

Milton Hospital - FY2017

Community Benefits Mission Statement

Beth Israel Deaconess Hospital-Milton's community benefits mission is: "To provide free or low-cost programs that address unmet health and wellness needs of racially, ethnically and linguistically diverse communities of Milton, Randolph and Quincy, in a manner shaped by community input, aligned with hospital resources, and guided by our objective to deliver high-quality care with compassion, dignity and respect." This mission is achieved by identifying existing and future health needs in the community and addressing them through health initiatives, including education, prevention and screening programs.

Target Populations

Name of Target Population	Basis for Selection
Seniors (especially frail and socially isolated adults)	Older adults have unique health needs, and an increasingly aging population has implications for the distribution and types of morbidity in the population. During the qualitative interviews and the community and provider forums, participants identified older adults as a high risk population and cited the following concerns: the need for more support for aging in the home; not enough affordable housing; not enough providers with expertise in geriatric primary care or mental health; need for better coordination of care for elders, linkages between hospitals, housing, better post-acute system; transportation needs; and falls prevention.
Low Income Individuals and Families	Socio-economic status has long been recognized as a critical determinant of health. Higher socio-economic status, as measured by income, employment status, occupation, and education is closely linked to health status, overall well-being, and premature death. Research shows that communities with lower socio-economic status bear a higher disease burden and have a lower life expectancy. Residents of these communities are less likely to be insured, less likely to have a usual source of primary care, more likely to use the emergency department for non-emergent care, and less likely to access health services of all kinds, particularly routine and preventive services. The average household income in Milton (\$143K) is higher than the Massachusetts average (\$93K), but lower in Randolph and Quincy (\$76K, \$77K, respectively). Quincy had a significantly higher proportion of people aged 65 and older living in poverty compared to the state (12% versus 9%). Unemployment in Randolph (13%) and Quincy (10%) was higher than the state overall at 9%. While this data indicates that Milton is more affluent than the state overall, participants from the interviews described pockets of poverty within Milton including young families and the elderly population. Low income individuals and families, as well as low income and/or isolated older adults, were identified as at-risk with respect to food access.
Individuals with or at risk of chronic disease	Community dialogue and interview participants reported chronic disease as an important health issue in the Milton region – particularly diabetes, cardiovascular disease, hypertension, and high cholesterol – and associated these conditions with obesity and morbidity. Prevalence of chronic disease in Norfolk County and the Commonwealth overall are similar. In Norfolk County, just under a third (29%) of adults had hypertension, 14% had ever had asthma, one in 10 had diabetes, 4% had had a heart attack, and 3% had a stroke. While there are some disease-specific utilization rates in Quincy and Milton that are significantly higher than the state, the data show that there is greatest need in Randolph. There is significant care and prevention need for chronic diseases in Randolph where all the age adjusted hospital utilization and ED utilization rates for all chronic diseases including diabetes, hypertension, heart failure, cardio and cerebrovascular disease and COPD were higher than the state overall. Both Milton and Quincy had higher hypertension-related ED utilization rates than the state.
Individuals with or at risk of behavioral health conditions	In Norfolk County, 16% engaged in binge drinking and 8% reported heavy drinking. Furthermore, almost one in five adults (18%) in Norfolk County has been diagnosed with depression. Although utilization related to mental disorders and substance use was not high across all towns in the primary service area, Quincy had significantly higher hospital utilization rates where alcohol or heroin was the primary substance. For hospital or Emergency Department (ED) utilization related to mental health, Quincy had higher rates of mental disorder-related hospitalizations and mental disorder ED discharges than the Commonwealth overall. Access to behavioral health services was consistently noted as a significant issue during the interviews and community forums, especially for low income individuals as well as the lack of providers that understand the needs of older adults or different cultures (including providers that speak languages other than English).
Children and Youth	Milton has significantly higher youth populations (age under 18) at 25% than the state (14%). Qualitative data from the interviews and community forums indicate that this is a priority population for residents of BID-Milton's service area. Interviewees cited the following concerns for youth: Youth substance and alcohol misuse, even in children as young as middle school aged. The most often cited substances were opioids, prescription drugs, alcohol and marijuana. In 2013, almost a quarter (23%) of high-school youth in the Commonwealth reported that they were offered, sold, or given drugs in the past year. Meanwhile, one in ten (11%) reported current cigarette use, and a third (36%) reported current alcohol use. Thirty three percent of Milton High School's students reported using marijuana. 35% of Milton High School students reported binge drinking vs. 19% of Metrowest students and 21% of U.S. students. Youth mental health, in particular depression, anxiety, stress, and peer pressure. In 2013, one in five high-school youth (22%) in the Commonwealth felt sad or hopeless, and 6% had attempted suicide in the past year. One in five (17%) reported being bullied at school. While all three of these indicators have shown improvement since 2007, the prevalence of poor mental health remains a significant concern. Twenty-five percent of Milton High School students reported feeling depressed. Overweight/obesity among youth, including the lack of physical activity and lack of access to healthy food and nutrition. In 2013, 25% of high-school youth in the Commonwealth

were overweight or obese. Just 15% reported eating at least five fruits and vegetables each day, whereas a quarter (25%) reported watching at least three hours of TV on an average school day. Access to primary pediatric care in Randolph. Randolph does not have a federally qualified health center, which limits pediatric primary care for low-income children.

Publication of Target Populations

Marketing Collateral, Website

Hospital/HMO Web Page Publicizing Target Pop.

www.bidmilton.org/events-and-education/community-benefits/

Key Accomplishments of Reporting Year

Below are highlights of the hospital's 2017 Community Benefits Programs:

Reducing Health Disparities and Improving Access to Care

In a new partnership with the Town of Randolph, BID-Milton provided \$15,000 in funding to the Town of Randolph to help support the Randolph Department of Public Health's Community Health Workers Program which provides post-hospitalization assistance to Vietnamese and Haitian residents. The program consists of the town's community health workers visiting Vietnamese and Haitian residents while they are patients in BID-Milton to introduce themselves and the services they can provide assistance with once the patients return home. Post-hospitalization services provide help in applying for health insurance, scheduling follow-up medical appointments or arranging for transportation to appointments, assistance with filling medications, and referrals to local health promotion programs.

BID-Milton continues to support Massachusetts healthcare reform by actively assisting those individuals who are uninsured or underinsured. BID-Milton's Certified Application Counselors assisted over 400 community members in filing health insurance applications during FY 17.

BID-Milton continues to be committed to providing patients with information in their preferred language. BID-Milton created new brochures explaining the benefits of having a primary care physician along with a guide to surgery in traditional Chinese, Vietnamese, Haitian Creole and Spanish.

Access to Healthy Food

Partnering with the Quincy Family Resource Center, BID-Milton arranged for the Fresh Truck, a mobile farmer's market, to appear at the Center's Summer Health Fair. Forty attendees were provided with a \$25 dollar voucher, courtesy of BID-Milton, to purchase fruit and vegetables on the Fresh Truck. BID-Milton dietitians were also at the fair providing healthy recipes and free healthy snack samples.

Educational Programs Addressing Chronic Health Concerns

In April, 2017, BID-Milton held its eighth annual Diabetes Fair. This free educational event provided 125 diabetics and their loved ones with valuable information and tools for managing diabetes. An expert physician panel provided in-depth information about the disease. Specific items addressed were new diabetes medications, the impact of diabetes on sleep, neuropathy, eye health and important dietary recommendations. Attendees were served a diabetic-friendly lunch. A vendor fair provided valuable information and free blood pressure and foot screenings were provided.

Held each spring and fall, BID-Milton's Community Education Lecture Series provided access to free health education opportunities for people of all ages. Selected based on needs assessment data and disease prevalence, topics included joint pain, nutrition, pain medicine options, foot issues and dementia.

BID-Milton continued its partnership with the Milton Council on Aging in educating community seniors on important health topics through the "Lunch and Learn" lectures series at the Milton Senior Center. Hospital staff and physicians provided seniors with valuable information on sleep and pulmonary function, pneumonia, vaccines, maintaining a healthy blood pressure, macular degeneration and skin cancer. Topics presented in the 2017 Report Year included programs on arthritis, diabetes, cardiovascular disease and pacemakers and cataracts. Seniors are also provided with a free lunch, courtesy of BID-Milton. Over 200 seniors attended these programs.

Increase Community Awareness about Behavioral Health and Substance Misuse

Behavioral health and substance misuse continues to be a major concern across the Commonwealth. To combat these issues, BID-Milton offered the community access to free Youth Mental Health First Aid Trainings, taught by clinicians from South Shore Mental Health.

Working collaboratively with South Shore Mental Health, BID-Milton hosted two community forums aimed at addressing

behavioral health and emotional wellness for seniors and a separate forum geared towards young students.

The senior forum featured experts who addressed the different behavioral health challenges that occur as a person ages, including social isolation, depression and anxiety. Attendees learned about different healthcare, community supports and education programs for individuals and caregivers. In addition, those in attendance were also provided with information about end-of-life care decisions including advance directives for care and health care proxies.

The student forum was a unique opportunity for parents of high school and college age students to hear from a panel of leading experts about the variety of services and resources in place to help students balance their emotional wellness and busy academic and social lives. Panelists included Jennifer Morazes, Genesis Coaching and Consulting; Karen Cahill, director guidance for Milton High School; Vic DiGravio, President/CEO Association of Behavioral Health; Kristen Woodbury, vice president of rehabilitation and recovery at South Shore Mental Health; Lisa Morin, director of counseling at Milton Academy; and Alison Markson, director of Curry College Counseling Center. The panel discussion was led by Rod Skinner, director of college counseling at Milton Academy.

BID-Milton also continued its membership on the Milton Substance Abuse Prevention Coalition, providing funding for necessary projects and meeting space.

Community Health Walk and Grant Program

BID-Milton held its seventh annual Community Health Walk in June 2017. In addition to highlighting the benefits of walking as a cardiovascular exercise and sponsoring free health exhibitors and screenings, including blood pressure and glucose testing, the walk serves as BID-Milton's outlet for distributing grants to local organizations supporting community health initiatives. BID-Milton awarded \$10,000 in grants to five local organizations. BID-Milton awarded a \$2,000 grant to the Milton School District for its "Promoting Awareness and Resources for the Emotional Nurturing of Teens (PARENT) Program. PARENT is a skills-building parenting education series to build emotional resilience in youth with appropriate support from their parents. Sponsored in collaboration with the Milton Substance Abuse Prevention Coalition, the education series is scheduled for the 2017 – 2018 school year.

The hospital also awarded a \$2,000 grant Milton's Tucker Elementary School for a behavioral health initiative aimed at reducing school bullying. The grant would allow the school to add a clinical social work intern from the Boston University School of Social Work to its behavioral health team. The intern would oversee the implementation of a new bullying prevention program as well as facilitate a small student support group for identified at-risk students.

BID-Milton awarded a \$2,000 community health grant to Quincy Community Action Programs for nutrition education workshops for families in the Head Start Program. The workshops, known as "Tasty Tuesdays," provided an overview of healthy eating habits, nutrition and childhood development, meal planning/budgeting and a cooking demonstration/tasting.

The hospital also awarded a \$2,000 grant to DOVE (Domestic Violence Ended), Inc. for the translation, design and production of brochures and materials to promote awareness about domestic violence and resources available for the Chinese community.

Finally, the hospital awarded a \$2,000 community health grant to Father Bill's and Main Spring to assist in connecting homeless individuals with health care services at the shelter.

Plans for Next Reporting Year

BID-Milton looks forward to continuing to implement community health initiatives to meet the needs identified in its Community Health Needs Assessment. BID-Milton will focus its Fiscal Year 2018-2019 programs to assist the following populations:

BID-Milton will focus its Fiscal Year 2018-2019 programs to assist the following populations:

1. Youth
2. Individuals with or at risk of chronic disease and behavioral health conditions.
3. Low-income individual and families
4. Older adults (especially frail or socially isolated adults)

Programs developed will aim to address and improve upon the following priority areas:

- Health Risk Factors – This includes health awareness, education, prevention and screening activities that can reduce health risks and improve the community's overall health. BID-Milton looks forward to implementing activities that will increase access to healthy foods and opportunities for physical activity as well as reducing tobacco use. BID-Milton will continue to foster greater access to care and Massachusetts healthcare reform by offering assistance in enrolling in insurance programs to those uninsured or underinsured.

- Physical/Chronic Disease Management and Prevention – There are a broad range of chronic and infectious diseases prevalent in BID-Milton’s service area. BID-Milton will continue to expand upon its educational programs and screenings to address chronic diseases, such as heart disease, diabetes and obesity.
- Behavioral Health – The burden of mental illness and substance misuse is substantial, and hospitalization rates for these conditions are higher in many of the hospital’s service area towns/cities when compared to the rest of the state. BID-Milton will work to address and increase the public’s awareness on the national and statewide epidemic of behavioral health issues, including substance misuse, by continuing to partner with local coalitions, public health agencies and law enforcement officials. BID-Milton will carry on its work with South Shore Mental Health in identifying resources available for prevention and recovery.
- Healthy Aging – Older adults are much more likely to develop chronic illnesses and related disabilities. BID-Milton has identified improving the quality of life for older adults as a community health priority.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

BID-Milton's Community Benefits Leadership Team includes representation from the hospital's senior administration, Patient Family and Advisory Council and community service providers. Day-to-day operations of the Community Benefits Program is overseen by the hospital's Public Relations Department, with guidance from hospital leadership and Finance Department and Community Benefits Advisory Committee.

Community Benefits Team Meetings

The Community Benefits Advisory Committee serves as a resource for making Community Benefits Programs decisions throughout the year. Committee members include:

- 1.Robert McCrystal, Director of Communications, BID-Milton, Chair
- 2.Rebecca Blair, Vice President of Experience and Organizational Development, BID-Milton
- 3.Marian Girouard Spino, Director of Care Integration, BID-Milton
- 4.Lisa Braude, CHART II Project Manager, BID-Milton
- 5.Laureane Marquez, Public Relations, BID-Milton
- 6.Vicki McCarthy, BID-Milton Patient Family Advisory Council
- 7.Richard Doane, Director, Interfaith Social Services, Quincy
- 8.Cheryl Cates, Public Health Nurse, Randolph
- 9.Cynthia Sierra, Executive Director, Manet Health Centers, Quincy
- 10.Beth Ann Strollo/Kory Eng, Quincy Community Action Programs, Quincy
- 11.Mary Ann Sullivan/Nancy Stuart, Milton Council on Aging, Milton
- 12.Sara Tan, Director, Enhance Asian Community on Health, Quincy
- 13.Nicholas Roberts, South Shore Elder Services, Milton
- 14.Katelyn Szafir, Director of Medical Wellness, South Shore YMCA, Quincy
- 15.Daurice Cox, CEO, Bay State Community Services, Quincy
- 16.Ruth Jones, Public Health Nurse, Quincy
- 17.Caroline Kinsella, Public Health Nurse, Milton
- 18.Terri Khoury, Public Health Nurse, Canton

Community Partners

- AARP
- Al-Anon
- Alateen
- Alcoholics Anonymous
- American Academy of Dermatology
- American Cancer Society
- American Heart Association
- American Red Cross
- Association of Behavioral Health
- Bay State Community Services

- Blue Hills Regional Health Network
- Canton Board of Health
- CHADD
- Curry College
- Enhance Asian Communities on Health
- Fuller Village
- Greater Boston Urology
- Interfaith Social Services
- Manet Community Health Centers
- Milton Academy
- Milton Board of Health
- Milton Council on Aging
- Milton Foundation for Education
- Milton Local Emergency Planning Committee
- Milton Substance Abuse Prevention Coalition
- Milton Public Schools
- Nicotine Anonymous
- Norfolk County Sheriff's Department
- Old Colony Hospice
- Overeaters Anonymous
- Quincy Board of Health
- Quincy Community Action Programs
- Quincy Public Schools
- Randolph Board of Health
- Randolph Public Schools
- Randolph Senior Center
- Sodexo, Inc.
- South Shore Dermatology
- South Shore Elder Services
- South Shore Mental Health
- South Shore YMCA/Germantown Neighborhood Association
- Work, Inc.

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

Beth Israel Deaconess Hospital-Milton's latest Community Health Needs Assessment was completed in September 2016, with a geographical focus on the towns of Milton, Quincy and Randolph. The findings of this assessment will help dictate the hospital's Community Implementation Plan for fiscal years 2017-2019.

Consultants/Other Organizations

BID-Milton used the services of John Snow, Inc. (JSI) for its most recent assessment completed in September 2016.

Data Sources

Community Focus Groups, Hospital, Interviews, MassCHIP, Public Health Personnel, CHNA

Select Community Benefits Programs

AARP Safe Driver Program

Brief Description or Objective

Sponsored by the American Association of Retired Persons (AARP) and hosted at BID-Milton on October 28, 2016 and May 5, 2017, this five -hour program is a comprehensive “refresher” driving course developed for drivers aged 50 and over. According to AARP, 97% of those who take this course change at least one driving behavior to improve their driving safety. The

take this course change at least one driving behavior to improve their driving safety. The course is designed to help drivers to:

- Update driving skills and knowledge of the rules and hazards of the road.
- Learn about normal age-related physical changes and how to compensate.
- Reduce the chances for traffic violations, accidents and injuries. The AARP Driver Safety course provides useful information that can be used immediately, including:
- How to maintain a proper following distance
- The safest way to change lanes and make turns at intersections
- The effects of medications on driving
- Reducing driver distractions such as eating, smoking and cell phone use.

Safer driving by our community seniors directly impacts the health and safety not only of those seniors, but of the community at large.

Program Type

Community Education, Outreach to Underserved

Target Population

- **Regions Served:** Milton, Quincy, Randolph
- **Health Indicator:** Other: Safety - Auto/Passenger
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** English

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Provide driver safety education to seniors to increase their confidence behind the wheel, enabling them to maintain their independence and access to the care they need.

Goal Status

16 seniors participated in the courses offered at BID-Milton

Partners

Partner Name, Description

American Association of Retired Persons

Partner Web Address

www.aarp.org

Contact Information

Robert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, Robert_Mccrystal@bidmilton.org

Detailed Description

Not Specified

Blood Screening Fair

Brief Description or Objective

BID-Milton hosted two low-cost Blood Screening Fairs, on November 9, 2016 (29 attendees) and May 18, 2017 (29 attendees). These two -hour screenings are staffed by two BID-Milton phlebotomists, and blood processing is completed in the hospital laboratory by the hospital's chemistry staff. Blood is tested for glucose, calcium, protein and indicators of kidney and liver function. These types of tests provide screening for many community health issues such as diabetes. In addition, a complete "lipid profile" tests blood for cholesterol, triglycerides, HDL and LDL ("good" and "bad" cholesterol) and these tests can be direct indicators of heart disease risk. These bi-annual blood screening events provide access to valuable health care diagnostics at a low cost. The screenings attract many regular attendees who take advantage of the opportunity to regularly track test results over time or those individuals who do not have a primary care doctor or health insurance.

Program Type

Health Screening

Target Population

- **Regions Served:** Milton, Quincy, Randolph
- **Health Indicator:** Other: Cardiac Disease, Other: Diabetes, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

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
Provide individuals with bi-annual access to cholesterol and blood chemistry screenings	58 people were screened in FY17.

Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information Robert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, Robert_McCrystal@bidmilton.org

Detailed Description Not Specified

Community Health Education: Lecture Series and Wellness Programs

Brief Description or Objective Held each spring and fall, the Community Education Lecture Series provides access to free health education and wellness opportunities. Topics are selected based on physician and community feedback and disease prevalence, and in the 2017 Report Year included: Heart Healthy Nutrition for a Healthy Weight, Understanding Dementia, Helping Your Children Develop Healthy Eating Habits, Ask the Podiatrist, Current Treatment Options in Pain Medicine and Joint Pain. BID-Milton also offers Tai Chi classes for 8-12 weeks in the spring and fall. In addition, the hospital’s semi-annual community newsletter included articles related to health and wellness education on the topics of peripheral artery disease, dementia, thyroid disorders and menopause, and also includes the hospital’s Community Education Lecture Series and Health Screenings calendar.

Program Type Community Education, Outreach to Underserved

Target Population

- **Regions Served:** Milton, Quincy, Randolph
- **Health Indicator:** Access to Health Care, Other: Alzheimer Disease, Other: Arthritis, Other: Chronic Pain , Other: Diabetes, Other: Elder Care, Other: Hypertension, Other: Nutrition, Overweight and Obesity
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** English

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
Provide healthcare education opportunities in the areas of chronic disease prevention and maintenance.	In FY17, members of BID-Milton's Medical Staff provided education on chronic pain, dementia, nutrition, arthritis. Over 170 community members attended these programs.
Provide low-cost access to exercise and wellness programs.	In FY17, BID-Milton provided Tai Chi to the community at large. Twenty community members participated.

Partners

Partner Name, Description	Partner Web Address
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Beth Israel Deaconess
Hospital-Milton Medical Staff

Contact Information Robert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, Robert_McCrystal@bidmilton.org

Detailed Description Not Specified

CPR Training

Brief Description or Objective BID-Milton offered cardiopulmonary resuscitation (CPR) training to the general community as well as healthcare providers on average twice a month. Sixty attendees achieved certification in the 2017 Report Year through this program which is provided through an American Heart Association (AHA) approved curriculum. According to the AHA, failure to act in a cardiac emergency can lead to unnecessary deaths. Effective bystander CPR provided immediately after sudden cardiac arrest can double or triple a victim's chance of survival, but only 32 percent of cardiac arrest victims get CPR from a bystander. Sadly, less than eight percent of people who suffer cardiac arrest outside the hospital survive. In addition, BID-Milton partnered with Milton High School to train various staff and faculty members. Training began in September of 2017 and continued through the fall.

Program Type Community Education

Target Population

- **Regions Served:** Milton, Quincy, Randolph
- **Health Indicator:** Other: First Aid/ACLS/CPR
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Increase number of community members who are CPR-certified.	Sixty community members were trained in FY17, a 36% increase from the previous year.

Partners

Partner Name, Description	Partner Web Address
American Heart Association	www.heart.org

Contact Information Robert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, Robert_McCrystal@bidmilton.org

Detailed Description Not Specified

Diabetes Health Assessment Fair

Brief Description or Objective BID-Milton and members of its medical staff held the eighth annual Diabetes Fair on April 29, 2017. This free educational event provided 125 diabetics and their loved ones with valuable information and tools for managing diabetes. An expert physician panel provided in-depth information about the disease. Specific items addressed were new diabetes medications, the impact of diabetes on sleep, neuropathy, eye health and important dietary recommendations. Attendees were served a diabetic-friendly lunch. A vendor fair provided valuable information and free blood pressure and foot screenings were provided.

Program Type Community Education, Health Screening

Target Population

- **Regions Served:** Milton, Quincy, Randolph
- **Health Indicator:** Access to Health Care, Other: Diabetes
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All

- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
To educate community members on the signs and implications of diabetes as well as to connect them with resources to manage the disease.	The Diabetes Fair connected 125 participants to 8 medical providers and 15 vendors to meet this goal.

Partners

Partner Name, Description	Partner Web Address
American Diabetes Association	www.diabetes.org
Beth Israel Deaconess Hospital-Milton Medical Staff	

Contact Information Robert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, Robert_McCrystal@bidmilton.org

Detailed Description Not Specified

Safe Sitter

Brief Description or Objective Safe-Sitter is a one-day (6 hour) course for adolescents, ages 11-13, before they begin actively baby-sitting. Safe-Sitter uses discussion, practice and role-playing to teach participants more about: how to handle emergencies, safety precautions, rescue breathing techniques, choking and calling for emergency help. Courses were held twice in the 2017 Report Year. In total, 32 students completed the course.

Program Type Community Education

- Target Population**
- **Regions Served:** Milton, Quincy, Randolph
 - **Health Indicator:** Other: Child Care, Other: Parenting Skills, Other: Safety - Home
 - **Sex:** All
 - **Age Group:** Child-Preteen
 - **Ethnic Group:** All
 - **Language:** English

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Not Specified	

Partners

Partner Name, Description	Partner Web Address
Safe Sitter, Inc.	www.safesitter.org

Contact Information Robert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557 , Robert_McCrystal@bidmilton.org

Detailed Description Not Specified

Milton High School/Work Inc. Volunteer Program

Brief Description or Objective BID-Milton has established volunteer partnerships with two organizations which provide services and education to individuals with disabilities. Specifically, the Hospital helps provide and coordinate volunteer opportunities to students of the Milton High School Special Needs Program and Work, Inc., in Dorchester. The Milton High Special Needs program for students

18-22 years old provides volunteer and work experiences that give students new skills, help them to take on challenges, learn to overcome obstacles and gain confidence from their success. Under the guidance of a school coach, students from the program cleaned cafeteria tables, washed dishes, filled cafeteria supply bins and performed other duties. In the 2017 Report Year, two students contributed 376 volunteer hours with steady guidance from a Special Needs teacher/job coach. The mission of Work, Inc. is to ensure that all individuals with disabilities have the ability to grow, the right to make choices, access to education, and the opportunity to participate in community life via meaningful work. The organization strives to provide social services that create a sense of participation in community life, develop and exercise competence, encourage the pursuit of personal growth and more. The volunteers and staff at the hospital have developed close connections. Staff and volunteers eat meals together, chat with each other weekly and care for each other. In 2017, four individuals contributed a total of 1,506 volunteer hours with periodic training and guidance from a job coach.

Program Type Mentorship/Career Training/Internship,School/Health Center Partnership

- Target Population**
- **Regions Served:** Milton, Quincy, Randolph
 - **Health Indicator:** Mental Health, Other: Education/Learning Issues
 - **Sex:** All
 - **Age Group:** All
 - **Ethnic Group:** All
 - **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide learning, volunteer and work opportunities for individuals with disabilities.	Over 1,800 work and volunteer hours were provided by participants of the program.

Partners

Partner Name, Description	Partner Web Address
Work Inc.	www.workinc.org
Milton High School	https://www.miltonps.org/mhs/

Contact Information Janet Evans Director of Volunteer Services Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1558, Janet_Evans@bidmilton.org

Detailed Description Not Specified

Curry College Nursing Student Education

Brief Description or Objective BID-Milton shares an educational partnership with Curry College, also located in the Town of Milton, to provide clinical training to nursing students. Every spring and fall, Curry College nursing students participate in a 13-week nurse training program. For eight hours each week, students train and learn hands-on nursing responsibilities under the direct supervision of a BID-Milton registered nurse who oversees these students. Examples of the trainees' hands-on instruction with patients are learning how to provide bed bathing of patients, dispensing medication, feeding patients and at the same time these trainees are learning how to appropriately interact with patients. In addition, BID-Milton provides senior nursing students with more advanced 120-hour training each year, under the guidance of a staff nurse/ preceptor.

Program Type Mentorship/Career Training/Internship,School/Health Center Partnership

- Target Population**
- **Regions Served:** Milton, Quincy, Randolph
 - **Health Indicator:** Other: Education/Learning Issues
 - **Sex:** All
 - **Age Group:** Adult-Young
 - **Ethnic Group:** All
 - **Language:** English

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Statewide Priority: Promoting wellness of vulnerable populations

Goal Description	Goal Status
Provide opportunities for professional development of college level students.	Ten students participated in the program in FY17.

Partners

Partner Name, Description	Partner Web Address
Curry College	www.curry.edu

Contact Information	Karen Stockbridge Director of Professional Practice Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1561, Karen_Stockbridge@bidmilton.org
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Detailed Description	Not Specified
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No-Cost Facility Use for Third-Party Health/Wellness Programs & Support Groups

Brief Description or Objective	The hospital hosts numerous ongoing support groups including a Diabetes Learning Group, New Mom's Support Group, ADHD Parents Support Group and 12-step based recovery groups such as Alcoholics Anonymous, Overeaters Anonymous, Nicotine's Anonymous and Ala-Teen. In most cases, the hospital assists in promoting these programs through its Community Education Calendar listing, at no cost to the program organizers.
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Program Type	Outreach to Underserved, Support Group
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Target Population	<ul style="list-style-type: none">• Regions Served: Milton, Quincy, Randolph• Health Indicator: Other: Alcohol and Substance Abuse, Other: Diabetes, Other: Family Planning, Other: Parenting Skills, Other: Smoking/Tobacco• Sex: All• Age Group: All• Ethnic Group: All• Language: All
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Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Respond to community needs by providing in-kind space and resources.	In FY17, space needs were provided for Al-Anon, Alateen, CHADD, Overeaters Anonymous, Alcoholics Anonymous and Nicotine Anonymous. This is an on-going initiative.

Partners

Partner Name, Description	Partner Web Address
Alcoholics Anonymous	
CHADD	http://www.chadd.org/
Al-Anon	http://www.al-anon.org/
Alateen	http://www.al-anon.org/
Overeaters Anonymous	www.oa.org
Nicotine Anonymous	https://nicotine-anonymous.org/
Beth Israel Deaconess Medical Center-Parent Connection	www.bidmc.org

Contact Information	Robert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton 199 Reedsdale Road Milton, MA 02186 617-313-1557, Robert_Mccrystal@bidmilton.org
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Detailed Description	Not Specified
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Community Health Walk & Grant Program

Brief Description or Objective On Saturday, June 10, 2017, the hospital held its eighth annual Community Health Walk, a 5-kilometer walk through Milton. Community members of all ages turned out for the walk to raise awareness of the benefits of exercise. The walk was followed by a health fair featuring numerous exhibits and screenings, including free blood pressure and skin checks. The event also served as BID-Milton's conduit for distributing community health grants to support programs whose goals meet the hospital's community benefits priorities. This past year, BID-Milton awarded \$10,000 in grants to five local organizations including Quincy Community Action Program (Quincy), DOVE (Quincy), Father Bill's & Mainspring House (Quincy/Brockton), Tucker Elementary School (Milton) and Milton Public Schools.

Program Type Community Education, Grant/Donation/Foundation/Scholarship

Target Population

- **Regions Served:** Milton, Quincy, Randolph
- **Health Indicator:** Access to Health Care, Physical Activity
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** English

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Distribute grants to community health service providers whose proposed use of funds align with one or more of BID-Milton's community benefits goals.	\$10,000 in grants were distributed to five local organizations addressing health needs such as access to healthcare for homeless individuals, nutrition, mental health and substance misuse and domestic violence.
Provide education on the health benefits of walking and encourage community participation in health screenings.	More than 80 walkers participated in the 5k. In addition, skin checks, blood pressure screenings were provided along with scheduling of annual mammograms.

Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information Robert McCrystal, Director of Communications, Beth Israel Deaconess Hospital - Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1557, robert_mccrystal@bidmilton.org

Detailed Description Not Specified

Milton Council on Aging Lecture Series

Brief Description or Objective BID-Milton partnered with the Milton Council on Aging to present a series of free, lunchtime educational lectures to seniors at the Milton Senior Center. Programs were presented by the hospital's medical staff. Topics presented in the 2017 Report Year included programs on arthritis, diabetes, cardiovascular disease and pacemakers and cataracts. Seniors are also provided with a free lunch, courtesy of BID-Milton.

Program Type Community Education

Target Population

- **Regions Served:** Milton
- **Health Indicator:** Other: Arthritis, Other: Cardiac Disease, Other: Diabetes, Other: Hypertension, Other: Nutrition, Other: Vision

- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** English

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Conduct lectures to Milton seniors on a variety of health topics to educate them on resources available and prevention of certain conditions.	Six lectures were conducted at the Milton Council on Aging in FY17 to over 200 seniors.

Partners

Partner Name, Description	Partner Web Address
Milton Council on Aging	http://www.townofmilton.org/Public_Documents/MiltonMA_COA/COA

Contact Information Robert McCrystal Director of Communications Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186 617-313-1590, Robert_McCrystal@bidmilton.org

Detailed Description Not Specified

Free Cancer Screenings

Brief Description or Objective Each year, BID-Milton, in partnership with community dermatologists, provides a skin cancer screening to community members at no cost. In Report Year 17, 51 Community members took advantage of this free screening held on May 11, 2017. By providing access to free skin care screenings, the hospital hopes to empower patients to detect potentially harmful melanoma in the early stages when the cure rate is nearly 100 percent. BID-Milton provided prostate cancer screenings and education to 17 men in November of 2016. This annual, free men’s health screening event included a PSA test with interpretation by an urologist and education.

Program Type Health Screening

Target Population

- **Regions Served:** Milton, Quincy, Randolph
- **Health Indicator:** Access to Health Care, Other: Cancer - Prostate, Other: Cancer - Skin
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

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
Provide access to free skin cancer screenings.	In FY17, 51 participants were screened for skin cancer.
Provide access to free prostate cancer screenings.	In FY17, 17 men were screened.

Partners

Partner Name, Description	Partner Web Address
American Academy of Dermatologists	

South Shore Dermatology
Greater Boston Urology <http://greaterbostonurology.com/>

Contact Information Robert McCrystal, Director of Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road Milton, MA 02186 617-313-1557, Robert_McCrystal@bidmilton.org

Detailed Description Not Specified

Access to Care-Health Insurance Coverage and System Navigation Assistance

Brief Description or Objective In FY 17, BID-Milton's Certified Application Counselors (CACs) provided information about the full range of insurance programs offered by the Executive Office of Health and Human Services and the Health Connector. The CACs assist with financial counseling, benefit enrollment assistance, and payment planning to the underserved and uninsured in our community. In FY17, BID-Milton's CACs assisted over 480 community members, filed 399 applications and successfully enrolled 155 individuals in MassHealth, 54 individuals in Commonwealth Care and assisted 48 people in acquiring free care.

Program Type Health Coverage Subsidies or Enrollment

Target Population

- **Regions Served:** Milton, Quincy, Randolph
- **Health Indicator:** Access to Health Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
Provide dedicated financial staff, time and resources needed for financial counseling, both to our uninsured patients and "walk-in" members of the community, assisting them in applying for public health insurance coverage.	In FY17, BID-Milton assisted over 480 community members, filed 399 applications and successfully enrolled 155 individuals in MassHealth, 54 individuals in Commonwealth Care and assisted 48 people in acquiring free care.

Make financial counseling staff available for training to become Certified Application Counselors in accordance with state regulations in order to continue to serve unmet needs of the community.	All financial counseling staff attended ongoing training in order to maintain state certifications as Certified Application Counselors.
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Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information Gail Schroth, Director Patient Business Services, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1214, Gail_Schroth@bidmilton.org

Detailed Description Not Specified

Supporting and Increasing Awareness of Mental Health Issues and Substance Abuse

Brief Description or Objective In partnership with South Shore Mental Health, BID-Milton offered free Youth Mental Health First Aid Trainings to the community in the fall of 2016. The class prepares adults who regularly interact with adolescents (ages 12-18) on how to assist someone experiencing a mental-health or addiction's challenge or is in crisis. Topics covered included anxiety,

depression, substance misuse, disorders where psychosis may occur, behavior disorders (including AD/HD) and eating disorders. A total of 20 community members, were trained.

Program Type Community Education, Outreach to Underserved

Target Population

- **Regions Served:** Milton, Quincy, Randolph
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide access to free Youth Mental Health First Aid Trainings.	Training was provided to 20 community members.

Partners

Partner Name, Description	Partner Web Address
South Shore Mental Health	http://www.ssmh.org/

Contact Information Robert McCrystal, Director of Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1557, Robert_McCrystal@bidmilton.org

Detailed Description Not Specified

Community Health Workers Program

Brief Description or Objective BID-Milton contributed \$15,000 to help support the Randolph Department of Public Health's Community Health Workers Program which provides post-hospitalization assistance to Vietnamese and Haitian residents. The program consists of the town's community health workers visiting Vietnamese and Haitian residents while they are patients in BID-Milton to introduce themselves and the services they can provide assistance with once the patients return home. Post-hospitalization services provide help in applying for health insurance, scheduling follow-up medical appointments or arranging for transportation to appointments, assistance with filling medications, and referrals to local health promotion programs. The program provides an important means of reaching the diverse community residents of Randolph to promote a healthy lifestyle and provide health education in a culturally and linguistically appropriate way.

Program Type Outreach to Underserved

Target Population

- **Regions Served:** Randolph
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** Asian, Black/African American
- **Language:** Haitian Creole, Vietnamese

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Provide post-hospitalization assistance to Vietnamese and Haitian patients in a culturally and linguistically sensitive manner.	In FY17, community health workers had 283 patient encounters in the hospital and community.

Partners

Partner Name, Description	Partner Web Address
Town of Randolph	https://www.randolph-ma.gov/
Contact Information	Robert McCrystal, Director of Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1557, Robert_McCrystal@bidmilton.org
Detailed Description	Not Specified

Access to Health Food-Fresh Truck

Brief Description or Objective BID-Milton sponsored the Fresh Truck, a mobile farmer’s market to appear at the Quincy Family Resource Center and BID-Milton Health Fair. The Quincy Family Resource Center provides much needed assistance to low-income children and families. Every participant of the health fair was provided with a \$25 voucher to purchase fresh fruit and vegetables on the truck, courtesy of BID-Milton. BID-Milton’s team of dietitians were also on-site providing free samples of healthy snacks, using ingredients sourced from the Fresh Truck, along with nutritious recipes.

Program Type Outreach to Underserved

- Target Population**
- **Regions Served:** Milton, Quincy, Randolph
 - **Health Indicator:** Other: Nutrition
 - **Sex:** All
 - **Age Group:** All
 - **Ethnic Group:** All
 - **Language:** All

Goals
Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide access to healthy food.	BID-Milton provided 40 families with \$25 vouchers to purchase fruits and vegetables.

Partners

Partner Name, Description	Partner Web Address
Quincy Family Resource Center	http://quincycfamilyrc.org/
Fresh Truck	www.freshtruck.org
Contact Information	Robert McCrystal, Director of Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1557, Robert_McCrystal@bidmilton.org
Detailed Description	Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2017	Approved Program Budget for 2017
Community Benefits Programs	Direct Expenses \$226,063 Associated Expenses \$17,290 Determination of Need Expenditures Not Specified Employee Volunteerism \$25,135 Other Leveraged Resources Not Specified	\$1,000,000 *Excluding expenditures that cannot be projected at the time of the report.

Net Charity Care	HSN Assessment	\$534,621	
	HSN Denied Claims	Not Specified	
	Free/Discount Care	\$445,928	
	Total Net Charity Care	\$980,549	
Corporate Sponsorships		\$31,831	
	Total Expenditures	\$1,280,869	
Total Patient Care-Related Expenses for FY2017			\$98,967,839
Comments: None			

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		