



CAPE COD HEALTHCARE

**Cape Cod Hospital and
Falmouth Hospital**

COMMUNITY BENEFITS REPORT
Fiscal Year 2008

Region Served: Cape Cod.

I. Cape Cod Health Care Community Benefits MISSION STATEMENT

Cape Cod Healthcare, Inc, through its Community Benefits Initiative, is committed to enhancing the quality of and access to a comprehensive continuum of healthcare services for all the people of Cape Cod. Through continuous assessment of community needs, coordinated planning, and the allocation of resources, this commitment includes a special focus on the unmet needs of the financially disadvantaged and underserved populations. We will take a leadership role in collaborative efforts joining our resources, talent, and commitment with that of other providers, organizations, and community members.

II. INTERNAL OVERSIGHT AND MANAGEMENT

Cape Cod Healthcare has a deep commitment to high quality services across the healthcare continuum and available to all Cape Cod residents. The Office of Community Health (OCH), of which Community Benefits is a part, was created in January 2000 to ensure that a) prevention services are available and linked to all aspects of the healthcare continuum; and b) all Cape Cod residents have access to healthcare; c) all CCHC Affiliates play an active role in community driven efforts to increase access to healthcare.

A major focus of the OCH is to ensure that all Cape Codders have health insurance, access to health information, a constant primary care provider and access to specialty care.

The OCH reports to the Community Health Committee, a subcommittee of the Board of Trustees of CCHC. The Chairwoman of this committee reports to the Board of Trustees about community health and community benefits efforts on a regular basis. The Community Health Committee is comprised by people working the gamut of health services in Cape Cod: community based organizations, community advocacy groups, county government, community health centers, independent physicians, health insurance agents, and others. The Committee holds six meetings per year and is the decision making body for all community health initiatives including expenditures of community benefits.

VI. PROGRESS REPORT: EXPENDITURES Oct. 2007 – Sept 2008

TYPE	PROGRAM	NET EXPENDITURE	PROGRAM BUDGET
	PUBLIC HEALTH INSURANCE ENROLLMENT	40,263	40,000
	BILINGUAL MENTAL HEALTH COUNSELOR	15,000	15,000
	COMMUNITY BENEFITS ADMINISTRATION	109,762	110,000
	COMMUNITY HEALTH CENTERS Enrollment	45,834	50,000
	SCHOOL BASED HEALTH CENTER - Cape Cod Tech	45,237	93,538
	BRAZILIAN CPR TRAINING – Red Cross	7,694	7,260
	MINI GRANTS	27,292	25,000
	ELDER MENTAL HEALTH	61,046	94,147
	SUBTOTAL Community Benefits Programs	352,130	434,945
COMMUNITY SERVICE PROGRAMS	CCH TAXI	17,131	22,000
	FALMOUTH TAXI	2,121	3,000
	FALMOUTH HOSPITAL Rx	9,500	8,000
	CAPE COD HOSPITAL Rx	13,629	15,000
	CHILD BEHAVIORAL HEALTH EMERGENCY INFO.	330,000	115,000
	CHILD ABUSE EVALUATION (CHILDRENS COVE)	33,276	36,000
	SUBTOTAL Community Service Programs	405,657	199,000
OPEN HEART DoN	MD EDUCATION	49,322	60,000
	SCHOOL NUTRITION	4,560	5,000
	SPECIALTY NETWORK	55,780	64,625
	WAMPANOAG HEALTH	0	15,000
	SUBTOTAL Open Heart DoN	109,661	144,625
BED TOWER DoN	CHC INFRASTRUCTURE	50,358	63,760
	CHILD MENTAL HEALTH	209,375	201,604
	SEXUAL ASSAULT (SANE)	20,490	20,000
	EMERGING LEADERSHIP	0	15,000
	ACCESS EPIDEMIOLOGY	31,277	35,000
	HARMONIC OUTREACH	45,402	46,465
	COMMUNITY BASED INTERPRETER SERVICES	45,000	45,000
	SUBTOTAL Bed Tower DoN	401,902	426,829
	ALL COMMUNITY BENEFITS	1,269,350	1,188,399
	NET CHARITY CARE	3,362,634	3,362,634
	MD FORGIVENESS	740,520	740,520
	CORPORATE SPONSORSHIPS	3,212	3,212
	GRAND TOTAL	5,375,716	5,294,765

Expenditures included are

- the funding of Community Benefit and Community Service programs;
- the expenses associated with the community programs done in conjunction with the new Open Heart Surgery and the Bed Tower Programs (Determination of Need);

- c. the costs associated with guarantying the salaries of physician for the first two years in Cape Cod in exchange for two years of community services; and,
- d. the costs of providing free medical care

Community Benefits in the broader sense would include any services provided free to the community; however, the Attorney General guidelines differentiate between **Community Benefits Programs** e.g., a program, grant or initiative developed in collaboration with the Community Benefits Council or based upon a community needs assessment that serves the needs of the target population identified in the hospital's Community Benefits Plan and **Community Services Programs** e.g., a program or grant that advances the health or social needs of our residents but is not related to the priorities of the Target Population identified in the Community Benefits Plan. For the purposes of this report, we have divided expenses into these two categories. However, it is important to emphasize that regardless of the sub-title, both expenses have the same altruistic purpose of benefiting the community and represent no financial benefit to the hospital.

B. FUNDED PROGRAMS

During FY 08 CCHC funded 16 "Community Benefit" programs and 6 "Community Service" programs.

For the purposes of reporting on expenditures made during the fiscal year to both the Attorney General's Office Community Benefits and the Department of Public Health's Determination of Needs to meet our agreement and obligations, with these entities three categories of expenditures will be reported.

1. Community Benefits (Attorney General's Office Report)
2. Open Heart (Massachusetts Department of Public Health)
3. Bed Tower (Massachusetts Department of Public Health)

Because there are some programs e.g. Community Health Center Network and Project HOPE that have both Attorney General and Department of Public Health expenditures, the total amount of CCHC's contribution toward the program will be stated on the initial section, Community Benefits, and the specific breakdowns for each entity will be noted in each of the three expenditure sections.

B.1. COMMUNITY BENEFITS

1. Community Health Center Network

\$160,807

There are four community health centers in Cape Cod providing affordable, sliding scale, or free health care to all residents. They are located in all four regions of Cape Cod (Upper, Mid, Lower, and Outer). Given their accessible locations, comprehensive services, and affordability, these centers represent a critical link for un-and under-insured Cape Codders to obtain medical and oral health services.

3. Bilingual Mental Health Counselor **\$15,000**
Catholic Social Services

Through this service, Catholic Social Services has filled a void in mental health services in Cape Cod. As a result of this program, Brazilians with limited English proficiency have access to mental health counseling.

4. Elder Mental Health, Project Reach **\$61,046**
Cape Cod Emergency Medical Services and Councils on Aging

This a collaborative between the Cape Cod Councils on Aging, Emergency Medical Services, Town police and fire departments, and Cape Cod Healthcare ER. Typically, clients are identified at the ER or by police/fire/EMS responding to a house call from a senior or a relative. After an assessment at the client's home, clients are enrolled into REACH and matched with a volunteer who accompanies them to appointments, assists with grocery shopping, transportation. In addition, REACH staff connects clients to their tow's Council on Aging where they receive further assistance and connection to more specialized services.

Another component of the model, which is provided through the Upper Cape Consortium, is to provide in-home behavioral health evaluations and, based on diagnosis, connection to behavioral health providers.

Community Benefits funding covers the salary of the Reach's coordinator.

5. School Based Health Center **\$45,237**
Cape Cod Technical High School

The Community Benefits funding covered 3 months of start up which included the full salaries of the Nurse Practitioner, full salary of the Medical Assistant and .25 FTE Practice Manager. The grant also paid for 3 hours per month for a Cape Tech faculty to act as the liaison between the school and CCHC, and to coordinate the SBHC's Advisory Board.

6. Brazilian CPR and First Aid Training **\$7,694**
American Red Cross, Cape Cod Chapter

The program recruited and trained 5 bilingual members of the Brazilian community as Certified Red Cross CPR/ED and First Aid instructors. These trainers then trained 130 members of the Brazilian community in basic CPR and first aid.

7. Mini-Grants **\$58,569**

The "Mini-grant" program awards small grants (less than \$10,000) outside of the funding period to local programs. The availability of these funds allows responding to emerging community health needs outside of the funding cycle.

FY 08 Mini-Grants

Community Benefits **\$27,292**

Bed Tower DoN - Epidemiology **\$31,277**

• Oral Health Planning Tri-County Oral Health	\$9,500
• Maternal Child Depression Cape Cod Child Development	\$5,000
• Emergency Fund – Case Management AIDS Support Group	\$5,000
• Skin Cancer Prevention and Screening Oncology, Cape Cod Hospital	\$1,250
• Youth Legislative Leadership Barnstable High School, Mary Lyons	\$5,726
• Health Care Reform Business Education Cape Cod Chamber of Commerce	\$6,531
• Cape Cod and Islands Salient Health Issues HRCI Consulting	\$15,000
• Epidemiology and Data Massachusetts Health Data Consortium	\$2,400
• Qualitative Data of Cape and Islands Health Anna Johnson, Consultant	\$5,162
• Project HOPE and Health Insurance Enrollment BL Hathaway, Consultant	\$3,000

8. Community Benefits and Community Health Admin. \$109,762
 Salary for the director of community benefits, as well as the salary of per-diem administrative assistant, and consultants to coordinate cardiovascular activities. Also included in this line item are other miscellaneous expenses related to holding community benefits meetings.

B.2. COMMUNITY SERVICE PROGRAMS	\$405,658
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9. CCH ER Taxi \$17,131
Cape Cod Hospital
 Taxi Vouchers from Cape Cod Hospital's Emergency Room to various locations in Cape Cod. An average of 1,800 vouchers are provided per year at an average of \$30 per trip.

10. Falmouth Taxi **\$2,121**
Falmouth Hospital

Vouchers for Falmouth Hospital patients without any other means of transportation.

11. Falmouth Hospital RX Program **\$9,500**
Falmouth Hospital

Provide vouchers for medications to emergency room patients with low income.

12. Cape Cod Hospital RX Program **\$13,629**
Cape Cod Hospital

Provide vouchers for medications to emergency room patients with low income.

13. ER Behavioral Health Non-Reimbursable Services **\$330,000**

Mental illness and substance abuse are particular challenges on Cape Cod and, as such, it is essential that the Emergency Department is appropriately staffed to meet the needs of psychiatric patients. According to the Massachusetts Department of Public Health Division of Health Care and Finance Policy data for 2003-2005, the Cape and Islands has the highest rate of suicide for all regions in Massachusetts. Specifically, the Cape and Islands rate of suicide is 9.5 while the State average is 6.6 per 100,000 people. The Cape and Islands ranks second in Massachusetts for the number of Opioid related visits to the Emergency room.

Psychiatric Evaluations are provided in the Emergency Room by the Department of Mental Health Crisis Team and the Cape Cod Hospital Psychiatric Assessment Team (PAT Team). Collectively, the teams evaluated over 2200 patients in the Emergency Room last year.

The PAT Team is comprised of independently licensed mental health professionals who provide emergency psychiatric assessments 24 hours per day, seven days per week. The PAT team evaluates children, adults and elders who present with an array of mental health and substance abuse issues including suicidality, alcohol and drug addictions, major mental illnesses such as psychotic and bipolar disorders, post traumatic stress disorder, and acute interpersonal stressors. The PAT team works collaboratively with the ER and Psychiatric physicians to develop dispositions for this cohort of psychiatric patients. Approximately half of the patients evaluated by the PAT Team require immediate hospitalization in psychiatric or substance abuse facilities due to the severity of the presenting illness. Other patients are discharged back to the community with carefully crafted treatment plans that serve to prevent hospitalization and worsening of psychiatric symptoms.

In the past year, the PAT Team evaluated 1048 patients at Cape Cod Hospital and provided essential consultation to the patients, their families and the ED staff relative to managing psychiatric crises. Despite the critical nature of these services, only a portion of the array of services provided by the PAT Team are

reimbursed. As such, the PAT Team services lost \$330,000 in FY 08. If Cape Cod Hospital is unable to sustain the PAT Team by funding these losses, the mental health and substance abuse problems on the Cape will continue to escalate.

14. Children's Cove **\$33,276**

The Cape and Islands Child Advocacy Center

This program provides clinical and support services to children who are victims of sexual abuse and their families. It is a partnership of Barnstable County, The Cape and Islands District Attorney's Office, The Department of Social Services, The Department of Mental Health, and Cape Cod Hospital. The grant covers .5 FTE salary of a nurse practitioner who conducts the assessments and examinations, develops community educational programs, and testifies in court as needed.

B.3. OPEN HEART Determination of Need	\$109,661
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"Cape Cod's Cardiovascular Initiative" was funded as part of CCHC's commitment to the Massachusetts Department of Public Health community benefits provision for allowing Cape Cod Hospital to start and operate an Open Heart Surgery program.

15. The Centers for Health Education **\$49,322**

Cape Cod Healthcare

These centers, one located at the Mid Cape and the other in the Upper Cape, provide free health information and referrals to self-referred patients as well as patients referred by their PCPs. The Centers are the hub of the Cardiovascular initiative; they connect people at risk to needed cardiovascular risk reduction services and information such as smoking cessation, nutritionist, exercise, etc. The program provided services for employers as well as community based organizations.

16. Barnstable High School - Nutrition **\$4,560**

One-on-one nutrition counseling to high school students through the school based health center and the after school program.

17. Specialty Network for the Uninsured **\$55,780**

(Please see Community Health Center Network)

B.3. BED TOWER Determination of Need	\$401,901
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18. Community Based Interpreter Services **\$45,000**

The program deploys certified medical interpreters to physician practices and other community based programs when needed.

19. Child Mental Health

\$209,375

These services are divided into three areas:

a. Psychiatric Case Management

\$76,607

Cape Cod Human Services

Services provided through this full time position are non-reimbursable by a third party. Because the availability of child psychiatrists is so limited in Cape Cod, this position allows psychiatrists to increase the number of children and adolescents seen in their practices. The RN in this position provides triage for client/family phone calls, medication refills, responds to other collateral providers and community resources with necessary information, and coordinates and oversees the medication ordering process.

b. School Based Mental Health Services

\$13,163

Cape Cod Human Services

Consultation and triage services provided to high school staff at Barnstable High, Barnstable Middle School and Cape Cod Tech by Cape Cod Human Services professionals.

c. Kids and Teens Assessment Center

\$119,605

During FY 06 CCHC, in partnership with four other funders (the United Way of Cape Cod and the Islands, The Cape Cod Community Foundation, The Bilezikian Family Foundation, and the Kelley Foundation) and under the guidance of consumers of child behavioral health services (parents, school counselors, probation officers, etc) created this program to provide comprehensive behavioral health screenings, short-term therapy, case management, and referrals to children facing behavioral health programs and their families. The Assessment Center opened its doors to the children and families of Cape Cod March 2007 with funding from the Cape Cod Grantmakers Collaborative, of which CCHC Community Benefits is a member.

20. SANE Sexual Assault

\$20,490

Cape Cod Hospital

This program funds a State Certified SANE program in Cape Cod. The program provides a coordinated community response to victims of sexual assault over the age of 12 and serves victims at Cape Cod and Falmouth Hospitals Emergency Room and Independence House, a community based organization serving victims of domestic violence.

B.5. NET CHARITY CARE

\$3,362,634

This expenditure reflects the actual costs, and not the hospital's charge, of providing free care. Excluded are reimbursements made by state and federal government or payments from the Massachusetts Uncompensated Care Pool. The largest amount of Net Charity Care was provided by Cape Cod Hospital at 2,300,271; Falmouth Hospital costs were \$1,062,363.

B.6. CORPORATE SPONSORSHIPS**\$743,732****1. Forgiveness of Physician Debt**

Falmouth Hospital	\$238,499
Cape Cod Hospital	\$502,021

Cape Cod Healthcare recruits physicians into the community and guaranties income during the initiation of their practice. If after two years the MD is not able to re-pay the loan, the MD may apply for "Forgiveness of Physician Debt" by submitting a plan to provide community services, which include:

- (1) caring for MassHealth and Medicare patients, and
- (2) providing 8-12 hours of community service:
 - a. conduct or actively participate in community medical educational sessions or programs.
 - b. conduct or actively participate in medical screening programs.
 - c. provide clinical services sessions (at no charge) to the community.
 - d. Documented increase in access by adding 8-12 office hours during holidays, weekends, and/or evenings.

2. In kind donations of equipment to various programs totaling \$3,212

VII. PLANS FOR NEXT FISCAL YEAR

In view of the financial crisis facing Cape Cod Healthcare during FY 08, no new funding will be made available in FY 09. Instead, all programs will be level funded.

During FY 09, new priorities will be established based on the findings from the Salient Health Issues Report and the "Solutions For a".

VII. Contact Information

If you would like more information about CCHC Community Health initiative and/or about this report please contact

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APPENDIX 1

FY 08 External Community Health Grants

GRANT	PURPOSE	BUDGET	SOURCE OF FUNDS
VNA:			
Women's Health Network Medical	Provide breast and cervical cancer screening and diagnostics for un and under insured income eligible women 18-64	\$254,089	MA Department of Public Health
Men's Health Partnership	Screening for un and under insured men 18 and older	\$140,246	MA Department of Public Health
Total VNA		\$394,335	
CCH:			
School-based Health Center	Student Health Services	\$79,394	MA Department of Public Health
HIV Counseling (CTSS)	HIV/AIDS Counseling & Testing Support Services	\$370,500	MA Department of Public Health
Emergency Medical Management Services (EMMS)	HIV/AIDS Care Management & Support	\$248,776	MA Department of Public Health
Ryan White Title III	HIV/AIDS Clinic	\$471,573	DHHS/HRSA Federal Direct Funds
TB Clinic	TB Testing for Cape Cod	\$29,289	MA Department of Public Health
Bio-terrorism Preparedness	Bio-terror preparedness & training for first responders	\$94,503	MA Department of Public Health/HRSA
Coverdell Stroke Registry	Implementation of National Acute Stroke Registry/Quality Improvement & Education	\$1,000	MA Department of Public Health
Total CCH		\$1,294,035	

GRANT	PURPOSE	BUDGET	SOURCE
FH:			
Emergency Preparedness Grant #6	To increase emergency preparedness capabilities at Falmouth Hospital. To participate in the development and coordination of statewide hospital emergency response capabilities.	\$48,844	MA Department of Public Health/HRSA
Coverdell Stroke Registry	Implementation of National Acute Stroke Registry/Quality Improvement & Education	\$5,000	MA Department of Public Health
Total FH		\$53,844	
CAPE COD HUMAN SERVICES:			
Visions Teen Parent Home	Provide transitional living services for Teen mothers	\$79,430	MA Department of Social Services
Options for Employment	Assist adults with psychiatric diagnosis enter non subsidized employment	\$88,485	MA Rehab Commission
School & Community Support	Consultation and educational services to schools, agencies, and the community around child mental health issues	\$21,623	MA Department of Mental Health
Kids & Teens Assessment Center	Adolescent Behavioral Health Assessment Services	\$265,000	Private Grantor: Grant Makers Collaborative
Total CCHS		\$454,538	
GRAND TOTAL AWARDS		\$2,196,752	