

Saint Anne's Hospital - FY2012

Community Benefits Mission Statement

Saint Anne's Hospital is dedicated to serving the health care needs of our community by:

- * Providing accessible, quality health care services to all within our culturally diverse community, including the poor, vulnerable and disadvantaged
- * Providing preventative health, education and wellness services
- * Working in collaboration with our community to identify and respond to unmet needs
- * Recommending to the Board of Trustees of Saint Anne's the adoption of needed programs and services to address identified, prioritized, and unmet health care needs in the community.

Target Populations

Name of Target Population	Basis for Selection
Poor, disadvantaged, or medically underserved individuals and families	Community Health Needs Assessment; Community Benefits Advisory Committee
Underinsured and uninsured	Community Health Needs Assessment; Community Benefits Advisory Committee
Those at risk for, screened for substance abuse or behavioral health	Community Health Needs Assessment; Community Benefits Advisory Committee
Individuals who are living with, or are at risk for developing diabetes	Community Health Needs Assessment; Community Benefits Advisory Committee
Children who are at risk for, or who have been involved with, domestic violence, sexual abuse, or other forms of violence	Community Health Needs Assessment; Community Benefits Advisory Committee
Individuals who need health education, disease prevention, and health screening to promote healthier lifestyles and the earlier detection of disease.	Community Health Needs Assessment; Community Benefits Advisory Committee

Publication of Target Populations

Marketing Collateral, Annual Report, Website

Hospital/HMO Web Page Publicizing Target Pop.

<https://steward.org/community-health/saint-anne-s-hospital-community-health>

Key Accomplishments of Reporting Year

- Held regular diabetes support groups; coordinated annual diabetes health fair; conducted (3) Screen to Intervene community education programs;
- Conducted 124 skin cancer screenings in the community
- Served 556 children and their families who experienced trauma and or abuse.
- Launched community farmer's market on the campus to promote healthy nutrition and produce intake.
- Maintained Healthy Beverage Initiative to enhance workplace wellness.
- Offered regular free health screenings at various elderly housing developments
- Continued SBIRT program, in partnership with BMC/BU and conducted 1908 screenings which resulted in community referrals
- Provided health coverage enrollment support to 1112 individuals/families.
- Increased community visibility and outreach efforts in service areas.

Plans for Next Reporting Year

In 2013, SAH will focus on implementing comprehensive programs to address health care, behavioral health, chronic disease,

obesity issues, and substance abuse/intervention in the community with support of our Community Benefits Advisory Committee, SAH Multicultural Health Committee, the Board of Directors, hospital administration leadership, staff, and community partners.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Leadership and oversight of the community benefit plan is provided by a community benefits committee comprised of the hospital president; regional director of community health for the office of community health benefits and community partnerships; SAH trustee as chair; hospital staff responsible for clinical, mission, financial, marketing services; and representation from diverse community stakeholders. Members are asked to possess the following:

- * Knowledge/experience in communities with disproportionate unmet health needs
- * Experience working with non-profit organizations within primary service area
- * Knowledge/expertise in review and interpretation of population health data
- * Knowledge/expertise in disease casual factors and primary prevention
- * Expertise in clinical services provided in community benefit programming
- * Ability to work in partnership with diverse community stakeholders
- * Ability to leverage resources, approvals and engagement of respective departments/organizations

Community Benefits Committee

Autumn Levesque, RD, LDN, Clinical Dietician, Saint Anne's Hospital
Barbara Wales, Health Promotion Manager; Bristol Elder Services
Brian O'Connor, Esq., Program Manager; Justice Center of Southeast, MA LLC
Brittany Lynch, BSW, Health Promotion Advocate; Saint Anne's Hospital
Craig Gaspard, LICSW, MPH, Coalition Staff Director; BOLD-Building Our Lives Drug Free
Craig Jesiolowski, FACHE, President; Saint Anne's Hospital
Debra Paulino, Health Insurance Advocate; Saint Anne's Hospital
Denise Marques, CME Coordinator; Saint Anne's Hospital
Denise Wright, Clinical Director; SSTAR, Stanley Street Treatment Center and Community Health Center
Fred Grose, Executive Director; Health Access Collaborative of Southeast MA
Jennifer Salem-Russo, LICSW, Clinical Coordinator; Youth Trauma Program, Saint Anne's Hospital
Karen Wenger, RN, MSN, FCN, Faith Community Nurse; Saint Anne's Hospital
Lisa Blanchette, Director Health Access; Saint Anne's Hospital
Lisa DeMello, RN, MSN, ACNS-BC Clinical Educator/Stroke Coordinator, Saint Anne's Hospital
Marcia Picard, School Wellness Coordinator; Fall River Public Schools
Marin Woods, RD, LDN, Clinical Nutrition Manager; Saint Anne's Hospital
Michelle Loranger, Executive Director; Bristol County Children's Advocacy Center
Rose Marie Couto, RN, CDE, CDE, Diabetes Educator; Saint Anne's Hospital
Tom Lyons, Co-Chair, Board Member; Saint Anne's Hospital
Weayonnah Nelson-Davies, Esq., Staff Attorney; Medical Legal Partnership; Justice Center of Southeast , MA LLC

Community Health Benefits Administrator

Nadia Chamblin-Foster, MSW
Regional Director of Community Health
Saint Anne's Hospital

Community Benefits Team Meetings

FY 12 committee meetings were held on: March 5, April 2, May 7, August 6, October and December 10

Community Partners

Children's Advocacy Center of Bristol County
 SSTAR
 Bristol Elder Services
 Coastline Elders
 Diabetes Association
 Faith Communities in Southeastern, MA
 Fall River Food Pantry
 Fall River Public Schools
 Fall River Public Housing
 Healthfirst Community Center
 Marie's Place
 Southcoast Justice Center of Southeastern, MA
 Standard Pharmacy
 Steppingstone

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

Saint Anne's Hospital conducted a comprehensive community assessment effort on December 2012 focused on the neighborhoods of Fall River, Swansea, Somerset, and Tiverton and Westport.

The approach for this report consisted of the following steps, each of which is briefly described in the order they were implemented.

1. Extensive public data was collected and key findings were derived from the research of publicly available databases, including the U.S. Census Bureau and the Massachusetts Community Health Information Profile (MassCHIP).
2. A Community Provider Survey was distributed to the Saint Anne's Hospital Community Benefits Advisory Council and other key community based organizations. Organizations surveyed included local health and human service organizations, government agencies, boards of health, community centers, churches and schools.
3. A focus group of local residents was conducted to capture qualitative data about the experience of health issues and the driving factors contributing to those issues.

From these sources, data on health behaviors, health conditions (also referred to as health outcomes), access to and utilization of health services and health care costs were examined for opportunities where the hospital, in partnership with local community service providers, could make a difference in lowering per capita health care costs, improving quality and improving the health of populations.

Consultants/Other Organizations

Not Specified

Data Sources

Interviews, Other - Census 2010

Select Community Benefits Programs

Compassionate Care

Brief Description or Objective

Saint Anne's Compassionate Care Program was created in response to the needs of the poor and indigent in our community. The program provides vouchers for prescriptions, supplements, non-durable medical supplies, taxi service, food, and clothing.

Program Type

Direct Services

Target Population

- **Regions Served:** Other-Southeastern MA
- **Health Indicator:** Access to Health Care
- **Sex:** All

- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description

Reduce barriers to health care caused by poverty, unemployment and lack of transportation

Goal Status

856 taxi vouchers were distributed to those requiring transportation for primary care, behavioral health, and other medically related care. \$63, 943.50 expended for taxi vouchers, prescriptions and medical supplies.

Partners

Partner Name, Description Partner Web Address

Standard Pharmacy
Marie's Place
Vet's Safety Cab
Transit Authorities

Contact Information

Sister Carole Marie Mello Director, Spiritual Care, sr.carole.mello@steward.org

Detailed Description

Not Specified

Transport Service

Brief Description or Objective

Transport service, including a handicap accessible van, is offered to those who would otherwise be unable to access care due to physical limitations, lack of a personal vehicle, or limited or no financial resources to pay for transportation.

Program Type

Direct Services

Target Population

- **Regions Served:** Other-Southeastern MA
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description

Reduce barriers to healthcare caused by lack of transportation.

Goal Status

Provided free service to 378 individuals in need of cancer care and behavioral health services. The total number of trips conducted in 2012 were 4,887.

Partners

Partner Name, Description Partner Web Address

Not Specified

Contact Information

Terry Pickett, Director Oncology Services; Susan Mitchell, MSW, Director Behavioral Health, susan.mitchell@steward.org; terry.pickett@steward.org

Detailed Description

Not Specified

Reducing Food Insecurity

Brief Description or Objective Reduce number of families and children suffering from hunger

Program Type Grant/Donation/Foundation/Scholarship

Target Population

- **Regions Served:** Other-Southeastern MA
- **Health Indicator:** Other: Nutrition
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description	Goal Status
Reducing hunger and addressing food security.	\$33,000 in donations were provided to both Fall River Food Pantry and Marie's Place. This assisted with the distribution of food to 10,640 families and 15,680 meals served.

Partners

Partner Name, Description	Partner Web Address
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Fall River Food Panty	
Marie's Place, distribution center for food and clothing	

Contact Information Nadia Chamblin.Foster, MSW Regional Director of Community Health Office of Community Health and Partnerships , nadia.chamblin-foster@steward.org

Detailed Description Not Specified

Medical Legal Partnership

Brief Description or Objective Provide income-eligible (low-income) and elderly with free legal advocacy to address social determinants of health.

Program Type Direct Services

Target Population

- **Regions Served:** Other-Southeastern MA
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description	Goal Status
Increase access to care by mitigating social determinants of health through legal advocacy.	46 referrals were made to MLP with 28 intakes completed.

Partners

Partner Name, Description	Partner Web Address
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Justice Center of Southeastern MA	
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Contact Information Weayonnah Nelson, Medical Legal Partnership Attorney, wnelson@justicema.org

Detailed Description Not Specified

Health Insurance Advocacy

Brief Description or Objective Improve access to healthcare for the working poor including the elderly, individuals with language barriers and individuals without transportation by assisting with enrollment in health insurance programs.

Program Type Health Coverage Subsidies or Enrollment

Target Population

- **Regions Served:** Other-Southeastern MA
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** Portuguese

Goals

Statewide Priority: Not Specified

Goal Description	Goal Status
Improve access to healthcare for the working poor including the elderly, individuals with language barriers.	Total individuals enrolled and or supported with health care coverage were 1112.

Partners

Partner Name, Description	Partner Web Address
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Partners For Healthier Community
Fall River Public Housing
Marie's Place
Salvation Army

Contact Information Debra Paulino Bi-lingual Health Promotion Advocate, Debra.Paulino@steward.org

Detailed Description Not Specified

Health Screenings, Education and Wellness

Brief Description or Objective Promote health and wellness through screenings and education

Program Type Community Education, Health Screening, Outreach to Underserved

Target Population

- **Regions Served:** Other-Southeastern MA
- **Health Indicator:** Other: Cancer, Other: Cancer - Breast, Other: Cancer - Prostate, Other: Cancer - Skin, Other: Cardiac Disease, Other: Diabetes, Other: Elder Care, Other: First Aid/ACLS/CPR, Other: Hypertension, Other: Nutrition, Other: Smoking/Tobacco, Other: Stroke, Other: Uninsured/Underinsured, Overweight and Obesity, Substance Abuse, Tobacco Use
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description	Goal Status
Promote health and wellness through screenings and education	236 individuals screened for cancer and diabetes. 66 community-based education & outreach programs were offered.

Partners

Partner Name, Description	Partner Web Address
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Community not-for-profits;
faith communities

Contact Information Nadia Chamblin-Foster, MSW, Regional Director of Community Health, nadia.chamblin-foster@steward.org

Detailed Description Not Specified

Project Assert

Brief Description or Objective Provide intervention, advocacy and referrals to treatment or services for patients and community members who are screened and detected for substance, alcohol and tobacco use; mental illness, and/or domestic violence.

Program Type Direct Services

Target Population

- **Regions Served:** Other-Southeastern MA
- **Health Indicator:** Mental Health, Other: Domestic Violence, Substance Abuse, Tobacco Use
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals
Statewide Priority: Not Specified

Goal Description	Goal Status
Providing screening, advocacy, and referrals for follow-up services.	1908 individuals were screened; 430 screened positive; 667 brief interventions; 175 referrals to treatment.

Partners

Partner Name, Description	Partner Web Address
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SSTAR
Corrigan Mental Health
Arbour Mental Health
Community Counseling of
Bristol County

Contact Information Brittany Lynch Health Promotion Advocate, brittany.lynch@steward.org

Detailed Description Not Specified

Senior Behavioral Health Services

Brief Description or Objective Provide free in-home mental health evaluations for individuals age 60 and older

Program Type Direct Services

Target Population

- **Regions Served:** Other-Southeastern MA
- **Health Indicator:** Mental Health
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals
Statewide Priority: Not Specified

Goal Description	Goal Status
Provide free in-home mental health evaluations for individuals ages 60 and older.	134 free in-home assessments were conducted and 11 educational programs were offered in 2012.

Partners

Partner Name, Description	Partner Web Address
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Bristol Elder Services
Coastline Elder Services

Contact Information	Susan Mitchell Director, Outpatient Behavioral Health , susan.mitchell@steward.org
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Detailed Description	Not Specified
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Youth Trauma Program

Brief Description or Objective	One of two programs in Bristol County providing specialized evidence-based services for child victims. Only program in the region to provide extended forensic interviews and sexual abuse/trauma evaluations.
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Program Type	Community Participation/Capacity Building Initiative,Direct Services,Health Professional/Staff Training,Support Group
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Target Population	<ul style="list-style-type: none">• Regions Served: Other-Southeastern MA• Health Indicator: Injury and Violence• Sex: All• Age Group: All Children• Ethnic Group: All• Language: All
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Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
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Provide diagnostic evaluation and psychotherapy to children who have witnessed or have been victims of trauma and/or abuse.

In 2012, the program served 556 children. These services included telephone information, referral assistance as well as direct services (individual, group and family therapy).

Partners

Partner Name, Description	Partner Web Address
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Children's Advocacy Center of Bristol County

Contact Information	Jennifer Salem-Russo, Youth Trauma Coordinator, jennifer.salem-russo@steward.org
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Detailed Description	Not Specified
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Diabetes Education and Support

Brief Description or Objective	Provide free community screenings, educational sessions and support groups and utilized both interpreters and a bi-lingual RN, CDE.
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Program Type	Community Education,Health Screening,Prevention,Support Group
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Target Population	<ul style="list-style-type: none">• Regions Served: Other-Southeastern MA• Health Indicator: Other: Diabetes• Sex: All• Age Group: Adult• Ethnic Group: All• Language: All , Portuguese
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Goals

Statewide Priority: Not Specified

Goal Description	Goal Status
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Provide diabetes education,

Monthly educational support

screening and support to member of the community.

groups; annual community-based diabetes health fair (190 participants); Screen to Intervene programs offered in three languages: a total of 72 participants/40 screened. One SAH employee was trained as lifestyle coach.

Partners

Partner Name, Description Partner Web Address

Diabetes Association

Contact Information

Rose Marie Coutu Diabetes Educator, rosemarie.coutu@steward.org

Detailed Description

Not Specified

Hope House

Brief Description or Objective

Residential home for individuals with HIV/AIDS

Program Type

Direct Services

Target Population

- **Regions Served:** Other-Southeastern MA
- **Health Indicator:** Other: HIV/AIDS
- **Sex:** Male
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description

Provide shelter, nursing care, psychological support, meals, and transportation for those living with HIV and AIDS.

Goal Status

Six clients resided at Hope House until its closing in July, 2012.

Partners

Partner Name, Description Partner Web Address

SSTAR

Beacon Hospice

Family Services

AIDS Action Committee

www.aac.org

Contact Information

Nadia Chamblin-Foster, MSW Regional Director of Community Health Office of Community Health and Partnerships , nadia.chamblin-foster@steward.org

Detailed Description

Not Specified

Cancer Support and Wellness Programs

Brief Description or Objective

Provide support and wellness programs to those diagnosed, in treatment, or recovering from cancer

Program Type

Support Group

Target Population

- **Regions Served:** Other-Southeastern MA
- **Health Indicator:** Other: Cancer
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description

Provide support and wellness programs to those diagnosed, in treatment, or recovering from cancer.

Goal Status

Programs and support groups (Tai Chi, yoga/meditation practice, fitness classes, and book clubs offered weekly and monthly.

Partners

Partner Name, Description Partner Web Address

American Cancer Society

Contact Information

Karyl Benoit Oncology Outreach Coordinator, Mark Theodore Clinical Social Work, karyl.benoit@steward.org; mark.theodore@steward.org

Detailed Description

Not Specified

Collaborative Care

Brief Description or Objective

Assist those who have complex needs and great difficulty navigating the health and social service systems.

Program Type

Direct Services, Outreach to Underserved

Target Population

- **Regions Served:** Other-Southeastern MA
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description

Reduce number of emergency department visits by individuals who have conditions which are more appropriate for treatment in primary care and/or community care settings.

Goal Status

Individualized patient care plans developed were 41; interdisciplinary team composed of hospital and community providers of care which meets monthly.

Partners

Partner Name, Description Partner Web Address

Bristol Elder Services

Community Counseling of Bristol County

www.comcounseling.org

Contact Information

Nadia Chamblin-Foster, MSW Regional Director of Community Health, Office of Community Health and Partnerships, nadia.chamblin-foster@steward.org

Detailed Description

Not Specified

Community Giving

Brief Description or Objective

Cash, in-kind or pro-bono support to organizations promoting health

Program Type

Grant/Donation/Foundation/Scholarship

Target Population

- **Regions Served:** Other-Southeastern MA
- **Health Indicator:** All
- **Sex:** All

- Age Group: All
- Ethnic Group: All
- Language: All

Goals

Statewide Priority: Not Specified

Goal Description

Provide cash, in-kind or pro-bono support to organizations promoting health. Increase capacity building and collaboration in support of community priorities.

Goal Status

A total of \$196,583.16 in commitments to 35 organizations.

Partners

Partner Name, Description Partner Web Address

Local not-for-profit agencies addressing health improvement

Contact Information

Nadia Chamblin-Foster, MSW Regional Director of Community Health, Office of Community Health and Partnerships , nadia.chamblin-foster@steward.org

Detailed Description

Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2012	Approved Program Budget for 2012
Community Benefits Programs	Direct Expenses \$1,487,076 Associated Expenses \$95,225 Determination of Need Expenditures \$233,200 Employee Volunteerism \$8,831 Other Leveraged Resources \$256,012	\$452,011 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$1,081,982 HSN Denied Claims \$1,067,072 Free/Discount Care \$651,101 Total Net Charity Care \$2,800,155	
Corporate Sponsorships	\$196,538	
	Total Expenditures \$5,077,037	
Total Patient Care-Related Expenses for FY2012		\$146,703,361

Comments: Beginning on Jan. 1, 2012, Steward switched from a fiscal reporting year of Oct. 1-Sept. 30 to a calendar reporting year of Jan. 1-Dec. 31. As such, our Community Benefits Report for 2011 included expenditures from Oct. 1, 2010-Sep 30, 2011, which was our fiscal year at the time of reporting. Our total expenditures as listed above represent our expenditures for the calendar year of Jan. 1, 2012-Dec. 31, 2012. Given this shift, we have included below our total expenditures from the 3-month period of Oct. 1, 2011-Dec. 31, 2011, which were compiled before the transition to calendar year reporting:

Total Expenditures: \$886,302.67

Unreimbursed Medicaid (CY 2012): 4,601, 422

Unreimbursed Medicare (CY 2012):2,174,195

Optional Information

Expenditures	Amount	
Community Service Programs	Direct Expenses Not Specified Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism Not Specified Other Leveraged Resources Not Specified	
Total Community Service Programs	Not Specified	
Bad Debt:	Not Specified Not Specified	
IRS 990:	Not Specified	