

Organization Information

Organization Address and Contact Information

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| Organization Name: | Cooley Dickinson Hospital |
| Address (1): | 30 Locust Street PO Box 5001 |
| City, State, Zip: | Northampton, Massachusetts 01061-5001 |
| Web Site: | www.cooley-dickinson.org |
| Contact Name: | Jeff Harness |
| Contact Title: | Director, Community Health and Government Relations |
| Contact Department: | Community Health |
| Telephone Num: | (413) 582-2035 |
| Fax Num: | (413) 582-4963 |
| E-Mail Address: | JHarness@cooleydickinson.org |
| Contact Address (1): (If different from above) | 30 Locust Street |
| City, State, Zip: | Northampton, Massachusetts 01061 |

Organization Type and Additional Attributes

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|--|---|
| Organization Type: | Hospital |
| For-Profit Status: | Not-For-Profit |
| Health System: | Partners HealthCare |
| Community Health Network Area (CHNA): | Partnership for Health in Hampshire County (Northampton)(CHNA 3), |
| Regions Served: | County-Franklin, County-Hampshire, |

CB Mission

Community Benefits Mission Statement

Cooley Dickinson Health Care Corporation (Cooley Dickinson) will work in partnership with community leaders in business, government, education, religion, health care, public health and other areas to develop and enact a common vision of improving the health status of the communities and the people we serve. The Community Health Improvement Mission will be accomplished by providing accessible, quality health care services at a reasonable price, by taking an active role in assessing community needs, by developing a plan and allocating resources to said needs, and by serving as a role model for other institutions. The above mission was affirmed by the Cooley Dickinson Health Care Corporation Board of Trustees, February 1995; revised, August 1996; revised, October 2009.

Target Populations

| Name of Target Population | Basis for Selection |
|--|---|
| Local residents who are uninsured or underinsured | 2% of residents are uninsured (or approximately 2880 Hampshire County residents). |
| Latino residents who lack access to health care | Results of a needs assessment |
| Hampshire County residents with AIDS | Needs assessment |
| People at risk for opiate overdose and/or opiate addiction | Emergency Department utilization data; HOPE Coalition data |
| Hampshire County youth prevention coalitions | Need for technical support |

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| Residents with inadequate access to transportation to medical care | Needs assessment |
| Residents with inadequate access to behavioral health care | Needs assessment |
| Easthampton residents | Needs assessment |

Publication of Target Populations

Website

Hospital/HMO Web Page Publicizing Target Pop.

<https://www.cooleydickinson.org/about-us/commitment-to-community/benefiting-our->

Key Accomplishments of Reporting Year

The Cooley Dickinson Hospital Community Health Assessment, (<http://www.cooley-dickinson.org/about/community-health-assessment>), has been a valuable regional resource. It is used by the hospital and also local non-profits for planning and grant writing. We developed several partnerships to address needs discovered through the health assessment.

Program highlights for the reporting year include:

- A Positive Place served 187 clients. The program also received federal funding which allowed it to arrange for housing for 25 clients and family members and assistance to another 50 clients.
- The Hampshire County Health Access Task Force lead agency, Hilltown Community Health Center, opened the John P. Musante Community Health Center in June 2018.
- Cooley Dickinson collaborated with the Healthy Hampshire/Mass in Motion and Grow Food Northampton to pilot a mobile market program. The idea for the program was community driven and came out of the project to create a Hampshire County food systems assessment report.
- Building on a behavioral health care system mapping project from the previous year, highlights in 2018 include: continuing integrating behavioral health and primary care in our medical practice, continuing to address stigma by working collaboratively with other hospitals, an HMO, and behavioral health providers in the region. Together, the region is continuing the Mental Health First Aid training program.
- Easthampton projects that focused on healthy eating/active living continued a successful school gardening program and expanded to the middle school.
- An agency serving Latinos that the hospital supports finalized and announced a restructuring plan to better serve community needs for information and referral by joining a larger organization.
- Cooley Dickinson continues to participate in the Hampshire Opioid Prevention and Education coalition to address opioid overdose and/or opioid use disorder. We also implemented our own opioid task force recommendations including a new partnership to refer for medication assisted treatment, a new support program for pregnant or parenting mothers, and continued staff education specifically on the use of tools for opioid screening, referral, and patient education.
- Cooley Dickinson continues to support the Hilltown Easy Ride, which began operations over 1 year ago and is now seeing 75 riders each month. This is a collaborative project with the Hilltown Community Development Corporation, Councils on Aging, the Mass. Executive Office of Elders Affairs, and others. The focus is to reduce transportation barriers for rural senior citizens and others.
- Cooley Dickinson provided a grant to the Hilltown Community Health Centers to ensure access to medical interpreter services.
- Cooley Dickinson and Partners Health Care continue to participate in the MassHealth Accountable Care Organization initiative to create a robust local healthcare delivery system including MassHealth reforms aimed at improving social determinants of health as well as infrastructure to support system redesign. An area of emphasis in the first has been on completing screening for services for members.

Plans for Next Reporting Year

- Cooley Dickinson will continue to support healthy eating active living projects in Easthampton by partnering with Easthampton Public Schools and School Sprouts to promote school gardens, integrate healthy food into school meals, and educate parents and students about healthy meal preparation.
- Cooley Dickinson will continue to support the Easthampton Community Center's efforts to increase access to fresh fruit and vegetables for low income children and older adults.
- Cooley Dickinson will continue to support the Red Bag program, led by Grow Food Northampton. Red Bag provides fruit and vegetable bags to income eligible students at two elementary schools and the Northampton Senior Center.
- Cooley Dickinson will continue to provide financial support for the mobile market project, in partnership with Healthy Hampshire/Mass in Motion and Grow Food Northampton.
- Cooley Dickinson will continue to support the Youth of Color leadership initiative - a regional collaboration aimed at developing leadership skills and opportunities.
- Cooley Dickinson will transition funding support for information & referral and community outreach to Community Action, Casa Latina's new partner.
- Cooley Dickinson will continue to provide financial support to the Hilltown Community Health Center to ensure access to medical interpreter services at their four locations.
- Cooley Dickinson will continue to support the Prevention Needs Assessment Survey project, which coordinates risk and protective and behavioral data collection in regional schools in Hampshire County in 8th, 10th, and 12th grades.
- Cooley Dickinson will continue internal and community projects aimed at reducing opioid use and dependence and supporting a culture of recovery.

- Cooley Dickinson will continue to support the Western Massachusetts Veterans Outreach Project, which seeks to educate civilian health care providers to better understand and serve the needs of veterans and military families.
- Cooley Dickinson will partner with the United Way of Hampshire County and others to create an initiative to encourage and support more people of color to serve on more non-profit boards.
- Cooley Dickinson will participate in a regional project to promote trauma informed communities.
- Cooley Dickinson will continue participation in a regional collaborative project to improve transportation options for rural seniors.
- Cooley Dickinson will create a community outreach and marketing project to encourage low income women, Latinas, and lesbian and transgender women to have a screening mammogram.
- Cooley Dickinson will continue to support the LGBT community to obtain culturally appropriate health care.

Community Benefits Process

Community Benefits Leadership/Team

Jeff Harness, Director, Community Health and Government Relations

Laurie Lamoureux, Vice President, Finance

Julia Sorensen, Chief Marketing Officer Joanne Marqusee, Chief Executive Officer and President

Community Benefits Team Meetings

Meets monthly with community representatives and board members who are healthy communities committee members. Ad hoc internal meetings as needed.

Community Partners

City of Northampton/Mass in Motion

Clinical & Support Options

Prospect Meadow Farm of ServiceNet, Inc.

Mass. Councils on Aging

Mass. Department of Public Health

City of Northampton Health Department

City of Easthampton Health Department

Town of Amherst Health Department

Northampton Public Schools

Easthampton Public Schools

Amherst Survival Center

Community Action/Casa Latina

United Way of Hampshire County

Collaborative for Educational Services/Strategic Planning Initiative for Families and Youth

Pioneer Valley Planning Commission

Hilltown Community Health Center

Massachusetts General Hospital

Northampton Prevention Coalition

Easthampton Healthy Youth Coalition

Northwest District Attorney's Office

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

Published September, 2016. A comprehensive community health assessment was conducted in 2016.

Assessment activities were designed to more deeply understand the meaning behind the data in our 2013 report on health statistics as well as collect and interpret qualitative data for veterans and military families; lesbians, and transgender people.

We coordinated our 2016 community health needs assessment process with other hospitals in the Pioneer Valley.

We conducted key informant interviews with local health and civic leaders.

We conducted focus groups with veterans, military families, lesbians, and transgender people.

We held a community forum to identify priority health needs and also identify potential action steps.

We designed our community plan for FY 2016-19 to include projects related to these themes (and others).

Consultants/Other Organizations

Partners for a Healthier Community served as the lead consultant. Community Health Solutions, a program of

Data Sources

Community Focus Groups, Consumer Group, Hospital, Interviews, Other, Public Health Personnel, Surveys, Community Forums

CHNA Document - PDF format

[CDH 2016 CHNA.PDF](#)

Implementation Strategy (optional)

File Upload (optional)

[CDH CHIP 2017-2019.PDF](#)

Community Benefits Programs

A Positive Place (formerly AIDS Care Hampshire County)

| | |
|---|--|
| Program Type | Direct Services, |
| Statewide Priority | Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, |
| EOHHS Focus Issue(s) (optional) | Not Specified |
| DoN Health Priorities (optional) | Not Specified |
| Target Population | <ul style="list-style-type: none"> • Regions Served: County-Franklin, County-Hampshire, • Health Indicator: Other: HIV/AIDS, • Sex: All, • Age Group: All, • Ethnic Group: All, • Language: All, |

Goal Description

Provide case management and supportive services for people living with HIV or AIDS.

Goal Status

In progress. In FY18, 187 patients received medical case management, 25 received subsidized housing, 50 received housing search and assistance, 40 received recovery coaching, and 80 received peer support services.

Partners

| Partner Name, Description | Partner Web Address |
|---|---|
| Baystate Medical Center | http://baystatehealth.com/Baystate |
| Dr. Joanne Levin | Not Specified |
| Dr. Erick Granowitz | Not Specified |
| Hampshire and Franklin Counties Jail & House of Corrections | http://hampshiresheriffs.com |
| Holyoke Health Center | http://www.hhcinc.org/ |
| River Valley AIDS Project | http://www.rvcc-inc.org/ |
| Tapestry Health Services | http://www.tapestryhealth.org/ |
| Dr. William Swiggard | Not Specified |
| Aleah Nesteby, NP | Not Specified |
| CDHC LGBTQ Services | Not Specified |
| Three-County Continuum of Care | Not Specified |
| City of Springfield Housing & Urban Development | Not Specified |
| ServiceNet | Not Specified |
| CSO | Not Specified |
| Hiltown CDC & Hiltown Community Health Centers | Not Specified |
| HDAP | Not Specified |
| Gandara | Not Specified |
| HOPE | Not Specified |

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| Recovery Center | Not Specified |
| Hairston House | Not Specified |
| Council of Social Agencies | http://cosahampshirecounty.wordpress.com |
| Western Mass Health Equity Network | Not Specified |
| Franklin County Regional Network | Not Specified |

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| Contact Information | Betsy Shally-Jensen , Post Office Box #1299, Northampton MA 01061-1299 Tel: (413) 586-8288/ Fax: (413) 586-8996 |
| Detailed Description | Since 1991, A Positive Place, formerly AIDS CARE/Hampshire County, has been the sole provider of comprehensive, confidential case management and health-related support services, filling lifesaving needs for people living with HIV/AIDS in the county. In 2017, A Positive Place expanded its catchment area to include all of Franklin County and parts of Hampden. Anyone living with HIV or AIDS is eligible for services regardless of level of need, health status. Our services are free of charge to people living with HIV. In FY '18, 187 clients were served via Client Health Services & Peer Support contracts through MDPH. The program also received federal funding which allowed it to subsidize housing for 25 clients and family members, and to provide housing search and assistance to another 50 clients. |

Access to Care for LGBT Community

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|---|---|
| Program Type | Community Education, Health Professional/Staff Training, Physician/Provider Diversity, |
| Statewide Priority | Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, |
| EOHHS Focus Issue(s) (optional) | Not Specified |
| DoN Health Priorities (optional) | Not Specified |
| Target Population | <ul style="list-style-type: none"> • Regions Served: County-Hampshire, • Health Indicator: Access to Health Care, All, • Sex: All, • Age Group: All Adults, • Ethnic Group: All, • Language: All, |

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| Goal Description | Goal Status |
| Create a more welcoming environment for LGBT community | In progress. Our systems have been revised so that patients can now choose their gender, pronouns, and names without restriction. |
| Recruit a provider to offer primary care services to LGBT members of the community | In progress. More than 650 new LGBT patients have enrolled in primary care at our medical practice. Most of these new patients are transgender. They are now able to receive services in a culturally appropriate, welcoming manner. |
| Identify primary care providers who are ready to provide culturally competent services to LGBT patients. | In progress. Providers who have completed basic training are identified on our website with a rainbow circle to denote they provide affirming and competent care to LGBT patients. |
| Recruit additional primary care providers with a focus on delivering care to LGBT patients. | In progress. Recruitment is underway. |
| Identify needs of transgender patients in the region. | In progress. An assessment process has begun. |

Partners

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|----------------------------------|--|
| Partner Name, Description | Partner Web Address |
| Not Specified | Not Specified |
| Contact Information | Jeff Harness, Director, Community Health and Government Relations |
| Detailed Description | Increase access to culturally competent care for LGBT community members. |

Access to Care for Veteran and Military Families

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|--|--|
| Program Type | Community Education, Community Participation/Capacity Building Initiative, Health Professional/Staff Training, |
| Statewide Priority | Promoting Wellness of Vulnerable Populations, |
| EOHHS Focus Issue(s) (optional) | Not Specified |

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| DoN Health Priorities (optional) | Not Specified |
| Target Population | <ul style="list-style-type: none"> • Regions Served: County-Hampshire, • Health Indicator: Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Homelessness, Other: Safety - Home, Other: Stress Management, • Sex: All, • Age Group: All Adults, • Ethnic Group: All, • Language: All, |

| Goal Description | Goal Status |
|---|--|
| Develop a coalition to establish a training program for health care providers including medical and behavioral health | In progress. Coalition includes 8 agencies. |
| Develop training program topics and plan | In progress. Initial plan was created and implemented. A second phase was created and implemented. The Coalition is assessing third phase. |
| Implement training plan | In progress. A conference was created and promoted and held just after this reporting period. |
| Increase system coordination | In progress. A new website is now on-line. Increased communication between civilian health care system and VA system. |

Partners

| Partner Name, Description | Partner Web Address |
|--|---|
| Mass. Dept. of Public Health | https://www.mass.gov/orgs/department-of-public-health |
| ServiceNet | https://www.servicenet.org/ |
| Veterans Administration Medical Center | https://www.centralwesternmass.va.gov/ |
| Veterans Education Project | https://vetsed.org/ |

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| Contact Information | Jeff Harness, Director, Community Health and Government Relations |
| Detailed Description | To increase community and institutional provider knowledge of working with veterans and military families and to increase regional capacity to serve veterans. |

Behavioral Health Access Program

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|---|--|
| Program Type | Community Health Needs Assessment, Community Participation/Capacity Building Initiative, Outreach to Underserved, |
| Statewide Priority | Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, |
| EOHHS Focus Issue(s) (optional) | Not Specified |
| DoN Health Priorities (optional) | Not Specified |
| Target Population | <ul style="list-style-type: none"> • Regions Served: County-Hampshire, • Health Indicator: Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, • Sex: All, • Age Group: All, • Ethnic Group: All, • Language: All, |

| Goal Description | Goal Status |
|---|---|
| Develop and implement behavioral health access projects. | In progress. In FY18 Cooley Dickinson focused on access to care for veterans and military families. |
| Promote community awareness of the effects of trauma and the benefits of creating a trauma informed approach. | In progress. A multi-agency Coalition was established to promote awareness. |
| Plan a community conference on adverse childhood experiences and plan a conference. | A conference was planned and occurred just after reporting period. |

Partners

| Partner Name, Description | Partner Web Address |
|---|---|
| Clinical & Support Options | http://www.csoinc.org/ |
| Massachusetts Department of Mental Health | http://www.mass.gov/eohhs/gov/departments/dmh/ |
| Massachusetts Department of Public Health | http://www.mass.gov/eohhs/gov/departments/dph/ |
| National Alliance on Mental Illness - Western Massachusetts | http://www.namiwm.org/ |
| ServiceNet | http://www.servicenet.org/ |
| Western Massachusetts Veterans Outreach Project | https://www.westernmassveteransoutreach.com |
| Collaborative for Educational Services | www.collaborative.org |

Contact Information

Jeff Harness, Director of Community Health and Government Relations

Detailed Description

Cooley Dickinson reviewed the mental health care needs identified by the community in our most recent community health needs assessment. We reviewed results from key informant interviews and community-based forums. Key themes include: * Barriers exist when trying to access psychiatrists or primary care physicians. * Early screening, day treatment, and transitional care are essential services. * There is a need for greater community awareness about the impact of adverse childhood experiences and the need for trauma informed approaches.

Community Dialogues on Race

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| Program Type | Community Education, Community Participation/Capacity Building Initiative, |
| Statewide Priority | Reducing Health Disparity, |
| EOHHS Focus Issue(s) (optional) | Not Specified |
| DoN Health Priorities (optional) | Not Specified |
| Target Population | <ul style="list-style-type: none">• Regions Served: County-Franklin, County-Hampshire,• Health Indicator: Other: Cultural Competency, Other: Education/Learning Issues, Other: Parenting Skills,• Sex: All,• Age Group: All Adults,• Ethnic Group: All,• Language: All, |

Goal Description

Create a plan and pilot project to increase the number of people of color on non-profit boards and increase the readiness of non-profit organizations to become more aware of unconscious bias and institutional racism..

Goal Status

In progress. A planning team has begun developing the project and recruiting agencies and community members to participate.

Partners

| Partner Name, Description | Partner Web Address |
|----------------------------------|---|
| Amherst Survival Center | https://amherstsurvival.org/ |
| Smith College Jandon Center | https://www.smith.edu/academics/jandon-center |
| United Way of Hampshire County | https://www.uwhampshire.org/ |
| Collaborative Education Services | https://www.collaborative.org/ |

Contact Information

Jeff Harness, Director, Community Health and Government Relations

Detailed Description

To provide an opportunity for structured, facilitated discussion about race and racism and actions to reduce institutional racism.

Easthampton Healthy Eating/Active Living Projects

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|---|--|
| Program Type | Community Education, Community Health Needs Assessment, Community Participation/Capacity Building Initiative, School/Health Center Partnership, |
| Statewide Priority | Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, |
| EOHHS Focus Issue(s) (optional) | Not Specified |
| DoN Health Priorities (optional) | Not Specified |
| Target Population | <ul style="list-style-type: none"> • Regions Served: Easthampton, Northampton, • Health Indicator: Other: Diabetes, Other: Nutrition, Overweight and Obesity, Physical Activity, • Sex: All, • Age Group: All, • Ethnic Group: All, • Language: All, |

| Goal Description | Goal Status |
|--|--|
| Promote gardening and integrate food into school curriculum. | In progress. Easthampton schools have implemented gardening in several locations and have integrated the produce into school meals and curriculum. |
| Support healthy eating within summer meals program for low income children and elders in Easthampton. | In progress. In FY18, children participated in Kid's Bag Program, operated by the Easthampton Community Center |
| Encourage activity and healthy eating by children in foster care and elders living in their community. | Completed. Program has enhanced their garden and incorporated healthy food into intergenerational cooking demonstrations. |
| Support healthy eating within summer meals program for low income students in Northampton. | Grow Food Northampton distributed bags of food to children and their families through its Red Bag program. |

Partners

| Partner Name, Description | Partner Web Address |
|------------------------------------|---|
| Easthampton Community Center | https://www.facebook.com/EasthamptonCommunityCenter |
| Easthampton Congregational Church | http://www.easthamptonucc.org/ |
| Easthampton Council on Aging | http://www.easthamptonseniorcenter.org/ |
| Easthampton Health Department | http://www.easthampton.org/ |
| Easthampton Public Schools | http://www.easthampton.k12.ma.us/ |
| School Sprouts Educational Gardens | http://schoolsprouts.org/ |
| TreeHouse Foundation | http://refca.net/ |

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| Contact Information | Jeff Harness, Director of Community Health and Government Relations |
| Detailed Description | Cooley Dickinson Hospital promotes healthy eating and active living. We have prioritized Easthampton in recent years based on findings from our health assessment. In FY 18 we provided funding for a project in Easthampton Public Schools and in partnership with School Sprouts, a school-based gardening curriculum, to integrate garden and food learning into the school's curriculum including sending food and recipes home with students to stimulate family discussion about healthy eating. We also provided funding to Easthampton Community Center to promote fruits and vegetables to elders and children in their summer food program. We also provide support for Grow Food Northampton's Red Bag program, which provides fresh fruit and vegetables to income eligible students and their families. In FY 18 we provided seed money to establish a mobile market. The project was developed by residents and was successful in its pilot phase. The priority for the market was to stop at low income housing communities. |

Hampshire County Health Access Task Force

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|---|---|
| Program Type | Community Participation/Capacity Building Initiative, |
| 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, |
| EOHHS Focus Issue(s) (optional) | Not Specified |
| DoN Health Priorities (optional) | Not Specified |

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| Target Population | <ul style="list-style-type: none"> • Regions Served: Amherst, County-Franklin, County-Hampshire, • Health Indicator: Access to Health Care, All, • Sex: All, • Age Group: Adult, • Ethnic Group: All, • Language: All, |
| Goal Description | Goal Status |
| Establish a satellite health center in the Amherst, MA area. | In progress. Musante Health Center opened in June 2018. Through mid-November there have been 791 medical visits by 374 patients from 69 zip codes. There have been 905 dental visits by 351 patients from 41 zip codes. |
| Ensure medical interpreter services are available at new health center. | In progress. About 20% of patients are Spanish speaking, 54% of the interpreter service requests have been for Spanish. All forms have been translated into Spanish and outreach materials have been translated into Spanish, Portuguese, and Simplified Chinese |

| Partners | |
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| Partner Name, Description | Partner Web Address |
| Amherst Survival Center | http://amherstsurvival.org/ |
| Blue Cross Blue Shield Foundation of Massachusetts | http://bluecrossmafoundation.org/ |
| Center for New Americans | http://www.cnam.org/ |
| Cooley Dickinson Hospital | https://www.cooley-dickinson.org |
| Hampshire Health Connect | http://www.cooley-dickinson.org/services/hampshire-health-connect |
| Hilltown Community Health Center | http://www.hchcweb.org/ |
| Representative Ellen Story's office | Not Specified |
| Town of Amherst | http://www.amherstma.gov/ |
| University of Massachusetts Amherst | http://www.umass.edu/ |

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| Contact Information | Jeff Harness, Director of Community Health and Government Relations |
| Detailed Description | The Hampshire County Health Access Task Force is a group of stakeholders that convened regularly to discuss gaps in health insurance coverage for vulnerable populations and how to leverage resources to address these gaps. The group helped plan the John P. Musante Health Center, which opened in June, 2018. |

| Latino Health Access | |
|---|--|
| Program Type | Community Education, Outreach to Underserved, |
| Statewide Priority | Reducing Health Disparity, |
| EOHHS Focus Issue(s) (optional) | Not Specified |
| DoN Health Priorities (optional) | Not Specified |
| Target Population | <ul style="list-style-type: none"> • Regions Served: County-Franklin, County-Hampshire, • Health Indicator: Access to Health Care, • Sex: All, • Age Group: All, • Ethnic Group: All, • Language: All, |

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| Goal Description | Goal Status |
| Support a local Latino serving agency to provide patient navigation services. | In progress. Program entered crisis mode and had only part time staff at beginning of year. Program continued serving clients but was unable to accurately report. Program is being reorganized within another, established organization. |

| Partners | |
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| Partner Name, Description | Partner Web Address |
| Casa Latina | http://www.casalatinainc.org/ |
| Community Action Pioneer Valley | https://www.communityaction.us/ |

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| Contact Information | Jeff Harness, Director, Community Health and Government Relations |
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| Detailed Description | To increase access to culturally competent/relevant health-related services for the local Latino community. |
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Opioid Overdose Prevention

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| Program Type | Prevention, |
| Statewide Priority | Promoting Wellness of Vulnerable Populations, |
| EOHHS Focus Issue(s) (optional) | Not Specified |
| DoN Health Priorities (optional) | Not Specified |
| Target Population | <ul style="list-style-type: none"> • Regions Served: Amherst, Belchertown, Chesterfield, Deerfield, Easthampton, Goshen, Hadley, Hatfield, Huntington, Middlefield, Northampton, Pelham, Sunderland, Williamsburg, Worthington, • Health Indicator: Other: Alcohol and Substance Abuse, Substance Abuse, • Sex: All, • Age Group: Adult, Adult-Young, Child-Teen, • Ethnic Group: All, • Language: All, |

| Goal Description | Goal Status |
|--|--|
| Increase availability of intervention options. | In progress. Developed preferred provider agreement with a local medication assisted treatment provider. |
| Reduce incidence of opiate overdose. | In progress. This target is shifting due to increased use of fentanyl. |
| Reduce supply of pain medication. | In progress |

Partners

| Partner Name, Description | Partner Web Address |
|---|---|
| City of Northampton Health Department | http://www.northamptonma.gov/245/Health |
| Easthampton Healthy Youth Coalition | http://www.easthamptoncoalition.org/ |
| Hampshire Opioid Prevention and Education Coalition | http://www.hampshirehope.org/tag/northampton-prevention-coalition/ |
| Northwest District Attorney | http://www.northwesterndistrictattorney.org/ |
| Strategic Planning Initiative for Families and Children | http://www.collaborative.org/programs/community-health/spiffy-coalition |
| Town of Amherst Health Department | https://www.amherstma.gov/65/Health |
| Town of Easthampton Health Department | http://www.easthampton.org/ |
| On-Call Healthy Living Program | http://yourhealthylivingprogram.com/ |

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| Contact Information | Jeff Harness, Director, Community Health and Government Relations |
| Detailed Description | Reduce incidence of opioid overdose by working in partnership with medical providers, other health agencies, community-based and municipal programs, law enforcement, and others to reduce supply of unneeded pain medications, create greater community awareness. |

Opioid Use Disorder Project

| | |
|---|--|
| Program Type | Community Education, Community Participation/Capacity Building Initiative, Direct Services, Prevention, |
| Statewide Priority | Promoting Wellness of Vulnerable Populations, |
| EOHHS Focus Issue(s) (optional) | Not Specified |
| DoN Health Priorities (optional) | Not Specified |
| Target Population | <ul style="list-style-type: none"> • Regions Served: County-Franklin, County-Hampshire, • Health Indicator: Other: Alcohol and Substance Abuse, Other: Chronic Pain, Other: Education/Learning Issues, Other: Safety - Home, Substance Abuse, • Sex: All, • Age Group: All, • Ethnic Group: All, |

- **Language:** All,

Goal Description

Implement organization wide initiative to reduce overdose, reduce dependence, recognize and treat opioid use disorder as a disease, increase access to treatment

Join a community coalition that is addressing opioid use disorder

Encourage use of recovery coaches to support people with an opioid use disorder

Provide or arrange referral for medication assisted treatment

Goal Status

In progress. An internal task force was created and has mostly implemented an extensive plan including adding opioid tools to the electronic medical record (e.g. screening, referral) and staff education.

In progress. Organizational member of the HOPE Coalition

In progress. A pilot project in the Emergency Department was not successful due to the limited hours available due to funding constraints. A regional program that includes local police departments and a behavioral health agency is in place.

In progress. More than 20 providers recently completed the buprenorphine waiver training. A preferred provider agreement was created with a local MAT provider.

Partners

Partner Name, Description

HOPE Coalition

Northampton Police Department

Northwest District Attorney

Northampton Health Department

Partner Web Address

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

<https://www.northamptonpd.com/>

<https://northwesternda.org/>

<http://www.northamptonma.gov/245/Health>

Contact Information

Jeff Harness, Director, Community Health and Government Relations

Detailed Description

Address the opioid crisis by partnering with a local coalition as well as implementing a health system-wide initiative to reduce overdose risk, reduce opioid dependence, and increase access to treatment for substance use disorder.

Reducing Teen Substance Abuse

Program Type

Community Health Needs Assessment, Community Participation/Capacity Building Initiative,

Statewide Priority

Promoting Wellness of Vulnerable Populations,

EOHHS Focus Issue(s) (optional)

Not Specified

DoN Health Priorities (optional)

Not Specified

Target Population

- **Regions Served:** County-Hampshire,
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse, Other: Nutrition, Other: Smoking/Tobacco, Tobacco Use,
- **Sex:** All,
- **Age Group:** Child-Teen,
- **Ethnic Group:** All,
- **Language:** All,

Goal Description

Develop list of contacts at schools.

Develop materials for PNAS administration.

Disseminate findings and develop action plans.

Implement PNAS.

Goal Status

Completed

Completed

In progress. Local coalitions have presented findings to members and community action plans have been updated.

Completed

Partners

Partner Name, Description

Easthampton Healthy Youth Coalition

Northampton Prevention Coalition

Strategic Planning Initiative for Families and Youth (a program of the Collaborative for Educational Services)

Partner Web Address

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

<http://northamptonprevents.org/>

<http://www.collaborative.org/programs/families-and-youth>

| | |
|-----------------------------|---|
| Contact Information | Jeff Harness, Director of Community Health and Government Relations |
| Detailed Description | Provide support to a local prevention coalition to plan and implement the Prevention Needs Assessment Survey in 2017 in middle and high schools (grades 8, 10, and 12) in Hampshire County. |

Transportation for Vulnerable Populations

| | |
|---|---|
| Program Type | Community Participation/Capacity Building Initiative, |
| Statewide Priority | Promoting Wellness of Vulnerable Populations, |
| EOHHS Focus Issue(s) (optional) | Not Specified |
| DoN Health Priorities (optional) | Not Specified |
| Target Population | <ul style="list-style-type: none"> • Regions Served: County-Hampshire, • Health Indicator: Access to Health Care, • Sex: All, • Age Group: Adult-Elder, • Ethnic Group: All, • Language: All, |

Goal Description

Establish a van service to provide rides to medical appointments, shopping, social activities.

Goal Status

In progress. The Hilltown Easy Ride service began in June 2017. It is operated by the Hilltown CDC and serves isolated older adults and people with disabilities. An average of 75 monthly riders is using the services for medical appointments, shopping, and social activities.

Partners

| Partner Name, Description | Partner Web Address |
|--|---|
| Franklin Regional Transportation Authority | http://frta.org/ |
| Goshen Council on Aging | http://www.goshen-ma.us/home/committees/council-on-aging |
| Highland Valley Elder Services | http://www.highlandvalley.org/ |
| Hilltown Community Development Corporation | http://www.hilltowncdc.org/ |
| Hilltown Community Health Center | https://www.hchcweb.org/ |
| Northampton Veterans Services (and other municipalities) | http://www.northamptonma.gov/194/Veterans-Services |

| | |
|-----------------------------|---|
| Contact Information | Jeff Harness, Director, Community Health and Government Relations |
| Detailed Description | Support an initiative to increase transportation options for rural elders and people with disabilities. |

Expenditures

Community Benefits Programs

| Expenditures | Amount |
|------------------------------------|---------------|
| Direct Expenses | \$919,927.00 |
| Associated Expenses | Not Specified |
| Determination of Need Expenditures | Not Specified |
| Employee Volunteerism | Not Specified |
| Other Leveraged Resources | \$590,708.00 |

Net Charity Care

| Expenditures | Amount |
|----------------|----------------|
| HSN Assessment | \$1,328,809.00 |

| | |
|------------------------|----------------|
| HSN Denied Claims | Not Specified |
| Free/Discount Care | \$241,742.00 |
| Total Net Charity Care | \$1,570,551.00 |

| | |
|------------------------|--------------|
| Corporate Sponsorships | \$106,661.00 |
|------------------------|--------------|

| | |
|---------------------------|----------------|
| Total Expenditures | \$3,187,847.00 |
|---------------------------|----------------|

| | |
|-------------------------------|------------------|
| Total Revenue for 2018 | \$180,667,643.00 |
|-------------------------------|------------------|

| | |
|---|------------------|
| Total Patient Care-related expenses for 2018 | \$185,693,109.00 |
|---|------------------|

| | |
|---|----------------|
| Approved Program Budget for 2019 | \$3,187,847.00 |
|---|----------------|

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

| | |
|------------------|---------------|
| Comments: | Not Specified |
|------------------|---------------|

Optional Information

Community Service Programs

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

| | |
|--|---------------|
| Link to Hospital Formatted PDF Community Benefits Report: | Not Specified |
|--|---------------|

| | | |
|------------------|---------------|---------------|
| Bad Debt: | Not Specified | Not Specified |
|------------------|---------------|---------------|

| | |
|-----------------------------|---------------|
| Optional Supplement: | Not Specified |
|-----------------------------|---------------|

Current Status: Published

Data as of: 6/3/2019 3:13:09 PM
