

Marlborough Hospital - FY2017

Community Benefits Mission Statement

UMass Memorial Health Care is committed to improving the health status of all those it serves, and to addressing the health problems of the poor and other medically underserved populations. In addition, non-medical conditions that negatively impact the health and wellness of the community are addressed. The Mission incorporates the World Health Organization's broad definition of health defined as "a state of complete physical, mental and social well being and not merely the absence of disease."

Target Populations

Name of Target Population	Basis for Selection
Families without health insurance	Community need input: There are still many families in our communities without health insurance
Teens	Community need input: The school systems in our communities have identified the need for communication to and programs for the teen population.
Adults	Community need input: Adult obesity rates in the region were similar to or better than the statewide rate; however, more than one in four Hudson residents are affected by obesity. Education about nutrition and the importance of physical activity was seen as critical to addressing obesity and preventing chronic disease.
Children	Community need input: Youth in some areas also experienced higher rates of obesity than those across the region and the state; although there appears to be a downward trend.

Publication of Target Populations

Marketing Collateral, Annual Report, Website

Hospital/HMO Web Page Publicizing Target Pop.

marlboroughhospital.org

Key Accomplishments of Reporting Year

Held several community health programs throughout the year to address

- obesity
- mental health
- addiction
- access to health care

Promoting Health and Wellness we participated in elementary school's physical activity and nutrition programs in the City of Marlborough. The Walking School Bus program makes walking to school safer, more fun and also allows us to promote health and wellness to school age children in our community. We led warm-up exercise and walked with a total of 180 students and their parents at Richer Elementary School in the city of Marlborough on an ongoing basis throughout the year.

Held the annual Safe Summer Fun Day health fair. Children were fitted for free bike helmets by hospital staff and provided with educational activities and materials regarding bike safety and access to health care. We also distributed educational materials in English and Spanish. 375 helmets were distributed and 1,500 people attended.

We provided scholarship assistance for disadvantaged youth to participate in healthy community programs by supporting 2 camp scholarships for underserved youth to the Boys & Girls Club of Marlborough. We also provided a scholarship to cover 1 Basketball team for underserved youth to participate in the youth basketball program.

Marlborough hospital provided peer groups to educate and support 21 elders with understanding what hoarding disorder is.

Marlborough Hospital provided increase access to care by assisting 429 residents of the community in enrolling in Mass Health or other health insurance programs. Assistance was offered in English, Spanish and Portuguese.

We held our annual Senior Health Fair to increase access and educate our seniors and their families in the community of our medical services. We provided free glucose and cholesterol screenings for 85 seniors that day.

We provided an educational series in physical and mental health needs to build awareness through workshops such as "Men over Matter" and "Parkinson's support group" serving a total of 25 community members.

We continuously collaborate with community partners on mental health initiatives. Our partners include Marlborough Public Schools, SHINE Initiative, Employment Options, Metrowest Health Foundation and the Rotary. We held workshops such as "the Pathways to Addiction" and "Why Aren't We Talking About This?" servicing 50 attendees.

We also collaborate with the Marlborough Substance Abuse Coalition and National Association of Mental Illness providing them with a free meeting space in our conference room to hold community and co-facilitated support groups for loved ones of mental illness, hoarders and substance abuse with over 50 attendees attending year-round.

Plans for Next Reporting Year

- * Update Community Health Improvement Plan (CHIP) to incorporate findings and any new initiatives as a result of our 2016 Community Health Needs Assessment.

- * Expand our outreach to other communities we serve in addition to Marlborough and Hudson by holding community events in such areas.

Build Awareness and education of Mental Health Issues

Offer "Kids and Mental Health programs" as part of professional development for school staff including teachers, guidance counselors, nurses, etc.

- * Deliver Mental Health Awareness initiatives through partnerships with local schools

- * Assist Human Services Coalition with Hoarding Task Force

- * Provide community education presentations on addictive behaviors

Access to Care

- * Assist residents of the community in enrolling in Mass Health or other health insurance programs. Assistance is offered in English, Spanish and Portuguese.

- * Provide medical and preventive services to elders such as health screenings in the community

Promote Health and Wellness

- * Organize and host injury prevention programs targeted at children

- * Deliver "Take the pledge" program for approximately 200 fifth-eight graders at Whitcomb Middle School in Marlborough. The program emphasizes positive life choices that focus on self-esteem, low risk behavior, substance use and abuse, safety

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

- Fran Hurley – Board of Trustees, Chair, Boys & Girls Club of Metrowest (also sits on the UMass Memorial Health Care CBAC)
- Ellen Carlucci – VP Marketing and Development, Marlborough Hospital
- Gloria Pascual – Director of Community Relations, Volunteer Services and Spiritual Care Director, Marlborough Hospital
- Max Grecchi – Interpreter Services Supervisor, Marlborough Hospital
- Darren McLaughlin – Wayside Racquet & Swim Club and Marlborough Wellness Council
- Trish Pope – Marlborough Senior Center
- Martin Levins – Global Access Partners, Marlborough Chamber of Commerce and Marlborough Wellness Council
- Mary Zakrzewski – Marlborough Public Schools
- Lynn Faust, Marlborough Community Development Corporation
- Toni Wolf – Employment Options
- Kathy Ekdahl – Hudson parent
- Julie Dalbec - Marlborough parent, Marlborough Wellness Center
- Sam Wong – Framingham Board of Health
- Lee Waingortin – Hudson Public Schools
- Cathleen Liberty - Town of Marlborough

Community Benefits Team Meetings

The Community Benefits Department staff is involved with multiple coalitions and community based organizations to address programs and issues related to our priority areas. Marlborough Hospital completed a Community Health Needs Assessment in 2016 and worked in partnership with MetroWest Health Foundation, Departments of Public Health and others to develop a Community Health Improvement Plan (CHIP). As such, our priorities and Community Benefits Plan align with the CHIP. Community Benefit activities are reported to the Marlborough Hospital Board of Trustees Community Benefits Advisory Committee (CBAC) throughout the year. As part of the Community Health Improvement Plan, other meetings were held to address plans for key areas identified in the CHA.

Community Partners

Community Coalition of MetroWest (CHNA 7),
Hudson Department of Public Health Town

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

Marlborough Hospital completed a Community Health Needs Assessment in September 2016. Presentation of final results was made to the MetroWest community on November 18, 2016.

Priorities have been identified, action steps toward goals are listed and tracked in the Community Health Improvement plan that was developed in conjunction with Community Partners.

Consultants/Other Organizations

HRiA Human
Resources in Action

Data Sources

Not Specified

Select Community Benefits Programs

Boys and Girls Clubs of Metrowest

Brief Description or Objective	Our objective is to support various programming activities that promotes health and physical fitness such as camp scholarships for underserved children as a means of gaining access to maintain a healthy weight. That was a high need identified in the community health needs assessment that is affecting our youth.
Program Type	Grant/Donation/Foundation/Scholarship
Target Population	<ul style="list-style-type: none">• Regions Served: Hudson, Marlborough• Health Indicator: Other: Child Care• Sex: Female, Male• Age Group: Child-Preteen, Child-Primary School, Child-Teen• Ethnic Group: All• Language: All

Goals

Statewide Priority: Reducing Health Disparity

Goal Description	Goal Status
Offer scholarship to camp to improve access to physical activity for inner city youth.	2 camp scholarships
Offer scholarships to increase inner city youth access to team participation	1 basketball team sponsored

Partners

Partner Name, Description	Partner Web Address
Boys and Girls Club of	www.bgcmetrowest.org

Metrowest

Contact Information Ellen Carlucci Marlborough Hospital 157 Union St Marlborough Ma 01752 Ellen Carlucci 508-486-5807, ellen.carlucci@umassmemorial.org

Detailed Description Not Specified

Health Insurance Enrollment

Brief Description or Objective Marlborough Hospital staffs a department that aids community members in enrolling in the Commonwealth Connector and SNAP programs.

Program Type Health Coverage Subsidies or Enrollment

Target Population

- **Regions Served:** Berlin, Bolton, Framingham, Hudson, Marlborough, Northborough, Southborough, Stow, Sudbury
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured

Goal Description	Goal Status
Improve access to healthcare and food insecurity by providing community members in enrolling in the commonwealth Health Connector and SNPA programs for health insurance coverage.	492 individuals were enrolled into the commonwealth health connector health insurance program. del

Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information Kelley Horan Marlborough Hospital 157 Union St Marlborough, MA 01752 508-486-5858, kelley.horan@umassmemorial.org

Detailed Description Not Specified

Marlborough High School Post Grad program

Brief Description or Objective Marlborough Hospital offers work/life opportunities for post grad special needs students through their 22nd birthday. Through hands on work life tasks around the hospital such as transportation and patient greeter.

Program Type Mentorship/Career Training/Internship

Target Population

- **Regions Served:** Marlborough
- **Health Indicator:** Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Reducing Health Disparity

Goal Description	Goal Status
Assist special needs young adults in becoming independent by providing	16 students participated

opportunities in the hospital to gain valuable work experience

Partners

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

Marlborough High School	http://mhs.marlborough.schoolfusion.us/
-------------------------	---

Contact Information	Gloria Pascual Marlborough Hospital 157 Union St Marlborough, MA 01752 508-486-5688, gloria.pascual@umassmemorial.org
----------------------------	---

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

Safe Summer Fun Day

Brief Description or Objective	Annual event at which Marlborough Hospital provides health screenings, fun and interactive health and safety educational instruction to children and their families.
---------------------------------------	--

Program Type	Community Education,Community Participation/Capacity Building Initiative
---------------------	--

Target Population	<ul style="list-style-type: none">• Regions Served: Berlin, Bolton, Framingham, Hudson, Marlborough, Northborough, Southborough, Stow, Sudbury• Health Indicator: Other: Child Care, Other: Public Safety• Sex: All• Age Group: All• Ethnic Group: All• Language: All
--------------------------	--

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Distribute a free bike helmet to every child who attends	375 helmets distributed
Injury prevention program targeted at children and families	1500 people attended

Partners

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

Ellen Carlucci Marlborough Hospital 157 Union St Marlborough MA 01752 508-486-5807	www.marlboroughhospital.org
--	--

Contact Information	Ellen Carlucci Marlborough Hospital 157 Union St Marlborough MA 01752 508-486-5807, ellen.carlucci@umassmemorial.org
----------------------------	--

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

Senior Health Fair

Brief Description or Objective	Marlborough Hospital participates in the Senior Health Fair held by Senator Jamie Eldridge at the Assabet Valley Regional Technical High School in Marlborough by providing information about medications and falls in addition to conducting cholesterol screenings and blood pressure checks.
---------------------------------------	---

Program Type	Health Screening
---------------------	------------------

Target Population	<ul style="list-style-type: none">• Regions Served: Hudson, Marlborough• Health Indicator: Other: Cardiac Disease, Other: Stroke• Sex: All
--------------------------	---

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

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Conduct cholesterol and glucose screenings	Screened 85 seniors
Educate our elderly population on medications, falls, stroke, and heart failure.	Served 500 seniors

Partners

Partner Name, Description	Partner Web Address
Senator Jamie Eldridge	senatoreldridge.com

Contact Information Gloria Pascual Marlborough Hospital 157 Union St Marlborough MA 01752 508-486-5688, gloria.pascual@umassmemorial.org

Detailed Description Not Specified

Young Adult Initiative Board (YAIB)

Brief Description or Objective The YAIB builds partnerships in the community with many different organizations to enable individuals between the ages of 16 through 24 to become self-sufficient and gain employment. Through volunteering at Marlborough Hospital the students gain work/life skills to assist them in their transition from a school environment to a work setting.

Program Type Community Education,Community Participation/Capacity Building Initiative,Outreach to Underserved

Target Population

- **Regions Served:** Hudson, Marlborough, Northborough, Southborough
- **Health Indicator:** Other: Education/Learning Issues, Other: Language/Literacy
- **Sex:** All
- **Age Group:** Adult-Young, Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured

Goal Description	Goal Status
Provide hospital setting experience for disadvantaged students considering healthcare careers	8 students participated
Aid employment and self-sufficiency of youth by assisting with YAIB activities	Developed online guide for corporations to use for employment
Increase access and opportunity to underserved and at risk youth through workforce development training in interview practice, resume writing and employment searches.	Marlborough Hospital Staff provided 3 one on one sessions to 5 students to strengthen their individual workforce development skills and provide them with greater access to the workforce opportunities.

Partners

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

Partner Name, Description	Partner Web Address
Partnership for a Skilled Workforce	pswinc.org
Contact Information	Kim Votruba-Matook Marlborough Hospital 157 Union St Marlborough, MA 01752 508-486-5810, kimberly.votruba-matook@umassmemorial.org

Detailed Description Not Specified

Human Services Coalition

Brief Description or Objective Marlborough Hospital participates in the Human Services Coalition with over 20 community partner agencies such as churches and government representatives to identify resources available to meet the needs of the community that are identified in the Community Needs Assessment from 2016.

Program Type Community Participation/Capacity Building Initiative

Target Population

- **Regions Served:** Hudson, Marlborough
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** Adult-Elder, All Children
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Reducing Health Disparity

Goal Description	Goal Status
Collaborate with other agencies to identify and leverage resources to address the community needs identified in the Community Health Assessment in 2016.	40 organizations participated 2017

Partners

Partner Name, Description	Partner Web Address
Marlborough Community Development Corporation	strongcommunity.org
Contact Information	Gloria Pascual Marlborough Hospital 157 Union St Marlborough, MA 01752 508-486-5688, gloria.pascual@umassmemorial.org

Detailed Description Not Specified

Walking School Bus

Brief Description or Objective Walk to school with students weekly during the months of September and May to encourage exercise and wellness

Program Type School/Health Center Partnership

Target Population

- **Regions Served:** Marlborough
- **Health Indicator:** Other: Public Safety
- **Sex:** All
- **Age Group:** Child-Preteen, Child-Primary School
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Encourage wellness through exercise at an early age	150 elementary students participated

Partners

Partner

Name, Description **Partner Web Address**

MPS Wellness Council <http://marlborough.schoolfusion.us/modules/cms/pages.phtml?pageid=312599>

Contact Information Gloria Pascual Marlborough Hospital 157 Union Street Marlborough, MA 01752 508-486-5688, gloria.pascual@umassmemorial.org

Detailed Description Not Specified

Conference Room Use

Brief Description or Objective Marlborough Hospital allows community groups to use their conference rooms free of charge instead of having to pay room rental fees at area hotels. Groups include Narcotics Anonymous, Elder Collaborative, National Association of Mental Illness (NAMI), CHNA 7, School to Business, Families of Hoarders.

Program Type Community Education,Community Participation/Capacity Building Initiative,Health Professional/Staff Training,Support Group

Target Population

- **Regions Served:** Berlin, Bolton, Framingham, Hudson, Marlborough, Northborough, Southborough, Stow, Sudbury, Westborough
- **Health Indicator:** Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Elder Care, Substance Abuse
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide meeting space free of charge for community support groups.	Marlborough Hospital provided conference room space for 6 community organizations to meet and collaborate on how they will serve the at risk population of the community.

Partners

Partner Name, Description	Partner Web Address
National Alliance for Mental Illness	http://namimass.org/tag/nami-metrowest
Marlborough Community Development Corporation	strongcommunity.org

Contact Information Ann D'Ambra Marlborough Hospital 157 Union St Marlborough, MA 01752 508-486-5805, annmaria.dambra@umassmemorial.org

Detailed Description Not Specified

Hoarding - ClearPath Task Force

Brief Description or Objective This program offers support for seniors and their families who struggle with hoarding. Many of these individuals impacted by these issues are living in low income housing. Increasing awareness of mental health issues is one of our priority areas and hoarding falls in the mental health category.

Program Type Community Education,Community Participation/Capacity Building Initiative,Support Group

Target Population

- **Regions Served:** County-Middlesex, County-Worcester
- **Health Indicator:** Mental Health
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Participate in ClearPath Hoarding task force support groups.	Community Benefits staff participated in 2 support groups.
Provide a safe place to support families who are dealing with family members who are hoarders.	Marlborough Hospital held 5 support group meetings.
Educate seniors on the impact hoarding can have on falls.	Marlborough Hospital staff provided support through community marketing and posting the educational series in the community. Marlborough Hospital created and provided the educational materials on hoarding for the presentation at the Marlborough Public Library.

Partners

Partner Name, Description	Partner Web Address
Marlborough Community Development Corporation	strongcommunity.org

Contact Information Mary Ann Stein Marlborough Hospital 157 Union St Marlborough, MA 01752 508-486-5688, maryann.stein@umassmemorial.org

Detailed Description Not Specified

Reality Fair

Brief Description or Objective Marlborough Hospital team members participated in a Community Health Fair which educated seniors in the community about health and wellness resources and making healthy choices.

Program Type Community Participation/Capacity Building Initiative

Target Population

- **Regions Served:** Bolton, Boylston, Hudson, Marlborough, Northborough, Southborough
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured

Goal Description	Goal Status
Demonstrate healthy choices to students and let them pledge to make good decisions.	265 students participated in 2017.

Partners

Partner

Name, Partner Web Address

Description

Assabet Valley Technical High School
<http://www.assabettech.com/pages/AssabetValley>

Contact Information

Ellen Carlucci Marlborough Hospital 157 Union St Marlborough, MA 01752 508-486-5807, ellen.carlucci@umassmemorial.org

Detailed Description

Not Specified

Scholarships and Donations

Brief Description or Objective

Scholarships given by Marlborough Hospital to at risk youth within our service areas to pursue health care careers. Donations given to the underserved such as youth at risk, domestic violence victims and mentally ill.

Program Type

Grant/Donation/Foundation/Scholarship

Target Population

- **Regions Served:** Berlin, Bolton, Framingham, Hudson, Marlborough, Northborough, Southborough, Stow, Sudbury, Westborough, Worcester
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Reducing Health Disparity

Goal Description

Provide scholarships to youth

To support our Community Benefit goals of promoting health, wellness and mental health awareness through various community events, partnerships, scholarships, staff participation in the areas of expertise and training.

Goal Status

3 scholarships were given to underserved youth.

Marlborough Hospital provided support to 7 community-based organizations including those who serve developmentally challenged adults, summer camps for children and women at risk through community events, partnerships, scholarships, staff participation in the areas of expertise and training.

Partners

Partner Name, Description

Partner Web Address

Greater Marlborough Programs

<http://www.icanthrive.org/>

Wayside Athletic Club

<http://www.waysideathleticclub.com/>

Voices Against Violence

<http://www.smoc.org/voices-against-violence.php>

Northborough/Southborough Baseball

<http://northborobaseballsoftball.org/>

Marlborough High School

<http://mhs.marlborough.schoolfusion.us/>

Friends of Haven

<http://www.friends-of-haven.org/>

Memorial House
City of Marlborough

http://www.memorialhousema.org/
http://www.marlbrough-
ma.gov/Gen/index

Contact Information Ellen Carlucci Marlborough Hospital 157 Union St Marlborough, MA 01752 508-486-5807,
ellen.carlucci@umassmemorial.org

Detailed Description Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2017	Approved Program Budget for 2017
Community Benefits Programs	Direct Expenses \$336,351 Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism Not Specified Other Leveraged Resources Not Specified	\$250,000 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$785,301 HSN Denied Claims \$215,813 Free/Discount Care \$-33,985 Total Net Charity Care \$967,129	
Corporate Sponsorships	Not Specified	
	Total Expenditures \$1,303,480	
Total Patient Care-Related Expenses for FY2017		\$72,051,724
Comments: None		

Optional Information

Expenditures	Amount
Community Service Programs	Direct Expenses Not Specified Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism Not Specified Other Leveraged Resources Not Specified
Total Community Service Programs	Not Specified

Bad Debt: \$3,514,569

IRS 990:

Not Specified