



Community Benefits Full Narrative Report Fiscal Year 2002

Massachusetts Eye and Ear Infirmary
Boston, Massachusetts
www.meei.harvard.edu
Region Served: Greater New England

I. Mission Statement

A: Summary

In compliance with the Massachusetts Attorney General's voluntary Community Benefits guidelines, we are pleased to submit the Massachusetts Eye and Ear Infirmary's Community Benefits Plan and a listing of some of our activities for fiscal year 2002.

The Infirmary was founded in 1824 as a charitable clinic to provide eye and ear care to Boston's needy. Although the health care field and medicine have undergone many changes during the last 179 years, the Infirmary's commitment to provide the highest quality eye and ear, nose and throat care to those in need of it, regardless of a person's ability to pay, has not wavered.

During fiscal year 2002, the Infirmary dedicated – without receiving remuneration – a portion of its financial and personnel resources to treat, preserve and restore vision, hearing and voice in people from Boston, New England, the United States and the world who otherwise could not afford the care. As a unique resource, the Infirmary treats a large number of patients from a broader geographic area than many other Massachusetts hospitals. In addition, the Infirmary acts as a resource in its specialties for the Massachusetts General Hospital, which attracts patients from throughout the state and does not have its own departments of ophthalmology and otolaryngology. Further, until August 1, 2002, its full-time physician group practice provides ophthalmologic services for the Brigham and Women's Hospital. In fiscal year 2002, the Infirmary and the Massachusetts Eye and Ear Associates, Inc., its full-time physicians group practice, provided more than \$1.9 million dollars in free care to patients in health service areas throughout the Commonwealth, in addition to the programs described in this report.

The Infirmarý's Community Benefits Mission Statement is as follows. It was re-examined and re-approved by the hospital's Board of Directors on October 22, 2002:

Be it Resolved:

"Be it resolved that the Massachusetts Eye and Ear Infirmarý ("the Infirmarý") hereby reaffirms its commitment to serve the identified health care needs of its constituent communities/patient populations ("the designated community").

That designated community is further defined for this purpose as residents of the Greater Boston area with, or at risk of, disorders of vision, hearing, voice or speech, with a special emphasis on underserved populations.

That such a commitment is recognized as an integral part of the mission of the Infirmarý.

That efforts to fulfill this commitment will build upon traditional partnerships between the Infirmarý and the designated community, recognizing the value of such collaboration.

That the Infirmarý will develop, implement, and update as necessary a formal plan for fulfilling this commitment, which plan will include allocation of appropriate resources to address identified health care needs of the designated community."

B. Approval of Governing Body

The Infirmarý's Community Benefits Mission Statement was initially reviewed and approved by the Infirmarý's Board of Directors on September 7, 1994. The mission statement was re-examined and revised by the Community Benefits Advisory Committee and re-approved by the Infirmarý's Board of Directors on October 22, 2002.

II. Internal Oversight and Management of the Community Benefits Program

The Infirmarý established a formal Community Benefits Advisory Committee in early 1995 to promote community and hospital-based involvement in the development of its Community Benefits program. The Community Benefits mission statement serves as the Community Benefits Advisory Committee's guiding principles.

The committee consists of representatives from Boston-area nonprofit agencies and organizations, members of the Infirmarý's medical, resident and management staffs, members of the Infirmarý Board, and Infirmarý Trustees. An Infirmarý Trustee, Suzanne Murray, is chairwoman of the Committee, which met as a group once in fiscal year 2002.

The Infirmary's two-person Office of Public Affairs provides the main staffing support. The committee's membership is intentionally dynamic, allowing for the committee to expand or contract as needed.

Current members of the committee are as follows:

Suzanne Murray	Chairwoman, MEEI Trustee
Diane E. Kaneb	Board member, MEEI
Mary E. Leach	Committee Coordinator, Director of Public Affairs, MEEI
Fran Annand, R.N.	Director, Nursing Education, MEEI
Nathalie Azar, M.D.	Director, Pediatric Ophthalmology, MEEI
Chris Regan	Vice President of Human Resources, MEEI
TBD	Otolaryngologist, Community based, MEEI
Beth Caruso	Staff Member, Perkins School for the Blind
Camille Condon	Director, International Patient Services, MEEI
Donna Hultman	Audiologist, MEEI
Carl Munroe	Past President, Mass. Lions Eye Research
John O'Sullivan Francis	Community Development Corp., MEEI Trustee
Andrea Galvin	Mass. Commission for the Deaf
Janice Gatty, Ph.D.	Staff Member, Clark School for the Deaf
Janet Huettig, LICSW	Director of Social Work, MEEI
Laura Foulke	Liasion, Neighborhood House Charter School, Dorchester
Yu Sing Jung	Jung/Brannen Associates, MEEI Trustee
Barbara Katz	General Counsel, MEEI (Committee Invitee)
Sherleen Chen, M.D.	Ophthalmology Chief Resident, MEEI
Pat McCabe	Director, Vision Rehabilitation, MEEI
Michele Gorham	Coordinator, Public Affairs, MEEI
Anita Nasra	Assistant Director, Kit Clark Senior Services
F. Curtis Smith	President, MEEI

A. Methods for sharing information about Community Benefits mission/programs with staff at all levels of the institution

The Infirmiry shares information with staff of all levels at the Infirmiry through presentations at Leadership Group meetings, articles in “Update,” the president’s newsletter, and in the weekly employee E-newsletter, “E-Forum.” We share information about our program externally by posting it on the Infirmiry’s Web site:

www.meei.harvard.edu, including articles in “Contact,” our external newsletter, and in the Infirmiry’s annual report.

III. Community Health Needs Assessment

A. Process, including participants

It was difficult to conduct a community health needs assessment. The Massachusetts Eye and Ear Infirmiry is a specialty hospital that cares for patients from all over the Commonwealth, the United States and the world. The Community Benefits Advisory Committee discussed on several occasions the development of a Community Benefits Plan.

The committee agreed that the Infirmiry should continue providing the community services it has historically provided including lectures, support groups, educational opportunities and medical missions as part of the formal Community Benefits Plan. They decided to explore new options for proactive Community Benefits to add to this plan.

The committee brainstormed on new projects that would become the Infirmiry’s proactive plan for Community Benefits. The committee members initially suggested an array of possible projects, ranging from efforts to eradicate African river blindness to developing an education program to reduce industrial eye and ear injuries. Upon the committees’ request, the two staff members from the Public Affairs Office, which oversees Community Benefits, researched and collected information on specific suggestions. Communication with committee members continued during the year.

To narrow its focus, the committee defined the term “community” for purposes of the Infirmiry’s Community Benefits Plan as follows:

“The Massachusetts Eye and Ear Infirmary has a unique role in both the local, community and state, and the regional and national levels. For the purpose of its Community Benefits Plan, the Infirmary defines its "community" as residents of the Greater Boston area with, or at risk of, disorders of vision, hearing, voice or speech, with a special emphasis on underserved populations.”

The committee ultimately narrowed its focus to one segment of the defined community: school-age children with potential vision and hearing problems. Through research, the Public Affairs staff learned that public schools provide vision and hearing screening to their students. They discovered that charter schools do not provide screenings upon receiving a telephone call from the headmaster of the Neighborhood House Charter School in Dorchester, Mass., who had heard about the development of the Infirmary’s Community Benefits program and expressed a need for its services.

Understanding that the Infirmary is a small specialty hospital with limited staff and resources, the committee determined that it was best to continue the numerous community service projects it has provided for years and to focus its energies on a Community Benefits (proactive, planned) project that was achievable: providing screenings and any necessary follow-up care to the students at the Neighborhood House Charter School.

The Neighborhood House Charter School Vision and Hearing Care Program was developed, and we have been providing vision and hearing screenings and follow-up care to the students of this growing school ever since. The program has grown as the school’s population has grown. Services were initially provided to 50 students. We now care for the current student population of more than 200 children.

We have recently become involved with the Upham Corners Charter School, which is temporarily located in Dorchester, and provided screenings for them at the start of FY 2003 (information to be include in next year’s report).

B. Information sources

Public Affairs staff members spoke to various representatives in the Boston Public School System to learn the extent of current screening programs and to members of the Neighborhood House Charter School to discuss needs.

C. Summary of findings

The Public Affairs staff learned that public schools provide vision and hearing screenings, yet charter schools do not. The Neighborhood House Charter School in Dorchester, Mass., was identified as a charter school in need of vision and hearing services.

IV. Community Participation

A. Process and mechanism

The Infirmar y's Community Benefits Plan is posted on the Infirmar y's Web site www.meei.harvard.edu and promoted from the front page twice a year. As part of the posting, feedback is sought on how the Infirmar y can help its community better meet its needs. Committee members are encouraged to share their ideas, as are Infirmar y employees.

B. Information sources

During the initial planning stage, the Infirmar y sought people to become members of the Community Benefits Advisory Committee, both from the hospital and from the community. We sought members who have an interest in or knowledge of the needs of the visually or hearing impaired.

C. Summary of findings

The Community Benefits Advisory Committee initially reviewed Community Benefits activities historically underway at the Infirmar y. They also reviewed and approved the Community Benefits Plan to provide screenings to the Neighborhood House Charter School and received copies of the Infirmar y's annual report. The Infirmar y's Board of Directors receives updates on Community Benefits activities and copies of the report.

V. Community Benefits Plan

A. Process of development of the Plan, including how the community was involved (if not previously described)

Please see section IV above.

B. Choice of target population/identification of priorities, including an explanation of how these relate to the results of the community health needs assessment

The Community Benefits Advisory Committee narrowed its focus to school-age children after reading research that showed children who can see and hear well will achieve more in school and ultimately in life. In our informal needs assessment, we learned that the Neighborhood House Charter School in Dorchester, Mass., lacked vision and hearing services. Given the Infirmary's limited resources and staffing, the committee agreed to formally "adopt" this school and provide whatever services were needed.

C. Short-term (one-year) and long-term (three to five years) strategies and goals

The Infirmary's short-term goal is to provide free vision and hearing screenings and any necessary follow-up care to students at this adopted school. Longer-term goals include expanding the scope of involvement at this school by providing educational experiences and mentoring. As staffing permits, we hope to eventually be able to provide this service to another school that is in need of this service.

D. Process for measuring outcomes and evaluating effectiveness of the program

The evaluation process for the success of the Neighborhood House Charter School Vision and Hearing project focuses mainly on analyzing information from interaction with school and Infirmary officials. The key areas of interest include the percentage of students who received needed follow-up care; the Infirmary's communication process with the school and the parents; and ways the Infirmary can improve the testing and follow-up process.

E. Process and considerations for determining a budget

It is difficult to plan for an exact budget figure for the Neighborhood House Charter School Vision and Hearing project because it is dependent on the care needed by the students. The budget for the Neighborhood House Charter School project could exceed \$12,000 per year.

This figure is dependent on the number of students who come to the Infirmary for their follow-up care, as well as what is needed for that follow-up care. In kind contributions of staff time, equipment and materials equal approximately \$5,000 per year. The Infirmary has committed to caring for these children’s vision and hearing needs regardless of cost.

F. Process for reviewing, evaluating and updating the Plan.

The Infirmary’s Community Benefits Advisory Committee initially formed the Community Benefits Plan. This committee was reinvigorated in fiscal year 2002, reviewed the current plan, and submitted the Community Benefits mission statement to the Infirmary’s Board of Director for re-approval. The committee agreed to continue with the current plan, adding new activities as appropriate and as needed.

VI. Progress Report: Activity During the Reporting Year

(1) Expenditures

TYPE	ESTIMATED TOTAL EXPENDITURES FOR [REPORTED FISCAL YEAR]	APPROVED PROGRAM BUDGET FOR [NEXT FISCAL YEAR]*
COMMUNITY BENEFITS PROGRAMS	(1) Direct Expenses \$12,000 (2) Associated Expenses (3) Determination of Need Expenditures (4) Employee Volunteerism \$5,000 (5) Other Leveraged Resources	\$12,000 *Excluding expenditures that cannot be projected at the time of the report.
COMMUNITY SERVICE PROGRAMS	(1) Direct Expenses \$25,050 (2) Associated Expenses (3) Determination of Need Expenditures (4) Employee Volunteerism \$46,025 (5) Other Leveraged Resources	
NET CHARITY CARE	\$1,900,659	
CORPORATE SPONSORSHIPS		
	TOTAL \$1,988,734	

A. Major programs and initiatives

In fiscal year 2002 (Oct. 1, 2001 - Sept. 31, 2002), the Infirmary, its employees, and full-time medical staff were involved in many community service projects. The following is a listing of some of these efforts:

Services for Children

Neighborhood House Charter School Vision and Hearing Care Program

Donation: The Infirmary's budget for the project could exceed \$12,000 per year. This figure is dependent on the number of students who come to the Infirmary for their follow-up care, as well as what is needed for that follow-up care.

In Kind: Staff time, equipment and materials (approximately \$5,000)

Provide vision and hearing screenings at Dorchester-based school. The school has more than 200 students, ages 4 through 13, in grades K-8. The Infirmary's program involved conducting vision and hearing screenings and then working with the students' parents/guardians to ensure that those who need follow-up care receive it, regardless of their ability to pay.

Of the 205 students who were screened for vision, 37 students were referred for follow-up care (7 new glasses, 7 new prescriptions). No significant pathology was discovered this year. However, many children were found to be in need of corrective lenses. The students have enjoyed showing off their new spectacles, although some long for the BG (before glasses) days. Of the 203 students screened for hearing, 13 failed the hearing screening. The school nurse followed up with the parents of each child who needed further attention. One of the students in an early grade was found during the hearing screening to have a marked deficit in his left ear. He is being followed by MEEI physicians. All children who failed hearing and vision screenings were invited to come to the Infirmary for free care if care by their own pediatricians was unavailable.

North Shore Nursery School Vision Screening

Donation:

In Kind: Staff time (approximately \$1,875)

Infirmary physicians and staff provided free vision screenings to 25 preschool children at the North Shore Nursery School. As a non-public preschool, students at the North Shore Nursery School do not routinely receive vision screenings. Preschool-age screening poses a unique challenge and is time consuming. Early identification of vision programs is important to ensure the academic success of children and the overall quality of life.

Children in Health Care Week

Donation:

In Kind: Staff time/supplies (approximately \$4,000)

Child Life specialists, nurses, physicians, social workers and anesthesiologists participated in "Children in Hospitals" day at the Children's Museum and provided hands-on activities

to educate youngsters about what to expect when they visit a hospital. The Infirmary's Child Life Specialist offered children and their parents follow-up information. The museum event was attended by thousands of Boston-area children.

Hearing Screenings for Head Start Programs in Boston (two)

Donation:

In Kind: Staff time/supplies (approximately \$1,500)

Audiologists provided hearing screenings for two Head Start Programs in Boston. They screened 100 children per day.

Services for the Elderly

Hearing Aid Orientation Classes

Donation:

In Kind: Staff time (approximately \$2,000)

Hearing Aid orientation classes were held on Fridays at the Infirmary and its satellite in Stoneham for those new to hearing aids. Family members and friends of patients were also encouraged to attend. The classes help to orient the patient to hearing aid wear and offers the opportunity for discussion with family members and friends to help them better understand the difficulties experienced by individuals with hearing loss and to improve communication.

Public Form on Hearing

Donation:

In Kind: Staff time (approximately 120 hours)

The Infirmary's first annual public forum on hearing and hearing loss, "Have You Heard," was held on Sept. 21, 2002 in the Meltzer Auditorium, 3rd floor. This free program, offered by the Department of Audiology, included lectures by Sharon G. Kujawa, Ph.D., Samuil Merchant M.D., and Chris Halprin Ph.D., and round-table discussions on the latest in hearing aid technology and hearing in noise. Organizations offering resources for individuals with hearing loss attended to provide further information. This forum is an annual event.

Update on Hearing Technology

Donation:

In Kind: Staff time (approximately 7 hours)

Audiology presented an "Update on Hearing Technology" at the MGH Wellness Center at Fox Hill Village in Westwood, MA. Fifty senior citizens were given an overview of current technology used in hearing testing and advances in hearing aids.

AMD Lecture

Donation:

In Kind: Staff time (approximately 12 hours)

Joan Miller, M.D., presented a lecture on the symptoms and treatment of age-related macular degeneration at the Fox Hill Retirement Community. Forty-five senior citizens attended the lecture.

Aging Eye Lecture Series (Swampscott Senior Center, Swampscott, MA)

In Kind: Staff time (2 hours)

Sandeep Jain, M.D., and Patricia Guanci, COA, presented a one-hour lecture and slide presentation on cataracts and other eye diseases to 35 senior citizens.

Glaucoma and Dry Eye (Methuen Senior Center, Methuen, MA)

Donation:

In Kind: Staff time (12 hours)

Sandeep Jain, M.D., and Terri Kinlin presented a lecture at the Methuen Senior Center.

Cataracts and Diseases of the Aging Eye (Methuen Senior Center, Methuen, MA)

Donation:

In Kind: Staff time (15 hours)

Sandeep Jain, M.D., and Terri Kinlin presented a lecture at the Methuen Senior Center.

Retinal Diseases (Methuen Senior Center, Methuen, MA)

Donation:

In Kind: Staff time (4 hours)

Lucy Young, M.D., and Bob Conte presented a lecture at the Methuen Senior Center.

Reading Lions Club (Reading, MA)

Donation:

In Kind: Staff time

Vision Rehabilitation Services staff presented a lecture to teach members about optical and non-optical adaptive equipment.

Massachusetts Interagency Committee on Vision and Aging Lecture

Donation:

In Kind: Staff time

Vision Rehabilitation Services staff discussed the adaptive equipment and techniques available to enhance daily living activities for those with low vision.

National Occupational Therapy Month Fair (Boston, MA)

Donation:

In Kind: Staff time

Vision Rehabilitation staff demonstrated closed circuit televisions and large print and talking equipment in the hospital lobby to show how individuals with vision loss can lead independent and productive lives.

Disability Awareness Fair (Natick, MA)

Donation:

In Kind: Staff time

Vision Rehabilitation Services presented an overview of adaptive devices for those with low vision at this fair.

New England Rehabilitation Hospital and Franciscan's Children's Home Lectures

Donation:**In Kind:** Staff time

Vision Rehabilitation staff gave presentations on the role of occupational therapy in vision rehabilitation.

Services for Other Special Populations**R.O.S.E. Fund Collaboration****Donation:****In Kind:** \$11,100 Infirmery surgical charges; does not include pre- and post-op visits, physicians' and staff time.

As part of the renewed collaboration with the R.O.S.E. (Regaining One's Self-Esteem) Fund, Massachusetts Eye and Ear Infirmery this year performed two reconstructive surgeries on victims of domestic violence. In addition, the physicians of the Infirmery's Facial and Cosmetic Surgery Center evaluated four other patients referred by the R.O.S.E. Fund.

One patient, the mother of five grown children, received endoscopic sinus surgery and nasal surgeries to repair complex septal fractures caused by the trauma of years of repeated blows to the face. This patient endured years of abuse because of fear that her departure might result in dramatically worse abuse of her children. It was only when they were grown that she left her abusive husband and sought help.

The second patient was a remarkable young woman who had been abused in high school by a boyfriend. Her visible injuries adversely affected her self-esteem and the anger she felt as a teenager. This patient is now working and going to graduate school and recently became engaged. In a letter to her surgeon, she wrote, "Prior to my surgery I had a serious complex about the disfigurement to my nose. Whenever it came to taking pictures I was really particular about my profile ... As we were about to take this picture [she had enclosed a photo of her fiancée and her on vacation], my fiancé turned to me and politely asked me what side I wanted to be on. For the first time I turned to him and said it did not matter to me anymore because my nose was fixed now."

Other patients, who were not surgical candidates, was one woman seen for eye trauma, another who received laser scar revision in the office, and three others who were referred elsewhere. One of these was a teenage girl who was held hostage and repeatedly abused by a gang in a boxcar for more than a week.

Uveitis Support Group**Donation:****In Kind:** One co-leader, one volunteer, meeting space (\$1,700)

Group meets every two months, and between 15 and 45 people attend.

Donation to worldwidehearing.org**Donation:**

In Kind: Staff time (approximately \$1,500)

The Department of Audiology donated 150 used hearing aids to Mr. Blaine Smith of worldwidehearing.org, who dispenses them to underprivileged and indigent families and children in Mexico, Central and South America.

Collection of Used Eyeglasses for the Lions Club

Donation:

In Kind: Staff time

Staff in the Infirmary's Laser Center collect used eyeglasses for donation to the Lions Club. The Public Affairs staff members promote the program to internal and external audiences to promote these efforts.

Health Fair at India Day 2002, Boston

Donation:

In Kind: (staff time, approximately, 5 hours)

Drs. Manoj Thakker and Rishi Singh, Ophthalmology Fellows, administered free screenings for cataracts, glaucoma and macular degeneration at the Health Fair at India Day 2002.

Education Opportunities

PRISM

Donation:

In Kind: (staff time, approximately, 5 hours)

For the second year in a row, students from PRISM (Program for Research Investigation in Science and Math) visited the Infirmary's Jenks Vestibular Laboratory to learn about balance disorders. The students were given testing procedures to simulate the problems people with balance disorders face. Dan Merfeld, Ph.D. and his colleagues instructed the students. PRISM students attend a three-week camp each summer and learn about science and math through visits at local hospitals.

Community Training Groups

Donation: Direct financial contribution in dollars (\$5,000)

In Kind: (approximately \$1,000)

Promotes a diverse workforce by cooperating with community training groups such as Jewish Vocational Services, Somerville Continuing Adult Learning Experience (SCALE) and Black Achievers. Offers training and retraining to economically disadvantaged adults to return to the work force in office positions. Infirmary Human Resources staff members served on the Board as well as volunteered to conduct interviewing training sessions and resume writing instruction.

One With One

In Kind: (\$250)

One With One is an organization based in Brighton, MA, that assists adult immigrants with preparing to work in the United States' job market. We provide assistance with mock interviews, resume preparation and provide internships.

Operation Able

Donation: Direct financial contribution in dollars (\$250)

In Kind: (approximately \$600)

Operation Able is a dedicated non-profit organization providing computer training to the economically and racially challenged and to over 45-years-of-age individuals at training sites in Boston and Woburn, MA. The Infirmary participates with Able by conducting mock interviews with soon-to-be graduates in preparation for real job interviews, placing interns for actual experience, and interviewing for hire graduates of the program. A representative of Human Resources serves on the Employer Advisory Committee, which helps identify employer needs so training can focus towards fulfilling these needs. The Human Resource Generalist serves as a board member.

Work and Family Series

Donation:

In Kind: staff time (approximately \$500)

Program includes family support and ongoing educational workshops held to help employees and their families address elder and child care issues. Open to the public. Examples of courses include Smart Solutions for Busy Parents and Making Sense of Adolescence.

Office of Parenting Seminars

Donation:

In Kind: Post and advertise seminars (\$550)

Public seminars outside of the contract services the Infirmary receives from Harvard's Office of Parenting. The Infirmary supports the efforts of the Office of Parenting by advertising and encouraging employees to participate.

Domestic Violence Task Force

In Kind: Staff Time (\$100)

Internal MEEI task force that educates MEEI employees and patients about domestic violence. During the month of October 2002, a story board education program in the lobby of MEEI educated both employees and patients about facts concerning domestic violence.

Vision Rehabilitation Center Conferences

Donation:

In Kind: Staff time

Conferences, which are open to the public, are held throughout the year as part of the Center's training program.

Hospital Lectures

Donation:

In Kind: Staff time

Vision Rehabilitation Services presented various lectures throughout the year on a variety of topics. These lectures were open to the public.

Local Community Investments

United Way Campaign

Donation:

In Kind: Staff time (approximately \$3,000)

Employees organized the annual United Way Campaign, which resulted in more than \$20,000 in contributions to this national organization.

Mayor's Health Line

Donation: (\$1,000)

In Kind:

The Infirmary donated funds to support the Mayor's Health Line, which assists residents seeking low cost, affordable or free health care.

Giving Tree for Patient Families

Donation:

In Kind: Staff time (approximately \$250)

A tree was decorated with ornaments that contained holiday gift requests from underprivileged patient families at the Infirmary. The Human Resources staff decorated the tree with ornaments, advertised the program, collected the gifts, and delivered them to Social Services for delivery to the families. This yearly program provides gifts to those who would otherwise have to go without during the holidays.

Pine Street Inn

Donation: \$2,000

In Kind: Staff time

Members of the Infirmary's dietary department participated in various activities to benefit the Pine Street Inn. This included serving meals and raising funds by selling items and donating the proceeds.

Other Services

Free Transportation Program

Donation: approximately \$11,300

In Kind: The Infirmary provides free taxi vouchers to patients with special needs through its transportation program.

Optical Shop -- Free Eyeglasses Program

Donation:

In Kind: (approximately \$8,900)

The Infirmary provided approximately \$8,900 in free eyeglasses to the needy through its optical shop. One hundred and ten people were helped.

Social Services Caring Above and Beyond Fund

Donation: (approximately \$1,000)

In Kind: 200 staff hours

The Department of Social Work provides funding for food, transportation, parking and other incidentals to patients throughout the year.

Financial Assistance to Pediatric Patients/Families

Donation: (approximately \$4,500)

In Kind:

The Department of Social Work provides utilized funds raised by the Friends of MEEI for “small necessities” for pediatric patients and their families. This includes transportation and food.

Hearing Aid Center

Donation:

In Kind: (approximately \$6,000)

The Infirmary’s Hearing Aid Center provides an estimated \$6,000 each year in free hearing aids for those in need.

Howe Library Assistance

Donation:

In Kind: staff time/materials (approximately \$1,200)

The Medical Librarians at the Infirmary’s Howe Library assist the general public and those who request information from the Infirmary’s Web site in finding medical material concerning any medical problem of interest. This could be as extensive as a computer search or as minimal as a quick scan of a book or look on the Internet.

B. Notable challenges, accomplishments, outcomes

Fiscal year 2002’s most notable accomplishment is the continuation of the vision and hearing program at the Neighborhood House Charter School and seeing those children who have been diagnosed with poor vision now wearing glasses and succeeding academically. We are also pleased that shortly after fiscal year 2002 ended, we were contacted by a new charter school, the Upham Corners Charter School, and we provided vision screenings for their students. In addition, we are proud of our continued involvement in helping battered women through the R.O.S.E. Fund.

VII. Next Reporting Year

A. Anticipated goals and program initiatives

The Infirmary’s goal is to continue the myriad Community Benefits activities that are carried out throughout the hospital and to continue its proactive Community Benefits program. We hope to explore other activities to add to our plan.

B. Projected outcomes

We plan to screen all children at the Neighborhood House Charter School and to provide any necessary follow-up care. We hope the outcome is improving these children's vision and hearing and ultimately their lives.

VIII. Contact Information

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