

Mercy Medical Center - FY2002

Summary Narratives

Community Benefits Mission Statement

The Sisters of Providence Health System is a community of persons committed to being a transforming, healing presence within the communities we serve. We believe in the sacredness of human life, in the innate dignity of each person, and that it is in relationship with one another that all persons realize their fullest potential.

Program Organization and Management

The primary responsibility for the coordination and internal oversight of the Community Benefits Program at Mercy Medical Center rests with the Vice President of Fund Development. This individual coordinates the compilation of all data on a monthly basis. This includes statements from the Finance Department regarding net charity care, unpaid cost of Medicare and Medicaid, and expenditures associated with community benefit activities. In addition, the Vice President of Fund Development receives monthly activity reports from managers and staff regarding community benefit and community service programs.

Key Collaborations and Partnerships

Springfield Southwest Community Health Center
Springfield Health Department
Massachusetts Department of Public Health

Community Health Needs Assessment

A number of resources were utilized to assess community needs within Mercy Medical Center's service area, including Mass CHIP data, the Springfield and Holyoke CHNAs, the Behavioral Risk Factor Surveillance System (BRFSS) data, and existing health status analyses conducted by other providers (e.g., Springfield Southwest Community Health Center). These data, which have included both surveys and focus groups, resulted in asset mapping and the identification of perceived needs in a variety of areas and with different populations. They led to identification of the following need areas: pre and post natal education, diabetes, blood glucose and cholesterol screening for at risk populations, maternal post-discharge support services, and behavioral health services.

Community Benefits Plan

Mercy Medical Center does not currently have a formal, distinct Community Benefits Plan, as defined by the Attorney General's guidelines. However, an integral component of the Mercy Medical Center three-year strategic plan and the organization's annual operating plan is the articulation of specific goals and strategies to meet identified community health needs. These programs and activities were derived directly from an environmental scan and community health needs assessment which were conducted as part of the strategic planning process. As part of the annual review of the strategic and operating plans, Mercy Medical Center conducts both process and outcome assessments of these community service activities.

Key Accomplishments of Reporting Year

During 2002, Mercy Medical Center engaged in a series of community service programs and activities which impacted approximately 20,000 consumers from the organization's primary and secondary service areas. The key efforts, which included the provision of rehabilitation support groups, childbirth and parenting education, prostate cancer screening and cancer support services, as well as diabetes screening and education addressed several of the major needs areas which had been identified by community health needs assessments as well as consumer input. These efforts complemented other initiatives such as Healthcare for the Homeless Program and the Vietnamese Health Project which continued to flourish and continue to meet community needs.

Plans for Next Reporting Year

During 2003, Mercy Medical Center will be developing strategies to increase the breadth and scope of staff

involvement in the organization's community service programs and activities. This initiative will be evaluated in conjunction with the annual review of the Mercy Medical Center strategic plan and the annual operating plan.

Select Community Benefits Programs

Rehabilitation Support Groups

Brief Description or Objective	Provide psychological, emotional and social support to patients and families who have survived and are coping with the residual effects of stroke, brain injury, spinal cord injury, and other disabilities.
Program Type	Support Group
Target Population	<ul style="list-style-type: none">• Regions Served:Springfield• Health Indicator:Not Specified• Sex:Not Specified• Age Group:Not Specified• Ethnic Group:Not Specified• Language:Not Specified
Partners	Not Specified
Contact Information	James Lomastro, Ph.D.. Mercy Medical Center, 271 Carew Street, Springfield, MA 01102,(413) 748-7476 james.lomastro@sphs.com
Detailed Description	Not Specified

Parenting Education

Brief Description or Objective	Provide pre- and post-natal education and support services to pregnant women and their partners.
Program Type	Community Education
Target Population	<ul style="list-style-type: none">• Regions Served:Springfield• Health Indicator:Other: Parenting Skills, Other: Pregnancy• Sex:Female• Age Group:Not Specified• Ethnic Group:Not Specified• Language:Not Specified
Partners	Not Specified
Contact Information	Alice Hodge, Mercy Medical Center, 271 Carew Street, Springfield, MA 01102, (413) 748-7295 alice.hodge@sphs.com
Detailed Description	Not Specified

Cancer Support Group

Brief Description or Objective	Provide psychological, emotional and social support to cancer patients, their families and caregivers regardless of where they receive medical treatment.
Program Type	Support Group
Target Population	<ul style="list-style-type: none">• Regions Served:Springfield

	<p>Health Indicator:Other: Cancer</p> <ul style="list-style-type: none"> • Sex:Not Specified • Age Group:Not Specified • Ethnic Group:Not Specified • Language:Not Specified
Partners	<ul style="list-style-type: none"> • American Cancer Society, 31 Capital Drive, West Springfield, MA 01089, (413) 734-6000
Contact Information	Sr. Madeleine Joy, SP, Mercy Medical Center, 271 Carew Street, Springfield, MA 01102,(413) 748-9453
Detailed Description	Not Specified

Life Labs

Brief Description or Objective	Provide prostate screening and follow-up services to men aged 50+.
Program Type	Health Screening
Target Population	<ul style="list-style-type: none"> • Regions Served:Springfield • Health Indicator:Other: Cancer - Prostate • Sex:Male • Age Group:Adult-Elder • Ethnic Group:Not Specified • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Massachusetts Department of Public Health, 250 Washington St., Boston, MA 01108, (617)-624-5070
Contact Information	Ken Geromini, Mercy Medical Center, 271 Carew Street, Springfield, MA 01102, (413) 748-9515 ken.geromini@sphs.com
Detailed Description	Not Specified

Diabetes Education

Brief Description or Objective	Provide diabetes education and screening for adult consumers.
Program Type	Community Education, Health Screening
Target Population	<ul style="list-style-type: none"> • Regions Served:Springfield • Health Indicator:Other: Diabetes • Sex:Not Specified • Age Group:Adult • Ethnic Group:Not Specified • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Joslin Diabetes Center, One Joslin Place, Boston, MA 02215, (617) 732-3215
Contact Information	Darlene Biggs, Mercy Medical Center, 271 Carew Street, Springfield, MA 01102, (413) 748-9515 darlene.biggsi@sphs.com
Detailed Description	Not Specified

Program Type	Estimated Total Expenditures for FY2002	Approved Program Budget for 2003
Community Benefits Programs	<u>Direct Expenses</u> \$0 <u>Associated Expenses</u> \$0 <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> \$0 <u>Other Leveraged Resources</u> \$0	\$0 * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<u>Direct Expenses</u> \$575,512 <u>Associated Expenses</u> \$0 <u>Determination of Need Expenditures</u> \$0 <u>Employee Volunteerism</u> \$17,352 <u>Other Leveraged Resources</u> Not Specified	
Net Charity Care	\$1,973,449	
Corporate Sponsorships	\$125,160	
	Total Expenditures \$2,691,473	
Total Patient Care-Related Expenses for FY2002		\$154,832,000
Comments: None		