

PARTNERS CONTINUING CARE

Introduction

Partners Continuing Care is a comprehensive, growing network of inpatient and outpatient rehabilitation facilities, and home health services with collaborative relationships 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, and Partners Home Care.

Spaulding Rehabilitation Hospital Network

For more than 30 years, Spaulding Rehabilitation Hospital, centrally located in the heart of Downtown 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 2003 *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. Its educational activities include the Harvard Medical School Residency Program in Physical Medicine and Rehabilitation, which is among the top five in the United States. Its 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, long-term acute 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 and long term illness
- To support the mission of Partners HealthCare System and collaborate with other healthcare providers

Rehabilitation Care for Public 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 who are unable to pay. Spaulding also serves a large number of federally and state-supported patients. Medicare or Medicaid patients make up the preponderance 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 seven outpatient rehabilitation centers--on-site in the hospital, as well as, locations in Braintree, Brighton, Downtown Crossing, Framingham, Medford, and Wellesley-- make it more convenient for patients to access care. The centers offer physical therapy, occupational therapy, speech-language therapy, 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 116,000 patient visits in FY2003. Spaulding-Braintree, the hospital network's first outpatient rehabilitation site on Massachusetts' South Shore, handled 2,000 office visits in its first nine months of operation.

Improving Access Through Interpreter Services

Spaulding provides interpreting services for its patients. The hospital has a full-time, foreign-language interpreter on staff who arranges for the interpretation and translation of more than 15 foreign languages and American Sign Language, through an arrangement with MGH. During FY2003, Spaulding and MGH translators conducted more than 6,000 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 joining in the activities offered, individuals with disabilities learn new life skills, build self-confidence, and gain and maintain a stronger overall health status.

The program has grown immensely during the last three years. In fiscal 2003, outdoor activities ran for more than five months and had 200 participants who completed more than 600 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. In the upcoming year, through Spaulding's collaboration with AccesSportAmerica and other local organizations, there are plans to expand the program's activities to include year-round community programming, including basketball, fitness, and tennis, as well as specialty outings that feature horseback riding, winter skiing, and hiking. Moreover, in 2004, Spaulding plans to solicit the formation of an Adaptive Sports Advisory Board to assist in program planning and networking opportunities.

CINID (Community Information Network for Individuals with Disabilities)

In fiscal 2002, Spaulding introduced CINID (Community Information Network for Individuals with Disabilities), a unique initiation designed to improve access to computers, the Internet, and community resources for individuals with disabilities. Funded with grants from the National Library of Medicine, Massachusetts Board of Library Commissioners, and the Boston Foundation, CINID enables individuals with disabilities to access healthcare, job opportunities, and other information via the Internet.

During 2003, CINID launched its innovative, easy-to-navigate Web site, www.disabilityexchange.org, which serves as an information clearinghouse for individuals with disabilities. In addition to offering its own content, www.disabilityexchange.org links to Web sites and databases all over the Boston area in an effort to help its visitors find the information they need. Eventually, it will offer users the chance to participate in chat rooms, discussion forums, and online seminars.

CINID also opened its 10 Community Access Sites throughout the MetroBoston area. Each site offers free computer and Internet use. Individuals with disabilities can use assistive technology—such as adaptive hardware and software—to help facilitate independent computer and Internet access. The Community Access Sites are:

- Spaulding Rehabilitation Hospital – flagship site
- Main Branch, Boston Public Library (BPL), Copley Square
- Brighton Branch, BPL
- Codman Square Branch, BPL
- Dudley Branch, BPL
- International Learning Center, YMCA
- Burbank YMCA
- Oak Square YMCA
- Massachusetts Rehabilitation Commission
- Perkins School for the Blind

Quarterly Newsletter for Individuals with Disabilities

In fiscal year 2003, Spaulding committed to producing *Disability Issues*, a newsletter formerly published by a local organization dedicated to 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. Spaulding designs and prints the newsletter four times per year.

A Special Relationship with the National Spinal Cord Injury Association

Spaulding has special ties to the Great Boston Chapter of the National Spinal Cord Injury Association. A representative of the group has an office on Spaulding's inpatient spinal cord injury unit. Together, Spaulding and the GBC/NSCIA run support groups for patients with spinal cord and injury and their families. Dozens of individuals have been served during fiscal year 2003.

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 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.

A Partner with the MBIA's Brains at Risk Program

As a partner in the successful Brains at Risk Program developed by the Massachusetts Brain Injury Association, Spaulding leads a monthly meeting at its Spaulding-Wellesley Outpatient Center. In fiscal year 2003, Spaulding clinicians helped to educate 85 individuals about the dangers of driving under the influence and about the possible consequences of such a reckless activity.

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 AA groups, the Aphasia Community Group, the Great 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. The medical director at Spaulding-Framingham lectured often to groups around the region and the nation about her specialty, Post-Polio Syndrome.

Following through on its commitment to helping individuals achieve satisfaction through adaptive sports, Spaulding this year served as a lead sponsor of the PGA and National Amputee Golf Association First Swing Golf Clinic and Seminar held at the William J. Devine Golf Course in Franklin Park, Dorchester, Mass.

The Spaulding Outpatient Centers participated in community fairs and open houses. Moreover, the Spaulding-Framingham and Spaulding-Medford outpatient sites offer annual conditioning clinics to skiers, golfers, and runners in their communities. The physical therapists at Spaulding-Brighton continued to do pre-run screenings for a local girls' running program, and the Brighton physical therapists continued with their free, "Ask a Therapist" sessions at the Allston/Brighton YMCA. These sessions have served more than 200 members of the Allston/Brighton community during the past year.

In fiscal year 2003 Spaulding's outpatient centers in Boston, Framingham, and Medford published and mailed quarterly newsletters providing information about health-related issues to approximately 4,000 patients and other members of the community.

Dedication to Improving Neighborhood Businesses

Spaulding is located in the heart of the Big Dig, which poses both challenges and opportunities. Spaulding participates in numerous Central Artery-related activities, including the Artery Business Committee (part of the Boston Chamber of Commerce), the North Area Working Group and Steering Committees, and others. These organizations, to which Spaulding dedicates several staff and many staff hours, are committed to improving the environment for business, and thereby help to create and maintain jobs for residents.

Spaulding is also a key member of the Downtown North Association, a community-based public advocacy organization.

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, the University of Massachusetts at Lowell, 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, 18 PM&R residents are enrolled in the program.

In 2003, Spaulding also offered opportunities for learning to students from two of Boston's theological institutes. Three students from the Weston Jesuit School of Theology and one student from the Gordon Conwell Protestant Seminary did their ministerial field education through Spaulding's Pastoral Services.

During the past year, several internships resulted in full-time jobs at Spaulding. Marketing interns from the University of Massachusetts at Lowell were offered positions in the hospital's Patient/Family Resource Center and its Admissions Department.

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.

Improving Access Through Clinical Affiliations

To meet the growing need for rehabilitation and non-acute care at a time of dwindling options for patients, Spaulding formed a clinical affiliation with Youville Lifecare. The affiliation has enhanced and expanded inpatient geriatric and oncology services at Youville Hospital and Rehabilitation Center in Cambridge. Spaulding also maintains collaborative arrangements for delivering care with facilities in Rhode Island, southern New Hampshire, and western Massachusetts.

In Spring 2004, Spaulding plans to open an outpatient site at Youville, making access to outpatient rehabilitation services easier for Cambridge-area residents.

Rehabilitation Hospital of the Cape and Islands

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 and Southeastern Massachusetts.

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

Community Benefits Mission Statement

The Rehabilitation Hospital of the Cape and Islands helps persons reach their highest potential for function, independence and quality of life through its mission to:

- Provide a comprehensive continuum of high quality rehabilitation services;
- Serve as a leader and an advocate in identifying and responding to the needs of individuals residing in the region.

In addition to providing excellence in rehabilitation care, RHCI provides a number of free services to the community. These services are designed:

- To promote the health of residents through educational programs, free screenings and classes,
- To enhance clinical practice by educating area health care professionals and referral sources about rehabilitation through formal and informal educational opportunities,
- To promote access to rehabilitation care by increasing awareness of the hospital's mission and services.

Community Education

Healthy Living Series

RHCI conducts a free, monthly lecture series for the general public that promotes a healthy lifestyle and addresses rehabilitation-related topics. In FY 2003, RHCI expanded the series to reach residents of the Lower and Outer Cape by offering similar programs in its satellite in Orleans:

- Healthy Living at RHCI: staff presented 11 programs, attracting more than 800 guests
- Healthy Living at RHCI-Orleans: staff presented five programs, attracting more than 150 guests

Examples of programs include:

- Aging with an Active Mind and Body
- Fibromyalgia Update
- Living with Arthritis: Strategies to Improve Function
- Living with Chronic Pain
- New Approaches to Treating Headache
- Preventing Brain Attack: How to Reduce Your Risk of Stroke
- What's the Matter with My Bladder?

Speakers' Bureau

RHCI's commitment to improve the health of residents was furthered through 13 community presentations offered under the aegis of the free Speakers' Bureau. Presenters reached more than 350 residents across the Cape, from Plymouth to Truro.

Topics included:

- Building Healthy Bones: Strategies for Preventing and Coping with Osteoporosis
- Preventing Back Injury
- Maintaining Independence
- Prevention and Treatment of Brain Attack

Professional Education Seminars

RHCI physicians and other members of the rehabilitation team contribute on an ongoing basis to the education of nurses, therapists, case managers and other health professionals through Professional Education Seminars held at RHCI. In FY2003, RHCI offered five seminars, attracting more than 150 health care providers.

Examples included:

- Arthritis: Medical and Rehabilitation Approaches to Care
- Brain Attack 2002: Are You Current?
- Back Pain: Surgical and Non-surgical Approaches to Treatment

RHCI physicians and staff also contributed to the continuing educational needs of clinicians by presenting four programs at other hospitals or agencies, attracting more than 40 professionals.

Topics included:

- Prospective Payment System
- What's the Matter with My Bladder?

Community Collaboration

RHCI works in partnership with community-based groups to offer educational programs, to provide meeting space for support groups, to introduce students to health care careers, to offer exhibit space for art works, and to inform community leaders about health care matters.

- Cape Cod Post-Polio Association
- Community Leadership Institute of Cape Cod
- National Multiple Sclerosis Foundation, Southeastern Massachusetts Chapter
- New England Association of Rehabilitation Nurses
- Orleans Council on Aging
- Sandwich Public Schools
- Upper Cape Technical Vocational School
- Visual Artists Cooperative
- Yarmouth Council on Aging

Support Groups

RHCI provides meeting space and serves as a programming resource for the following support groups:

- Aphasia Community Group
- Brain Injury Support Group
- Fibromyalgia Support Group
- Multiple Sclerosis Support Group
- Stroke Survivors' Support Group
- Symptom Management Support Group
- Well Spouse Support Group

Programs for Underserved Populations

RHCI is committed to developing programs that meet the rehabilitation needs of underserved populations.

- The ***Kids at Heart*** Pediatric and Adolescent Obesity Program provides nutrition education, progressive exercise and psychosocial support to children at risk for health problems due to obesity. The one-year pilot program is funded by a grant from the Massachusetts Vitamins Litigation Settlement.
- ***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. The program is held in partnership with local golf courses
 - Inpatient adapted golf program, which makes use of a refurbished putting green and modified driving range
 - Outpatient adapted golf services which are available at RHCI's satellites
- RHCI co-sponsored ***Fifty Years after the Epidemic: Polio Survivors Face New Challenges***, a conference designed to educate those with post-polio syndrome about current treatment approaches and to expand awareness of this debilitating illness among the general population.

Key Accomplishments of Reporting Year

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 1450 adults and adolescents from the Cape, Islands, and Southeastern Massachusetts.
- RHCI provided general and specialty outpatient services to approximately 4,500 patients throughout the Upper, Mid and Outer and Lower Cape regions. Staff provided the following therapy visits through at RHCI's three outpatient centers:

Sandwich	- 34,795
Orleans	- 9,789
Yarmouth	- 9,613

RHCI has filled a pressing need for pediatric rehabilitation for infants, children and adolescents. This year RHCI provided therapy services for 727 children from birth to age 17.

RHCI developed five specialty programs to meet specific rehabilitation needs of residents:

- Adapted Golf Program
- Fall Prevention Program
- Headache Services
- Kids at Heart Pediatric and Adolescent Obesity Program

- Vestibular Rehabilitation Services

RHCI expanded access to specialty services by making the following services available to patients of different geographic regions through its satellite centers:

- Hand Therapy
- Headache Services
- Vestibular Rehabilitation
- Female Urinary Incontinence and Pelvic Pain

RHCI helped insure access to rehabilitation care for patients without other means of transportation by operating the Patient Courtesy Van as a free service. The van made 598 trips, bringing patients to and from therapy visits and physician appointments.

Plans for FY 2004

RHCI-Bourne Outpatient Rehabilitation Center

RHCI will expand access to rehabilitation services for residents in three Upper Cape towns by opening an outpatient satellite in Bourne. The center is expected to serve more than 51,700 residents living in Bourne, Falmouth and Wareham. The center will provide general and specialty therapy services as well as physician services.

Volunteering

RHCI supports the involvement of staff in community outreach activities through volunteer service:

- Alliance and the Human Condition Committee
- Case Management Society of New England
- Community Leadership Institute, Cape Cod
- Consumer Assistance Council
- Salvation Army - Hospitality to the Homeless
- Sandwich Commission on Disability
- Sandwich Human Service Council
- Sandwich Personnel Board
- Upper Cape Technical Vocational School Advisory Board

Partners Home Care

Partners Home Care (PHC) prides itself in linking the resources of a world-renowned health care delivery system to over 140 communities in Eastern Massachusetts. Rooted in the histories of 27 founding home care agencies, PHC serves a geographic area from Newburyport in the North, to Framingham in the West, to Plymouth in the South. Today, a century-old tradition of providing compassionate and community based health care, is enriched by the resources, research and clinical collaboration with the region's leading practitioners and medical institutions. With over 1400 employees, Partners Home Care provides 500,000 home care visits each year, making it one of the largest home care providers in New England.

Mission

The mission of Partners Home Care is to provide effective health care, health education and supportive services in the home or community setting to children and adults, including those who might not otherwise receive that care. PHC provides a link between a world-renowned health care system and the needs of historically served communities.

Community Activities

PHC provides home health care for 27,000 patients annually. More than 2,300 of these patients are covered by Medicaid, and more than 220 patients are uninsured.

In maintaining its longstanding commitment to providing public health and community outreach services, PHC is involved in a number of public activities that promote health, build health care partnerships and work to enhance the overall health and well being of the communities we serve.

Health Promotion Clinics and Support Groups

PHC provides 200 health clinics per month in 25 towns throughout the region. These clinics offer:

- Adult and child immunizations
- Education on blood pressure and blood sugar monitoring
- Medication instruction
- Education on diets

Key Collaborations and Community Partnerships

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

- Alzheimer's Support Group – Scituate

- American Cancer Society
- American Lung Association
- Asthma Network of Massachusetts
- Boston Heart Party
- Bridgewater TRIAD for Elder Safety
- Caregivers Support Group – Rockland
- Caregivers Support Group – Bridgewater
- Coalition of Workers with the Elderly
- Crombie Street Shelter
- Diabetes Education Group – Rockland, Hingham, Milton, Marshfield, Carver, Newton
- Greater Plymouth Council of Human Service Providers
- Home & Health Bio-Terrorism Committee
- Hingham/Hull Interagency Council
- Interagency Council of the South Shore
- Infusion Nurses Society
- Marblehead AIDS Awareness Committee
- Milton Interagency Network for Elders
- MS Support Group – MGH, Revere
- National Family Caregivers Association
- New England Chapter of American Parkinson’s Disease Association
- Newton Interagency Council
- Newton-Needham Chamber of Commerce
- Newton-Wellesley Hospital Elder Services Providers Focus Group
- North Shore Partnership for Compassionate End of Life Care
- Peabody Chamber of Commerce
- Recovery and Rehabilitation for Stroke Victims
- Rockland Business and Education Council
- Rockland Chamber of Commerce
- Rockland Holiday Magic Program
- Senior Healthwise Supper Club
- Senior Services Network of the South Shore
- South Shore Elderly Services MAP program
- South Shore Chamber of Commerce
- Widowed Support Group – Milton
- Families with Mentally Ill Adult Children Support Group - Middlesex Community College
- Widow/Widowers Group – Carver
- Young Parents Group – Marshfield

Community Education

PHC extends its resources throughout our communities by providing speakers, and educational programs on such topics as caregiver trainings, diabetes education, Alzheimer's disease, multiple sclerosis, stroke awareness, parenting, and blood sugar and blood pressure monitoring.

Measuring the Commitment

In FY2003, approximately \$2.3 million worth of care was provided by Partners Continuing Care to people who could not afford to pay and had no or insufficient insurance. In addition to that amount, Continuing Care lost \$2.5 million on care for Medicaid patients and costs for graduate medical education. The following table details these components.

Components of FY2003 Community Commitment
(in \$ Millions)
Compiled According to a Broader Definition

Uncompensated Care and Bad Debt (at Cost)	2.3
Medicaid Loss (at Cost)	2.5
Unreimbursed Expenses for Graduate Medical Education	0.6
Linkage/In Lieu/Tax Payments	0.1
Total Broader Definition	5.5

Contact Information

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

Michael Sullivan
Vice President of Development
Spaulding Rehabilitation Hospital Network
617-573-2900
Email: msullivan19@partners.org

Carole Stasiowski
Director of Community Relations
Rehabilitation Hospital of the Cape and Islands
508-833-4006
Email: cstasiowski@RCHI.org

Mary Bures
Director of Public Affairs
Partners Home Care
978-236-1404
Email: mbures@partners.org