

**Saints Memorial Medical Center
Community Benefits Voluntary Annual Report
2003**

I. Community Benefits Mission Statement

Saints Memorial Medical Center (SMMC) conducts its activities in accordance with the healing mission of the Catholic Church, the Sisters of Charity of Ottawa and the Northern U.S. Province's of the Missionary Oblates of Mary Immaculate.

SMMC believes that health care is about the fundamental needs of people, their families and their community. We emphasize caring for all people with dignity, respect and compassion. We place special focus on wellness and prevention of illness and injury, as well as community and professional education.

SMMC strives to improve the health status of the people we serve, in collaboration with organizations and leaders within the community by:

- Assessing the needs of the community
- Facilitating access to health care and health information
- Providing efficient, cost-effective health services
- Placing the needs of patients first
- Considering the total individual: body, mind and spirit

We endeavor to fulfill this mission through commitment to our core values of excellence, respect, honesty and accountability. We promote health and social justice, with special attention to the needs of the poor and underserved.

(Adopted February 1995, reviewed annually)

Saints Memorial Medical Center
Community Benefits Report - 2003

II. Internal Oversight and Management of Community Benefits Program

Saints Memorial Medical Center's (SMMC) roots extend as far back as the early 1800's when our predecessor hospitals, St. John's and St. Joseph's, were established to meet the health care needs of Lowell's mill workers and immigrants. Today, SMMC continues to provide high quality health care and community service in keeping with the Catholic mission of caring. SMMC's Community Benefit Program includes:

- ❖ Cancer programs
- ❖ Community health education
- ❖ Community service programs
- ❖ Corporate sponsorships/ community contributions
- ❖ Emergency services
- ❖ Pastoral care services
- ❖ Prevention and wellness programs
- ❖ Programs & services developed for defined priority health issues
- ❖ School affiliations/student education
- ❖ Support groups

The Community Benefits Advisory Group was developed in 1995 to continuously assess health needs of the community and to ensure that SMMC programs and services reflect those changing needs. Needs assessments are reviewed continuously, and are based on Massachusetts DPH health status indicators, the most current demographic information, as well as input from patients in both inpatient and outpatient settings, staff, and community members.

Representatives from the following various areas of the hospital participate in the planning, oversight, and reporting of community benefit activities:

- ❖ Administration
- ❖ Ambulatory Services
- ❖ Cancer Center
- ❖ Case Management/Social Services
- ❖ Community Outreach
- ❖ Customer Service
- ❖ Education and Physician Referral
- ❖ Interpreter Services
- ❖ Prevention Institute
- ❖ Pastoral Care
- ❖ Public Affairs
- ❖ Volunteers

SMMC is committed to improving the health of the Greater Lowell community. To this end, we remain committed to developing and evaluating programs and services that are based on the needs identified by the community. We place strong emphasis on the need for collaboration with other health and community organizations. SMMC

community benefit activities are continuously assessed to ensure that they continue to be responsive to the needs of the community.

SMMC's community benefit efforts to respond to the needs of the Greater Lowell community are on-going, and are accomplished through a combination of educational programs and services that include health fairs, screenings, educational outreach activities, and providing basic health care for the underserved.

Community benefit programs are developed and organized through various departments as an extension of patient care. Senior management is directly involved in the community benefit process through oversight of department activities, authorizing resource utilization for programs, as well as providing guidance and input in the annual reporting process.

Staff at all levels at SMMC is encouraged to participate in community benefit programs. Employees are kept informed of activities through several methods of communication:

- ❖ The Connector - a monthly employee news publication
- ❖ Staff meetings, and regular communication with management
- ❖ Bulletin boards
- ❖ Internal e-mail messaging

III. Community Health Needs Assessment

A comprehensive needs assessment was conducted several years ago for SMMC's service area. Information sources included:

- ❖ Demographic information
- ❖ Massachusetts Department of Public Health (DPH) health status reports
- ❖ Input from patients, staff, physicians, and community members
- ❖ Referrals/requests from local agencies

This comprehensive process identified several priority health concerns that could best address the health needs of our community:

- ❖ Asthma
- ❖ Diabetes
- ❖ Domestic violence
- ❖ Expanded access to care
- ❖ Perinatal care

When considering community health priorities, SMMC evaluates existing resources available both at the hospital and within the community. SMMC's existing programs and services include:

- Community Contributions
- Community Education
- Health Referrals
- Pastoral Care
- Physician Referral

- Prevention/Wellness programs
- Support Groups

The focus areas have been identified as priority concerns faced by the community. We have set forth short-term and long-term goals for each initiative.

IV. Community Participation

Saints Memorial Medical Center places strong emphasis on collaborating with other community organizations to work together to achieve a common goal: improving the health of our community. Members of the Greater Lowell community are active participants in the planning and development of SMMC's community benefit program in various ways:

- ❖ SMMC Board of Trustees, Board of Governors, Volunteers, and Friends of the Foundation represent the community and are able to provide input both informally as well as through a formal process at regularly scheduled meetings
- ❖ SMMC Community Outreach Coordinator is active in the Asian community in Lowell through collaborative efforts with local agencies and businesses
- ❖ Current health interests of community members are communicated by participants in SMMC Community Health Education Programs, as well as individuals seeking physician referral services
- ❖ SMMC Corporate WellCare program provides programs and services to over 700 local businesses, representing over 35,000 employees in the SMMC service area. These individuals are surveyed about their health concerns, etc.
- ❖ SMMC specialty clinics, including TB and School Based Health Centers, are developed and operate through collaborative efforts with local agencies, health department, and schools
- ❖ SMMC Customer Service Representative/Patient Advocate holds patient focus groups to solicit feedback about hospital experiences
- ❖ Physicians and nurses provide guidance and input both informally and through scheduled committee meetings
- ❖ As a component of our Customer Service Program, employees are encouraged to suggest additional programs and activities as a result of their experiences providing patient care
- ❖ SMMC Director, Prevention Institute schedules community health promotion activities. Participants complete questionnaire identifying community health needs and program preferences.

Community participants include representatives from local organizations with whom SMMC collaborates to address community health needs:

- ❖ African Assistance Center
- ❖ Alternative House
- ❖ American Cancer Society
- ❖ Big Brother, Big Sister Mentoring Program
- ❖ Boys & Girls Club of Greater Lowell
- ❖ CHNA 10
- ❖ Cambodian Mutual Assistance Association
- ❖ Department of Social Services

- ❖ Elder Services of the Merrimack Valley
- ❖ Greater Lowell Chamber of Commerce
- ❖ Greater Lowell Technical High School
- ❖ Latin American Health Institute
- ❖ Local Schools
- ❖ Lowell Board of Health
- ❖ Lowell House
- ❖ Lowell City Manager's Office
- ❖ Lowell Rotary
- ❖ Lowell Transitional Living Center
- ❖ Lowell VNA
- ❖ Lowell YMCA
- ❖ Lowell YWCA
- ❖ Lowell Youth Services
- ❖ Massachusetts Association for Portuguese Speakers (MAPS)
- ❖ Massachusetts Department of Public Health
- ❖ Merrimack Valley AHEC
- ❖ United Teen Equality Center
- ❖ WIC

Through collaborative efforts, SMMC maintains an open invitation to the community to participate in our community benefit program. In the future, it is our goal to further facilitate community participation by making our Annual Community Benefits Report available via our website.

V. Community Benefits Plan

Asthma

Asthma causes morbidity across all populations, and a high number of return visits to emergency departments. As such, state and federal initiatives have identified asthma as a focus for the development of preventive health programs.

Massachusetts DPH health status indicators for Greater Lowell show an asthma rate of 119.7, compared to a rate of 130.8 statewide. SMMC has developed a clinical pathway with input from pediatricians, pulmonologists, and emergency department staff. The implementation process included an educational program on asthma management for physicians, nurses, respiratory staff, case managers, as well as physician office staffs. Continuing outreach efforts include education on appropriate office treatments and follow-up.

Efforts to improve care of asthmatic patients in the emergency department focus on patient education. Community programs are also focused on educating asthmatics on care and management of their condition, and proper use of inhalers.

SMMC's school-based health centers also focused on asthma as a result of the high number of asthmatic children in the schools, as identified by SMMC in collaboration with local school nurses and the Lowell Board of Health. Nurse practitioners are initiating preventive treatment for children before emergent situations arise.

Short-term goals in this area include:

- Provide asthma education to staff and community
- Develop a multidisciplinary comprehensive standard for patient education and care of the asthmatic patient in the emergency department

Long-term goals include:

- Promote awareness by providing community education about asthma and related conditions
- Decrease number of repeat visits to SMMC's emergency department for asthma cases
- Improve DPH health status indicators

Diabetes

Local residents with diabetes also represent a population with unmet needs, according to physicians associated with SMMC, primary care office and clinic nurses, patients, educators, dieticians, and other health and service providers such as local boards of health.

Diabetes is a chronic disease. When well controlled, the disease may cause minimal disturbance to a person's lifestyle. When uncontrolled, diabetes can have extremely deleterious effects, often resulting in multiple hospital admissions. Problems identified with the care of diabetes include multiple methods of diabetic education, and inconsistent reinforcement of educational materials. SMMC has worked in collaboration with local communities' boards of health, physicians' offices, and home care providers to develop a comprehensive program for diabetes that includes education, prevention, and disease management.

Short-term goals include:

- Promote self-care by providing a diabetes support group for adult diabetics

Long-term goals include:

- Recognize a decrease in hospital admissions of uncontrolled diabetes
- Improve disease management by facilitating access to primary care
- Apply for external funding to provide diabetes prevention and management programs for underserved minority populations

Domestic Violence

Domestic violence is a significant problem facing our community. Recognizing this public health concern, SMMC participates in the Lowell City Manager's task force on domestic violence and the Community Health Network Area (CHNA) domestic violence subcommittee. Internally, SMMC has developed a comprehensive program for proper identification and referral of domestic violence victims. SMMC is now able to better assess and effectively intervene for these patients.

SMMC also makes domestic violence resource information available in pamphlet format. This information is translated in several languages including English, Spanish, and Khmer, and is available at various locations throughout the hospital.

Short-term goals include:

- Remain active in task forces
- Participate in initiatives to promote staff and community awareness of domestic violence
- Ensure assessment and intervention for victims of domestic violence during a medical encounter

Long-term goals include:

- Increase awareness of the prevalence of domestic violence in the Greater Lowell community
- Recognize a decreasing trend in statistics relating to domestic violence in our community

Expanded access to care

For SMMC, expanding access to care, especially to the underserved, is among our highest priorities. Expanding access to care includes several components, including outreach efforts to improve accessibility and communication, referrals to primary care, education and assistance with obtaining health coverage, and providing culturally appropriate education materials, services and care.

In an effort to improve the health status of the population we serve, SMMC continues to provide several important services. SMMC provides a telephone physician referral service at no cost to the community. In addition, several outpatient specialty clinics have been established to provide care to patients at low or no cost.

Prevention Institute programs identify people with limited access due to language and/or financial barriers and provide access to services at low or no cost.

Identified barriers to adequate medical care and services include:

- Cultural, ethnic, linguistic barriers
- Financial barriers
- Lack of appropriate information about access to care
- Lack of programs/services that directly address specific health care needs

The Greater Lowell CHNA's population, by racial breakdown, is:

83.2% White non-Hispanic
8.6% Asian
6.3% Hispanic
1.8% Black non-Hispanic

Also, 8.5% of Greater Lowell CHNA's population is below 100% of the federal poverty guidelines, and 11.6% of children less than 18 years of age are living below 100% of poverty line.

(Source: MassCHIP CHNA Health Status Indicators Report)

SMMC recognizes the need for adequate, culturally appropriate medical care for all populations within the Greater Lowell community. SMMC's goal is to eliminate barriers to access. Ongoing outreach efforts are targeted to address the needs within the Greater Lowell community.

Short-term goals for this initiative include:

- Identifying specific needs
- Participating in outreach activities within greater Lowell communities
- Providing education through the distribution of information about access to care
- Enrolling individuals in appropriate public assistance programs
- Providing referrals to primary care physicians
- Promoting cultural awareness

Over the long term, it is SMMC's goal to:

- Recognize a decreasing trend in number of individuals within the Greater Lowell community with no primary care physician
- Develop culturally appropriate programs and services to facilitate access to care
- Improve overall access to care in an effort to improve the health of the Greater Lowell population
- See improved health status indicators as a result of improved access to care

Perinatal care

Perinatal care continues to be a priority for SMMC. Health status indicators provided by the Massachusetts Department of Public Health show the following about perinatal health in the Greater Lowell CHNA area:

- 7.7% low birth weight
- 6.7% births to adolescent mothers
- 20.6% mothers not receiving prenatal care during first trimester
- 75.1% mothers with adequate prenatal care

These statistics are higher than statewide percentages and represent the patients seen in our obstetrical services, as well as the concerns identified by community leaders. The need for comprehensive, affordable perinatal care for women in the Greater Lowell area has existed for several years. In response, SMMC opened its Prenatal Clinic in 1995, which serves as a source of care from prenatal to post-partum.

Recognizing that in Greater Lowell a large percentage of total births are to women under the age of 18, SMMC provided prenatal care services in the school-based health centers it operated in Lowell's two high schools.

Short-term goals in this area included:

- Collaboration within the high schools to use perinatal services by pregnant teens
- Targeted culturally appropriate outreach efforts to underserved populations
- Provided quality perinatal care through early intervention

Long-term goals:

- The Teen Health program was phased out during 2003.

Outcome Measures & Budget

SMMC's community benefit efforts to respond to the needs of the Greater Lowell community are on-going. This is accomplished through a combination of educational programs and services such as health fairs, health screenings, distribution of educational pamphlets, etc., as well as special focus areas identified. Short-term goals include educating community members, providing for immediate health needs, as well as implementing programs to educate the community. Long-term goals include improving the health of the community. This is monitored and evaluated by examining demographic and health data statistics each year. SMMC programs and services are continuously monitored and achievement of goals is measured by indicators such as: increase in patient volume, number of requests for brochures or additional information, requests from community members for programs and participation at health fairs and screenings.

SMMC's community benefit activities include programs and services that are both existing and new. Our community benefits plan is reviewed annually, however activities are continuously assessed and developed in response to the needs of the community. As a result, funding for these programs and services is allocated from SMMC's operating budget on an on-going basis. In the past, SMMC has never developed a budget specific to community benefits. Costs associated with community benefit activities are tracked and reported in the annual voluntary report. For FY 2004, it is estimated that we will commit an equivalent amount of resources for community benefit programs, community service programs, and corporate sponsorships, (not including net charity care) as in FY2003.

VI. Progress Report: Activity During Reporting Year

a) Major Programs and Initiatives:

Asthma

In addition to the state and federal initiatives that have identified asthma as a focus for the development of preventive health programs, over the past few years Massachusetts DPH health status indicators have shown that Greater Lowell had an asthma rate higher than the statewide average. As a result, SMMC was seeing an increased number of hospital admissions primarily related to asthma. In response, SMMC developed and implemented a clinical pathway for asthma for more consistent and accurate diagnosis, education, treatment and follow up of the condition.

Recent statistics indicate that the rate of asthma in Greater Lowell has decreased to 119.7, and the state rate has decreased to 130.8. While this health status indicator is

improving locally, SMMC continues to focus on maintenance and preventive health programs.

SMMC continues to focus on educating the community about asthma through an educational program that includes information booklets in Spanish, English, and Khmer, providing patients with peak flow meters, and teaching them how to use inhalers properly.

Continuing Education programs are held for staff on asthma and its most current treatments. Nurses, physicians, and respiratory staff receive multidisciplinary education through in-service programs at SMMC.

Through the School Based Health Centers, SMMC worked in collaboration with school nurses in Lowell to identify and provide early intervention to asthmatic students at local schools.

SMMC maintains a collaborative effort with UMass Lowell to assist in asthma education in the community.

SMMC and the Mass DPH collaborate to address ways to achieve common goals on the treatment and management of the asthma epidemic in Massachusetts

Diabetes

SMMC maintained a Diabetes Education and Management Program through the efforts of a multidisciplinary team including representatives from: nursing education, several outpatient departments including clinics and primary care, pharmacy, cardiac rehab, case management, and dietary. Input from this group was used to develop a comprehensive diabetes education program, with the main goal of the program being to provide patients with the information and skills necessary to effectively manage their diabetes. This program is intended for newly diagnosed diabetics, unstable diabetics, gestational diabetics, and patients with recurrent diabetes management issues.

SMMC has allotted resources to provide vitally needed medical services to the Greater Lowell community by establishing a Prevention Institute. This Institute concentrates its efforts on the prevention or delay in onset of chronic disease. The Prevention Institute has identified Diabetes as a major health problem in the Greater Lowell area with 13,000 members of our local community diagnosed with this disease. This statistic is multiplied significantly when we include family members at risk for developing the disease. The Prevention Institute has applied for external grant funding sources to assist in delivering diabetes management programs to underserved minority populations

The Diabetes Education and Management Program offers a comprehensive introduction or review of Diabetes Survival Skills including:

- Diabetes pathophysiology
- Foot care
- Insulin injection
- Lifestyle change issues
- Long-term complications
- Medication information
- Nutrition and meal planning

- Prevention and management of hypo/hyperglycemia
- Self blood glucose monitoring
- Sick day management

Each patient's education is under the direction of a Certified Diabetes Educator (CDE) and a Registered Dietician. SMMC staff works collaboratively with physician offices and local community agencies to help identify and refer patients in the community in need of services. In 2003, SMMC's efforts on diabetes included:

- A diabetes support group that meets under the direction of a Diabetes Nurse Educator and a Registered Dietician
- 4 diabetes screening clinics, that resulted in approximately 345 individuals tested
- A multi-disciplinary advisory committee to oversee the quality of care and undertake strategic planning for the program

Domestic Violence

The Greater Lowell CHNA has identified domestic violence as a significant problem faced by our community today. SMMC has responded to this issue by remaining active in collaborative community committees:

- Greater Lowell CHNA Domestic Violence Sub-committee
- City Manager's Domestic Violence Task Force

Both of these committees are the result of collaborative efforts of several local health and service providers including the Lowell Police Department. These committees continue their efforts to make an impact on such a difficult and often unacknowledged societal issue.

A representative from SMMC is actively involved with the efforts of Alternative House, a local organization providing services for victims of domestic violence. By supporting these efforts, SMMC strengthens its commitment to raising awareness of domestic violence in the Greater Lowell community.

Expanded Access to Care

SMMC's predecessor hospitals were founded to provide health care to those who could not afford to pay. In keeping with this mission, SMMC continues to provide care to those in need.

Access to care has become a leading health indicator for Massachusetts. According to the most recent results from the Massachusetts Behavioral Risk Factor Surveillance System provided by the Massachusetts Department of Public Health, the Lowell/Lawrence area reported a higher rate (than the state overall) of individuals considering themselves in fair or poor overall health. In addition, this geographic area was also highlighted as having a higher number of adults with no health insurance.

SMMC has focused efforts on providing for the unmet needs of the community: in fiscal year 2003, SMMC provided free care to patients. (See section d. *Expenditures*)

SMMC operates several outpatient specialty clinics for patients who might not otherwise have access to care. These clinics include:

- Diabetes
- Family/Primary care
- Genetic Counseling
- Growth & Nutrition
- Gynecology
- Immunization Services
- Pain Management
- Pediatric Gastroenterology
- Pediatric, Adolescent & Adult Counseling/Psychiatry
- Prenatal
- Prevention Institute
- Pulmonary
- Teen Health Medical Services
- Tuberculosis
- Women's Health Network

SMMC offers a health information and physician referral service to the community free of charge. Individuals, especially those who do not have a primary care physician, can call with health related questions and speak to a registered nurse, receive information on our specialty clinics, education classes, primary care physicians, specialists, and receive referrals.

Saints Memorial Medical Center also offers assistance to patients who may not have health insurance or the complete coverage that is available to them. SMMC provides individualized assistance in filling out the proper financial forms in order to obtain coverage.

Ongoing efforts to improve access to health care for adolescents include:

Through grant funding from the Mass. Department of Public Health, the Teen Health ambulatory program at SMMC offered primary medical care, as well as mental health and psychiatric services to children, adolescents, and adults.

As an extension of the Teen Health Service, Saints Memorial Medical Center operated two School Based Health Centers providing primary medical services, onsite prenatal care, and comprehensive mental health services to students enrolled at Lowell High School and Greater Lowell Technical High School.

In 2003 the following occurred through efforts of Teen Health and School Based Health Centers:

- Presented Health Education classes at both school-based health centers
- Provided mental health screenings for depression
- Provided health physicals for the Lowell National Youth Sports Program
- Collaborated with Lowell Health Department to extend youth immunization program
- Participated in Lowell's citywide Healthy Life Skills Program

SMMC's Pediatric/Teen Counseling Service provided comprehensive mental health services to children, adolescents, and adults. These services included providing any necessary pharmacological care that was needed. Mental health services were also available at several local elementary and middle schools.

Demographic indicators also reveal a significant Asian population in Greater Lowell (8.6% vs. 3.9% statewide). SMMC continues to strive toward providing culturally appropriate care and services, and has formed a cultural competency committee. This is a multi-disciplinary committee that has been convened to ensure that SMMC best addresses the needs of various cultures. Current efforts include:

- ❖ Adherence to dietary preferences
- ❖ Availability of translation to assure complete clinical information gathering
- ❖ Identify and provide resources for patients and staff of SMMC as well as the community
- ❖ Improving our process for correct and complete data collection of race and ethnicity
- ❖ Promoting cultural awareness to all staff
- ❖ Providing translated instructions, forms, educational materials in appropriate languages
- ❖ Recognizing alternative medical beliefs/practices

SMMC has received a grant, *Pathways to Culturally Competent Healthcare*, from the Blue Cross/Blue Shield Foundation of Massachusetts. The purpose of this grant is to educate hospital interpreters and staff to improve understanding of the increasing cultural diversity of the Greater Lowell area.

It is our overall goal to recognize and respect patients' beliefs and cultural customs that may effect their treatment or care. SMMC is also active on the Cultural Competency Subcommittee of the Greater Lowell CHNA. An important initiative of this task force has included working with the local cable network to produce a multi-lingual video on accessing health care. The video, *Access to Healthcare in Lowell, MA*, was produced in English, Khmer, Spanish, Portuguese, French and Swahili.

SMMC has conducted several outreach programs targeted to meeting the needs of Greater Lowell's Asian population. These programs have included visits by small groups of individuals to SMMC. These visits have included a tour of the hospital, as well as an opportunity to learn about the services available and how to access them.

DPH Collaborative Grant Programs at Saints Memorial Medical Center

Growth and Nutrition Clinic

Through a grant from the DPH for a Children's Growth and Nutrition Clinic, SMMC offers family-centered, multidisciplinary care to a culturally diverse population of families and their infants and children who are experiencing growth delays known as failure to thrive. Their care includes addressing their nutritional, medical, psychosocial and financial needs within their cultural framework to treat the child's malnutrition before its lifelong deficits interfere with school performance, behavior, and cognitive and social development. This program includes nutrition rehab and counseling, occupational therapy, home visits, enhancement of parent feeding skills, management of medical problems, social intervention around issues of feeding and parenting in a culturally

sensitive and respectful environment. The program provides close follow-up and works closely with outside agencies such as WIC, VNA, Early Intervention, and several medical specialty clinics. The clinic also works closely with the SMMC prenatal clinic to provide high-risk patients with guidance during their pregnancies, and to identify patients at risk for premature delivery or low birth weight babies.

Women's Health Network

Through a grant from the DPH and CDC, SMMC offers the Breast and Cervical Cancer Early Detection Program. This program offers breast and cervical cancer screening services to uninsured and underinsured women in Massachusetts who are over age eighteen. Services include a clinical breast exam, instruction in breast self-exam, a mammogram, and a Pap test. Women identified as needing additional services receive case management follow-up, further diagnostic testing, and treatment referral. Social, psychological and nutritional services are available as needed, as well as access to oncological clinics.

Perinatal Care

According to the most recent Health Status Indicators Report from the Massachusetts Department of Public Health, Greater Lowell's percent of low birth weight is 7.7 compared to 7.2 statewide. The percent of teen births for Lowell is higher compared to statewide averages (6.7 vs. 6.2), while the rate of mothers with adequate prenatal care is lower (75.1 vs. 85.2). In addition, the percent of mothers not receiving prenatal care in the first trimester is 20.6 vs. 15.7 statewide. These statistics along with the identified problem of poor access to medical care, have inspired SMMC to continue making it a priority to offer comprehensive, affordable prenatal care for women of all ages in the Greater Lowell area.

In response to this need, Saints Memorial Medical Center continues to offer services through its Prenatal and Gyn Clinics. These services include:

- 1st trimester infant feeding education
- Breastfeeding support group
- Gynecological care
- Lactation consultation
- Mother to mother mentor group
- Nutritional services
- Obstetrical services
- Parenting and childbirth classes
- Post partum care
- Post partum depression group
- Pregnancy testing
- Prenatal breastfeeding education
- Prenatal care
- Prenatal exercise programs
- Social services

SMMC recognizes the importance of fostering trust with the women who participate in the program and therefore continue to ensure that they are cared for by the same providers (i.e., obstetricians, nurses, dietitians) who participate in their care during labor, delivery, and post partum.

SMMC is also partnering with WIC to assess all patients as needed in the prenatal clinic.

SMMC offers full time Nurse-Midwifery services as an option to patients.

Saints Memorial Medical Center continues to recognize both the needs as well as the rights of patients to expect culturally appropriate care that recognizes special language and other communication needs. As such, SMMC maintains an active Interpreter Service and employs bilingual staff to facilitate culturally sensitive care to our patients.

Recognizing that a significant percentage of births in the Greater Lowell area are to women under the age of 18, Saints Memorial Medical Center focused on the prenatal care of adolescent mothers. SMMC offered prenatal and gyn care through the school-based health centers the hospital operated at Lowell's two high schools. The staffs of the Family Birth Unit and Prenatal Clinic continue to focus specifically on the needs of pregnant adolescents, and have developed an adolescent childbirth education program (CBE). In addition, students from *My Father's House* attend classes on an as-needed basis.

In response to the number of patients that come through the prenatal clinic that are uninsured or underinsured, Saints Memorial Medical Center offers education and assistance to all patients in helping them to obtain financial assistance through MassHealth or other appropriate health insurance programs. Staff members offer individualized financial consultation to those patients who come through the prenatal clinic.

SMMC also invites women who have recently delivered to participate and share their concerns and ideas through focus groups. In response to needs identified, SMMC now offers:

- Breastfeeding support group
- Hypnobirthing classes
- New mothers support group
- Post partum support group
- Sibling preparation classes

SMMC provides an infant car seat to every baby born at SMMC. This program was started in response to a need identified by patients and SMMC staff to promote a "safe beginning" to all newborns. In 2003, over 700 complimentary car seats were offered to newborns.

SMMC also provides 24-hour a day access to a "Newborn Channel" in both English and Spanish.

b) Community Services:

In keeping with its mission, Saints Memorial Medical Center recognizes the importance of providing community services as part of its overall commitment to meeting the needs of the community.

Community Education

SMMC continues to offer a variety of educational programs for the Greater Lowell community.

Community members can take advantage of many educational programs offered by SMMC at no or low cost. These programs include:

- Baby-sitter Training
- Childbirth Education
- CPR Certification and Re-Certification
- First Aid
- Hypnobirthing
- Infant CPR
- Moms in Motion
- Nutrition and Healthy Eating
- Prevention Institute Programs
- Yoga

School Affiliations/Student Education

SMMC provides clinical experiences to nursing students at UMass Lowell, Rivier College, Middlesex Community College, Greater Lowell Technical High School, and New Hampshire Institute Paramedic Program.

Members of SMMC management are active in advisory roles to the health sciences/nursing programs at Northern Essex Community College, Middlesex Community College, UMass Lowell, Greater Lowell Technical School and St. Joseph's Hospital LPN program in Nashua, NH.

SMMC sponsored several Healthcare Career sessions for students at the Greater Lowell Technical High School, Lowell High School and Pelham Middle School in 2003

SMMC initiated a program for the Lowell High School Health and Bioscience Academy students to introduce them to a variety of healthcare careers. Students spent afternoons daily for eight weeks observing healthcare professionals at work. Eight students completed the program.

SMMC also collaborated with the University of Ulster in Ireland to provide an international clinical experience for a senior level nursing student.

Educational programs for local high school students included:

- Depression
- Sexually Transmitted Infections (STI's)
- Smoking Cessation

SMMC Teen Health Medical Director maintained active consulting relationships with several local schools

SMMC's ALS provider, Greater Lowell EMS, participates in conducting pre-prom accident simulations at local high schools

Continuing Professional Education

SMMC maintains a Continuing Medical Education program that is fully accredited by the Massachusetts Medical Society and offers approximately 50 programs on current health issues and practices to professional staff each year

In response to the nurse staffing shortages impacting the country, SMMC sponsored a Critical Care Program in collaboration with other local health providers designed to prepare nursing professionals to function in critical care areas of the hospital.

Northeast perinatal team sponsored four S.T.A.B.L.E. conferences at Tewksbury state Hospital for local obstetric nurse education.

SMMC continued a Nursing Internship program designed to facilitate the transition of newly graduated nurses from the school setting into the workplace environment. This program mentored new nurses with experienced professionals and provided both classroom and clinical experiences planned to allow the new nurse to gradually assume the expected professional responsibilities. The goals of the program include promoting retention of new nurses in the nursing profession.

The Education Department at SMMC is a designated Community Training Center of the American Heart Association in Basic Cardiac Life Support (BCLS or CPR). In this capacity, SMMC provides for instructor training and development, issues course completion cards and supports instructors with equipment and quality issues as requested.

Greater Lowell EMS provides in-service training and education for local fire departments on an as-needed basis.

Prevention/Wellness

SMMC's Prevention Institute sponsors health promotion events at no cost to community participants. Focus areas in 2003 included screenings for diabetes, heart disease, bone density, health nutrition, sleep disorders, respiratory function and skin cancer. Educational programs were scheduled for prediabetes, diabetes, osteoporosis, thyroid disorders and heart disease.

Because childhood obesity has become a major concern in the Greater Lowell area, SMMC's Prevention Institute is collaborating with the Lowell School Department to target children in selected grammar schools and provide parent education, weight screenings, exercise programs and ongoing education. Research will be conducted to determine the effectiveness of this weight and exercise program.

Through participant questionnaires and focus groups, the Prevention Institute has determined that coronary disease is a major health concern in the Greater Lowell area. In 2003, The Prevention Institute conducted three Community Health Days at SMMC with screenings for high cholesterol and blood pressure and referrals to community resources as appropriate. Follow-up will include educational programs presented by qualified medical providers and a continuation of community outreach screening programs.

SMMC actively participates in health fairs. These events feature providing health information to members of the community. Over the past year, SMMC has also participated in the following health fairs:

- Billerica and Westford Health Fairs
- Community Health Fair, Greater Lowell Technical High School
- Greater Lowell CHNA annual health fair
- Healthy Living Festival, Lowell High School
- Tyngsboro Health Fair

SMMC provided full physical exams and special testing for 20 children who were exposed to radiation in Chernobyl. SMMC collaborated with the Chernobyl Children's Project to arrange care for these children while they were staying with local host families. Several physicians, nurses, clinicians, interpreters and volunteers from many different departments of SMMC donated their time for this annual event.

Cancer Programs

SMMC sponsors several cancer-related programs for our patients and their families/friends:

- Annual Breast Cancer Reception
- Caregivers Retreat
- Holiday Tree Lighting Remembrance
- Look Good, Feel Better
- Patient Holiday Party
- Volunteer Massage Therapists in Infusion Room

Emergency Services

SMMC operates a 24-hour/day, 7-day/week Level II Emergency Department staffed by specially trained nurses, nurse practitioners, technicians and physicians. SMMC's Emergency Department also includes a fast-track area for non-emergent care, providing care to approximately 45,000 patients each year.

Greater Lowell EMS, SMMC's Advanced Life Support (ALS) Department, is a pre-hospital emergency paramedic service. Staff is Nationally Registered and State of Massachusetts certified, EMT-Paramedics. Greater Lowell EMS operates 2 non-transporting vehicles, and responds to approximately 9,000 emergency medical calls per year, treating about 4,000 patients each year in 7 towns throughout Greater Lowell. Paramedics also supplement staffing in the Emergency Department.

Pastoral Care Services

The Pastoral Care Department at SMMC focuses on the spiritual, emotional, and religious needs of patients and families of all faith denominations. The Pastoral Care Department offers a wide range of support services including daily mass that is televised for patients, weekly prayer services, and sacramental ministry for patients, staff and families. Sacramental ministry is offered around the clock. The Pastoral Care Department also helps SMMC reach out to families in need by coordinating donations of food, clothing, and toys during the holidays.

Support Groups

SMMC offers several support groups for patients and their families. These support groups assist patients and families dealing with issues such as: diabetes, weight loss, obesity, post-partum, and breastfeeding.

Community Service

Over the past year, staff from various departments of SMMC was active in the community through the following examples:

- ❖ Participated in planning and implementing a walk for Diabetes to benefit the American Diabetes Association (ADA)
- ❖ Coordinated the “Orchid Day” fundraiser at SMMC to benefit the ADA
- ❖ Organized the SMMC “Adopt a Family” program during the holidays that provided for 56 local families
- ❖ Organized a special prayer service in response to the tragedies of September 11
- ❖ Participated in the Walk-a-Thon to benefit the American Heart Association

c) Community Contributions:

SMMC also supports many community organizations through contributions, donations, and sponsorships.

Members of SMMC management are active on the Boards of many community organizations including: Boys and Girls Club of Greater Lowell, Massachusetts Council of Community Hospitals, St. Mary Magdalen Church, The Lowell Plan, Vesper Country Club, Greater Lowell Interfaith Leadership Alliance, Merrimack Valley Health Services, Lowell Transitional Living Center, Over 30 Baseball, Inc., Greater Lowell Workforce Investment Board, Centralville Softball League, Academy of Notre Dame, Friends of the Massachusetts Archives Museum, D’Youville Manor Nursing Home, Boy Scouts of America, Greater Lowell Chamber of Commerce, Massachusetts Hospital Association, Melrose YMCA Basketball, North Andover Little League, North Andover Youth Basketball, St. Mary’s Church, St. Michael’s School, U.S. Naval Reserve and Yankee Alliance.

SMMC employees are also active in the following local organizations: Greater Lowell Interfaith Leadership Alliance, Catholic Collaborative of Lowell, Greater Lowell Community Foundation, Asian-American Business Association, Cambodian Mutual Assistance Association, Massachusetts Immigration & Refugee Advocacy Coalition, and the Merrimack Valley Area-Health Education Center.

d) Expenditures:

Type	Estimated Total Expenditures for FY2003		Approved Program Budget for FY2004*
Community Benefits Programs	(1) Direct Expenses	\$948,540	\$892,253
	(2) Associated Expenses	\$277,452	
	(3) DoN Expenditures	\$0	
	(4) Employee Volunteerism	\$950	
	(5) Other Leveraged Resources	\$812,497	
Community Service Programs	(1) Direct Expenses	\$27,874	
	(2) Associated Expenses	\$0	
	(3) DoN Expenditures	\$0	
	(4) Employee Volunteerism	\$6,200	
	(5) Other Leveraged Resources	\$5,525	
Net Charity Care		\$2,595,622	
Corporate Sponsorships		\$94,997	
	Total	\$3,133,523	

*Excluding expenditures that cannot be projected at the time of the report.

Total Patient Care-Related Expenses for FY2003: \$95,225,599

VII. Next Reporting Year

a) Major Programs and Initiatives- *Anticipated goals and projected outcomes*

SMMC will continue to focus efforts on the areas identified in the Community Benefits Plan.

Asthma

SMMC is committed to continuing its asthma education program in the emergency department and the outpatient department focusing on improving the care of the asthmatic patient and decreasing hospital admissions.

Diabetes

The Prevention Institute will continue to make prevention of Diabetes a priority by focusing its initial efforts on implementing a comprehensive program of risk assessment, behavior modification, counseling and support. We also plan to implement a research project to measure the outcomes of our prevention program and its effectiveness in providing services to the Greater Lowell community.

Domestic Violence

SMMC will continue to support local initiatives by remaining active in committees and promoting programs in an effort to recognize increased awareness of domestic violence in the Greater Lowell community.

Expanded Access to Care

Over the next year, SMMC will focus outreach efforts on the Asian population within the Greater Lowell area. The cultural competency committee will also remain active in identifying and responding to the needs of the diverse cultures of our patients. Representatives from SMMC will remain active in initiatives of local organizations. SMMC will also be working in collaboration with local organizations to develop an oral health program to meet the needs of the Greater Lowell community. Oral health is

becoming an increasing health need in communities whose populations are more likely not to have health insurance or seek regular medical care. Current efforts are focused on identifying community needs, as well as additional service providers that could assist in developing this program.

Perinatal Care

SMMC's plans will be focused on expanding the Family Birth Unit in order to accommodate the increasing numbers of mothers and infants in the community.

Community Services

SMMC will continue to participate in various community service programs in collaboration with local organizations to bring needed programs and services to the Greater Lowell community.

b) Budget/Projected Expenditures

It is estimated that over the next year, SMMC will allocate approximately the same amount of resources to its community benefit and community service programs as in FY2003.

VIII. Contact Information

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