

## Milford Regional Medical Center - FY2004

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### Summary Narratives

#### Community Benefits Mission Statement

To offer a variety of community programs which target the specific healthcare needs and concerns identified in our service area.

#### Program Organization and Management

The Community Benefits Coordinator reports directly to the Director of PR/Marketing who reports directly to the President/CEO. The Community Benefits Coordinator meets twice each year with the Community Benefits Advisory Group to determine programs and events for the following six months. Following review of information provided by the Community Benefits Coordinator, the Community Benefits plan is approved by the Director of PR/Marketing.

#### Key Collaborations and Partnerships

A key collaboration continues to be Milford Regional's active participation in Community Partners for Health, CHNA-6. Programs are planned in conjunction with Milford Regional clinicians and other hospital staff and representatives from collaborating partners to present a well-rounded package of free lectures and programs. Other key partnerships include the American Cancer Society, Blackstone Valley Regional Vocational Technical High School and Wayside Youth and Family Support Network.

#### Community Health Needs Assessment

In order to choose a Community Benefits Focus for fiscal year 2004, we reviewed the needs, as identified by CHNA as well as statistical information available for our service area. "Women's Health Issues" was chosen as the focus of our 2004 Community Benefits Plan in order to formally address pertinent and important health issues of concern to our female patients and others. Once setting the focus, the Community Benefits Coordinator met with hospital staff to plan programs and further pinpoint specific areas to address. Specific women's health issues identified were Infertility and High Risk Pregnancies, the Hormone Replacement Therapy debate, Perimenopause and Heart Disease.

#### Community Benefits Plan

Based on our community needs assessment, our target population for fiscal year 2004 continued to be adults of our service area. Our process for evaluating the effectiveness of our programs has been through participant feedback (written evaluations including suggestions). The evaluations are reviewed by the Community Benefits Coordinator and the Community Benefits Advisory Committee and used to determine future programs. For the future, we will continue to pursue partnerships with community groups, such as CHNA, so we may continue to offer programs that meet the needs of our service area.

#### Key Accomplishments of Reporting Year

Our Lecture Series and our "Healthy & Fit" programs were major accomplishments during fiscal year 2004. The free lectures and programs were very successful and provided an opportunity to bring community members from our service area together with hospital dietitians, physicians and physical therapists. We continued to offer our popular wellness programs, including yoga, t'ai chi, pilates and senior exercise. Successful additions to our wellness program offerings in 2004 were "Meditation for Stress Reduction" a 10-week evening program offered at one of our off-site locations and "Intermediate Kundalini Yoga."

#### Plans for Next Reporting Year

For fiscal year 2005, Milford Regional has chosen "Facing the Golden Years" as the focus of its Community Benefits Plan. We will further our 2004 mission by continuing to offer lectures and programs addressing women's health issues as well as exercise and wellness classes. Lectures will include a series addressing medical, financial and caregiver issues for seniors and their families. Program topics will include healthy cooking, dining out the healthy way, food-portion control and gluten-free diets. Topics will continue to be developed to meet the needs of

the community while addressing current trends in women's health. We will continue to offer programs on a variety of nutrition issues, as well as our popular diabetes education series. New programs added in fiscal year 2005 include an afternoon Diabetes Support Group (in addition to our evening group) and free nutrition programs for those with celiac disease.

## Select Community Benefits Programs

### School-Based Health Clinic

<b>Brief Description or Objective</b>	To provide medical care to students at a local regional high school.
<b>Program Type</b>	Not Specified
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Blackstone, Douglas, Hopedale, Mendon, Milford, Millville, Northbridge, Upton, Uxbridge</li> <li>• <b>Health Indicator:</b>Overweight and Obesity, Physical Activity, Responsible Sexual Behavior, Substance Abuse, Tobacco Use</li> <li>• <b>Sex:</b>Not Specified</li> <li>• <b>Age Group:</b>Child-Teen</li> <li>• <b>Ethnic Group:</b>All</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Blackstone Valley Regional Vocational Technical High School, Pleasant Street, Upton, MA 01568, (508) 529-7758</li> </ul>
<b>Contact Information</b>	Cheryl Bonasoro, VP, Patient Care Services, Milford Regional Medical Center, 14 Prospect Street, Milford, MA 01757, (508) 422-2300 <a href="mailto:cbonasoro@milreg.org">cbonasoro@milreg.org</a>
<b>Detailed Description</b>	Not Specified

### Blackstone Valley Free Program

<b>Brief Description or Objective</b>	To provide free medical care to uninsured residents of the Blackstone Valley. Milford Regional physicians provide their services free of charge. Diagnostic testing is provided free to patients. Hospital patient account representatives work with clients to assist with free care and MassHealth applications.
<b>Program Type</b>	Direct Services, Outreach to Underserved
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Not Specified</li> <li>• <b>Health Indicator:</b>Access to Health Care, Other: Uninsured/Underinsured</li> <li>• <b>Sex:</b>Not Specified</li> <li>• <b>Age Group:</b>All</li> <li>• <b>Ethnic Group:</b>All</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• St. Camillus Health Center, 447 Hill Street, Whitinsville, MA 01588, (508) 234-7306(<a href="http://www.stcamillus.com">www.stcamillus.com</a>)</li> </ul>
<b>Contact Information</b>	Rhonda Stolle, Patient Account Manager, Milford Regional Medical Center, 14 Prospect Street, Milford, MA 01757, (508) 422-2226 <a href="mailto:rstolle@milreg.org">rstolle@milreg.org</a>
<b>Detailed Description</b>	Not Specified

## Support Groups

<b>Brief Description or Objective</b>	To provide a variety of support groups to our service area and beyond. Current groups are: Breast Cancer, Community Birth Loss, Alzheimer Care Givers, Diabetes, Head Trauma, Heartline, Mother-Talk and Multiple Sclerosis.
<b>Program Type</b>	Support Group
<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b>Bellingham, Blackstone, Douglas, Franklin, Grafton, Holliston, Hopedale, Hopkinton, Medway, Mendon, Milford, Millis, Millville, Northbridge, Upton, Uxbridge</li><li>• <b>Health Indicator:</b>Other: Bereavement, Other: Cancer - Breast</li><li>• <b>Sex:</b>Not Specified</li><li>• <b>Age Group:</b>All</li><li>• <b>Ethnic Group:</b>All</li><li>• <b>Language:</b>Not Specified</li></ul>
<b>Partners</b>	Not Specified
<b>Contact Information</b>	Debra Hyder, Community Benefits Coordinator, Milford Regional Medical Center, 14 Prospect Street, Milford, MA 01757, (508) 422-2206 <a href="mailto:dhyder@milreg.org">dhyder@milreg.org</a>
<b>Detailed Description</b>	<a href="#">Download/View Attachment</a> (296.96 KB)

## Lecture Series

<b>Brief Description or Objective</b>	To provide free lectures to residents of our service area and beyond on a variety of health-related topics. Past topics have included arthritis, heart disease, breast cancer, smoking cessation, snoring and sleep apnea, pediatric asthma, ADHD, healthy eating, low-fat cooking, diet and exercise.
<b>Program Type</b>	Community Education
<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b>Bellingham, Blackstone, Douglas, Franklin, Grafton, Holliston, Hopedale, Hopkinton, Medway, Mendon, Milford, Millis, Millville, Northbridge, Upton, Uxbridge</li><li>• <b>Health Indicator:</b>Other: Education/Learning Issues</li><li>• <b>Sex:</b>All</li><li>• <b>Age Group:</b>Adult</li><li>• <b>Ethnic Group:</b>All</li><li>• <b>Language:</b>Not Specified</li></ul>
<b>Partners</b>	Not Specified
<b>Contact Information</b>	Debra Hyder, Community Benefits Coordinator, Milford Regional Medical Center, 14 Prospect Street, Milford, MA 01757, (508) 422-2206 <a href="mailto:dhyder@milreg.org">dhyder@milreg.org</a>
<b>Detailed Description</b>	<a href="#">Download/View Attachment</a> (296.96 KB)

## Diabetes Education Series

<b>Brief Description or Objective</b>	Programs and support groups offered free to persons with diabetes, their families and support persons.
<b>Program Type</b>	Not Specified
<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b>Bellingham, Blackstone, Douglas, Franklin, Grafton, Holliston, Hopedale, Hopkinton, Medway, Mendon, Milford, Millis, Millville, Northbridge,</li></ul>

Upton, Uxbridge

- **Health Indicator:**Other: Diabetes
- **Sex:**All
- **Age Group:**Adult
- **Ethnic Group:**All
- **Language:**Not Specified

**Partners** Not Specified

**Contact Information** Jo Fleming, RD, CDE, Director of Diabetes Education, Milford Regional Medical Center, 14 Prospect Street, Milford, MA 01757, (508) 422-2396  
[jfleming@milreg.org](mailto:jfleming@milreg.org)

**Detailed Description** [Download/View Attachment](#) (296.448 KB)

Program Type	Estimated Total Expenditures for FY2004	Approved Program Budget for 2005
Community Benefits Programs	<a href="#">Direct Expenses</a> \$21,988	\$36,227 <small>* Excluding expenditures that cannot be projected at the time of the report.</small>
	<a href="#">Associated Expenses</a> Not Specified	
	<a href="#">Determination of Need Expenditures</a> \$49,126	
	<a href="#">Employee Volunteerism</a> Not Specified	
	<a href="#">Other Leveraged Resources</a> Not Specified	
Community Service Programs	<a href="#">Direct Expenses</a> \$15,358	
	<a href="#">Associated Expenses</a> Not Specified	
	<a href="#">Determination of Need Expenditures</a> \$0	
	<a href="#">Employee Volunteerism</a> Not Specified	
	<a href="#">Other Leveraged Resources</a> Not Specified	
Net Charity Care	\$3,006,174	
Corporate Sponsorships	Not Specified	
	<b>Total Expenditures</b> \$3,092,646	

<b>Total Patient Care-Related Expenses for FY2004</b>	\$101,704,523
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Comments: The Direct Expense amount for the Community Benefits Programs includes \$3,843 for the value of employee time devoted to the programs. It is not reflected in the approved budget amount.