

Partners HealthCare - FY2010

Community Benefits Mission Statement

Partners is committed to working with community residents and organizations to make measurable, sustainable improvements in the health status of underserved populations.

Target Populations

Name of Target Population	Basis for Selection	
Underserved populations in Partners communities	Qualitative and quantitative needs assessments	

Publication of Target Populations

Marketing Collateral, Annual Report, Website

Hospital/HMO Web Page Publicizing Target Pop.

http://www.partners.org/about/Community_Benefits/about_community.html

Key Accomplishments of Reporting Year

- In 2007, a \$5M grant from Bank of America launched a loan repayment program for primary care physicians and nurse practitioners who commit to working at a community health center. To date, 113 providers have participated in the program providing care to an estimated 200,000 people.
- Primary care access coordinators connect Partners patients to primary care in hospital-based and community settings. To date, over 8,000 patients have been connected to care.
- Partners Community Health staff keep hospital and health center staff updated on public coverage changes; resolve access issues that arise; and work with state agencies to assure that programs work smoothly for patients and providers.
- Increasing access to quality health care in underserved communities. Partners provides care to 325,000 patients through its 21 licensed and affiliated health centers.
- Through career pipelines for young people, adult community residents, and incumbent workers, Partners creates employment opportunities for individuals and contributes to the economic health of communities in which they live.

Plans for Next Reporting Year

This section will be updated in 2011. Partners Community Health is in the process of a strategic planning process from which goals for future reporting years will be determined.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Matthew Fishman, VP of Community Health
Ronnie Sanders, Director, Partners Community Health

Community Benefits Team Meetings

- Partners Community Health leadership team meets regularly with the member hospital Community Benefit leaders to align strategic vision
- Partners Community Health leadership team meets with Partners Community Health Directors focused on health care reform, partnerships with health centers, research and evaluation, and workforce development

Community Partners

ACT Coalition
American Heart Association
Blue Cross/Blue Shield Foundation of Massachusetts
Boston Center for Independent Living
Boston Health Care for the Homeless
Boston Private Industry Council
Boston Public Health Commission
Boston Public Schools
Brookside Community Health Center
Cambridge Health Alliance
Camp Harbor View
Codman Square Health Center
Dana Farber/Partners CancerCare
Dorchester House Multi-Service Center
Dotwell
East Boston Neighborhood Health Center
Geiger-Gibson Community Health Center
Greater Boston Interfaith Organization
Harbor Family Health Center
Health Care For All
Help for Abused Women and Children (HAWC)
Institute of Community Health
Jewish Vocational Services
Lynn Community Health Center

Martha Eliot Health Center
Mass Association of Mental Health
Mass Coalition of School-Based Health Centers
Massachusetts Department of Public Health
Massachusetts Department for Children and
Family
Massachusetts Department of Transitional
Assistance
Massachusetts Division of Health Care,
Finance and Policy
Massachusetts League of Community Health
Centers
Massachusetts Office of MassHealth
Massachusetts Public Health Association
Mattapan Community Health Center
MGH Charlestown HealthCare Center
MGH Chelsea HealthCare Center
MGH Revere HealthCare Center
Neighborhood Health Plan
Neponset Health Center
North End Community Health Center
Pine Street Inn
Project Bread
Project Hope
Revere CARES
Revere Public Schools
Roca
Salem Family Health Center
South Boston Community Health Center
South End Community Health Center
Southern Jamaica Plain Health Center
The Boston Foundation
The Second Step
Thrive in Five
Torigian Family Health Center in Peabody
United Way
Upham's Corner Health Center
Whittier Street Health Center

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

October 2010 - completed a comprehensive review and compilation of quantitative health indicator and social determinants data for all Partners communities. For more information contact tkphull@partners.org

Consultants/Other Organizations

Not Specified

Data Sources

MassCHIP, Other - Boston Public Health Commission, Mass Inpatient Dataset

Select Community Benefits Programs

Bank of America Loan Repayment Program

Brief Description or Objective In 2007, a \$5M grant from Bank of America launched a loan repayment program for primary care physicians and nurse practitioners who commit to working at a community health center. To date, 113 providers have participated in the program providing care to an estimated 200,000 people.

Program Type Grant/Donation/Foundation/Scholarship

Target Population

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

Goals

Statewide Priority: Supporting Healthcare Reform

Goal Description

Attract new primary care providers to work at community health centers in Massachusetts

Goal Status

Through the end of 2010, 113 providers had participated in the program, providing care to an estimated 200,000 people.

Partners

Partner

Partner Name, Description	Partner Web Address
Massachusetts League of Community Health Centers	http://www.massleague.org/
Neighborhood Health Plan	http://www.nhp.org/Pages/home.aspx
The Commonwealth of Massachusetts	http://www.mass.gov/?pageID=mg2homepage&L=1&L0=Home&sid=massgov2
Blue Cross Blue Shield Foundation of Massachusetts	http://bluecrossfoundation.org/

Contact Information

Kristen Barnicle Partners Community Health 1135 Tremont Street, Suite 980 Boston, MA 02120
617.585.2800, kbarnicle@partners.org

Detailed Description

[Download/View Attachment](#) (24.24 KB)
File Name: PHS Program List.pdf

Connecting Patients to Primary Care

Brief Description or Objective

At Brigham and Women's Hospital, Massachusetts General Hospital, and North Shore Medical Center, access coordinators connect Partners patients to primary care in hospital-based and community settings. Since 2006, over 9,000 patients have been connected to care.

Program Type

Health Coverage Subsidies or Enrollment, Outreach to Underserved

Target Population

- **Regions Served:** Boston-Greater, Lynn
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Supporting Healthcare Reform**Goal Description**

Connect patients to primary care in community settings

Goal Status

Since 2006, over 9,000 patients have been served

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

South End Community Health Center

<http://www.sechc.org/en/>

Whittier Street Health Center

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

Cambridge Health Alliance

<http://www.challiance.org/home/index.shtml>

HVMA East Boston Community Health Center

<http://www.harvardvanguard.org/><http://www.ebnhc.org/>

North End Community Health Center

<http://www.massgeneral.org/northend/>

Lynn Community Health Center

<http://www.lchcnet.org/>**Contact Information**Kim Simonian Partners Community Health 1135 Tremont Street Boston, MA 02120 617.585.2800, ksimonian@partners.org**Detailed Description**[Download/View Attachment](#)(24.24 KB)
File Name: PHS Program List.pdf**Supporting Health Care Reform****Brief Description or Objective**

Partners Community Health staff keep hospital and health center staff updated on public coverage changes; resolve access issues that arise; and work with state agencies to assure that programs work smoothly for patients and providers.

Program Type

Health Coverage Subsidies or Enrollment

Target Population

- **Regions Served:** Boston-Greater
- **Health Indicator:** Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals**Statewide Priority:** Supporting Healthcare Reform**Goal Description**

Train staff and disseminate up-to-date information

Goal Status

80 to 100 patient financial counselors; 175 individuals on email update lists

Improve the capacity of staff to respond to questions from low income patients about their bills.

Roll-out of patient brochures describing billing process and offering assistance.

Streamline ways to share information with staff.

Participate in team at MGH to pilot Sharepoint site and monthly payer forum for outpatient practice staff.

Ensuring patients have adequate coverage

Ongoing management of challenging cases

Partners

Partner

Partner Name, Description	Partner Web Address
Health Care for All Massachusetts Medicaid Agency, Connector	http://www.hcfama.org/ https://www.mahealthconnector.org/portal/site/connector/

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Community Health Center Affiliations

Brief Description or Objective

Increasing access to quality health care in underserved communities. Partners provides care to 325,000 patients through its 21 licensed and affiliated health centers.

Program Type

Direct Services, School/Health Center Partnership

Target Population

- **Regions Served:** Boston, Chelsea, Lynn, Peabody, Revere, Salem
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description

Increasing access to quality health care in underserved communities.

Goal Status

Partners provides care to 325,000 patients through its 21 licensed and affiliated health centers.

Partners

Partner

Partner Name, Description	Partner Web Address
Codman Square Health Center	http://www.codman.org/
Dorchester House Multi-Service Center	http://www.dorchesterhouse.org/
East Boston Neighborhood Health Center	http://www.ebnhc.org/
Geiger-Gibson Community Health Center	http://www.hhsi.us/metro-boston/geiger-gibson-community-health-center/
Lynn Community Health Center	http://www.lchcnet.org/
Martha Eliot Health Center	http://www.childrenshospital.org/locations/Site1395/mainpageS1395P57sublevel8.html
Mattapan Community	http://www.mattapanhc.org/

Health Center

Neponset <http://www.hhsi.us/metro-boston/neponset-health-center/>

Health Center

South Boston <http://www.sbchc.org/>

Community

Health Center

Upham's www.uphamscornerhealthctr.com/

Corner Health

Center

Whittier <http://www.whittierstreet.org/>

Street Health

Center

Salem Family http://www.nsmc.partners.org/web/locations_detail/salem_family_health_center

Health Center

Torigian http://www.nsmc.partners.org/web/locations_detail/torigian_family_health_center

Family Health

Center

Boston <http://www.bhchp.org/>

Health Care

for the

Homeless

Program

North End <http://www.massgeneral.org/northend/>

Community

Health Center

Brookside http://www.brighamandwomens.org/Departments_and_Services/medicine/services/primarycare/Offices/Brookside.aspx

Community

Health Center

(BWH)

Southern http://www.brighamandwomens.org/Departments_and_Services/medicine/services/primarycare/sjphc/default.aspx

Jamaica Plain

Health Center

(BWH)

MGH- <http://www2.massgeneral.org/ctweb/index.htm>

Charlestown

Health Center

MGH-Chelsea http://www2.massgeneral.org/primarycareweb/primary_chelsea.htm

Health Center

MGH-Revere <http://www2.massgeneral.org/revereweb/>

Health Center

South End <http://www.sechc.org/en/>

Community

Health Center

Contact Information

Kristen Barnicle Partners Community Health 1135 Tremont Street, Suite 980 Boston, MA 02120 617.585.2800, kbarnicle@partners.org

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Workforce Development

Brief Description or Objective

Through career pipelines for young people, adult community residents, and incumbent workers, Partners creates employment opportunities for individuals and contributes to the economic health of communities in which they live. Pipeline programs are also designed to address the need for a high quality, diverse workforce that reflects the diversity of the population served by Partners' clinical facilities. Workforce diversity both contributes to patient care excellence and creates economic opportunities for diverse communities that in turn reduce racial and ethnic disparities in health and health care. Pipeline programs are developed and implemented in many places within Partners. Individual hospitals have created a number of pipeline programs for both youth and incumbent workers. Many departments have instituted career ladders that are based on identified competencies; these ladders document paths for advancement and provide wage increases as employees progress. System-wide initiatives include the Health Care Training and Employment Program, the Allied Health Initiative, and the Clinical Leadership Development for Diversity in

Nursing. Partnerships with community-based organizations, colleges and universities, public sector agencies, and the philanthropic community are a critical component of pipeline development. Collaborations not only inform program design but also expand the capacity of partner organizations to effectively address the needs of job seekers, incumbent workers, and employers.

Program Type

Health Professional/Staff Training,Mentorship/Career Training/Internship

Target Population

- **Regions Served:** Boston-Greater
- **Health Indicator:** Not Specified
- **Sex:** All
- **Age Group:** All Adults, Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals**Statewide Priority:** Not Specified**Goal Description****Goal Status**

Engaging young people in career exploration and providing supports for their success

FY10 pending

Preparing community residents for employment at Partners hospitals

FY10 pending

Supporting skill development and advancement for incumbent workers

FY10 pending

Recruiting and advancing a diverse workforce

FY10 pending

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

Partnerships with community-based organizations, colleges and universities, public sector agencies, and the philanthropic community

Contact Information

MJ Ryan, Workforce Development Manager Partners HealthCare , mjryan@partners.org

Detailed Description

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Expenditures

Program Type	Estimated Total Expenditures for FY2010	Approved Program Budget for 2010
Community Benefits Programs	Direct Expenses \$89,118,292 Associated Expenses Not Specified Determination of Need Expenditures \$4,324,956 Employee Volunteerism Not Specified Other Leveraged Resources \$20,769,355	\$186,003,309 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$69,240,137 HSN Denied Claims \$766,914 Free/Discount Care Not Specified Total Net Charity Care \$70,007,051	

Corporate Sponsorships	\$1,783,655	
	Total Expenditures	\$186,003,309
Total Patient Care-Related Expenses for FY2010		\$4,067,884,590
Comments: Where 'Not Specified' is reported, it should be noted that although amounts are not available for reporting, Partners hospitals, health centers, and physicians provide substantial contributions.		

Optional Information

Expenditures	Amount	
Community Service Programs	Direct Expenses	Not Specified
	Associated Expenses	Not Specified
	Determination of Need Expenditures	Not Specified
	Employee Volunteerism	Not Specified
	Other Leveraged Resources	Not Specified
Total Community Service Programs		Not Specified
Bad Debt:		Not Specified Not Specified
IRS 990:		Not Specified