

Organization Information

Organization Address and Contact Information

Organization Name:	MetroWest Medical Center
Address (1):	115 Lincoln Street
City, State, Zip:	Framingham, Massachusetts 01702
Web Site:	www.mwmc.com
Contact Name:	Candice Beaulieu
Contact Title:	Marketing Manager
Contact Department:	Marketing
Telephone Num:	(508) 383-1096
Fax Num:	(508) 383-1011
E-Mail Address:	candice.beaulieu@mwmc.com
Contact Address (1): (If different from above)	85 Lincoln Street Suite 106A
City, State, Zip:	Framingham, Massachusetts 01702

Organization Type and Additional Attributes

Organization Type:	Hospital
For-Profit Status:	For-Profit
Health System:	Tenet Health System
Community Health Network Area (CHNA):	Community Health Network of Greater Metro West (Framingham)(CHNA 7),
Regions Served:	Ashland, Framingham, Marlborough, Milford, Natick, Needham, Wayland, Wellesley, Westborough, Weston,

CB Mission

Community Benefits Mission Statement

MWMC's Community Benefits mission statement reinforces a commitment to address the healthcare needs of the community and allocate resources specifically for that purpose. The mission is to improve the health status of the people we serve through a commitment to excellence, a focus on prevention and wellness, and community and professional education. We acknowledge and affirm our historic commitment to the communities we serve for the fulfillment of our charitable mission. It is our responsibility to seek out, assess, and respond to critical healthcare needs within the community by identifying populations at risk and providing relevant accessible healthcare services. We will therefore plan and implement, within applicable constraints, an ongoing Community Benefits initiative in collaboration with people at all levels within our organization and the people of the communities we serve. The mission is approved by the MWMC Board of Trustees.

Target Populations

Name of Target Population	Basis for Selection
Indigent	Community Benefits Report
Elderly	Community Benefits Report
Non English Speaking	Community Benefits Report
Uninsured	Community Benefits Report
At Risk Women	Community Benefits Report

Publication of Target Populations

Marketing Collateral, Website

Hospital/HMO Web Page Publicizing Target Pop.

www.mwmc.com

Key Accomplishments of Reporting Year

- Senior outreach at several community health fairs which reached over 300 seniors. The events included heart age screenings and health educational materials.
- Focus at several events was women's health issues through the lifespan, targeting a broad range of ages and demographics.
- MetroWest supported many not for profit organizations with donations to support their missions of community health, wellness and more.
- Women's educational programs, including heart disease, breast cancer outreach programs, and more were held throughout the year.
- Cultural Diversity programs included health screenings and education; comprehensive interpreter services program with 20 video interpreting units and on-site interpreters for Spanish and Portuguese speaking patients; and financial counseling to explain free care benefits and assist with filling out application forms.
- Underserved populations: MetroWest Medical Center participates in the Massachusetts Health Safety Net Program, which serves low-income families throughout Massachusetts. MWMC also offers outpatient clinics at Framingham Union Hospital.
- Screenings, Lectures, and Speakers Bureau emphasizing wellness and preventative medicine to help people participate more actively in their own healthcare.
- Disease Management: a number of ongoing specialized programs focused on disease management including cancer, obesity and heart disease.
- MWMC in-kind services include free space for support groups and community agencies, educational programs and health screenings, and administrative staff participation on the boards of local organizations including Boys and Girls Club of MetroWest, Framingham Youth Development Collaborative, Neonatal Abstinence Syndrome Task Force Consortium, New England Consortium, National Consortium of Clinical Educators, DPL Board of Allied Health for Massachusetts, MetroWest Emotional Health and Substance Use Task Force, MetroWest Chronically Homeless Task Force, The Callahan Senior Center, The Framingham Union Aid Association, Mass Bay Community College, Framingham, MetroWest YMCA, and CHNA 7.
- MWMC assists community-based agencies that are also working proactively to provide health-oriented programming and community outreach. In addition to major programs and initiatives detailed above, the medical center provided financial or in-kind support to a number of organizations in the community.
- Sustainability initiatives: MetroWest Medical Center is committed to the health of patients, employees, the community and the global environment. We recognize the link between environmental choices and health and the importance of establishing sustainable environmentally friendly practices at our hospitals. Areas of focus include waste and paper reduction; food; policies; environmental services; energy; greening the OR; mercury elimination; styrofoam collection; and a number of other initiatives.
- MWMC and staff are actively involved in community fundraising and awareness events, including such events as the Opioid Addiction Awareness events, Mental Health Awareness events, and more.
- Celebration of our 125th anniversary which included employee & community events, partnering with local organizations such as police & fire departments, emergency preparedness organizations, and more.

Plans for Next Reporting Year

Increased involvement in community events targeting vulnerable populations and increased partnerships with agencies such as the Boys and Girls Club, YMCA and more. Continuation of existing programs, with additions based on defined goals.

Community Benefits Process

Community Benefits Leadership/Team

This team consists of the CEO, COO, CNO, CFO, SCO, Marketing Director and others as appropriate, depending on area of focus.

Community Benefits Team Meetings

Meetings are held on a regular basis with different staff & members of the team, dependent on topic.

Community Partners

MWMC has a history of collaboration with a wide range of community organizations to focus on improving the health and wellness of the communities we serve, including: A Place to Turn Advocates, Inc., American Cancer Society - South Middlesex Unit, American Heart Association, American Red Cross, Arthritis Foundation, Ashland Police Department, Boys & Girls Club of MetroWest, Daisy Awards, Doug Flutie Autism Awareness, Explorer Post 115, Framingham Coming Together- For Racial Justice, Framingham High School, Family Promise MetroWest, Framingham Board of Health, Framingham Callahan Senior Center, Framingham Coalition, Edward M. Kennedy Community Health Center, Framingham College Planning Center,

Framingham Education Foundation, Framingham ESL (English as a Second Language), Framingham Fire Department, Framingham Police Department, Framingham Public Schools, Framingham State University, Framingham Violence Prevention Roundtable, Friends of Framingham Recreation, Greater Framingham Community Church, Habitat for Humanity, Jewish Family Services of MetroWest, Keefe Tech High School, Marian High School, Mass Bay Community College, Massachusetts Department of Public Health - CHNA 7, Medway High School, MetroWest AIDS Consortium, MetroWest Alliance for Workforce Diversity, MetroWest Chamber of Commerce, MetroWest Community Health Care Coalition, MetroWest YMCA, Millis High School, MS Society, NAMI (National Alliance for the Mentally Ill), Natick Board of Health, Natick Council on Aging, Natick Education Foundation, Natick Fire Department, Natick STRIDERS, Natick Police Department, Natick Public School, Natick Rotary Club, South Middlesex Opportunity Council, Susan B. Komen, St. Mark's High School, Teen Pregnancy Coalition, United Way of Tri County.

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

2016

Consultants/Other Organizations

Health Resources in Action

Data Sources

Not Specified

CHNA Document - PDF format

[2016 METROWEST COMMUNITY HEALTH ASSESSMENT.PDF](#)

Implementation Strategy (optional)

File Upload (optional)

Not Specified

Community Benefits Programs

Community Health Fairs

Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Not Specified
DoN Health Priorities (optional)	Not Specified
Target Population	<ul style="list-style-type: none"> • Regions Served: Not Specified • Health Indicator: Not Specified • Sex: Not Specified • Age Group: Not Specified • Ethnic Group: Not Specified • Language: Not Specified

Goal Description

Goal Status

The goal of community health fairs is to reach out to a diverse group of stakeholders and provide needed healthcare information, screenings and education. Completed for 2018, and ongoing.

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Partners

Partner Name, Description	Partner Web Address
Not Specified	Not Specified
Contact Information	Candice Beaulieu
Detailed Description	MetroWest Medical Center provided health screenings and educational materials at the following community health fairs: Town of Framingham Health Fair, Annual Senior Conference, Natick Labs Health Fair, Town of Natick Employee Health Fair, Relay for Life.

Financial Counseling

Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Not Specified
DoN Health Priorities (optional)	Not Specified
Target Population	<ul style="list-style-type: none">• Regions Served: Not Specified• Health Indicator: Not Specified• Sex: Not Specified• Age Group: Not Specified• Ethnic Group: Not Specified• Language: Not Specified

Goal Description	Goal Status
To provide financial guidance to our communities and patients to maximize access to needed healthcare services.	Ongoing.

Partners

Partner Name, Description	Partner Web Address
Not Specified	Not Specified
Contact Information	Candice Beaulieu
Detailed Description	MetroWest Medical Center has full-time bilingual counselors to assist with benefits for low income patients and can assist with filling out application forms.

Health Fairs for Seniors

Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Not Specified
DoN Health Priorities (optional)	Not Specified
Target Population	<ul style="list-style-type: none">• Regions Served: Not Specified• Health Indicator: Not Specified• Sex: Not Specified• Age Group: Not Specified• Ethnic Group: Not Specified• Language: Not Specified

Goal Description	Goal Status
Target Seniors and needs this group has, from diseases of aging, such as heart disease, to rehabilitation, behavioral health and more.	Ongoing.

Partners

Partner Name, Description	Partner Web Address
Not Specified	Not Specified
Contact Information	Candice Beaulieu

Detailed Description	The medical center sponsored several health fairs for seniors in Framingham and Marlborough. The program included health screenings, educational materials, and a financial sponsorship
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Healthy Food

Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Not Specified
DoN Health Priorities (optional)	Not Specified
Target Population	<ul style="list-style-type: none"> • Regions Served: Not Specified • Health Indicator: Not Specified • Sex: Not Specified • Age Group: Not Specified • Ethnic Group: Not Specified • Language: Not Specified

Goal Description	Goal Status
Provide nutritional support to vulnerable populations in our communities.	Completed.

Partners

Partner Name, Description	Partner Web Address
Not Specified	Not Specified

Contact Information	Candice Beaulieu
Detailed Description	MetroWest Medical Center held several food drives in 2017, including the Healthy Over Hungry Cereal Drive, and a Holiday Food Drive, where many food items were donated to our local Food Banks.

Interpreter Services, Video Interpreting

Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Not Specified
DoN Health Priorities (optional)	Not Specified
Target Population	<ul style="list-style-type: none"> • Regions Served: Not Specified • Health Indicator: Not Specified • Sex: Not Specified • Age Group: Not Specified • Ethnic Group: Not Specified • Language: Not Specified

Goal Description	Goal Status
Provide accurate interpreter service to our patients to best facilitate communication of important healthcare information to optimize patient care.	Ongoing.

Partners

Partner Name, Description	Partner Web Address
Not Specified	Not Specified

Contact Information	Candice Beaulieu
Detailed Description	MetroWest Medical Center offers Medical Interpreter Services free of charge for LEP patients, and the Deaf and Hard of Hearing patients. Interpreter services are provided by trained and qualified medical interpreters, some of them Nationally Certified. Interpreters abide by the National Standard of Medical Interpreters to ensure the provision of ethical and competent interpretation. Additionally, the medical center has 20

VRI Video Remote Interpreting Units, and phone interpreting devices in all the hospitals departments to supplement and enhance patient access to any spoken language and Sign Language.

Outpatient Clinics

Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Not Specified
DoN Health Priorities (optional)	Not Specified
Target Population	<ul style="list-style-type: none">• Regions Served: Not Specified• Health Indicator: Not Specified• Sex: Not Specified• Age Group: Not Specified• Ethnic Group: Not Specified• Language: Not Specified

Goal Description	Goal Status
Expand access to care.	Ongoing.

Partners

Partner Name, Description	Partner Web Address
Not Specified	Not Specified

Contact Information	Candice Beaulieu
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Detailed Description	MetroWest Medical Center operates a variety of outpatient clinics at Framingham Union Hospital, including surgery, pediatric, OB/GYN, internal medicine, wound care, infectious disease, endocrinology and podiatry. The clinics provide services to an underserved in our area.
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Seminars, lectures

Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Not Specified
DoN Health Priorities (optional)	Not Specified
Target Population	<ul style="list-style-type: none">• Regions Served: Not Specified• Health Indicator: Not Specified• Sex: Not Specified• Age Group: Not Specified• Ethnic Group: Not Specified• Language: Not Specified

Goal Description	Goal Status
Offer at least two educational seminars each month, focusing on timely topics of interest to the populations we serve.	Completed.

Partners

Partner Name, Description	Partner Web Address
Not Specified	Not Specified

Contact Information	Candice Beaulieu
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Detailed Description	In response to a number of identified risk factors for the population, a variety of free lectures and screenings are offered to inform the public about current trends and practices in healthcare, emphasizing wellness and preventative medicine to help people participate more actively in their own healthcare. A speaker's bureau is also available to groups and organizations.
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Support Groups

Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Not Specified
DoN Health Priorities (optional)	Not Specified
Target Population	<ul style="list-style-type: none"> • Regions Served: Not Specified • Health Indicator: Not Specified • Sex: Not Specified • Age Group: Not Specified • Ethnic Group: Not Specified • Language: Not Specified

Goal Description	Goal Status
Provide support beyond the acute care environment to promote long term health.	Ongoing.

Partners	
Partner Name, Description	Partner Web Address
Not Specified	Not Specified
Contact Information	Candice Beaulieu
Detailed Description	MWMC support groups include: Bariatric Surgery, Bereavement; Breast Cancer; Breastfeeding; CPAP; Diabetes; Living with a Defibrillator; Living with Cancer, Look Good, Feel Better, Osteoporosis; Joint Replacement, Chronic Pain Management.

Supporting Women's Health	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Not Specified
DoN Health Priorities (optional)	Not Specified
Target Population	<ul style="list-style-type: none"> • Regions Served: Not Specified • Health Indicator: Not Specified • Sex: Not Specified • Age Group: Not Specified • Ethnic Group: Not Specified • Language: Not Specified

Goal Description	Goal Status
Educate public on important health issues and concerns affecting women, from pregnancy through the lifespan.	Completed.

Partners	
Partner Name, Description	Partner Web Address
Not Specified	Not Specified
Contact Information	Candice Beaulieu
Detailed Description	Women's educational programs were held throughout the year, and included heart disease and breast cancer outreach programs.

Expenditures

Community Benefits Programs

Expenditures	Amount
Direct Expenses	\$92,352.00

Associated Expenses	Not Specified
Determination of Need Expenditures	\$63,376.00
Employee Volunteerism	Not Specified
Other Leveraged Resources	Not Specified

Net Charity Care

Expenditures	Amount
HSN Assessment	\$3,843,301.00
HSN Denied Claims	Not Specified
Free/Discount Care	Not Specified
Total Net Charity Care	\$3,843,301.00

Corporate Sponsorships	\$49,225.00
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Total Expenditures	\$4,048,254.00
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Total Revenue for 2018	\$244,187,300.00
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Total Patient Care-related expenses for 2018	\$230,592,621.00
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Approved Program Budget for 2019	\$123,564.00
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(*Excluding expenditures that cannot be projected at the time of the report.)

Comments:

Regarding Total Patient-Related Care Expenses for 2018, CHIA Report for FYE 01/31/19 filing in progress. Figures reported is for FYE 01/31/18. In addition to the above Community Benefit Programs Expenditures, MetroWest Medical Center contributed \$2,408,705 in tax payments comprised of Massachusetts sales/use, real estate and personal property taxes.

Optional Information

Community Service Programs

Expenditures	Amount
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

Link to Hospital Formatted PDF Community Benefits Report:	Not Specified
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Bad Debt:	Not Specified	Not Specified
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Optional Supplement:	Not Specified
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