

Summary Narratives

Community Benefits Mission Statement

MISSION STATEMENT

The Mission of Baystate Health (BH) is to improve the health of the people in our communities every day, with quality and compassion.

Vision for Community Health

Baystate Medical Center, a member hospital of Baystate Health, is committed to meeting the identified health and wellness needs of constituencies and communities served through the combined efforts of Baystate Medical Center member organizations, affiliated providers, and community partners.

Program Organization and Management

The Baystate Health Community Impact Oversight Committee (CIOC) is convened by senior leaders and currently oversees the hospital's community benefits. The membership of the CIOC consists of senior leaders, government and community relations staff, finance staff, strategic and program planning staff and community health planning staff. Key members of the CIOC also participate on Baystate's Community Benefits Workgroup that has been tasked to monitor the federal community benefit requirements and state community benefits and develop a new strategic Community Benefits Plan.

The Community Benefits Advisory Council (CBAC) is convened by the senior hospital executive who serves on the committee as the chairperson or co-chairperson. The membership in CBAC consists of hospital and system-level leaders and key community partners who have worked jointly to identify community health needs and target community benefit initiatives.

Key Collaborations and Partnerships

Community members have a key and growing role in helping the hospital identify and prioritize community health needs, developing strategies to address these needs, and evaluating the effectiveness of strategies and interventions. They have participated on community benefit committees for Baystate Medical Center representing the greater Springfield community and Western Massachusetts constituencies. They review community needs assessment data and use this analysis as a foundation for decision-making and developing strategies to effect change in the following areas:

1. Family Violence
2. Child and Adolescent Health
3. Health Access

Community Health Needs Assessment

Background: In FY 2004, Partners for a Healthy Community in conjunction with Baystate Medical Center completed a planning and community needs assessment process based on "A Planned Approach to Community Health," a five-phase model including the steps outlined below. This planning framework was used to conduct locality-based planning activities and goal-setting for Partners for a Healthy community and Baystate Medical Center's CBAC initiatives which were developed based on the following five planning steps:

1. Engage the community
2. Collect and organize data
3. Choose health priorities and target groups
4. Choose and conduct interventions

5. Evaluate the process and the community interventions

Community Benefits Plan

Baystate Medical Center is committed to expanding our partnerships with stakeholders to determine how to improve access to health information, preventive care, and medical services. As the region's largest provider of free care and Medicaid services, Baystate Medical Center has a long history of working with underserved and underinsured populations to improve health care delivery and supporting programs that address identified community needs. During FY 2008, Baystate Medical Center continued to partner with diverse populations and neighborhood groups in the community to improve health access and quality for our most vulnerable citizens—the uninsured, refugees and immigrants, people of color, and the disabled.

Key Accomplishments of Reporting Year

Over the course of the last year, planning meetings and program development activities focused on addressing the burden of illness, high incidence and prevalence of disease, and mortality experienced by those who suffer from health disparities, including racial and ethnic minorities. Baystate Medical Center's Community Health Centers have been engaged in a transformational re-engineering of health care services based on a medical home model of care. As a result we have been able to increase services to at risk populations by 25% and significantly improve patient satisfaction scores.

Our Community Health Planning Director provides special program development services, including grant development, to leverage existing BMC resources in order to expand services to at risk populations. Baystate Health utilizes Community Benefits Inventory and Social Accountability (CBISA), community benefits software, to track and manage Baystate Health community benefits programs, services and activities.

Plans for Next Reporting Year

In the upcoming fiscal year (FY 09), Baystate Medical Center will continue work with its internal Community Impact Oversight Committee and Community Benefits Workgroup to draft a new strategic, Community Benefits Plan that will be reviewed and approved by the Baystate Health Board of Trustees. Baystate Medical Center will continue the roll-out and implementation of the CBISA software to better collect and track current community benefit programs and services. We will continue to engage and partner with our community to collectively address unmet health care needs of residents in the greater Springfield area.

Select Community Benefits Programs

Partners for a Healthier Community

Brief Description or Objective

Partners for a Healthier Community has developed creative and new ways of linking various community sectors – schools, community-based organizations, healthcare and social service organizations, business, government, faith, neighborhood, and grass roots individuals – to bring about a demonstrable improvement in the health and well being of area youth.

Program Type

Community Health Needs Assessment, Health Coverage Subsidies or Enrollment, Health Professional/Staff Training, Healthy Communities Partnership, Mentorship/Career Training/Internship, Outreach to Underserved, Research, School/Health Center Partnership

Target Population

- **Regions Served:** County - Hampden
- **Health Indicator:** Access to Health Care, Environmental Quality, Immunization, Injury and Violence, Other: Asthma/Allergies, Other: Dental Health, Other: Education/Learning Issues, Other: HIV/AIDS, Other: Nutrition, Other: Parenting

	<p>Skills, Other: Uninsured/Underinsured, Overweight and Obesity, Physical Activity</p> <ul style="list-style-type: none"> • Sex:All • Age Group:Adult, Adult-Elder, Adult-Young, All Adults, All Children, Child-Infant, Child-Preschool, Child-Primary School, Child-Teen, Child-Toddler • Ethnic Group:American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander • Language:Cambodian , Cape Verdean Creole , Chinese , Haitian Creole , Hmong , Korean , Laotian , Other , Portuguese , Russian , Spanish , Vietnamese
Partners	<ul style="list-style-type: none"> • Multiple sectors
Contact Information	<p>Frank Robinson, PhD, PO Box 4895, Springfield MA, 01101-4895 frank.robinson@bhs.org</p>
Detailed Description	Not Specified

North End AIDS Response

Brief Description or Objective	This project provides outreach, case management, and support services to IV drug users and their high-risk partners
Program Type	Community Education, Direct Services, Health Coverage Subsidies or Enrollment, Health Screening, Outreach to Underserved, Prevention, Support Group
Target Population	<ul style="list-style-type: none"> • Regions Served:Springfield • Health Indicator:Access to Health Care, Other: Alcohol and Substance Abuse, Other: Cultural Competency, Other: HIV/AIDS, Other: Homelessness, Other: Hospice, Other: Uninsured/Underinsured, Responsible Sexual Behavior, Substance Abuse • Sex:All • Age Group:All Adults, Child-Teen • Ethnic Group:American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander • Language:Cambodian , Cape Verdean Creole , Chinese , Haitian Creole , Hmong , Korean , Laotian , Other , Portuguese , Russian , Spanish , Vietnamese
Partners	<ul style="list-style-type: none"> • Maria Ligus, HIV Program Director, New North Citizens' Council, 2383 Main Street, Springfield MA
Contact Information	<p>Jeffrey Scavron, MD, Medical Director, Brightwood Health Center, 380 Plainfield Street, Springfield MA 01199</p> <p>jeffrey.scavron@bhs.org</p>
Detailed Description	Not Specified

Family Advocacy Center

Brief Description or Objective	The Family Advocacy Center provides assessment, medical evaluations, and treatment of children who have been sexually abused
Program Type	Direct Services, Prevention, Support Group
Target Population	<ul style="list-style-type: none"> • Regions Served:County-Hampden • Health Indicator:Injury and Violence, Mental Health, Other: Domestic Violence, Other: Rape, Other: Sexually Transmitted Diseases • Sex:All • Age Group:All Children

	<ul style="list-style-type: none"> • Ethnic Group:American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander • Language:Cambodian , Cape Verdean Creole , Chinese , Haitian Creole , Hmong , Korean , Laotian , Other , Portuguese , Russian , Spanish , Vietnamese
Partners	<ul style="list-style-type: none"> • Maria Rodriguez, Hampden County District Attorney's Office, 80 State Street, Springfield, MA; Massachusetts Department of Social Services, Area Offices; Local Law Enforcement Agencies
Contact Information	<p>Stephen Boos, MD Medical Director Family Advocacy Center 759 Chestnut Street Springfield, MA 413-794-9793 stephen.boos@bhs.org</p>
Detailed Description	Not Specified

Baystate Springfield Educational Partnership

Brief Description or Objective	To provide a health career pipeline for disadvantaged Springfield students
Program Type	Not Specified
Target Population	<ul style="list-style-type: none"> • Regions Served:Springfield • Health Indicator:Other: Education/Learning Issues • Sex:All • Age Group:Child-Teen • Ethnic Group:American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander • Language:Cambodian , Cape Verdean Creole , Chinese , Haitian Creole , Hmong , Korean , Laotian , Other , Portuguese , Russian , Spanish , Vietnamese
Partners	<ul style="list-style-type: none"> • Kevin McCaskill, Principal, Putnam High School, 1300 State Street Springfield MA
Contact Information	<p>Peter Blain, Director Baystate Springfield Educational Partnership, 280 Chestnut Street, Springfield MA, 413-794-1671 peter.blain@bhs.org</p>
Detailed Description	Not Specified

Program Type	Estimated Total Expenditures for FY2008	Approved Program Budget for 2009
Community Benefits Programs	<p>Direct Expenses \$11,698,699</p> <p>Associated Expenses \$0</p> <p>Determination of Need Expenditures \$317,344</p> <p>Employee Volunteerism \$80,623</p>	<p>Not Specified</p> <p><small>* Excluding expenditures that cannot be projected at the time of the report.</small></p>

	<u>Other Leveraged Resources</u>	\$13,877,254	
Community Service Programs	<u>Direct Expenses</u>	\$4,312,617	
	<u>Associated Expenses</u>	\$0	
	<u>Determination of Need Expenditures</u>	\$0	
	<u>Employee Volunteerism</u>	\$0	
	<u>Other Leveraged Resources</u>	\$670,000	
Net Charity Care		\$5,542,765	
Corporate Sponsorships		\$270,000	
	Total Expenditures	\$37,769,302	
Total Patient Care-Related Expenses for FY2008			\$675,358,554
Comments: Our Direct Expenses increased from FY 2007 because we were able to identify additional leveraged resources through collaboration with our Finance team.			