

Massachusetts Eye and Ear Infirmary - FY2014

Community Benefits Mission Statement

The Massachusetts Eye and Ear Infirmary (Mass. Eye and Ear) is a specialty hospital dedicated to excellence in the care of disorders that affect the eye, ear, nose, throat, and adjacent regions of the head and neck. Mass. Eye and Ear also provides primary care and serves as a referral center for outpatient and inpatient medical and surgical care. In conjunction with Harvard Medical School, Mass. Eye and Ear is committed to the education of future health care professionals, as well as the education of the public concerning the prevention, diagnosis, and treatment of the diseases in its specialties and concerning the rehabilitation of patients handicapped by these diseases. In order to provide the highest quality of contemporary care and even better care in the future, Mass. Eye and Ear conducts laboratory and clinical research in its areas of specialty. Mass. Eye and Ear recognizes its obligation to serve as a source of excellence in patient care, teaching, and research in Massachusetts, the United States, and the world.

Historically, Mass. Eye and Ear has demonstrated its commitment to serving disadvantaged populations through its community benefits and community service programs. This year, while continuing these programs, Mass. Eye and Ear underwent an assessment and planning process to focus institutional resources and partnerships on a three-year plan in accordance with the Attorney General's new community benefits guidelines.

Like the community benefits plans of other hospitals across the Commonwealth, the Mass. Eye and Ear plan focuses on populations that face greater obstacles to care than the general public and/or are disproportionately affected by conditions that affect their daily functioning and quality of life. However, the Mass. Eye and Ear plan builds upon our institutional expertise, services, and partnerships which are, due to our clinical focus on the eye, ear, nose, throat, and adjacent regions of the head and neck, distinctly different than those of general hospitals across Massachusetts. Our community benefits plan is designed to improve the vision, hearing, and other conditions of the nose, throat, head and neck among vulnerable populations in our service area.

The Community Benefits Plan describes in detail the community benefits mission, our assessment and planning processes, our target communities and populations, our objectives and annual target outcomes, our partnerships and strategies designed to achieve our objectives, the Attorney General's categories addressed by each strategy, and the resources expended to support each strategy. The report concludes with a description of the progress made in relation to our annual targets and our plans for improvement moving forward.

Mass. Eye and Ear's Community Benefits Committee is comprised of 16 members, including providers, staff and managers from various clinical and administrative departments within Mass. Eye and Ear and from among our partners in community agencies. A smaller working group was assembled to drive the assessment and planning processes and to engage members of the larger Community Benefits Committee at key junctures in the assessment and planning phases to review/approve the mission statement, review and comment on assessment findings and conclusions of the working group, to provide input about unmet needs and targets, and review and approve the community benefits plan. Within the Public Affairs Office, .775 FTE across four staff, including the Vice President for Communications, is devoted to Community Benefits activities. These staff members are responsible for coordination of the Community Benefits Committee and working directly with internal and external partners to ensure smooth implementation of and data tracking for all community benefits activities.

The Community Benefits Mission Statement:

As part of this year's community benefits planning process, the Community Benefits Committee re-affirmed our Community Benefits Mission Statement, which is:

Be it resolved:

*That the Massachusetts Eye and Ear Infirmary hereby reaffirms its commitment to serve the identified health care needs of its constituent communities/patient populations ("the designated community").

*That designated community is further defined for this purpose as residents of the Greater Boston area with, or at risk of, disorders of vision, hearing, voice or speech, with a special emphasis on underserved populations.

*That such a commitment is recognized as an integral part of the mission of Mass. Eye and Ear.

*That efforts to fulfill this commitment will build upon traditional partnerships between Mass. Eye and Ear and the designated community, recognizing the value of such collaboration.

*That Mass. Eye and Ear will develop, implement, and update as necessary a formal plan for fulfilling this commitment, which plan will include allocation of appropriate resources to address identified health care needs of the designated community.

The Mass. Eye and Ear Community Benefits Mission statement is posted publicly on the hospital's website and as part of the annual report submitted to the Attorney General's Office.

To read the full plan, including information from our most recent needs assessment, please look under the optional information tab of this website. This document outlines our process, the findings, the logic model we used, our goals and progress towards the goals in this reportable year.

Target Populations

Name of Target Population	Basis for Selection	
Socio-economic: Those in our service area who are most likely to experience barrier to care	: The Community Benefits Committee concluded that residents in its primary service area (i.e., Metro-Boston) are very likely to experience barriers to care related to diversity (e.g., language) and socio-economic factors. Although the Community Benefits Plan should not exclude those living outside the Metro-Boston area, it should emphasize services for those living within it because residents are so likely to experience barriers to care. Mass. Eye and Ear should build upon a solid foundation of outreach and service provision to Metro-Boston communities and include strategies for improving access to care in the community benefits plan.	
Other vulnerable groups	Children and elders make up a large portion of Mass. Eye and Ear's patient population. Because of its clinical expertise and partnerships, Mass. Eye and Ear is well positioned to address the vision and hearing needs of these vulnerable groups. The largest numbers of Mass. Eye and Ear's pediatric and senior patients live in communities in the Metro-Boston area and in most of those communities the populations are expected to grow over the next decade. Many live in socio-economically disadvantaged communities where multiple barriers to care exist. As part of its Community Benefits Plan, Mass. Eye and Ear should utilize strategies to engage and provide care to seniors and children, particularly those in the Metro-Boston area.	
Geographic: Communities in the Metro-Boston Area	We analyzed our patient population nearly 30% live in Boston and nearly half (49.2%) live in communities inside Route 128 (including Boston). The vast majority (82.8%) of patients are from communities inside of Route 495 (See Figure 3). We looked at where our patients live in Boston. Please full report for description of process and findings.	

Publication of Target Populations

Not Specified, Other- For more information on Mass. Eye and Ear's target communities, please see the PDF of the full report (available on the Optional Information tab of this website)

Hospital/HMO Web Page Publicizing Target Pop.

www.MassEyeAndEar.org

Key Accomplishments of Reporting Year

Mass. Eye and Ear's strategies proved successful at achieving our annual targets and supporting our community benefits objectives. The tables in the PDF of our full Report and Plan (see optional information tab on this website) display the expected outcomes/targets established for the year and describe our progress in meeting those targets. In all cases, targets were either met or exceeded. If targets had not been met, information would be provided to explain why our progress fell short of the targets and to describe our quality improvement plans to ensure that we are able to meet our targets in the coming year.

Plans for Next Reporting Year

Mass. Eye and Ear's plan is to complete its every-three-year needs assessment, which is underway now, and to start Year 1 of a new plan. We plan to implement our plan and meet our targets. Please see optional information for information on the current reporting year's targets.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Not Specified

Community Benefits Team Meetings

Not Specified

Community Partners

Not Specified

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

Not Specified

Consultants/Other Organizations

Not Specified

Data Sources

Not Specified

Select Community Benefits Programs

NHCS Vision and Hearing Program

Brief Description or Objective

Vision & hearing screenings to promote wellness in children

Program Type

Health Screening

Target Population

- **Regions Served:** Boston
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Child-Primary School, Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Over 500 children and adolescents will be screened for visual impairments and

Goal Status

Goal exceeded

follow up care will be offered to 100% those who need it.

150 children will have hearing screenings Goal exceeded

Partners

Partner Name, Description

Partner Web Address

Mary McNulty-Anglin, R.N., school nurse, Neighborhood House Charter School
<http://www.neighborhoodhousecharterschool.org/>

Contact Information

Mary Leach, Director, Public Affairs, Mary_Leach@meei.harvard.edu

Detailed Description

Not Specified

Camp Harbor View Program

Brief Description or Objective

Provide vision screenings for campers at Camp Harbor View

Program Type

Health Screening

Target Population

- **Regions Served:** Boston
- **Health Indicator:** Other: Vision
- **Sex:** All
- **Age Group:** Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

These screenings are part of the overall goal of having over 500 children and adolescents will be screened for visual impairments and follow up care will be offered to 100% those who need it.

Goal Status

Target met.

Partners

Partner Name, Description

Partner Web Address

Cara Gould, Camp Director
<http://chvf.org/>

Contact Information

Mary Leach, Mass. Eye and Ear Public Affairs, Mary_Leach@meei.harvard.edu

Detailed Description

Not Specified

Vision Coalition Collaboration

Brief Description or Objective

Provide full eye exams to students identified by Vision Coalition as having vision problems.

Program Type

Direct Services

Target Population

- **Regions Served:** Boston
- **Health Indicator:** Other: Vision
- **Sex:** All

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

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description

At least 50 young adults will receive comprehensive eye exams.

Goal Status

Target missed.

Partners**Partner Name, Description**

Alan Cregg,
Vision Coalition
Massachusetts

Partner Web Address

<http://www.thevisioncoalition.org/index.html>

Contact Information

Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu

Detailed Description

Not Specified

Public Forum on Hearing & Hearing Loss**Brief Description or Objective**

Program to increase awareness among adults with hearing loss and those who are deaf or hard of hearing to educate them about new technology/new research and tips for coping.

Program Type

Community Education

Target Population

- Regions Served:** All Massachusetts
- Health Indicator:** Other: Hearing
- Sex:** All
- Age Group:** All
- Ethnic Group:** All
- Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Educate at least 100 adults with hearing loss or who are deaf or hard of hearing about available technology for improving auditory functioning

Goal Status

Target met. Educated 115.

Partners**Partner Name, Description**

Sharon Kujawa, Ph.D., Director of Audiology

Partner Web Address

www.MassEyeAndEar.org

Contact Information

Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu

Detailed Description

Not Specified

Hear@Boston**Brief Description or Objective**

Provides support to adults with hearing loss and those who are deaf or very hard of hearing. Also provides referral to appropriate services if needed.

Program Type

Support Group

Target Population

- Regions Served:** Boston, Cambridge, Somerville
- Health Indicator:** Other: Hearing
- Sex:** All
- Age Group:** Adult, Adult-Young

- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations

Goal Description

10 adults who are deaf or very hard of hearing will receive support and information about their conditions and available treatments and technologies

Goal Status

Goal exceeded. More than 10 regularly attended the meetings.

Partners**Partner Name, Description**

James Battat, Hear @ Boston

Partner Web Address

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

Contact Information

Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu

Detailed Description

Not Specified

Face Forward Facial Plastics Program**Brief Description or Objective**

Provides surgical and follow up care to address facial injuries that result from domestic violence.

Program Type

Direct Services

Target Population

- **Regions Served:** All Massachusetts
- **Health Indicator:** Injury and Violence
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

At least one individual will receive reconstructive surgery to address injuries caused by domestic violence

Goal Status

Goal met. One individual received services.

Partners**Partner Name, Description**

Mass General Hospital

Partner Web Address

www.massgeneral.org

Contact Information

Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu

Detailed Description

Not Specified

Head and Neck Cancer Program**Brief Description or Objective**

Provides oral, head and neck cancer screening and education to help in the early identification of this cancer.

Program Type

Community Education, Health Screening

Target Population

- **Regions Served:** All Massachusetts
- **Health Indicator:** Not Specified
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations, Reducing Health Disparity**Goal Description**

At least 50 people will be screened for head/neck cancer

25 individuals affected by head/neck cancer will receive support and information about their condition and resources to address it.

Goal Status

Goal missed.

Goal exceed. More than 25 received information at our table.

Partners**Partner****Name, Description****Partner Web Address**

Mass General Hospital
www.massgeneral.org

Oral Head and Neck Cancer Alliance
http://www.headandneck.org/site/c.8hKNI0MEImI4E/b.6334391/k.27EA/OHANCAW_2011.htm

Contact Information

Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu

Detailed Description

Not Specified

Public Forum on Smell, Taste and Related Issues (Sinusitis)**Brief Description or Objective**

Seminar to increase awareness of conditions affecting smell/taste/sinus and interventions available to address these problems.

Program Type

Community Education

Target Population

- **Regions Served:** All Massachusetts
- **Health Indicator:** Other: Asthma/Allergies
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description

At least 5 individuals will receive information about conditions that affect smell and taste and the interventions available to address them.

Goal Status

Target exceeded. More than 40 people attended the public forum.

Partners**Partner Name, Description****Partner Web Address**

Mass. Eye and Ear otolaryngologists

www.MassEyeAndEar.org

Contact Information

Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu

Detailed Description

Not Specified

Laryngectomy Support Group w/ Boston Cured Cancer Club**Brief Description or Objective**

Provides support for those affected by throat cancer.

Program Type	Support Group
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Target Population	<ul style="list-style-type: none"> • Regions Served: All Massachusetts • Health Indicator: Not Specified • Sex: All • Age Group: Adult, Adult-Elder • Ethnic Group: All • Language: All
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Goals
Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
25 individuals affected by head/neck cancer will receive support and information about their condition and resources to address it.	Goal exceed. More than 35 received support or offer of support.

Partners

Partner Name, Description	Partner Web Address
Boston Cured Cancer Club for Laryngectomees	http://www.bostoncuredcancerclubforlaryngectomees.com/index.html

Contact Information	Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu
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Detailed Description	Not Specified
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Transportation Assistance

Brief Description or Objective	Program decreases barriers to service by providing transportation to medical care.
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Program Type	Direct Services
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Target Population	<ul style="list-style-type: none"> • Regions Served: All Massachusetts • Health Indicator: Access to Health Care • Sex: All • Age Group: All • Ethnic Group: All • Language: All
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Goals
Statewide Priority: Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
300 people who need assistance with transportation will receive taxi vouchers.	Target exceeded.

Partners

Partner Name, Description	Partner Web Address
Mass. Eye and Ear Social Work Department	www.MassEyeAndEar.org

Contact Information	Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu
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Detailed Description	Not Specified
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Social Work Consultations for Non-Mass. Eye and Ear patients

Brief Description or Objective	Social Work staff provides consultations to non-Mass. Eye and Ear patients to connect individuals with needed resources.
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Program Type	Direct Services,Health Coverage Subsidies or Enrollment
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Target Population	<ul style="list-style-type: none"> • Regions Served: All Massachusetts • Health Indicator: Access to Health Care • Sex: All • Age Group: All • Ethnic Group: All • Language: All
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Goals
Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
At least 20 non-Mass. Eye and Ear patients who require information and referrals for financial resources, vision and hearing resources, home care and education will receive help in securing those resources.	Goal exceeded. 25 took advantage of this service.

Partners

Partner Name, Description	Partner Web Address
Mass. Eye and Ear Social Work Department	www.MassEyeAndEar.org

Contact Information	Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu
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Detailed Description	Not Specified
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Access to Services Assistance

Brief Description or Objective	Provides under- or uninsured individuals assistance in identifying and accessing coverage for which they may be eligible.
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Program Type	Community Education,Outreach to Underserved
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Target Population	<ul style="list-style-type: none"> • Regions Served: All Massachusetts • Health Indicator: Access to Health Care • Sex: All • Age Group: Adult • Ethnic Group: All • Language: All
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Goals
Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
Financial counseling services will be provided to at least 3,500 un/under-insured patients who need help identifying and accessing coverage for which they may be eligible.	Goal exceeded.

Partners

Partner Name, Description	Partner Web Address
Mass. Eye and Ear Financial Counselors	www.MassEyeAndEar.org

Contact Information	Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu
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Detailed Description	Not Specified
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Howe Library Assistance

Brief Description or Objective	Provides assistance in researching information about a clinical condition or service in Mass. Eye and Ear's Medical Library.
Program Type	Community Education
Target Population	<ul style="list-style-type: none"> • Regions Served: Boston • Health Indicator: Other: Hearing, Other: Vision • Sex: All • Age Group: Adult • Ethnic Group: All • Language: All

Goals

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

Goal Description	Goal Status
Anyone who requires information about a clinical condition or service will be assisted in securing the information they need.	Target met.

Partners

Partner Name, Description	Partner Web Address
Chris Nims, Medical Librarian, Howe Library	www.MassEyeAndEar.org

Contact Information	Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu
Detailed Description	Not Specified

Free Parking Program

Brief Description or Objective	Provides free parking to individual/groups that are utilizing the hospital for education, support or other programs to promote prevention and health.
Program Type	Direct Services
Target Population	<ul style="list-style-type: none"> • Regions Served: Boston • Health Indicator: Other: Hearing, Other: Vision • Sex: All • Age Group: Adult • Ethnic Group: All • Language: All

Goals

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

Goal Description	Goal Status
At least 2,500 people who require free parking will receive it.	goal missed. Parking lot no longer under Mass. Eye and Ear control. Will adjust next cycle.

Partners

Partner Name, Description	Partner Web Address
Mass. Eye and Ear parking department	www.MassEyeAndEar.org

Contact Information	Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu
Detailed Description	Not Specified

Financial Support to Mission-oriented Organizations

Brief Description or Objective	A select few partners who support the Mass. Eye and Ear mission and provide resources to its target community receives financial support.
Program Type	Grant/Donation/Foundation/Scholarship
Target Population	<ul style="list-style-type: none"> • Regions Served: Boston-Greater • Health Indicator: Other: Hearing, Other: Vision • Sex: All • Age Group: All • Ethnic Group: All • Language: All

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

Goal Description	Goal Status
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A select few partners who support the Mass. Eye and Ear mission and provide resources to its target community receives financial support.	Goal met.
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Partners

Partner Name, Description	Partner Web Address
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Foundation Fighting Blindness Vision Walk	http://www.fightblindness.org/site/TR/VISIONWALK/VisionWalktr?fr_id=4281&pg=entry&AddInterest=1561
Perkins School for the Blind Dress for Success	http://www.perkins.org/

Contact Information	Pat Kreger, Director of External Affairs, Mass. Eye and Ear, Pat_Kreger@meei.harvard.edu
Detailed Description	Not Specified

Facial Paralysis Support Group

Brief Description or Objective	Ongoing support group for individuals with facial paralysis and their loved ones provides a forum for them to obtain support.
Program Type	Community Education,Support Group
Target Population	<ul style="list-style-type: none"> • Regions Served: Boston-Greater • Health Indicator: Other: Stress Management • Sex: All • Age Group: All • Ethnic Group: All • Language: All

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

Goal Description	Goal Status
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Provide support as needed for this group that has transition to mostly online.	Achieved.
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Partners

Partner Name, Description	Partner Web Address
Mass. Eye and Ear Facial Nerve Center	http://www.facialnervecenter.org/

Contact Information	Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu
Detailed Description	Not Specified

Vision Rehabilitation Education Program

Brief Description or Objective	Provides education on maximizing limited vision to caregivers to the elderly and the elderly themselves.
Program Type	Community Education
Target Population	<ul style="list-style-type: none"> • Regions Served: All Massachusetts, Boston, Boston-Greater • Health Indicator: Access to Health Care • Sex: All • Age Group: Adult-Elder • Ethnic Group: All • Language: All

Goals
Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
100 seniors and/or caregivers will receive information on rehabilitation options	Goal achieved.

Partners

Partner Name, Description	Partner Web Address
Mass. Eye and Ear Vision Rehabilitation Center	www.MassEyeAndEar.org

Contact Information	Not Specified
Detailed Description	Not Specified

Eyeglasses Program

Brief Description or Objective	Social work, patient financial counselors and Optical Shop staff collaborate to provide free eyeglasses to Mass. Eye and Ear patients who meet income and other eligibility guidelines and are unable to pay for eyeglasses.
Program Type	Direct Services
Target Population	<ul style="list-style-type: none"> • Regions Served: Boston • Health Indicator: Other: Vision • Sex: All • Age Group: All • Ethnic Group: All • Language: All

Goals
Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
At least 50 people who require eyeglasses but who cannot afford them will receive them for free.	Goal exceeded.

Partners

Partner Name, Description	Partner Web Address
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Mass. Eye and Ear Optical Shop www.MassEyeAndEar.org

Contact Information Mary_Leach@meei.harvard.edu, Mary_Leach@meei.harvard.edu

Detailed Description Not Specified

Social Work Consultations for Patients Needing Financial Assistance

Brief Description or Objective Staff from the Social Work department assists patients and families in securing lodging, meal vouchers, parking vouchers and other small necessities that make it possible to receive treatment at Mass. Eye and Ear.

Program Type Community Education

Target Population

- **Regions Served:** All Massachusetts
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

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

Goal Description **Goal Status**

Not Specified

Partners

Partner Name, Description	Partner Web Address
Mass. Eye and Ear Social Word Department	www.MassEyeAndEar.org

Contact Information Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu

Detailed Description Not Specified

Charitable Care Program

Brief Description or Objective Each year Mass. Eye and Ear provides free or discounted care to patients who are unable to cover the full cost of the services they utilize.

Program Type Direct Services

Target Population

- **Regions Served:** All Massachusetts
- **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, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description **Goal Status**

Provide charity care to those who qualify. Goal met.

Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information Mary Leach, Director of Public Affairs, Mass. Eye and Ear, Mary_Leach@meei.harvard.edu

Detailed Description Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2014	Approved Program Budget for 2014
Community Benefits Programs	Direct Expenses \$610,210 Associated Expenses Not Specified Determination of Need Expenditures \$0 Employee Volunteerism Not Specified Other Leveraged Resources Not Specified	\$3,431,163 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$2,331,533 HSN Denied Claims \$109,525 Free/Discount Care \$278,493 Total Net Charity Care \$2,719,551	
Corporate Sponsorships	\$34,300	
	Total Expenditures \$3,364,061	
Total Patient Care-Related Expenses for FY2014		\$167,119,464
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:	\$3,125,903 Certified
IRS 990:	Not Specified