr. Susan Kartiko, Baystate Trauma Surgeon, is the principle investigator for a study of fall risk patients. The program has been regionalized at Baystate Franklin Medical Center, Baystate Wing Hospital, and Baystate Mary Lane Outpatient Services. The FPI program won Honorable Mention for the President's Safety Award. It has also lead to a publication in the Journal of Trauma, entitled "Falls Prevention Initiative: A Fall Screening and Intervention Pilot Study on the ambulatory Setting". All of Health New England Medicare Advantage enrollees will get their co-pay reimbursed if they complete the eight session physical therapy program.

TIP continues to participate in former state Governor Deval Patrick's Safe and Successful Youth Initiative (SSYI) with the goal of working with young men of color whose lives have been tragically impacted by violence and poverty.

TIP collaborated with the Hampden County District Attorney Office's Youth Advisory Board. Members of the advisory committee include high school sophomores, juniors, and seniors from across Hampden County. The students provided area elementary and middle school students and parents with an internet safety presentation called Net Smartz. TIP has also collaborated on the Hampden County District Attorney's Victim Rights Conference.

TIP and the Baystate Health Senior class have collaborated with the AARP Senior Driving class. Cars have changed. So have traffic rules, driving conditions, and the roads you travel every day. Some drivers age 50-plus have never looked back since

they got their first driver's license, and even the most experienced drivers can benefit from refreshing their driving skills. By taking a driver refresher course participants learn the current rules of the road, defensive driving techniques, and how to operate their vehicle more safely in today's increasingly challenging driving environment.

TIP has been educating community members on Stop the Bleed (STB). Members are given information so they can confidently perform life-saving hemorrhage control until pre-hospital personnel can arrive and assume the care of the injured. Providing these basic life-saving techniques that anyone can perform at the scene will save lives. Training kits have been purchased so Baystate can continue to build and grow its training capacity in the region. TIP started a Western Massachusetts STB coalition and has educated approximately 4,000 individuals. TIP received a grant from Western Massachusetts Homeland Security Advisory Council to purchase more STB kits. TIP participated in the first Western Massachusetts National STB day.

TIP collaborated with Pope Francis High School on a Distracted Driving Campaign. The classes were presented with a short Power Point presentation about distracted driving. Students then had to come up with a message using any mode of media. Some of the students came up with a short video. Others came up with a parent's pledge that was distributed to all. TIP also worked with BSEP students and launched: One Notification Can Be Your Final Destination, a public service announcement created by local high school students. Watch what happens when a car fills up with friends and the driver is tempted to read a text while behind the wheel. The impact of distracted driving can have devastating consequences. In collaboration with the Baystate Springfield Educational Partnership, Baystate Health's Injury Prevention, and Focus Springfield (Springfield Community Access Television), local high students participated in a workshop this past summer that focused on how distracted driving affects young people. Using what they learned, students developed a distracted driving public service announcement to build advocacy and promote community awareness.

Other TIP activities include:

- * Collaboration with Hampden County District Attorney's office and the Springfield Police for a Gun Buy Back event.
- * Provision of education to BSEP and Pediatric Residents on Sexual Assault Forensic Evidence Collection.
- * Provision of education to the BMC ED Residents on their Disaster Day at Six Flags. They were given information on medications to prevent excessive blood loss.
- * Coordination of a car seat campaign Don't Hit the Street without the Proper Car Seat. The flyer was placed in all Baystate areas that provide care to children. It was shared with the injury prevention coordinators in the state to use at their facilities. It was successfully shown digitally at all Registry of Motor Vehicles locations across the state. TIP collaborated with the Executive Director and Mandi Summers (Car Seat Technician coordinator) and held two car seat installation sessions at various fire departments.
- * Collaboration with TIP Parent Education to redesign their booklet Keep your Child Safe. Plans to distribute this booklet to young women at ROCA.
- * Collaboration with Veterans Affairs Central Western Massachusetts Health Care System and One Call Away for our first Veteran Conference: Crisis Intervention and Supporting the Unique Health Care Needs of our Veterans.

TIP Committees and Facilitation of events:

- * BMC Community Benefits Advisory Board
- * Hampden County Healthy Improvement Plan (HCHIP)
- * Child Fatality Team
- * MA Prevention Injuries Now Network
- * Continuing Education Retreat Planning Committee
- * Child Protection Team
- * Nurse luncheon Pedi Trauma education classes

Formerly referred to as the "DoN Grant Program," Baystate's system-wide Better Together grant program unites health care and community-based nonprofit organizations across Baystate's service areas to shape future health care and human services. The aim is to develop approaches that, by targeting the social determinants of health (SDH), will improve people's overall well-being and make our communities healthier places to live. Better Together is a system-wide grant program, yet each hospital entity convenes their own annual or bi-annual application process, in partnership with the hospital CBAC, and with support from the Office of Government and Community Relations.

Better Together is funded with hospital Determination of Need (DoN) funding to address community health needs. DoN funding is required by Massachusetts Department of Public Health (DPH) when a hospital invests in a DPH approved capital project (facilities and equipment). Better Together awards outcomes-based grants (1-3 years), pilot/mini-grants (1-2 years), and community education and training grants (1 year) to eligible non-profit organizations with current IRS designated 501(c)(3) status that have projects directly benefiting residents of the communities served by the hospital, with a focus on underserved and vulnerable populations.

BMC's CBAC funded the following community-based organizations and community health initiatives through the Better Together program in FY 2019:

- * Way Finders (formerly HAP Housing) Healthy Hill is an outcome-based, multi-year initiative to improve the health and wellbeing of residents in the Old Hill neighborhood in Springfield through youth engagement, walking clubs, and resident empowerment. Funding ended in 2019.
- * Project Coach is an outcome-based initiative that works to bridge the economic, educational, and social divisions facing Springfield youth by empowering and employing inner-city teens to coach, teach, and mentor elementary school students in their neighborhoods. Funding ended in 2019.

* Revitalize Community Development Corporation (CDC) Healthy Homes is an outcome-based initiative that provides home repair and health self-management education that improves the health and quality of life for low-to-moderate families living in substandard housing in Springfield. Funding ended in 2019.

In FY 2019, Baystate's Office of Government and Community Relations offered Anatomy of a Grant, a FREE introductory, hands-on, interactive grant writing course to local non-profit organizations. The course took place over eight sessions, 3.5 hours per session. Anatomy of A Grant is designed for those who are relatively new to grant writing, but may also serve as a refresher for those with previous grant writing experience. The ideal participant is a staff person of a local non-profit with serious interest in learning/developing skills in grant writing. Two cohorts completed this course in FY 2019, with a total of 24 participants.

Anatomy of a Grant Course Outcomes:

1. Understand the grant writing process
2. Know the key components of grants "Anatomy of A Grant"
3. Learn to research potential funders/funding sources including foundations, local, state, and federal government
4. Learn to research statistical data, demographic information, etc.
5. Develop program idea into a completed grant proposal

In FY 2019, Baystate Health invested funding to support the Hampden County Healthy Improvement Plan (HCHIP). Pioneer Valley Planning Commission and Public Health Institute of Western Massachusetts are the conveners of the HCHIP, with support from Baystate Health. For the past eight years, Hampden County has ranked 14th in respect to overall health outcomes according to the County Health Rankings and Road Map produced annually by the Robert Wood Johnson Foundation. The HCHIP is a county-wide network aimed at improving Hampden County's health ranking by focusing on the following five domains: Health Equity; Behavioral Health; Primary Care, Wellness, and Preventative Care; Healthy Eating and Active Living; and Public Safety, Violence & Injury Prevention. Quarterly network gatherings and monthly domain meetings are held continuously throughout the year to discuss strategy development and indicator monitoring.

BMC serves on the Action Tank for MassMutual Foundation's Live Mutual Project (LMP) serving the North End of Springfield. The LMP brings together community partners and resource to revitalize the North End neighborhood through the lenses of workforce development, community resource sharing, and financial workshops. New North Citizens Council serves as a lead community organizer for this project. The Action Tank consists of community residents and other partner organizations including Springfield Public Libraries, Way Finders, and Brightwood Health Center.

The University of Massachusetts Medical School - Baystate (UMMS-Baystate) regional campus, home to the Population-based Urban and Rural Community Health (PURCH) medical student track, has become a trusted partner to the Baystate Health CBACs. Representatives from the PURCH track are active participants at each group and collaborate with members on initiatives such as recruitment of UMMS-Baystate Community Faculty, Population Health Clerkship preceptors, Standardized Patients, Admissions Committee interviewers, and Poverty Simulation participants. The PURCH track community-based educational experience is framed and informed by the work of CBACs in addressing CHNA priority goals. In the BMC service area, PURCH students have been able to partner with community organizations such as the Martin Luther King Jr. Family Services and Square One.

Plans for Next Reporting Year:

In FY 2020, BMC, in partnership with its CBAC, will continue to engage and partner with the community to address unmet health care needs of residents. In addition to supporting local community-based efforts, BMC will continue to pursue grant funds from outside sources in support of collaboration between the hospital and its community partners to enhance current or implement additional programs to meet the existing and newly identified needs of its target populations. BMC will expand efforts to communicate to the general public about its community benefits activities, investments, and partnerships through press coverage, social media, and other means as appropriate.

Community Engagement

The CBAC, in collaboration with the Coalition of Western Massachusetts Hospitals/Insurer, plans on expanding in the area of community engagement for the 2022 CHNA. Increased opportunity for community engagement will come through the following three strategies:

1. Community conversations - large gathering where the Coalition invites community stakeholders to discuss community health and social needs over a meal.
2. Community chats - smaller gatherings where Coalition members enter into existing meeting spaces to share and facilitate a dialogue around community health and social needs
3. Community Forum - the Office of Government and Community Relations, alongside the BMC CBAC, will plan a community forum to share out on the community benefits program at Baystate and engage residents on ways that Baystate can further its community impact.

The Office of Government and Community Relations will integrate these findings in the 2022 CHNA. Community engagement efforts related to the 2019 CHNA will be summarized through a Community Engagement Report to be released in 2020, as a supplement to the CHNA.

As part of the new Attorney General guidelines, BMC will also be completing a yearly self-assessment that measures and tracks

community benefit progress. The self-assessment is a tool that helps ensure the hospital and its CBAC are investing resources into the prioritized health needs, as highlighted through the CHNA, as well as aligning these health needs to its implementation strategy.

Community Benefits Advisory Council

The BMC CBAC will work with Baystate's Community Benefits Specialist on developing policies and procedures for the CBAC in FY 2020. Collaboratively, they will brainstorm and implement detailed documentation around a community benefits mission and vision statement, a revised CBAC charter, and standardized membership processes across the health system.

The Office of Government and Community Relations intends to convene a system-wide CBAC retreat for all internal and community members. This would be the first gathering of its kind for Baystate. The aim of the CBAC retreat is to provide a space for members to network, share updates around their respective hospital's community benefit work, and participate in work groups to build out a community benefit mission and vision statement, as well as revise the current charter and membership processes.

Training and Capacity Building

BMC, with support from the Office of Government and Community Relations, will identify training opportunities to build capacity among its community partners on related topics including, but not limited to: cultural humility, health equity, social determinants of health, implicit bias in health care, data (qualitative/quantitative), and program evaluation. BMC intends to engage the Public Health Institute of Western Massachusetts to facilitate and implement these capacity building trainings.

Opportunities for Funding

In an effort to increase accessibility and the ability to communicate on a timelier basis, Baystate will continue implementing and increasing awareness (internal and external) about its system-wide online sponsorship request and grants management system (Foundant). Among many benefits Baystate's community partners will appreciate is the ability to control organizational contact information; to draft, save and submit online applications; and to upload documents and reports. All requests for BMC funding (community benefits, social impact, marketing, and event sponsorships) will be required to be submitted online via this upgraded system and according to the corresponding funding cycle (three per year). Funding decisions will remain at the local hospital leadership level.

The BMC CBAC, with support from the Office of Government and Community Relations, will release a Better Together Request for Proposal (RFP) in FY 2020 and award funding to local community-based organizations and community health initiatives that address BMC's health priorities identified in the 2019 CHNA. For this RFP, the BMC CBAC voted to seek proposals specifically targeting Education as a social determinant of health.

Hampden District Attorney Anthony D. Gulluni along with Baystate Health, Trinity Health of New England, and the Center for Human Development will provide \$70,000 in funding of Narcan to participating municipal police and fire departments throughout Hampden County. Baystate Pharmacy will coordinate the purchasing and distribution (as supplies last) to registered municipal police and fire departments. The goal is for first responders to be able to access free Narcan quickly in the event they run low on supply.

Baystate launched a Community Health Worker (CHW) initiative using DoN CHI funds related to the new Cogeneration Plant. The CHW initiative is Hampden County based, with a focus on Greater Springfield. Three workgroups will explore 1. Workforce development/career ladder opportunities for CHWs, 2. Case management/community resource database IT platform, and 3. CHW pilots. Baystate will also be engaging the Massachusetts Community Health Worker Association to launch a western Massachusetts chapter.

Public Health Institute of Western Massachusetts (PHIWM)

Plans for FY 2020 include the following:

- * LWS will be holding several community discussions with regard to the Age Friendly Movement and Climate Justice and Health Equity planning.
- * Release a Youth Health Survey report based on Springfield Public School student health in grades 8, 10, and 12.
- * Release Public Health Issue Brief on violence toward youth and women as a means of galvanizing community discussions and strategizing around interventions that will address both sexual health and mental health indicators.
- * Create robust 413Care Community resource database that provides much needed information about basic human needs resources.
- * Scale the Pioneer Valley Asthma Coalition Healthy Homes work including remediation for elderly falls, lead abatement and asthma prevention work.
- * Create regional policy advocacy agenda for policies and resource allocation that addresses regional inequities for services in western Massachusetts.

Community Liaison and Outreach specialist

Plans for FY 2020 include the following:

- * Responding to the monthly health concerns, such as diabetes awareness month, breast cancer awareness month, etc., as well as attend and participate in community health fairs, health forums, and other activities where there will be an opportunity to reach some of the vulnerable, underserved, and hard to reach people who might be in need of health care, especially in the

Mason Square Community. The outreach specialist will do so by maintaining relationships with patients, residents, and several community organizations. Most of the service organizations invited to participate in activities that the specialist coordinates provide gifts for the consumers/patients, such as raffling gifts in exchange for the opportunity to display their services at no cost. Some of these activities include the National Diabetes Awareness Fair, National Health Center Week, Colon Cancer Health Forum, Children Health Month, etc.

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

Community Benefits Programs

Baystate Community Health Centers

Program Type	Direct Clinical Services
Program is part of a grant or funding provided to an outside organization	No
Program Description	BMC is committed to reducing health disparities in the Greater Springfield area and has invested significant resources in its three community health centers and pediatric clinic located in Springfield's low-income neighborhoods that have both Health Professional Shortage Area and Medically Underserved Area (MUA) / Medically Underserved Population (MUP) designation. BMC health centers are primary care first-contact sites for thousands of underserved, low-income people. In FY 2019, these community training sites for BMC's Medical Residency Program provide continuity of care for 25,194 unduplicated patients with 96,744 patient encounters/visits annually, most of who reside in an MUA/MUP. Through the various sponsored programs (grants), BMC is able to provide enhanced services such as HIV/STI/Hep C screening and treatment to high risk, vulnerable populations, who share a disproportionate burden of certain diseases; infrastructure and capacity to health centers; complex care management of high risk emergency department utilizers; supported referrals to needed social services; treatment to incarcerated and linkages to care upon release; food vouchers/gift cards to food insecure patients; emergency preparedness readiness to our staff, patients, and community residents; and office-based opiate treatment.
Program Hashtags	Community Health Center Partnership, Prevention,
Program Contact Information	Thomas Lombardo, Administrative Director, Baystate Health Community Health and Geriatric/Palliative Acute Care. Main office is located at 11 Wilbraham

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Increase access to primary care for the underserved residents of Springfield.	In progress	Outcome Goal	Year 3 of 3

EOHHS Focus Issues	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Housing Stability/Homelessness, Mental Illness and Mental Health, Substance Use Disorders,
DoN Health Priorities	Built Environment,
Health Issues	All,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Hampden, • Environments Served: Suburban, Urban, • Gender: Female, Male, Transgender, • Age Group: All, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Gandara	gardaracenter.org

Holyoke Health Center	www.hhcinc.org
New North Citizens' Council	Not Specified
River Valley	www.rvcc-inc.org

Baystate Family Advocacy Center

Program Type	Direct Clinical Services
Program is part of a grant or funding provided to an outside organization	No
Program Description	The Baystate Family Advocacy Center provides assessment, treatment and crisis support to child abuse victims and their non-offending caretakers affected by child abuse, sexual assault or exploitation, exposure to violence and/or homicide or impacted by suicide in western Massachusetts.
Program Hashtags	Community Education, Health Professional/Staff Training, Support Group,
Program Contact Information	Stephen Boos, MD, Medical Director Family Advocacy Center 50 Maple Street, 3rd Floor, Springfield, MA 01199, 413-794-6626.

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To provide immediate and ongoing mental health assessment, treatment and crisis support to victims and non-offending caretakers of child sexual and physical abuse, witnesses to domestic violence, as well as co-victims of homicide.	In progress	Process Goal	Year 3 of 3
To provide immediate assessment and support services for victims of child abuse and their non-offending caretakers who are involved in a multidisciplinary forensic interview process.	In progress	Process Goal	Year 3 of 3

EOHHS Focus Issues	Mental Illness and Mental Health,
DoN Health Priorities	Built Environment, Social Environment, Violence,
Health Issues	Health Behaviors/Mental Health-Bereavement, Health Behaviors/Mental Health-Depression, Health Behaviors/Mental Health-Mental Health, Social Determinants of Health-Domestic Violence, Social Determinants of Health-Violence and Trauma,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Berkshire, County-Franklin, County-Hampden, County-Hampshire, • Environments Served: All, • Gender: All, • Age Group: All Children, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Hampden County District Attorney's Office	www.mass.gov
Massachusetts Children's Alliance	www.machildrensalliance.org
Massachusetts Department of Children and Families Western	www.mass.gov

Regional Office	
National Children's Alliance	www.nationalchildrensalliance.org

Baystate Financial Assistance and Counseling

Program Type	Access/Coverage Supports
Program is part of a grant or funding provided to an outside organization	No
Program Description	Baystate Health provides financial counseling services to inpatient and outpatient individuals who have concerns about how to pay for their healthcare. Financial Counselors are dedicated to identifying and assisting patients who are unable to pay their estimated care prior to treatments or who have large existing balances. This assistance includes linking patients to available funding sources such as Medicaid and Medicare and determining whether they are eligible for Health Safety Net or Baystate's Financial Assistance Program. Baystate Health Financial Counselors have all been trained and certified by the state as Certified Account Counselors to assist patients in applying for available state and federal programs.
Program Hashtags	Not Specified
Program Contact Information	Cheryl St. John, Manager, Financial Counseling, Baystate Medical Center, 759 Chestnut St, Springfield, MA 01199. 413-794-3336

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Provide financial counseling services and secure insurance sponsorship for uninsured or underinsured individuals requesting our support.	In progress	Process Goal	Year 3 of 3
Screen all individuals and provide assistance in completing and submitting applicable applications.	In progress	Process Goal	Year 3 of 3
Utilize the Massachusetts Health Connector for online application submission in an effort to obtain real time application approvals.	In progress	Process Goal	Year 3 of 3

EOHHS Focus Issues	Not Specified
DoN Health Priorities	Built Environment,
Health Issues	Social Determinants of Health-Access to Health Care, Social Determinants of Health-Uninsured/Underinsured,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Hampden, • Environments Served: Suburban, Urban, • Gender: All, • Age Group: All, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Community Outreach Worker Networking Organization	Not Specified
Live Well Springfield	www.partnersforahealthiercommunity.org
Massachusetts Association of Community Health Workers	www.machw.org

Supplemental Nutrition Application Program (SNAP)	www.fns.usda.gov/snap
University of Massachusetts Medical School (UMMS)	www.umassmed.edu
Massachusetts Health & Hospital Association (MHA)	www.mhalink.org
Social Security Administration	www.ssa.gov

Baystate Mason Square Community Outreach and Education

Program Type	Total Population or Community-Wide Interventions
Program is part of a grant or funding provided to an outside organization	No
Program Description	Identify unmet community health needs and provide outreach to underserved residents of the Mason Square community via the coordination of health education focus groups, community advisory board, community health forums, and fairs..
Program Hashtags	Community Education, Community Health Center Partnership, Prevention,
Program Contact Information	Mable Sharif, Community Liaison/Outreach Specialist, Baystate Mason Square Neighborhood Health Center, 11 Wilbraham Road, Springfield, MA 01109, (413)

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Educate Mason Square residents so they can advocate for their own health care needs.	In progress	Process Goal	Year 3 of 3
To increase overall health in the Mason Square community.	In progress	Outcome Goal	Year 3 of 3

EOHHS Focus Issues	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Housing Stability/Homelessness, Mental Illness and Mental Health, Substance Use Disorders,
DoN Health Priorities	Built Environment, Education,
Health Issues	All,
Target Populations	<ul style="list-style-type: none"> • Regions Served: Springfield, • Environments Served: Urban, • Gender: All, • Age Group: All, • Race/Ethnicity: All, Black/African American, Hispanic/Latino, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
HCS Headstart	www.hcsheadstart.org
Martin Luther King, Jr. Family Services	www.mlkjrfamilyservices.org
Massachusetts Association of Community Health Workers	www.machw.org
Safe Kids of Western MA	www.baystatehealth.org/safekids
Springfield Department of Health & Human Services	www.springfield-ma.gov/hhs/
Springfield Girls' Club Family Center	www.springfieldgirlsclub.org

Baystate Regional Tuberculosis Program

Program Type	Direct Clinical Services
Program is part of a grant or funding provided to an outside organization	No
Program Description	The Tuberculosis Clinic provides TB diagnosis and treatment to patients throughout Western Massachusetts. It has been providing services for over 25 years. The majority of patients served are non-English speaking immigrants who have been referred for examination and treatment after receiving a positive PPD test, positive blood lab test (T-spot or QuantiFERON) or with a history of TB exposure in their native country. We also see patients who are US born or from other countries that have a Positive T-Spot and QuantiFERON lab tests, abnormal chest x-rays and abnormal CAT scans findings. The TB Clinic serves both adult and pediatric patients. Our patients continue to arrive from Nepal, Burma, and Somalia in large numbers. We also have an increase in arrival of patients from Iran, Iraq, Kenya, Russia, Vietnam and various regions of Africa several times during the year.
Program Hashtags	Health Screening,
Program Contact Information	Bethzaida Marrero , Administrative Coordinator , TB Clinic, Baystate Mason Square Health Center, 413-794-9188,

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To screen for and assist in the treatment and prevention of tuberculosis in western Massachusetts.	In progress	Outcome Goal	Year 3 of 3

EOHHS Focus Issues	Not Specified
DoN Health Priorities	Built Environment,
Health Issues	Chronic Disease-Pulmonary Disease, Infectious Disease-Tuberculosis,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Franklin, County-Hampden, County-Hampshire, • Environments Served: All, • Gender: All, • Age Group: All, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Healthcare for the Homeless	www.mercycares.com
Local Boards of Health (Springfield, West Springfield, Agawam, Holyoke, Chicopee, Amherst, Northampton, South Hadley, Ludlow, Longmeadow, East Longmeadow, and Wilbraham)	Not Specified
Lutheran Services	www.lssne.org
Massachusetts Dept of Public Health TB Division	www.mass.gov
Springfield Dept of Health and Human Services	www.springfield-ma.gov/hhs

Baystate Springfield Educational Partnership (BSEP)

Program Type	Total Population or Community-Wide Interventions
Program is part of a grant or funding provided to an outside organization	No
Program Description	Baystate Springfield Educational Partnership (BSEP) is a community benefits initiative of Baystate Medical Center that provides career pathway programming to Springfield students with an expressed interest in the health care professions. BSEP courses and activities are available to high school students during the fall, spring and summer semesters. Fall and winter semesters are eight weeks in duration each and are scheduled during after-school hours. Summer semester workshops are offered throughout the summer in two or three day long sessions.
Program Hashtags	Community Education, Mentorship/Career Training/Internship,
Program Contact Information	Peter Blain, Director, Baystate Springfield Educational Partnership, 55 Pratt Street, Springfield MA, 413-794-1671.

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Increase the enrollment of Springfield students in the BSEP program.	In progress	Process Goal	Year 3 of 3
Increase the number of BSEP students that are accepted to college programs and graduate from college programs.	In progress	Outcome Goal	Year 3 of 3

EOHHS Focus Issues	N/A,
DoN Health Priorities	Education, Employment,
Health Issues	Social Determinants of Health-Education/Learning,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Hampden, • Environments Served: Urban, • Gender: All, • Age Group: Adult-Young, Child-Teen, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified
Holyoke Community College	www.hcc.edu
Pioneer Valley Life Sciences Institute	www.pvlsi.org
Springfield Technical Community College (STCC)	www.stcc.edu
Tufts University School of Medicine	www.medicine.tufts.edu
Springfield Public Schools	www.sps.springfield.ma.us
MassHire of Hampden County	www.rebhc.org

Baystate Trauma and Injury Prevention (TIP)

Program Type	Community-Clinical Linkages
Program is part of a grant or	No

funding provided to an outside organization**Program Description**

Trauma centers have an important role in reducing the impact of injury by participating in prevention efforts. These efforts are based on identification of specific injuries and risk factors in patients, families, and the community. For many injuries, prevention is often the only, if not the best, means of dealing with this health care problem. Examples of our programs include; Brains at Risk, The Balancing Act, Falls Prevention Initiative, former state Governor Patrick's Safe and Successful Youth Initiative Youth Advisory Board, AARP Senior Driving Class, Don't Hit the Street with Proper Car, Stop the Bleed, High School Distracted Driving, Hampden County DA/Springfield Police Gun Buy Back, and BSEP education. Currently there are several programs that are in development.

Program Hashtags

Community Education, Health Professional/Staff Training, Prevention,

Program Contact Information

Ida Konderwicz RN, BSN,CEN, Department of Surgery, Pediatric Trauma/Injury Prevention Coordinator, 759 Chestnut Street, Springfield, MA 01199, 413-794

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Develop and implement prevention programs that are based on trauma registry (local) data, which is local data to identify the pattern, frequency, and risk for injury within the community.	In progress	Outcome Goal	Year 3 of 3

EOHHS Focus Issues

Not Specified

DoN Health Priorities

Education, Violence,

Health Issues

Not Specified

Target Populations

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

Partners:

Partner Name and Description	Partner Website
Baystate Medical Center Behavior Health/ Neuropsychology Department	baystatehealth.org
Brain Injury Association of MA	www.biama.org
Health New England	www.hne.org
Baystate Child Protection Team	Not Specified
MA Prevent Injuries Now Network	www.masspinn.org
ROCA/SSYI	www.rocainc.org
Springfield Police Department	www.springfieldpolice.net
Hampden County District Attorney	www.hampdenda.com
Baystate Health Senior Class	Not Specified

Community Benefits Sponsorships**Program Type**

Total Population or Community-Wide Interventions

Program is part of a grant or

No

funding provided to an outside organization**Program Description**

Baystate has open applications for community benefits discretionary grants and sponsorships. The Office of Government and Community Relations reviews applications as they come in and determines funding status based on alignment to CHNA priorities, regional initiatives and community reach.

Program Hashtags

Not Specified

Program Contact Information

Annamarie Golden, 413-794-7622, 280 Chestnut St. Springfield, MA

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To invest community benefit funding into local community programs and events that align to CHNA needs and target populations.	In progress	Process Goal	Year 3 of 3

EOHHS Focus Issues

N/A,

DoN Health Priorities

N/A,

Health Issues

Not Specified

Target Populations

- **Regions Served:** Blandford, Chicopee, East Longmeadow, Holyoke, Longmeadow, Springfield,
- **Environments Served:** All,
- **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 (CHNA)**Program Type**

Infrastructure to Support CB Collaboration

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

No

Program Description

The CHNA was completed in 2019 in partnership with the Coalition of Western MA Hospitals and Insurer, and Public Health Institute of Western MA. CHNA funding went not only to the PHIWM for consulting but also funded focus groups, key informant interviews, community chats and conversations used to gather more qualitative data for the local report.

Program Hashtags

Not Specified

Program Contact Information

Annamarie Golden, 413-794-7622, 280 Chestnut St. Springfield, MA

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To provide a comprehensive assessment of local/regional assets and needs in order to inform community health planning.	Completed	Outcome Goal	Year 3 of 3

EOHHS Focus Issues	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Housing Stability/Homelessness, Mental Illness and Mental Health, Substance Use Disorders,
DoN Health Priorities	Built Environment, Education, Employment, Housing, Social Environment, Violence,
Health Issues	Not Specified
Target Populations	<ul style="list-style-type: none"> • Regions Served: Not Specified • Environments Served: All, • Gender: All, • Age Group: All, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Public Health Institute of Western MA	Not Specified
Mercy Medical Center	Not Specified
Health New England	Not Specified
Shriners Hospital for Children	Not Specified
Cooley-Dickinson Hospital	Not Specified

Community Health Worker Pilots

Program Type	Community-Clinical Linkages
Program is part of a grant or funding provided to an outside organization	No
Program Description	BMC has invested funding to launch two community health worker pilots in Springfield, MA. Both Wayfinders and Public Health Institute of Western MA were funded to partner with community-based organizations and provide a CHW on site.
Program Hashtags	Community Education, Community Health Center Partnership,
Program Contact Information	Annamarie Golden, 413-794-7622, 280 Chestnut St. Springfield, MA

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To increase the presence of CHWs at local community-based organizations.	In progress	Outcome Goal	Year 3 of 3

EOHHS Focus Issues	Not Specified
DoN Health Priorities	Built Environment,
Health Issues	Not Specified
Target Populations	<ul style="list-style-type: none"> • Regions Served: Springfield, • Environments Served: Urban, • Gender: All, • Age Group: All, • Race/Ethnicity: All, • Language: English, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
------------------------------	-----------------

WayFinders	Not Specified
Martin Luther King Jr. Family Services	Not Specified
Public Health Institute of Western MA	Not Specified

Determination of Need Community Health Initiatives

Program Type	Total Population or Community-Wide Interventions
Program is part of a grant or funding provided to an outside organization	No
Program Description	BMC continues to invest in local organizations and initiatives that align to the community health needs assessment. Funding decisions are made in partnership with community benefit advisory councils. For FY19, Project Coach, 413Cares and the Community Health Innovation Fund are both included in our community health initiative expenditures.
Program Hashtags	Not Specified
Program Contact Information	Annamarie Golden, 413-794-7622, 280 Chestnut St. Springfield, MA

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To strengthen social, health, economic, and environmental conditions to improve the health of our community	In progress	Outcome Goal	Year 3 of 3

EOHHS Focus Issues	Not Specified
DoN Health Priorities	Built Environment, Education, Employment, Housing, Social Environment, Violence,
Health Issues	Not Specified
Target Populations	<ul style="list-style-type: none"> • Regions Served: Not Specified • Environments Served: All, • 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

MIGHTY (Moving, Improving and Gaining Health Together at the Y)

Program Type	Community-Clinical Linkages
Program is part of a grant or funding provided to an outside organization	No
Program Description	MIGHTY is a community-based, multi-disciplinary, pediatric, obesity treatment program. It is held at multiple locations including the YMCA of Greater Springfield, YMCA of Greater Westfield, YMCA in Greenfield, and most recently, the Scantic Valley YMCA located in Wilbraham. MIGHTY includes 14 two hour sessions of physical activity, nutrition, and behavior modification, over a one year period. It targets children and adolescents age 5-21. Sessions are augmented by individual exercise training, weekly phone calls, monthly group activities, cooking classes, free swimming lessons, behavioral health consults, and gardening experience. In addition, participants and their families are given a free six-month membership to their local YMCA. Ongoing monthly maintenance groups are available to all previous program participants. The Springfield

program enrolls over 200 obese children and their families per year.

Program Hashtags

Community Education, Prevention,

Program Contact Information

Chrystal Wittcopp, MD, Baystate General Pediatrics, 140 High Street, Springfield, MA, 413-794-7455.

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Serve children age two years to twenty-one years with a diagnosis of obesity (BMI > 95% for age) and offer them and their family resources aimed at promoting healthy nutrition, healthy activity and a healthy lifestyle.	In progress	Outcome Goal	Year 3 of 3

EOHHS Focus Issues

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

DoN Health Priorities

Built Environment, Education, Social Environment,

Health Issues

Chronic Disease-Overweight and Obesity, Social Determinants of Health-Nutrition,

Target Populations

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

Partners:

Partner Name and Description	Partner Website
Live Well Springfield	Not Specified
Mass In Motion	Not Specified
Springfield College	www.springfield.edu
University of Mass, Amherst College	www.umass.edu
YMCA of Greater Springfield	www.springfieldy.org
Westfield YMCA	www.westfieldy.org
Area schools and school nurses	Not Specified
Pediatricians in Hampden, Franklin, & Hampshire County	Not Specified

Public Health Institute of Western MA (PHIWM)

Program Type

Infrastructure to Support CB Collaboration

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

Yes

Program Description

Founded as a not-for-profit organization in 1996 by Baystate Health, the City of Springfield and other key local stakeholders, PHIWM has partnered with over 100 organizations in various community benefits projects since its creation. BMC supports the core infrastructure of the PHIWM by donating \$250,000 annually plus additional in-kind services. PHIWM's mission is to build measurably healthy communities for all with equitable opportunities and resources through civic leadership, collaborative partnerships, and policy advocacy. PHIWM does not provide direct services; rather it takes the role of neutral facilitator to promote community collaborations. In this role, PHIWM provides multipurpose support including convening and partnering, health policy development, population based health program delivery, and research and evaluation.

Program Hashtags	Community Education, Health Professional/Staff Training, Prevention,
Program Contact Information	Jessica Collins, MS, Executive Director, PO Box 4895, Springfield MA, 01101-4895, 413-794-2520.

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Health Access/Public Policy: Ensure that all Springfield families and children have equal access to quality medical, dental and mental health services.	In progress	Outcome Goal	Year 3 of 3
Public Education for a Healthier Community: Increase public understanding about the impact of health disparities and shared community responsibility for reducing health disparities.	In progress	Outcome Goal	Year 3 of 3

EOHHS Focus Issues	Not Specified
DoN Health Priorities	Built Environment, Housing, Social Environment,
Health Issues	Chronic Disease-Alzheimer's Disease, Chronic Disease-Arthritis, Chronic Disease-Asthma/Allergies, Chronic Disease-Cardiac Disease, Chronic Disease-Chronic Pain, Chronic Disease-Diabetes, Chronic Disease-Hypertension, Chronic Disease-Overweight and Obesity, Chronic Disease-Pulmonary Disease, Health Behaviors/Mental Health-Bereavement, Health Behaviors/Mental Health-Depression, Health Behaviors/Mental Health-Immunization, Health Behaviors/Mental Health-Physical Activity, Health Behaviors/Mental Health-Responsible Sexual Behavior, Health Behaviors/Mental Health-Stress Management, Injury-Auto/Passenger Injuries, Injury-First Aid/ACLS/CPR, Injury-Home Injuries, Injury-Other, Maternal/Child Health-Family Planning, Other-Cultural Competency, Other-Emergency Preparedness, Other-Senior Health Challenges/Care Coordination, Social Determinants of Health-Access to Health Care, Social Determinants of Health-Access to Healthy Food, Social Determinants of Health-Access to Transportation, Social Determinants of Health-Affordable Housing, Social Determinants of Health-Domestic Violence, Social Determinants of Health-Education/Learning, Social Determinants of Health-Environmental Quality, Social Determinants of Health-Homelessness, Social Determinants of Health-Income and Poverty, Social Determinants of Health-Language/Literacy, Social Determinants of Health-Nutrition, Social Determinants of Health-Public Safety, Social Determinants of Health-Racism and Discrimination, Social Determinants of Health-Uninsured/Underinsured, Social Determinants of Health-Violence and Trauma, Substance Addiction-Alcohol Use, Substance Addiction-Driving Under the Influence, Substance Addiction-Opioid Use, Substance Addiction-Smoking/Tobacco Use, Substance Addiction-Substance Use,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Franklin, County-Hampden, County-Hampshire, • Environments Served: All, • Gender: All, • Age Group: All, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Residents, non-profit agencies, schools, preschools, housing agencies, state associations and departments, city government, behavioral health and healthcare professionals, healthcare institutions and higher education	Not Specified

Regional Capacity Building

Program Type	Infrastructure to Support CB Collaboration
Program is part of a grant or funding provided to an outside organization	No
Program Description	BMC is committed to building the public health infrastructure in the region through funding and partnering with the Hampden County Health Improvement Plan, Western MA Health Equity Network, and Public Health Institute of Western MA for technical assistance and evaluation support for grantees. BMC has also hosted a series of grant writing workshops to continue building capacity of individuals.
Program Hashtags	Health Professional/Staff Training,
Program Contact Information	Annamarie Golden, 413-794-7622, 280 Chestnut St. Springfield, MA

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To foster a local and regional public health infrastructure that strengthens partnership and collaboration for community health initiatives	IN progress	Outcome Goal	Year 3 of 3

EOHHS Focus Issues	Not Specified
DoN Health Priorities	Education, Social Environment,
Health Issues	Not Specified
Target Populations	<ul style="list-style-type: none"> • Regions Served: Chicopee, East Longmeadow, Holyoke, Longmeadow, Ludlow, Springfield, West Springfield, • Environments Served: All, • 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

Transgender Support Group

Program Type	Total Population or Community-Wide Interventions
Program is part of a grant or funding provided to an outside organization	No
Program Description	In partnership with UniTY of Pioneer Valley, this peer lead support group is a psychosocial support group for transgender individuals, their allies and all LGBTs. The confidentiality and location of the meeting at a Baystate facility provides a safe environment in which to address issues related to transition, such as relationships, family, spirituality, and the workplace.
Program Hashtags	Support Group,
Program Contact Information	Annamarie Golden, Manager, Community Relations, Baystate Health, 280 Chestnut Street, Springfield, MA 01199, 413-794-7622.

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame

To be a resource and support for transgender individuals and the broader community.	In progress.	Outcome Goal	Year 3 of 3
To provide a safe space for transgender individuals and their partners to meet and provide support to each other.	In progress	Outcome Goal	Year 3 of 3

EOHHS Focus Issues	Mental Illness and Mental Health,
DoN Health Priorities	Social Environment,
Health Issues	Not Specified
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Hampden, • Environments Served: All, • Gender: Transgender, • Age Group: Adult, • Race/Ethnicity: All, • Language: All, Spanish, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
UNITY of Pioneer Valley	Not Specified

Expenditures

Total CB Program Expenditure **\$5,074,330.00**

CB Expenditures by Program Type	Total Amount	Subtotal Provided to Outside Organizations (Grant/Other Funding)
Direct Clinical Services	\$1,985,320.00	\$0.00
Community-Clinical Linkages	\$309,703.00	\$164,616.00
Total Population or Community-Wide Interventions	\$984,079.00	\$403,887.00
Access/Coverage Supports	\$1,179,500.00	\$0.00
Infrastructure to Support CB Collaborations Across Institutions	\$615,728.00	\$352,280.00

CB Expenditures by Health Need	Total Amount
Chronic Disease with a Focus on Cancer, Heart Disease, and Diabetes	\$1,568,741.00
Mental Health/Mental Illness	\$560,867.00
Housing/Homelessness	\$164,616.00
Substance Use	\$0.00
Additional Health Needs Identified by the Community	\$2,780,106.00

Other Leveraged Resources \$5,587,185.00

Net Charity Care Expenditures	Total Amount
HSN Assessment	\$6,127,209.00

HSN Denied Claims	\$0.00
Free/Discount Care	\$2,202,442.00
Total Net Charity Care	\$8,329,651.00

Total CB Expenditures: \$18,991,166.00

Additional Information	Total Amount
-------------------------------	---------------------

Net Patient Service Revenue: \$1,235,018,209.00

CB Expenditure as Percentage of Net Patient Services Revenue: 1.54%

Approved CB Program Budget for FY2020: \$200,000.00

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

Comments (Optional): Not Specified

Optional Information

Hospital Publication Describing CB Initiatives: [Download/View Report](#)

Bad Debt: \$19,677,524.00

Bad Debt Certification: Certified

Optional Supplement: Not Specified