

## **Narrative & Standardized Summary**

Nantucket Cottage Hospital is pleased to voluntarily file its 2001 Community Benefits Report. As the smallest hospital in Massachusetts, we take great pride in the level of services and benefits provided to a year-round community of 10,000 and a seasonal community of 50,000.

### **I. Summary of Mission**

As approved by the Nantucket Cottage Hospital Board of Trustees, our mission is to provide the Nantucket community with optimal primary and emergency medical services throughout the year.

Our mission calls for a Community Benefits Plan that is embraced by members of all facets of our community. We continuously seek to collaborate with other organizations, both on Nantucket and the mainland. Periodic assessment of our mission and Community Benefits Plan ensures a continuing commitment to those we serve.

### **II. Internal Oversight and Management of Community Benefits Plan**

The Community Benefits Plan is managed by the senior administration of the hospital. With input from department managers, Community Advisory Committee, Community Relations Committee, and the Board of Trustees, the administration developed and implemented the Plan. Policy is recommended through the Community Relations Committee, a sub-committee of the Board of Trustees, to the Board of Trustees.

The Plan is shared with the community and staff in a variety of ways depending on the specific programs offered. News media, advertising, and staff newsletters are commonly used to promote programs.

### **III. Community Health Needs Assessment**

Nantucket Cottage Hospital has relied on various tools to assess needed services as well as measuring the satisfaction of those served. Phone surveys, focus groups, and patient satisfaction questionnaires are examples of assessment tools that have been used.

### **IV. Community Participation**

A broad cross-section of the community takes advantage of various benefits within the Plan. Infants to senior citizens are actively sought out and served by our dedicated staff and volunteers. The hospital's fingerprints may be seen in day care services, senior centers, schools, beaches, the ocean, airport, and beyond. We are proud of our services, particularly our Community Benefits.

Faced with budget costs unlike any other community hospital and dramatic reductions in Medicare reimbursements, Nantucket Cottage Hospital does not operate with a balanced budget. Despite these financial hardships, we remain committed to providing a comprehensive Community Benefits Plan to those who live and visit this resort island, located 30 miles off the coast of Cape Cod.

#### **V. Community Benefits Plan**

The Nantucket Cottage Hospital Community Benefits Plan seeks to empower individual departments to meet the needs of those they seek to serve via community benefits.

The hallmark of our community benefits plan is the Annual Comprehensive Health Fair. The Fair is designed to offer healthcare access to those without health insurance, under-insured, as well as those interested in the early detection or prevention of disease. A variety of blood tests are offered at a 50% to 80% reduced rate. Free physician screenings are offered in 16 specialties.

NCH encourages staff to participate in other health & social service organizations. Members of management serve on school councils & committees, nursery school advisory panel, Nantucket Community Network for Children, veteran's services, elder support organizations, mental health organizations, and a minority outreach group.

The Plan seeks to assist the most vulnerable in our community.

#### **VI. Contact Information**

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Department	Initiative	Objective	Partners
Social Services	(Steering Committee Member) Lighthouse Health Access Alliance	HRSA Federally funded Cape and Island projects to address access to healthcare for the uninsured and undersinsured with emphasis on producing affordable insurance products, improved substance abuse service, among other initiatives.	
Food Services	Adult Community Day Care	Provide discounted lunch for seniors in Adult Day Care	Town
Hospice	All Hospice care and Services are provided free of charge	Provide end-of-life service to patients and families. Funded by private, philanthropic support	Nantucke Hospice Foundation
Emergency Department	Automatic External Defibrillator Initiative	Train & equip police, airport staff, harbormaster staff, life guards, staff of 3 golf courses, Yacht Club, lifeguards, health club, and community pool	Hospital provides service for free. Seek philanthropic support for initiative
Community Relations	Baby Reunion	Annual Event to bring together families with children under age 5 and distribute information	Nantucket Natives
Nursing	Basic Life Support	Training Community Members	
Nursing	Birthclasses	Provide Free of Charge Birthclasses for moms-to-be	Nantucket Community
Community Relations	Comprehensive Health Fair	Annual Fair offer 13 health screening and 12 blood tests at vastly reduced rates	Medical staff, chiropractors, drug companies
Nutrition	Continuous Glucose Monitoring	Decrease Diabetic complications	Dr. Lepore
Nutrition	Diabetes Dialogue X2	Increase awareness of Diabetes self management	Nantucket Community School
Administration	Elementary School Council	Hospital President Serves on Council	School System
Hospice	Health and Spirituality Conference	Public Education	Other community Groups
Adult Day Care	Intergenerational Interaction	Community Outreach	Children's house Kindergarten Class
Adult Day Care	Intergenerational Interaction	Community Outreach	Private Day Care Toddlers
Administration	Land of Day Care Center	Affordable Day Care for Islanders	Small Friends, Inc.
Community Relations	Lecture Series	Educate Community on important Healthcare topics	Medical Staff
Hospice	Lending Library for Senior Citizens on end-of-life information	Education and support	Saltmarsh Senior Center
Hospice	Living with Loss Teleconference	Education of Community Professionals	Hospice Foundation of America, Nantucket Public Schools
Food Services	Meals on Wheels	Provide discounted meals for elderly in their homes	Elder Services
Nutrition	Nutrition Support Group -Monthly	Provide support for people with diabetes	
Adult Day Care	Pet Therapy	Community Outreach	4 Certified pet therapy dogs and instructors
Radiology	Pin Bone Density Screening once a year	Early detection of osteoporosis	American Osteoporosis Services
Food Services	Saltmarsh Senior Center	Provide discounted lunch for elderly at senior center	Elder Services
Administration	Scholarships	\$60,000 in scholarships provided to graduates of Nantucket High School and Hospital Staff pursuing medical related degrees	
Rehab Services	School to Career Mentor program	Provide high school students with supervised clinical experience in rehab dept.	Nantucket High School
Human Resources	School to work	Encourage high school students to learn about and observe different job/career options	Nantucket High School
Administration	Subsidized Facilities for Soc. Service Organizations	Affordable office space for Nantucket Behavioral Center, Planned Parenthood, Alcoholics Anonymous	see objective
Nursing	Training Community	Basic Life Support	Training Community Members - Life Support
Administration	Use of NCH Conference Rooms	Offer Community support group access to hospital conference rooms at no charge	Commerce, National Public Radio, Narcotics Anonymous, Mom's with Children with Disabilities

**Expenditures**

**Community Benefits Program**

Estimated Expenditures	\$116,325.00
Direct Expenses	\$5,000.00
Associated Expenses	\$0.00
Determination of Need Expenditures	\$0.00
Employee volunteerism	\$100,000.00
Other Leveraged Resources	\$221,325.00
<b>TOTAL</b>	

**Community Service Programs**

Estimated Expenditures	\$32,411.00
Direct Expenses	\$0.00
Associated Expenses	\$0.00
Determination of Need Expenditures	\$6,451.00
Employee Volunteerism	\$0.00
Other Leveraged Resources	\$38,862.00
<b>TOTAL</b>	

**Net Charity Care**

**\$270,575.00**

**Corporate Sponsorships**

\$0.00

**Total Expenditures**

**Total Patient Care related Expenses for 2001**

\$15,052,802.00

**Comments:**