

PARTNERS CONTINUING CARE

Introduction

Partners Continuing Care is the Non-Acute Care Services Division of Partners HealthCare. As a key part of Partners integrated health care delivery system, Partners Continuing Care is dedicated to providing a comprehensive array of rehabilitation, long term acute care, skilled nursing, home health care and hospice services to patients and their families.

This comprehensive and growing network maintains a strong presence throughout its communities, as well as, a broad range of collaborative relationships with community groups and health care providers throughout eastern New England. Spanning the continuum of care, the organization includes the Spaulding Rehabilitation Hospital Network, the Rehabilitation Hospital of the Cape and Islands, Shaughnessy-Kaplan Rehabilitation Hospital, North End Rehabilitation and Nursing Center, The Boston Center for Rehabilitative and Sub-Acute Care, two joint partnerships with Clark House Nursing Center at Fox Hill Village and Youville Hospital and Rehabilitation Center, Partners Home Care, and Partners Hospice.

Spaulding Rehabilitation Hospital Network

For more than 35 years, Spaulding Rehabilitation Hospital, centrally located in the heart of Boston, has been helping individuals return to functional lives after illness or injury. Ranked among the top ten rehab hospitals in the nation on the 2007 *U.S. News & World Report* list of America's Best Hospitals, Spaulding is the number one provider of rehabilitation services in New England, with more than 20 percent of the market share. It is the region's largest rehabilitation facility.

A hallmark of Spaulding's mission is its commitment to teaching and research. Spaulding is home to the Harvard Medical School's Residency Program in Physical Medicine and Rehabilitation, which is among the top five in the United States. Research has increased steadily over the past five years, focusing on mobility, neurological disorders, musculoskeletal function, physical activity effect, rehabilitation engineering, and intervention assessment. A range of government organizations and private foundations fund the network's research protocols.

Mission Statement

The Spaulding Network enables persons to achieve their highest level of function, independence, and performance through the following mission:

- *To provide a full continuum of rehabilitation care, and community-based rehabilitation services*
- *To contribute new knowledge and treatment approaches to rehabilitation and disease and injury management through research and outcome studies*
- *To educate future rehabilitation specialists, including physicians, nurses, therapists, and other allied health professionals*

- *To advocate for persons with disabilities*
- *To support the mission of Partners HealthCare and collaborate with other health care providers*

Rehabilitation Care for Publicly-Insured Populations

A specialty care facility, Spaulding is not part of the Commonwealth of Massachusetts' free care pool for the uninsured. Nevertheless, Spaulding provides free care on a limited basis to individuals in need of rehabilitation services and who are unable to pay. Spaulding also serves a large number of federally and state-supported patients. Medicare or Medicaid patients constitute a significant portion of Spaulding's caseload.

Improving Access to Care

Spaulding's main campus is near Massachusetts General Hospital (MGH) and other Boston hospitals, but its community of patients knows no hard and fast borders. The hospital's network of eight outpatient rehabilitation centers -- on-site in the hospital, as well as, Braintree, Brighton, Downtown Crossing, Framingham, Medford, Cambridge, and Wellesley -- make it more convenient for patients to access care. The centers offer physical therapy, occupational therapy, speech-language therapy, complementary alternative medicine, and psychiatry services. Specialized rehabilitation services such as vocational rehabilitation programs are available at selected sites. Together, ambulatory services at Spaulding's outpatient centers handled more than 134,000 patient visits in FY2007.

Improving Access through Interpreter Services

Spaulding provides interpreting services for its patients. The hospital has a foreign-language interpreter available who arranges for the interpretation and translation of more than 15 foreign languages and American Sign Language, through an arrangement with MGH. During FY2007, Spaulding and MGH interpreters conducted more than 6,500 interpretations.

Serving the Special Needs Community

Adaptive Sports and Recreation at Spaulding

Spaulding's Dr. Charles H. Weingarten Adaptive Sports and Recreation Program reminds individuals with disabilities that they can enjoy activities despite their disabilities and that they can focus on what they can do and not on what they can't. By participating in activities such as windsurfing, sailing, rock climbing, boating, and biking, individuals with disabilities learn new experiences with adapted athletic equipment, thus learning new life skills and building self-confidence, along with stronger overall health.

The program has grown immensely during the last four years. In FY2007, outdoor activities ran for more than five months and had 500+ participants who completed more than 1,100 sports sessions.

Activities offered meet the needs of individual participants. For those up to the challenge of water sports, the program has kayaking, canoeing, and rowing. A 70-foot by 60-foot adaptive sports and recreation pier, located behind the hospital on the banks of the Charles River, allows participants to gain access to watercraft on the Charles.

In addition to serving inpatients and outpatients, Spaulding's adaptive sports and recreation program strives to serve the community at large. Through Spaulding's collaboration with AccesSport America and other local organizations, the program expanded to include year-round community programming, including basketball, fitness, and tennis, as well as, specialty outings that feature horseback riding, winter skiing, and hiking.

Quarterly Newsletter for Individuals with Disabilities

Spaulding produces *Disability Issues*, a newsletter dedicated to informing and aiding individuals with disabilities. The newsletter has a circulation of 6,000 and is directed to a readership of individuals with disabilities throughout the New England region, as well as, organizations that serve those individuals. Spaulding designs and prints the newsletter quarterly.

A Special Relationship with the National Spinal Cord Injury Association

Spaulding has special ties to the Greater Boston Chapter of the National Spinal Cord Injury Association. A representative of the group has an office at Spaulding's inpatient spinal cord injury unit. Together, Spaulding and the GBC/NSCIA run support groups for patients with spinal cord injury and their families.

Advocating for and Educating Individuals with Disabilities

Spaulding hosts an annual lecture series called *Bridges to Community*. Dedicated to raising awareness of the day-to-day challenges faced by individuals with a disability and their families, the lectures provide information to a broad constituency of patients, families, and the professionals who serve them. Topics focus on practical issues, such as gaining access to extended rehabilitation and community-based services, the impact of psychosocial changes, financial planning and special needs trusts, and more. The lectures are free and open to the public.

This year, the new role of Disability Resource Coordinator for Partners Healthcare was established. This role is housed at Spaulding Rehabilitation Hospital and serves all of the Partners affiliates. This is a first of its kind position for any health care organization in Boston. The role of the coordinator is to proactively work with employers, employees, patients, family members, visitors, and anyone with a disability who enters any of the Partners facilities, to ensure the environment fully meets all federally required standards. When necessary, the coordinator works with state agencies and other disability related organizations to advocate for necessary disability accommodations. Another key aspect of this role is to raise awareness and educate both health care professionals and the general community about the needs of people with a disability.

Spaulding-Framingham continued to expand the *In My Shoes: Disability Awareness Program*, by partnering with four local schools and reaching over 550 students in Franklin, Hopkinton, Ashland, and Northbridge. The program, designed for grades four through six, is conducted over several class sessions, and teaches non-disabled students about the challenges faced by their disabled peers through a mixture of active exercises, readings, and class discussions, all while emphasizing learning and understanding.

Serving its Community

Meeting Space for Community Groups

In support of individuals and groups who work hard to help themselves, Spaulding opens its doors as a place to hold their gatherings. Local Alcoholics Anonymous groups, the Aphasia Community Group, Boston Acquired Brain Injury Support Group, the Greater Boston Chapter of the National Spinal Cord Association, and the Chronic Pain Support Group, all have found a home for their regular meetings at Spaulding.

Educating the Community about Good Health Habits

Spaulding clinicians made health care and safety presentations to groups at community centers, hospitals, councils on aging, bookstores, and other rehabilitation facilities. Physicians spoke to senior citizens about managing lower back pain and rehabilitating lower extremity disabilities that result from diabetic complications.

Spaulding participated in the largest free health care event in Boston's history, the Channel 7 News/Partners Health Expo, on June 23 and 24, 2007. Over 70,000 people attended this health fair, and Spaulding provided free stroke screenings and information, helmet product advice, and summer safety tips. Several Spaulding physicians provided free lectures as part of the event as well.

On September 30, 2007, Spaulding also participated in the El Planeta, Health and Family Event (Salud y Familia), an interactive and free event, designed for the Hispanic community in New England. Families from all walks of life attended to spend a Sunday afternoon where they learned about area schools, healthy living ideas, and also several health care providers. Spaulding Rehabilitation Hospital was the only rehabilitation facility present and offered bilingual health advice from physicians, therapists and other health care professionals.

The Spaulding Outpatient Centers participated in community fairs and open houses. Moreover, the Spaulding-Framingham, Spaulding-Wellesley, and Spaulding-Medford outpatient sites offer free annual conditioning clinics to skiers, golfers, and runners in their communities. The physical therapists at Spaulding- Brighton physical therapists continued with their free "Ask a Therapist" sessions at the Allston/Brighton YMCA. These sessions have served more than 250 members of the Allston/Brighton community during the past year.

In FY2007, Spaulding's outpatient centers in Boston, Braintree, Framingham, Medford, and Wellesley published and mailed bi-annual newsletters *Spaulding's Community Connection's*, providing information about health-related issues to approximately 10,000 patients and other members of the community.

Educational Affiliations

Spaulding provides training and internship opportunities to 400 students annually in nursing, speech-language pathology, physical therapy, occupational therapy, and other clinical disciplines. Among the hospital's clinical affiliates are the MGH Institute of Health Professions, Boston College, Northeastern University, Boston University, University of Massachusetts at Lowell, University of Massachusetts at Boston, Salem State College, Laboure College, Roxbury Community College, and Simmons College.

Spaulding also serves as the chief training site for residents in Harvard Medical School's Program of Physical Medicine and Rehabilitation (PM&R). Currently, 19 PM&R residents are enrolled in the program. In addition, Spaulding is hosting fellowships in Pain Management, Neuro-rehabilitation and Sports Medicine from world-renowned institutions such as Singapore General Hospital, University of Roma, University of Bologna, University of Padua, Italy, Rutgers University, and MIT. Also, Spaulding and the VA have a joint sponsorship for a Spinal Cord Injury Fellowship. Spaulding also provided training to Boston Medical Center PM&R residents who have experienced TBI and Amputee rotations.

Spaulding's Department of Nursing annually offers a comprehensive, 13-week course called *Rehabilitation Nursing: Process and Principles*. The course prepares staff for certification in rehabilitation nursing and helps staff develop a stronger foundation in rehabilitation. On average, 60 nursing professionals participate each year.

Spaulding's vocational rehabilitation specialists conduct in-services for employers, insurers, and other vocational rehabilitation agencies regarding patients who return to work after rehabilitation from a job-related injury. The vocational rehabilitation specialists hold in-service sessions for the patient's colleagues to help them understand the disability at hand and the reasonable accommodations that the returning worker may need.

Spaulding clinicians also visit homes, schools, and health care facilities to teach fellow clinicians about treatment innovations developed at the hospital. They exhibit posters for the educational benefit of their colleagues at professional conferences and meetings all over the country and even abroad.

Rehabilitation Hospital of the Cape and Islands

Community Benefits Mission Statement

The Rehabilitation Hospital of the Cape and Islands (RHCI) is a 60-bed, not-for-profit, acute rehabilitation hospital. Opened in 1995, RHCI was developed to bring advanced rehabilitation care to residents of Cape Cod, the Islands, the South Shore, and South Coast regions of Massachusetts.

In addition to establishing comprehensive inpatient and outpatient programs, RHCI has developed numerous specialty programs to meet the needs of the community.

The mission of the Rehabilitation Hospital of the Cape and Islands is to help persons reach their highest potential for function, independence and quality of life by:

- *Providing a comprehensive continuum of high quality rehabilitation services*
- *Serving as a leader and an advocate in identifying and responding to the rehabilitation needs of individuals residing in the region*

RHCI contributes to excellence in rehabilitation by:

- *Serving as a clinical site for the education of nursing and therapy students*
- *Enhancing clinical practice by educating area health care professionals and referral sources about rehabilitation through formal and informal educational opportunities*

RHCI also conducts a number of free, public service programs designed to:

- *Promote the health of residents through educational programs, often emphasizing prevention and early detection, and screenings*
- *Increase access to rehabilitation care by increasing awareness of the hospital's mission and services, often through collaborations with other organizations*

Key Accomplishments of Reporting Year

RHCI Center for NeuroRecovery Continues Adding Resources to Treat Stroke, Parkinson's Disease, Cerebral Palsy, and Other Neurological Disorders

In 2007, RHCI continued its focus on enhancing the programs available through the RHCI Center for NeuroRecovery to meet the needs of Cape Cod and Southeastern Massachusetts communities. RHCI's service area includes a large percentage of retirees and the elderly, groups particularly at risk for stroke and falls resulting in brain injury. Other common neurological diagnoses treated by RHCI staff are multiple sclerosis, cerebral palsy and traumatic brain injury/multiple trauma.

Investment in Technology and Innovation

RHCI's commitment to offer cutting-edge neurorehabilitation includes offering the most promising evidence-based therapy interventions and technologies.

- **Bioness NESS L300™** – As 2006 ended, RHCI therapists had received training and had integrated into therapy the NESS L300 neuroprosthesis, breakthrough technology to treat foot drop, a common result of stroke and other neurological diseases and injuries. In February 2007, RHCI formally announced the program, becoming the first hospital in the country to launch this breakthrough technology and raising the level of neurorehabilitation services available to patients in the region. The technology is in use at RHCI and three of its outpatient locations.

The NESS L300 uses wireless electrical stimulation technology to reduce or eliminate the problem of foot drop due to impairment of the central nervous system. It is an additional therapeutic modality for patients with foot drop due to stroke and brain injury. RHCI staff employ the technology to improve function in patients with multiple sclerosis and cerebral palsy, including pediatric patients who meet certain size requirements for using the device. RHCI therapists use the NESS L300 in the immediate post-stroke or post-brain injury period to accelerate return of function and to allow stroke survivors to engage in more functional activities. In the outpatient setting, therapists incorporate this modality into an overall treatment plan to improve mobility and promote neuromuscular reeducation. They can also offer individuals with long-standing impairment the chance to realize new functional gains, improve walking ability, and increase their access to the community – even years after the initial diagnosis.

- RHCI had also acquired **Vital-Stim®** technology at the end of 2006. The device is the only neuromuscular electrical stimulation device approved by the FDA to treat dysphagia, or difficulty swallowing. It can improve swallowing in patients with a wide range of neurological disorders, from stroke, brain injury and Parkinson's disease to Lou Gherig's disease. In the outpatient setting, speech therapists are also using Vital-Stim to treat patients with chronic swallowing disorders who have not responded to other forms of treatment, as well as, those with recent strokes and other neurological injuries. Vital-Stim® therapy is available at RHCI in Sandwich.
- The **SaeboFlex** Arm Training System, introduced in the summer, gives therapists another therapeutic intervention to use with patients suffering neurologically-based hand and arm impairment. The SaeboFlex is a mechanical dynamic hand splint that allows the patient to extend thumb and fingers to improve grasping and releasing movements. It can improve strength, range of motion, motor control, and overall arm function, and can be used in the clinic and home settings.

Expanding Services for Those with Parkinson's Disease

Parkinson's disease (PD) is a progressive neurological disorder resulting in a decline in many abilities, including walking, balance, writing, speaking, and swallowing. Despite the progressive nature of the disease, people with PD can experience marked improvement in daily activity and independence with the right rehabilitation interventions. RHCI has expanded its inpatient Parkinson's Disease Program and outpatient therapy services to include two new services.

- ***Lee Silverman Voice Treatment®*** is a proven speech therapy program that improves oral communication in those with Parkinson's disease beyond what current medical and surgical interventions can often achieve. This therapy can also be helpful in individuals with multiple sclerosis, stroke, aging voice, and other conditions. Specifically, the therapy focuses on increasing vocal loudness, which improves the person's ability to coordinate and produce speech. Lee Silverman Voice Treatment® is offered at RHCI outpatient centers in Yarmouth and Orleans.
- ***Parkinson's Disease Community-Based Wellness Program*** – Researchers at Boston University's Sargent College of Health and Rehabilitation Sciences have shown that specific exercises can delay onset of, and sometimes reverse, the symptoms of PD. In 2006, RHCI began a collaboration with Boston University to provide the Parkinson's Disease Community-based Wellness Program. During the six-week program, participants learn specific exercises to improve walking and balance, strengthen the muscles used in speech and breathing, preserve fine motor skills, and manage fatigue. The program also includes education about the disease, coping strategies, and support. The collaborative effort is supported in part by the Massachusetts Chapter of the American Parkinson's Disease Association. Four series were offered during 2007 at RHCI's outpatient center in Sandwich. To expand access to this program, RHCI clinicians collaborated with the Harwich Senior Center to pilot a community-based program. The first program was held in October. In 2008 the program will again be offered in Sandwich and Harwich and possibly at a third, community-based location.

Adding Services to Treat Pain

RHCI introduced a new treatment to address one of the most common causes of pain and disability: persistent, chronic back pain. Radiofrequency treatment, technically known as radiofrequency medial branch ablation, is performed by a rehabilitation physician who has had specialized training. The procedure is done using videofluoroscopy guidance under local anesthetic in the hospital's x-ray suite. Relief can last nine to 18 months. The procedure can be repeated when the nerves eventually grow back. Radiofrequency treatment is available as an outpatient procedure at RHCI in Sandwich.

Preventing Brain Injury Among At-Risk Drivers

The Massachusetts Chapter of the Brain Injury Association's *Brains at Risk* program seeks to reduce the incidence of brain injury by educating those who have entered the court system due to driving while under the influence of alcohol or drugs. The goal of the program is to prevent future motor-vehicle accidents and resulting brain injury by exposing the offenders to the consequences of brain injury, including accounts from actual brain injury survivors. The bi-monthly program is conducted at RHCI by a nurse case manager with extensive experience in brain injury rehabilitation. The program is run in conjunction with Barnstable, Falmouth, and Orleans District Courts, which refer the offenders. Since RHCI started conducting *Brains at Risk* in June, more than 70 adults and juveniles have participated in the program.

Exploring Services for Brain-Injured Soldiers

Members of RHCI's Brain Injury Team and others began exploring using RHCI's inpatient and outpatient capabilities to treat returning soldiers who have sustained mild to moderate traumatic brain injury. An initial meeting with two U.S. Army Case Managers resulted in identifying additional services RHCI would need to institute to care for this population at high risk for post-traumatic stress disorder.

Supportive Services

The Stroke Peer Visitation Program completed its third full year in November. The program matches specially trained volunteers with new or home-bound stroke survivors, families, and caregivers to offer support and education. The volunteers are themselves stroke survivors or family members/caregivers of stroke survivors, so they are able to speak from first-hand experience. Visits may occur in the home, assisted living facility, or nursing home. The model, developed by the National Stroke Association, recognizes the value of peer support based on actual experience.

RHCI also conducts monthly Aphasia Community Group, Brain Injury and Aneurysm Support Group, and Stroke Survivors' Support Group meetings.

Professional and Community Education

RHCI commits resources every year to advance the knowledge of clinicians in the latest techniques of neurologic rehabilitation. Physicians and staff frequently lecture in community venues about the prevention and treatment of stroke and brain injury. In 2007, the focus of these talks broadened to include education about rehabilitation and Parkinson's disease.

Bridging the Gap. RHCI's annual NeuroRehabilitation Dissemination Conference, presents clinicians with the latest evidence-based therapies through a unique combination of presentation, discussion, and demonstration of therapy techniques using actual patients. This year's conference on Functional Electrical Stimulation in Adult and Pediatric Neurorehabilitation attracted 28 physical and occupational therapists from New England. The conference focused on the benefits of electrical-stimulation therapy in patients with stroke, cerebral palsy, and multiple sclerosis.

Community Lectures, Exhibits. Clinicians gave numerous presentations to community groups on stroke awareness and prevention, the importance of exercise in Parkinson's disease, promoting brain health, and strategies for dealing with communication problems. (Detail follows under Community Outreach Activities)

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Low Vision Program Completes First Year

Vision loss can substantially limit a person's ability to function at home and in the community. In addition to macular degeneration, diabetic retinopathy, glaucoma and other diseases that damage vision, many people suffer visual impairment secondary to stroke, brain injury, trauma, and other neurological impairment. On Cape Cod, only an estimated six percent of people who could benefit from low vision rehabilitation are receiving services.

RHCI began offering low vision services in an outpatient office suite renovated for this purpose in October 2006. Services include a vision assessment plus visual retraining, compensatory strategies, and use of adaptive optical and other devices to enhance visual performance. The program is staffed by a specially trained occupational therapist and optometrists with expertise in low vision rehabilitation. The program experienced steady growth during 2007.

RHCI Expands Pediatric Rehabilitation Services

For the second year, RHCI expanded access to rehabilitation services for children in the region through an exciting collaboration with pediatric subspecialists from Massachusetts General Hospital for Children (MGHFC).

The RHCI for Children Eileen M. Ward Rehabilitation Center, a free-standing outpatient pediatric center, serves children from birth to age 15 with a wide range of needs, including developmental delays, cerebral palsy and other congenital conditions, trauma, injuries, and learning disabilities. Services include:

- Physical therapy
- Occupational therapy
- Speech and language pathology
- Neuropsychology evaluations

In 2006, RHCI and Mass General Hospital for Children established a Gastroenterology Clinic at RHCI for Children. RHCI's ongoing evaluation of the community's needs for pediatric specialty services determined a demand for greater access to additional services. The two institutions established monthly Endocrinology and Nephrology Clinics in the summer. Staff also completed planning to open a Neurology Clinic to meet the community's pressing need for accessible pediatric neurology care. The Neurology Clinic opened in November and is currently seeing children two days per week with the expectation to expand hours as volume grows.

As a result of these collaborations, children needing diagnostic and treatment services from these highly specialized physicians can be assessed and followed in their own community, significantly reducing disruption of school, child care, and family schedules.

Wellness Programs Help Manage Chronic Illness, Promote Health

RHCI maintained its commitment to promote the health of its community by continuing to offer wellness programs in 2007:

Cardiopulmonary Maintenance Program

A four-week program for graduates of a full cardiac rehabilitation program, the Cardiopulmonary Maintenance Program offers persons who have had heart attacks or open heart surgery a safe, monitored environment within which to continue exercising as a means of preventing progression of cardiovascular disease. The program is offered in Sandwich.

Diabetes Exercise Program

This is a four-week program emphasizing the development of an individualized, progressive exercise program that the participant can incorporate into daily life or transition to a community-based program. The program includes education and support to reinforce the need for a lifestyle-based approach to managing the disease and reducing the risk for complications. The program is offered in Sandwich.

Massage Therapy

RHCI's massage therapy services are intended to complement treatment in the holistic management of disease and discomfort. A number of techniques are used to treat chronic neck and back pain, headaches, fibromyalgia, chronic fatigue, sports injuries, and orthopedic problems. Services are offered at RHCI's outpatient centers in Sandwich and Bourne.

Parkinson's Disease Wellness Program

The Parkinson's Disease Wellness Program is a six-week program to improve walking and balance, strengthen the muscles used in speech and breathing, preserve fine motor skills, and manage fatigue. The program also includes education about the disease, coping strategies, and support. The program is offered in Sandwich and Harwich.

Responding to the Changing Needs for Care of Seniors

As part of its comprehensive campus planning process, RHCI completed feasibility studies and initial planning for a continuing care retirement community (CCRC) that would be located on a portion of its 44-acre campus. Hospital officials assessed the community's need for such a facility and evaluated different models for a small scale CCRC capable of meeting residents' changing needs for assistance as they age. As presently envisioned, the CCRC could include an independent living complex, an assisted living facility, and a skilled nursing facility.

Patients Served

As the only provider of hospital-level rehabilitation on Cape Cod, RHCI brings comprehensive general and specialty rehabilitation services to the community.

- RHCI's Inpatient Program served 1,241 adults and adolescents from the Cape, Islands, South Shore and South Coast regions, an increase of 14.8 percent from 2006
- RHCI provided general and specialty outpatient services throughout the Upper, Mid, Outer and Lower Cape regions. Staff provided a total of 72,125 therapy visits at RHCI's five outpatient centers, a four percent increase from last year. Patients served by location were:
 - RHCI in Sandwich, main hospital: 27,062
 - RHCI-Bourne: 5,438
 - RHCI-Yarmouth: 15,048
 - RHCI-Orleans: 16,183
 - RHCI for Children: 8,394
- RHCI's medical staff also provided 6,619 visits at the hospital and its satellite outpatient centers, a ten percent increase over 2006:
 - RHCI in Sandwich, main hospital: 5,180
 - RHCI-Bourne: 192
 - RHCI-Yarmouth: 431
 - RHCI-Orleans: 816

Programs for Underserved Populations

RHCI is committed to developing programs that meet the rehabilitation needs of underserved populations, particularly persons with disabilities. Two ongoing programs helped improve the health and wellbeing of at-risk children and adults with disabling conditions.

- The ***Fit to Be Kids*** Pediatric and Adolescent Weight Management Program (formerly Kids at Heart) provided nutrition education, progressive exercise and psychosocial support to children at risk for health problems due to obesity. The program was funded, in part, by the Massachusetts Vitamins Litigation Settlement. Four eight-week sessions were offered in FY2007.
- ***Back in the Swing*** is an adapted golf program funded by a grant from the United States Golf Association. The program improves function and quality of life for persons with disabilities through three initiatives:
 - *Back in the Swing* adapted golf clinics for persons living in the community who have physical limitations and want to return to golf. Six clinics were held at golf courses from Sandwich to Brewster.
 - *Back on Course* adapted golf program for graduates of *Back in the Swing*. This program continues the process of community reintegration by enabling golfers to play nine holes on a regulation course with the supervision of a therapist.
 - Inpatient adapted golf program, which makes use of an on-site putting green and modified driving range to enhance the therapeutic experience for patients whose goals include returning to golf. Therapists use these resources to help patients improve walking, balance, hand function, cognitive function, range of motion, and other abilities

important to golf and other community activities. In addition, outpatient adapted golf services are available at RHCI's four outpatient centers.

RHCI expanded programs for persons living with chronic conditions by piloting two programs focused on encouraging exercise and engagement with community.

- ***Pediatric Back in the Swing*** – Therapists conducted a Back in the Swing Adapted Golf Program for children. The program was well-received and may serve as a model for expanding wellness programs into the pediatric population.
- ***Adapted Sports Programs*** – RHCI is committed to developing programs that promote greater access to the community for persons with disabilities. Working with CAPEable Adventures, Inc., RHCI offered a pilot Adapted Cycling Clinic and an Adapted Kayaking Clinic. Funds raised in RHCI's annual golf tournament will allow further development of this program in 2008.

Educating Healthcare Providers

Providing Clinical Experience for Nursing and Therapy Students

RHCI contributes to the education of new health care professionals by serving as a site for clinical rotations:

- Eight student nurses in the Cape Cod Community College registered nurse program completed clinical rotations at RHCI.
- Twenty-three students in the Upper Cape Cod Regional Technical School's licensed practical nurse program completed clinical rotations at RHCI.
- RHCI was also a clinical site for five physical therapy students from University of Buffalo, MGH Institute of Health Professions, University of New England, and Franklin Pierce College; it was a clinical site for two exercise science majors from Bridgewater State College and University of Rhode Island.
- RHCI also began a year-long physical therapy internship program in conjunction with MGH Institute of Health Professions.
- In 2007, RHCI started an observer program, in which students and others interested in a rehabilitation career can shadow RHCI staff for a day or a specified number of hours over a few weeks. RHCI welcomed 11 observers in the first year of the program, most of them college and high school students.

Professional Education Conferences at RHCI

RHCI's mission also includes expanding the knowledge and skills of clinicians by offering continuing education opportunities. In addition to a series of grand rounds offered to staff, RHCI hosts an annual conference for therapists; serves as a site for ongoing training of physical therapists; and participates in the ongoing Schwartz Rounds program.

Bridging the Gap, RHCI's third annual Neurorehabilitation Dissemination

Conference, presents clinicians with the latest evidence-based therapies through a unique combination of presentation, discussion, and demonstration of therapy techniques using actual patients. This year's conference on Functional Electrical Stimulation in Adult and Pediatric Neurorehabilitation attracted 28 physical and occupational therapists from New England and beyond.

Ongoing Staff Education

RHCI conducts a very active schedule of staff educational opportunities to foster the continuing clinical development of staff:

- RHCI offered 54 in-service programs for clinical and other staff
- Conducted nine RHCI Rounds, many in collaboration with community physicians
- RHCI participates in the ongoing Schwartz Rounds, a program dedicated to fostering compassionate care developed by the Kenneth B. Schwartz Center in Boston. Three presentations attracted an audience of therapy, nursing, physician, social work, administrative, and support service staff to discuss such issues as the impact of technology on patient care and working with patients who do not comply with their care plans.

Participation in Other Conferences

RHCI staff also gave lectures, poster presentations, and/or staffed informational booths at the following conferences which attracted more than 1,000 health care providers:

- Massachusetts Occupational Therapy Association Annual Conference, RHCI exhibit on neurorehabilitation
- Case Management Society of New England leadership conference, exhibit on neurorehabilitation technology
- Brain Injury Association of Massachusetts Conference, poster presentation on Aging After Brain Injury and exhibit on neurorehabilitation technologies
- St. Luke's Hospital, exhibit on RHCI services for staff
- Massachusetts General Hospital, exhibit on RHCI services for staff
- Rhode Island Hospital, exhibit on RHCI services for staff
- American Conference for Rehabilitation Medicine, RHCI exhibit

Providing Staff Education at Other Institutions

RHCI brings current information about rehabilitation and disease management to therapists, nurses, case managers, physician groups, and others by conducting in-service presentations at other institutions and agencies. In 2007, RHCI staff presented 11 in-services, reaching nearly 250 providers. Topics included:

- *Spreading and Enhancing the Through-put of the Multi-trauma Patient – Observations and Recommendations from a Rehabilitation Physician*, Brigham and Women's Hospital Case Managers
- *Speeding the Throughput of the Multi-Trauma Patient*, South Shore Hospital
- Overview of RHCI pediatric, orthopedic and sports medicine services, Children's Hospital, Sports Medicine division, Boston

- *Everybody Poops: The Ins and Outs of the Bowels*, physicians' dinner meeting
- *How to Handle Cardiac Emergencies*, Falmouth Hospital's Pediatric Department Chronic Abdominal Pain, school nurses
- *Cutting Edge Rehabilitation: Technologies that are revolutionizing treatment and enhancing the lives of seniors*, presentation and technology fair, Cape Cod Networking Group, When to Refer: Red Flags in a Young Child's Development – When Physical, Occupational and Speech Therapy Can Help - Bridgeview Montessori School
- *Post-stroke Care*, Supportive Day Program staff, Bourne Council on Aging
- *Changes in Rehabilitation*, Cape Cod Networking Group
- *Fit to Be Kids*, presented to school nurses
- Update on RHCI services, Physicians of Cape Cod IPA

Community Outreach Activities

RHCI's commitment to improve the health of the community is furthered by several programs that emphasize education, wellness, and prevention to a variety of audiences. Two focus areas for the year related to stroke prevention and enhancing the recovery of stroke survivors. As part of its mission to promote the health of the community, RHCI has offered public education programs since opening, primarily through the Healthy Living Lecture Series and the RHCI Speakers Bureau.

In 2007, RHCI expanded its community education program by developing a lecture series focused on pediatric health issues. The series was offered at the RHCI for Children Eileen M. Ward Rehabilitation Center and featured pediatric specialists from Mass General Hospital for Children. In addition, RHCI used its Bourne Outpatient Center as a new venue for popular topics in the Healthy Living series, thus improving access to this timely information for residents in the Upper Cape area.

Healthy Living Series

RHCI offered nine Healthy Living presentations, reaching nearly 600 participants. Topics included:

- *How Safe Is Your Brain: Understanding and Reducing Your Risk of Brain Injury*
- *Protecting Yourself from Falls and Injury*
- *Happy Healthy Holidays: Keeping Stress and Depression at Bay*
- *Diabetes: What Is It? What Causes It? What Can Be Done to Control It?*
- *Taking Care of Your Brain: Keys to Staying Brain Fit As You Age*
- *Living Well with Parkinson's: The Latest in Treatment and Exercise Strategies*, Cape Cod Community College in collaboration with the Nursing Continuing Education Program
- *Understanding Macular Degeneration and Low Vision Rehabilitation*
- *Keeping Your Back and Neck Pain Under Control: Truths and Myths*

Pediatric Lecture Series

Presentations given in the RHCI for Children pediatric center reached more than 130 parents and school nurses:

- *Does My Child Have a Heart Problem?*
- *Understanding and Treating Asthma*
 - *Reflux and Constipation*
 - *Is Your Child Struggling in School?*
 - *Impulsive, Hyperactive and Difficult: Maximizing the Potential of a Child with ADHD* (presented twice)

Bourne Lecture Series

RHCI physicians, in collaboration with community physicians, offered three of the most popular Healthy Living programs at RHCI's Bourne Outpatient Center, expanding access to these timely topics for more than 140 people. Topic were:

- *Osteoporosis: Diagnosis and Treatment*
- *Osteoarthritis: Maximizing Daily Activities*
- *Protecting Yourself from Falls and Injuries*

Speakers Bureau

More than 1,000 people took advantage of 20 free presentations given by RHCI physicians, therapists, and other staff on issues related to prevention and treatment of disease and injury:

- *Speech and Language Issues*, Cape Cod Parkinson's Support Group
- *Preparing for Change: Life with Alzheimer's*, 12th Annual Alzheimer's Health Fair
- *Red Flags in Early Childhood Development*, 8th Annual Upper Cape Early Childhood Conference
- Information Session on *Managing COPD*, COPD Support Group
- Panel Discussion by RHCI Health Psychologist, Power on Aging Conference
- *Peripheral Neuropathy: Assessment and Treatment Strategies*, Neuropathy Support Group of Cape Cod
- New rehabilitation technologies, Outer Cape Health Services
- *Beyond the Guidelines: 7 Lifestyle Choices that Really Work!* Go Red for Women Third Annual American Heart Association Luncheon
- *Knowledge: Your First Step to Stroke Prevention*, Plymouth Council on Aging
- *Especially for Women: Are You at Risk for Stroke or Heart Attack?* General Federation of Women's Clubs, Massachusetts Health Forum
- *Exercise and Parkinson's Disease*, Parkinson's Support Group, Plymouth
- *Latest in Speech Therapy and Treatment*, Cape Cod Parkinson's Support Group
- "Neighbor's Care" panel, Orleans Council on Aging
- *Communication Changes in Parkinson's Disease*, Parkinson's Support Group
- *Low Back Pain 2007*, Sandwich Council on Aging
- *For Men (And the Women Who Love Them): Health Tips That Can Save Your Life*, venues at RHCI and in Plymouth

- *Stroke Awareness*, Eastham Council on Aging
- *Pulmonary Disorders, Treatment and Rehabilitation*, Cape Cod Technical High School and Upper Cape Regional Technical High School LPN students
- *Knowledge: Your Key to Stroke Prevention*, Cape Cod Apartments series
- *Be Smart About Your Heart: Control the ABCs of Diabetes*, Tradewinds Day Health Center
- *Careers in rehabilitation*, Nauset High School

Health Fairs, Exhibits

RHCI staff participated in exhibits and provided literature at health fairs that attracted approximately 2,500 visitors:

- Stroke Fair, South Shore Hospital
- Family Fair at Hyannis West Elementary School
- Family Fair, Upper Cape Regional Technical School
- Wellness Fair, Willy's Gym, Eastham
- Bourne Middle School Health Fair
- Senior Appreciation Expo
- Cape Business and Cape Cod Canal Region Chamber of Commerce Scallop Festival Kick-off
- Harborside Health Fair
- Berkshire Healthcare Health Fairs
- Health and Safety Fair, Bourne Council on Aging
- Health Fair, Quashnet School Open House

RHCI also provided medication cards and pens for Sandwich Council on Aging's TRIAD project, a Carry All your Personal Essentials (CAPE) bag for seniors to pack in case of emergency.

RHCI hosted the AARP Driver Safety program, adding an overview of RHCI's RoadSMART Driver Assessment Program. The program evaluates when people who have had a disabling injury or illness are safe to return to driving.

Classes

Brains at Risk

Massachusetts Chapter of the Brain Injury Association's program seeks to educate those who have entered the court system due to driving while under the influence of alcohol or drugs. The bi-monthly program is conducted at RHCI by a nurse case manager with extensive experience in brain injury rehabilitation. The goal of the program is to prevent future motor-vehicle related accidents and brain injury by exposing the juvenile and adult offenders to the consequences of brain injury, including accounts from actual brain injury survivors. Referrals to the program are made primarily by the Barnstable, Falmouth, and Orleans district courts. More than 70 individuals have attended the program since it was launched in June 2007.

Exercise Program for Persons with Arthritis

The Arthritis Foundation Exercise Program (formerly People with Arthritis Can Exercise) is offered for persons with arthritis by physical therapy staff from the RHCI-Bourne Outpatient Center. The eight-week exercise and fitness program was developed by the National Arthritis Foundation and is held on an ongoing basis at the Pocasset Community Center.

T'ai Chi for Persons with Multiple Sclerosis

RHCI makes space available for classes in t'ai chi offered for persons with multiple sclerosis. Classes are conducted by the Southeastern Chapter of the National Multiple Sclerosis Foundation.

Screenings, Blood Drives

Hearing Screenings

RHCI's audiologist conducts free monthly hearing screenings at the hospital.

Mobile Health Services

RHCI serves as a site for screening services conducted by staff at the Visiting Nurse Association's mobile health link van. The van visits RHCI on the first Monday of the month from 12:00 to 4:30 p.m., providing free screening services for those with little or no health insurance coverage.

Blood Drives

RHCI was the site of two blood drives conducted by the American Red Cross.

Community Collaboration

RHCI works in partnership with community-based groups to offer educational and wellness programs, to provide meeting space for support groups, to introduce students to health care careers, and to inform community leaders about health care matters. Organizations RHCI collaborated with in 2007 included:

- American Heart Association/Stroke Association, Northeast Affiliate
- American Parkinson's Disease Association, Massachusetts Chapter
- American Red Cross
- Arthritis Foundation
- Barnstable, Falmouth, and Orleans District Courts (Brains at Risk Program)
- Barnstable County Regional Emergency Planning Committee
- Boston University's Sargent College of Health and Rehabilitation
- Brain Injury Association, Massachusetts Chapter
- CAPEable Adventures, Inc.
- Cape Cod Canal Region Chamber of Commerce
- Cape Cod Community Care Resource Group, leadership committee
- Cape Cod Community College

- Cape Cod, South Coast and South Shore Hospital Community Networking Groups
- Cape Cod Symphony
- Community Leadership Institute of Cape Cod
- Lions Clubs of Cape Cod
- National Multiple Sclerosis Foundation, Southeastern Massachusetts Chapter
- Olde Barnstable, Sandwich Hollows, Captain's, and Waverly Oaks golf courses
- Regional Emergency Dispensing System (disaster preparedness, bioterrorism)
- Sandwich Emergency Preparedness Council
- Sandwich Chamber of Commerce
- Upper Cape Regional Technical School
- Visiting Nurse Association of Cape Cod
- YMCA of Cape Cod

Support Groups Meeting at RHCI

Ongoing support and education can make a significant difference in the lives of those living with chronic disease and disability. To promote the most optimum level of recovery and quality of life for these individuals, their families, and caregivers, RHCI conducts the following monthly support groups:

- Aphasia Community Group
- Mild Brain Injury and Aneurysm Support Group
- Stroke Survivors' Support Group

As a community leader interested in collaborating with other organizations to promote community health, RHCI makes space available for the following monthly meetings:

- Fibromyalgia Support Group
- Multiple Sclerosis Support Group
- Well Spouse Support Group
- Food Addicts in Recovery Anonymous (weekly)

Volunteering

RHCI supports the involvement of staff in community outreach activities through volunteer service. Among the organizations assisted by RHCI volunteers were:

- CAPEable Adventures, Inc.
- Cape Cod Symphony Orchestra
- Cape Cod Technology Council
- Case Management Society of New England
- Community Leadership Institute, Cape Cod
- Consumer Assistance Council
- Department of Public Health Brain Injury Task Force
- Hospice and Palliative Care of Cape Cod
- Human Relations Committee, Town of Harwich
- Massachusetts Brain Injury Support Group and Professional Council
- Sandwich Chamber of Commerce

- Sandwich Personnel Board
- Special Education Parent Advisory Council, Town of Harwich

Plans for FY2008

RHCI will continue developing and expanding programs and services to meet the community's need for high quality rehabilitation care:

Continuing Care Retirement Community

During 2008, RHCI officials expect to select a developer to build a small scale Continuing Care Retirement Community (CCRC) on a portion of RHCI's 44-acres; to negotiate ground lease terms with the developer; and to begin the permitting and regulatory processes with the Town of Sandwich, Cape Cod Commission, and Commonwealth of Massachusetts. The CCRC would help meet the community's need for a continuum of housing and service options, including independent living, assisted living, and skilled nursing facilities. The CCRC has the potential to benefit patients from RHCI and local acute care hospitals who may not be able to return to free-standing homes following illness or injury.

- Region served: Primarily Upper Cape and adjacent communities
- Health Indicator: RHCI's service area includes a large percentage of retirees and the elderly, groups particularly at risk for loss of function and disability. At the same time, this growing population could benefit from access to wellness programs, socialization, and proximity to nursing and medical services. Projections show growth in the 65 to 69 year-old population in the primary service area by 26 percent in the next five years and in the 85+ population by 14 percent. The CCRC could include:
 - An independent living complex for people who can manage their physical and daily self-care needs on their own but who want to enjoy some congregate meals and social activities
 - An assisted living facility, for those who need some help with daily activities, such as medications, meals, bathing, laundry, and socialization
 - A skilled nursing facility, for those who need significant medical and nursing care after an illness or surgery

Open RHCI Outpatient Center in Plymouth

RHCI has completed initial phases of planning to open a new outpatient center in an off-Cape location. The center would allow the introduction of comprehensive outpatient services to populations that could benefit from general and some specialty outpatient services. One anticipated area of focus would be pain management. The center would follow the model RHCI has developed elsewhere and provide physician, as well as, therapy services.

- Regions Served: South Shore, Upper Cape
- Health Indicator: The Plymouth area is experiencing rapid growth in population. The greatest growth is in the over-45 age group. Typically, this population has a high need for physical, occupational, and speech therapy services for both musculoskeletal and neurological conditions. Anticipated programs will promote recovery after acute illness and

injury, as well as, assist those with chronic conditions (including pain) to improve their level of function and enhance quality of life

Establish Augmentative Communication Program for Children

Staff at the RHCI for Children Eileen M. Ward Rehabilitation Center will develop an Augmentative and Alternative Communication (AAC) Program. The purpose of the program is to improve the functional communication skills of non-verbal and semi-verbal children through the use of augmentative or alternative communication systems. The program will include diagnostic services, training in the use of alternative communication devices, and ongoing support and facilitation services for families.

- Regions Served: Cape Cod, South Shore, South Coast regions
- Health Indicator: Children with communication difficulties due to autism and other pervasive developmental disorders

Develop Feeding/Swallowing Groups for Children

Staff at RHCI's pediatric center will further develop existing speech therapy services for children with swallowing disorders into a coordinated program involving a physician specialist, speech and language pathologists, and other members of the care team.

- Regions Served: Cape Cod, South Shore, South Coast regions
- Health Indicator: Infants and children with feeding difficulties due to neurological disorders, reduced muscle control, mouth or throat weakness

Expand Wellness Programs

Lifestyle and behavior are contributing factors in many of the diseases that result in a need for rehabilitation services, such as stroke, heart disease, and diabetes. Further, adopting a healthy lifestyle that includes exercise, good nutrition, and stress reduction can be an important component of effectively managing these and other chronic diseases and also in preventing them. RHCI seeks to expand its current wellness offerings for those living with chronic disease as a means of slowing or reversing disease progression and reducing the risk of future complications. Other programs could provide those finishing rehabilitation with an ongoing structure to maintain their exercise programs and reduce the risk of recurrence. Still others could target people with certain risk factors with the goal of preventing disease.

- Regions Served: Cape Cod, South Shore, South Coast regions
- Health Indicator: Persons with high blood pressure, diabetes, obesity, heart disease, arthritis, stroke survivors, and other chronic diseases or risk factors for disease

Develop Adapted Sports Program

RHCI's long-running *Back in the Swing* adapted golf program has demonstrated the value of adapting sports to enable people with disabling conditions to participate in physical activity, enjoy social outings, and engage with their communities. Pilot adapted cycling and kayaking

events in 2007 showed the potential to reach a larger population of disabled persons by expanding options for sporting activities. In 2008, RHCI will explore the feasibility of adding new sports and locations to serve the community – in particular, of taking advantage of the abundant natural and leisure resources on Cape Cod.

- Regions Served: Cape Cod, the Islands, Southeastern Massachusetts, Southern New England
- Health Indicator: Persons with physical limitations due to a wide variety of illness and injuries can benefit from sports activities that have been adapted to their needs. Given RHCI's service area, the program would be expected to reach people with stroke, arthritis, back pain, multiple sclerosis, cerebral palsy, amputation, spinal cord injury, and other conditions

Expansion of Pediatric Specialty Services

RHCI has expanded access to specialty services for children and families in the region by serving as a site for monthly clinics provided by physicians from Massachusetts General Hospital for Children. In 2008, RHCI expects that the newly established Neurology Clinic will grow in volume to meet the community's ongoing need for expert pediatric neurology services. Presently, the clinic is offered twice a week with a projected growth to 3 ½ days a week.

- Regions Served: Cape Cod, the Islands, Southeastern Massachusetts
- Health Indicator: RHCI's service area includes children who need comprehensive neurological assessments and management due to congenital conditions, such as cerebral palsy and muscular dystrophy, various autism spectrum disorders, and learning disabilities such as attention deficit hyperactivity disorder. Presently parents must travel off-Cape to find specialized pediatric neurology services

Partners Home Care

Partners Home Care (PHC) is one of the region's largest home health care providers, offering a full array of certified home health, hospice, and private care services in homes, assisted living communities, and nursing homes in more than 200 towns throughout Eastern Massachusetts. The organization is committed to delivering the highest quality services available at home – where the comfort and security of familiar surroundings greatly enhance quality of life. With 1,200 employees, Partners Home Care provides 360,000 certified home care visits, 400,000 hours of private care services, and 40,000 days of hospice care on an annual basis.

Mission

Partners Home Care provides high-quality, cost-effective health care, health education and supportive services in the home and community setting to children and adults, including those who might not otherwise receive that care. The organization provides a link between a world-renowned health care system and the people and communities it serves.

Community Support

Free and Under-Reimbursed Care

Partners Home Care's certified home health care division offers leading-edge services to 21,900 patients. Advances in medical research and leading-edge technologies enable the agency to offer a premium level of care that allows people to recover from illness and injury and manage chronic disease in the comfort of home. Care plans are established to meet the unique needs of every patient. Services include skilled nursing, physical therapy, occupational therapy, speech and language therapy, medical social work, nutritional counseling, and personal care assistance through home health aides.

In fulfillment of its mission, the agency provides care for 410 patients who are uninsured, as well as, 1,350 patients who are covered by Medicaid, where the cost of care exceeds reimbursement.

PHC maintains a number of specialized disease management programs such as Infusion Therapy, Cardiac Care, Wound Care, and Maternal-Infant and Pediatrics that help people manage chronic and complex illnesses at home and decrease the need for hospitalization. These programs often require clinicians with advanced training and/or involve lengthier visits. These requirements tend to increase expenses that are often under-reimbursed by standard rates. While inadequate rates have caused other home care agencies to stop providing these programs, PHC absorbs the unreimbursed costs due to their significant value in enhancing the health of patients and communities.

Partners Hospice

Partners Hospice provides end of life care to adults and children with advanced life-limiting illnesses. The hospice's goal is to ensure that comfort and assistance is offered to patients and their loved ones by highly trained hospice professionals.

The symptoms of illness, as well as, the emotional and spiritual concerns of both the patient and family are addressed. A collaborative care plan is managed by an interdisciplinary team of physicians, nurses, social workers, home health aides, volunteers, and spiritual counselors.

The agency's services are offered in extended care facilities, assisted living facilities, hospitals, and homes throughout Greater Boston and surrounding communities.

Serving more than 800 patients each year, Partners Hospice offers care for 12 patients who are uninsured, as well as, more than 100 patients who are covered by Medicaid or other insurance, where the cost of care exceeds reimbursement.

Palliative care consultation services are provided by physicians and nurse practitioners to address physical, emotional and spiritual suffering of patients living with chronic and complex illnesses. Palliative care can be offered in conjunction with any other curative interventions.

Partners Transitions

Partners Transitions is a unique, value-added program designed to assist physicians, case managers, patients, and families coping with a life limiting illness. The program director collaborates with clinicians to help 400 patients receive compassionate care at the right time and in the right place. Assessments and education are provided regarding the special needs of end-stage illness. Guidance is also offered to help them stay at home, whenever possible. Referrals are made to home care, hospice care, and supportive community and grief resources.

Community Outreach

Partners Home Care maintains a longstanding commitment to providing public health and outreach services that promote the overall health and well being of the communities served by the agency.

Health Clinics, Education and Support Groups

PHC provides 200 health clinics per month in collaboration with organizations such as the Council on Aging and the Massachusetts Department of Public Health in 20 towns throughout Eastern MA. These clinics offer:

- Adult and child immunizations:
 - Chicken pox
 - Influenza
 - Hepatitis A
 - Hepatitis B

- Measles, Mumps, Rubella
- Pneumonia
- Polio
- Tetanus/Diphtheria
- Blood pressure and blood sugar monitoring

PHC further extends its resources by providing speakers and educational programs on such topics as:

- Telemedicine
- Medication Instruction
- Diet
- Diabetes
- Alzheimer's
- Parenting
- Caregiver Training and Support
- Laryngectomy Support Group

PHC offers training and internships to nursing students from area colleges and universities such as Boston College, Lawrence Memorial/Regis College, Northeastern University, North Shore Community College, MGH Institute of Health Professions, Salem State College, and the University of Massachusetts.

Key Collaborations and Community Partnerships

PHC is active in a number of community organizations and health care groups, including:

- Abington Police
- Aging and Disability Consortium
- American Cancer Society – Relay for Life, Abington
- American Heart Association - CPR Training, Bridgewater Office
- American Red Cross - Peabody, Framingham, Waltham, Quincy
- Asthma Network of Massachusetts
- Babysitter's Training Program, Bridgewater, East and West Bridgewater, Raynham
- BayPath Elder Services
- Beverly Council on Aging
- Sunbridge Nursing Home, Beverly
- Boston Chamber of Commerce
- Bridgewater TRIAD – Public Safety Expo
- Bridgewater Council on Aging – Senior Day
- Brightview Assisted Living, Danvers
- Brockton Senior Celebration
- Brooksby Village, Peabody
- Caritas Good Samaritan, Framingham
- Carver Council on Aging – Safety Fair
- Coloplast Advisory Panel

- Cranberry Hospice
- Danvers Council on Aging – Advanced Directives
- Duxbury Council on Aging
- East Bridgewater Council on Aging – Fairs, Teas, Safety, Health and Fitness
- Geriatric Care Management Conference
- Gloucester Council on Aging – Managing Heart Health, Fairs
- Golden Pond, Framingham
- Hallmark Hospice
- Hanson – Holiday Tree Giving
- Harvard University School of Public Health – Emergency Preparedness Training
- Hingham Council on Aging
- Hingham High School
- Home Care Alliance of MA
- Hospice of the North Shore
- Kennedy Senior Center, Natick
- Kingston – Emergency Preparedness
- Laryngectomy Support Group, Salem
- Lynn – St. Stephen’s Tower
- Lynn – My Brother’s Table
- Lynn Housing Authority
- Lynnfield Council on Aging
- Marblehead Council on Aging – Health Fairs, Presentation on Caring for Caregiver
- Marshfield Senior Fair
- Marshfield Council on Aging – Screenings
- MA Association of Councils on Aging
- MA Council of Home Health Aide Services
- MA Family Caregivers Association
- MA DPH Emergency Preparedness
- MA DPH Immunization
- Masspro Immunization Update
- Middleboro Council on Aging
- Milton Widowed Support Group
- Milton – Fuller Village
- Milton – Winter Valley
- Natick Council on Aging
- Newton Interagency Council
- Newton Needham Chamber of Commerce
- New England Region of the Wound, Ostomy, and Continence Nursing Society
- North Shore Elder Services
- North Shore Partnership for Compassionate End of Life Care
- North Shore Wellness Fair
- NSMC Diabetes Health Fair
- Oncology Nurses Association
- PACE – Elder Services Plan

- Peabody – Board of Health – Flood Assistance
- Peabody – Pilgrim Health Fair
- Pembroke Council on Aging
- Quincy – Senior Resource Center
- Salem Council on Aging – Falls Prevention
- Salem HOPE Group
- Salem Mission Shelter Health Services Program, Salem
- Spinal Cord Symposium
- Waltham Chamber of Commerce, Waltham
- Waltham Geriatric Task Force, Waltham
- West Bridgewater Council on Aging
- Whitman – Allergy/Epipen Response Program
- Whitman-Hanson Public Schools, Whitman, Hanson

Shaughnessy-Kaplan Rehabilitation Hospital

Shaughnessy-Kaplan Rehabilitation Hospital is a 160-bed private, non-profit hospital located in historic Salem. Shaughnessy has been providing care for residents of greater North Shore communities since 1975. Shaughnessy has 120 long term care hospital beds and a 40-bed transitional care unit, sometimes referred to as a skilled nursing facility.

Shaughnessy-Kaplan provides a wide range of inpatient medical and rehabilitation services at the acute, subacute, and skilled nursing levels of care. This specialty hospital provides outpatient therapy services in six north shore communities - Salem, Marblehead, Lynn, Peabody, Middleton, and North Andover. Shaughnessy-Kaplan is certified by Medicare and Medicaid, and accredited by the Joint Commission for Hospital Programs, as well as, for Medicare-Certified Long Term Care Programs. The hospital is also accredited by CARF for its Inpatient Rehabilitation Programs (Adults).

Mission

Shaughnessy-Kaplan Rehabilitation Hospital is committed to providing patient-centered, interdisciplinary medical and rehabilitation services to individuals in the communities we serve. The hospital strives to exceed customer expectations for high-quality medical care, rehabilitation, patient/family education, and advocacy. We are committed to maximizing patient outcomes by providing specialized care in an integrated delivery system.

Commitment to the Community

Shaughnessy is committed to providing educational programs, medical and rehabilitation screenings, and other forms of outreach to our communities. Offerings in fiscal year 2007 included:

Community Education

Educational forums in FY2007 included:

- Tim Aceto, MSPT, Shaughnessy-Kaplan Physical Therapist, provided the lecture, **“How To Prevent Falls”** to the Brooksby Village Men’s Fraternity. Tim lectured and responded to questions from 90 men in the audience.
- Kevin Love, OTR/L, Occupational Therapy Manager, provided the lecture, **“Stressors in a Combat Zone”** to the Men’s Veteran’s Group at Brooksby Village, with 138 men in attendance. Kevin returned to Shaughnessy-Kaplan in January 2007 after serving a year in Iraq.
- Jessica South, RRT and Sandra Pigulski, RRT, presented information on Better Breathing Techniques and conducted oxygen level screenings at the Beverly Council on Aging Senior

Day in the Park at Lynch Park in Beverly. Approximately 250 seniors attended this community event in August.

- Shaughnessy participated in the American Stroke Association's 11th Annual Awards and Caregiver Forum. Staff provided education regarding Stroke resources available at Shaughnessy-Kaplan. Partners' facilities were well represented at this annual educational and networking event that drew over 300 stroke survivors, caregivers and providers.
- Shaughnessy was a participant in the Channel 7/Partners Health and Fitness Expo at the Hynes Auditorium. This was a two-day health and fitness expo which featured exhibits from Partners' entities. Shaughnessy's booth featured an Adventure Sports Clinic, which included a virtual ski/snowboarding machine and information on preventing sports injuries from licensed therapists and athletic trainers. An estimated 5,000 people attended the event.

Community Outreach

In 2007, outreach activities included:

- Staff from Shaughnessy's sports medicine division performed first aid and injury prevention screenings at the 2nd Annual ***Down and Dirty Duathlon***. This was a collaborative sports medicine event between SKRH and B&S Fitness, a Salem-based fitness company. This 2.5-mile trail run, 5.9-mile mountain bike and 2.5-mile trail run in the Lynn Woods attracted close to 40 community athletes.
- Shaughnessy continued to provide athletic training services to The North Shore Spirit professional baseball team, Salem High School, Marblehead High School, and St. Mary's High School in Lynn. The athletic trainers provide on-site first aid, preventative care, and rehabilitation for athletes in numerous sports and sporting events. Shaughnessy participated in the Sixth Annual "***Triathlon by the Sea***" sponsored by the Jewish Community Center of the North Shore in Marblehead. Sports medicine staff provided first aid and injury prevention screenings for the 250 athletes who participated.
- Roxanne Rochna, PTA, ATC, from Shaughnessy's Innovative Sports Medicine and Dr. Jay Perryman, Orthopedic Surgeon from New England Orthopedic Specialists conducted Sports Injury Screenings at the Peabody YMCA. Ten people from the community participated in the free screening.
- Shaughnessy exhibited programs and services at the two-day Annual Health and Wellness Fair at Fraser Field, home of the North Shore Spirit. Chris Ciampa, ATC, and Susan Sullivan, PT, provided sports injury screenings. Over 3,000 community members were in attendance over the two nights.
- The Tenth Annual "***Sowing the Seeds of Recovery***" event was held on Shaughnessy's Therapeutic Deck Garden. This annual event encourages SKRH patients, families and community members to plant a perennial plant in honor of their rehabilitation accomplishments. Approximately 50 patients and family members attended this event
- Shaughnessy held its Tenth Annual ***Deck Garden Summer Concert Series*** for patients, families and community members. This series consists of 13 Sunday afternoon concerts with ice cream held on the Therapeutic Deck Garden. Each concert attracts an estimated 40 patients and family members.
- Shaughnessy continued in its fifth year of the ***Arts Alive!*** program. The program invites local artists to display their artwork in different locations within the hospital for the therapeutic benefit to patients.

- The *13th Annual Shaughnessy Patient Reunion* was held with approximately 175 former patients in attendance. This reunion is held every year to reconnect patients and staff and to celebrate patient's successes in rehabilitation.

Professional Education

Professional education offerings included:

- Shaughnessy-Kaplan Rehabilitation Hospital presented an educational program for area nurse case managers titled, *“Everything You Needed to Know About Guillian Barre”*. Cynthia Bautista, PhD, RN, CNRN of Nursing Brains, LLC presented the lecture to over 50 local and Boston nurse case managers.
- Betty Hearne, OTR/CHT, Certified Hand Therapist, presented three lectures as a guest lecturer at Tufts University School of Occupational Therapy. The topics were *“Common Disorders of the Wrist and Hand”*, *“Management of Wounds”* and *“Common Disorders of the Shoulder.”*
- Several members of the Occupational Therapy Department participated in the Massachusetts Association for Occupational Therapy Annual Conference on October 27, 2006 in Westford. Betty Hearne, OTR/L, CHT, Stephanie Saraceni, OTR/L, CHT, Jennifer Packard, OTR/L, Ashia Barton, OTR/L and Sara Valenti, OTR/L presented two sessions on *“Rules of Thumb for Occupational Therapists”*. One session was a lecture on thumb disorders and the second session was a splinting workshop. OT Manager, Kevin Love, OTR/L, SP, USAR, presented a program called *“War, Stress and Occupational Therapy.”*
- The professional educational course *“Shoulder Evaluation and Treatment”* was held for rehabilitation staff this month at SKRH Physical and Occupational Therapy in Peabody. Presenters were Bill Antonelli, PT, OMT and Al Visnick, PT, OMT, LAT, from The Institute of Manual Therapy. Twenty-seven rehabilitation staff members attended this informative session.
- Members of Shaughnessy's Inpatient and Outpatient clinical teams made a number of on-site presentations to nurse case managers this year. Programs included: *“Rehabilitation of the Ventilator Dependent Patient”* at Saint Elizabeth's Medical Center, New England Medical Center, and Lowell General Hospital; *“Rehabilitation of the Shoulder”* at New England Baptist Hospital; *“Understanding Levels of Care- LTAC, Rehab and SNF”* at Saints Medical Center; and *“Therapeutic Management of the Orthopedic Patient”* at Melrose-Wakefield Hospital.
- The Fifth Annual Barbara Rosen Memorial Dinner Lecture hosted by Shaughnessy-Kaplan Rehabilitation Hospital was held in April. Julia Fox Garrison, author and stroke survivor presented, *“Don't Leave Me This Way”*. This annual educational program is provided through an endowment from the Rosen family. Close to 70 SKRH employees and area health care providers attended the program.
- Shaughnessy presented the professional education course *“Surgical and Non-Surgical Management of Lower Back Pain”* for Athletic Trainers, PTs and PTAs. Speakers included Orthopedic Surgeons Dr. Jeremy Shore and Dr. David Lovejoy, Neurosurgeon Dr. Terence Doorly, Physiatrist Dr. Clay Miller, and Valerie Sinclair, SKRH PT Clinical Specialist. Information about common back injuries, injury management and treatment strategies to optimize athletic performance was presented. A total of 109 professionals attended this program.

- **“A Rehabilitation Education Symposium”** was presented as part of National Rehab Week activities at Shaughnessy-Kaplan. Topics of the symposium included Diabetes Updates, Traumatic Brain Injury, Management of Migraines, Rehab Technology Update, Preventing Professional Burnout, and Palliative Care. Approximately 30 employees and professionals from the community attended the symposium.
- Dr. Andrew Ayers, Orthopedic Surgeon, presented the lecture, **“Knee Joint Assessment and Examination”** to approximately 50 Inpatient and Outpatient therapy staff at SKRH.
- Dr. Peter Prokopolis, Orthopedic Surgeon from Sports Medicine North, presented **“Distal Radial Fractures”** to 20 Certified Hand Therapists from the professional community.

Community Collaboration

Shaughnessy-Kaplan Rehabilitation Hospital works in partnership with community agencies through participation on committees, professional associations, affiliations with educational organizations, and volunteer programs. Some of the community partnerships in FY2007 included:

- Salem Commission on Disabilities
- North Shore Association for Retarded Citizens (ARC)
- Salem State College
- Boston University Sargent College
- Salem Chamber of Commerce
- Hospice of the North Shore
- Help for Abused Women and Children (HAWC)
- American Stroke Association
- American Cancer Society
- Salem Five Bank
- Knights of Pythias
- Handi-Kids
- Salem Rotary
- Marblehead Chamber of Commerce
- Peabody Chamber of Commerce
- Salem Police Department
- Salem Council on Aging
- Marblehead Council on Aging
- Beverly Council on Aging
- North Shore Elder Services
- Essex Camera Artists Gallery
- Northeast Animal Shelter
- Friends of Lynn Woods
- North Shore Spirit Baseball Organization
- Jewish Community Center of the North Shore
- Salem Parks and Recreation Department
- Salem Public Schools

- Gloucester Public Schools
- Danvers Public Schools
- Beverly Public Schools

Educational Collaboration

Shaughnessy-Kaplan Rehabilitation Hospital provided training and internship opportunities to over 100 students in FY2007. These included students in physical therapy, occupational therapy, speech-language pathology, and nursing. The following colleges and universities were represented:

- Salem State College
- North Shore Community College
- Endicott College
- Northeastern University
- Simmons College
- MGH Institute of Health Professions
- American International College
- Boston University
- Emerson College
- Quinnipiac University
- Springfield College
- Tufts University
- University of New Hampshire
- University of New England
- University of Massachusetts- Lowell
- Worcester State College

Care to the Uninsured

Shaughnessy-Kaplan Rehabilitation Hospital does not participate in the Massachusetts' free care pool because of its designation as a specialty care hospital. Nonetheless, in FY2007, Shaughnessy provided \$27,000 of free care to patients in the form of outpatient therapy services. Shaughnessy also serves a large number of federally and state-supported programs, and cares for a large number of Medicare and Medicaid patients.

Measuring the Commitment

In FY2007, approximately \$6.1 million worth of care was provided by Partners Continuing Care to people who could not afford to pay and had no or insufficient insurance. Overall PCC contributed between more than six percent of patient care-related expenses to the community in FY2007.

Components of FY2007 Community Commitment (in \$ Millions) *Compiled According to a Broader Definition*

Uncompensated Care and Bad Debt (at Cost)	6.1
Medicaid Loss (at Cost)	8.9
Medicare Loss (at Cost)	-5.5
Unreimbursed Expenses for Graduate Medical Education	0.8
Linkage/In Lieu/Tax Payments	0.1
Total Broader Definition	10.4

Contact Information

For questions about this report, or for more information about the community benefit activities of Partners Continuing Care, please contact:

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