

## Clinton Hospital - FY2017

### Community Benefits Mission Statement

Clinton Hospital is committed to improving the health status of all those it serves and to addressing the health problems of the poor and other medically underserved populations. In addition, nonmedical conditions that negatively impact the health and wellness of our community are addressed.

### Target Populations

Name of Target Population	Basis for Selection
Vulnerable Populations	Target populations for Clinton Hospital's Community Benefits initiatives are identified through a community input and planning process, collaborative efforts, and a Community Health Assessment which is conducted every three years. Our target populations focus on medically underserved and vulnerable groups of all ages in our catchment area. Our most vulnerable populations include youth, elders living in public housing sites, ethnic and linguistic minorities and those living in poverty. These populations often become isolated and disenfranchised due to neglecting their health.
Youth/Children	The CHA showed Clinton having the 3rd highest percentage of low-income students in school 2008-2009, at 41.4%. Three Study Area school districts also reported a significant student body for which English is not their first language. Compared to the State percentage of 15.4%, English was not the first language for 19.5% of Clinton's students. (MA Department of Education)
Elderly	With respect to households composed of elderly persons aged 65 and older living alone, the State average is 30%. Among the Study Area cities and towns, the highest percentages in this category were found in Hardwick (37%), Clinton (34%), and Gardner and Winchendon (both at 33%). Lowest percentages were found in Harvard and Bolton (both at 17%).
Underserved/insured	Consistently, underserved/insured groups pointed to the cost of healthcare as a barrier to seeking treatment in the most recent Community Health Needs Assessment. Focus group participants frequently criticized the "co-pays" and the total monthly cost for healthcare (i.e., co-pays, premiums, medications, childcare, and transportation). Some reported that these costs reached \$600 or more for one month. They also noted that insufficient/limited insurance coverage was a barrier to healthcare. For those without health insurance, out-of-pocket costs often prohibited access to care.
Ethnic and Linguistic Minorities	Among the African American, Latino and Asian groups, cultural norms were cited in the Community Health Assessment as barriers to health care. African Americans, while not confronting language barriers, nevertheless cited poor communication between patients and providers, and referenced racism in the form of stereotyping and discrimination. A lack of cultural competence was mentioned across all three groups who felt that they could not explain their illness to providers who, in turn, did not have an understanding of their needs or beliefs. These experiences led to participants describing an atmosphere of fear and distrust in their interactions with healthcare providers and other public and private institutions. Hopelessness was also referenced among African Americans and Latinos.
Populations living in poverty	Unemployment and the fear of potential job loss contributes to health neglect. In the Community Health Assessment several people cited the inability to take time off from work to attend to their personal health for fear that it would place their jobs in jeopardy. With respect to poverty, participants reported poor living conditions (i.e., substandard housing and poor neighborhoods) and concerns for safety, including the presence of drugs and violence.

### Publication of Target Populations

Not Specified, Other- Presentations to community groups, and system wide brochure

### Hospital/HMO Web Page Publicizing Target Pop.

Hospital website: [www.clintonhospital.org](http://www.clintonhospital.org)

### Key Accomplishments of Reporting Year

2017 Accomplishments:

UMass Memorial Clinton Hospital continued to work in collaboration with the CHNA9, North Central MA stakeholders, local Board of Health, Montachusett Public Health Network and local community members, in developing and implementing the North Central MA Regional Community Health Improvement plan (CHIP) with appropriate goals, objectives, and strategies for FY 2016-2020.

Priority Areas for FY17 include:

Healthy Eating and Active Living

Goal: Create an environment that supports people's ability to make healthy eating and active living choices in their community.

## Individuals and Families in Healthy and Safe Relationships

Goal: Improve and sustain the safety and overall security of the region's children, families, and individuals.

## Behavioral Health and Substance Abuse

Goal: Improve overall behavioral health and wellbeing, including preventing substance abuse, in a culturally diverse, responsive, and holistic manner.

Transportation and Access Goal: Improve transportation services and systems to ensure equitable access for our diverse communities.

Clinton Hospital delivered the following initiatives addressing the following priority areas:

### Healthy Eating and Active Living:

Implemented an evidence-based program in Spanish "Mi Vida, Mi Salud" My Life, My Health - Chronic Disease Self Management- A series of 2 1/2 hour workshops was held weekly for six consecutive weeks. The program was developed to benefit individuals with ongoing health problems or those caring for people with chronic conditions. This was an ideal learning experience for 15 Spanish speaking individuals who have a diagnosis that impacts their physical or emotional health; this included congestive heart failure, arthritis, emphysema, macular degeneration, obesity, mental health issues, high blood pressure, and a host of other illnesses. Participants found ways to deal with pain and fatigue; understood nutrition and exercise options; learn to communicate more effectively with health care professionals and became a stronger advocate for them. Program focused on goal setting and action plans accomplished in within the hospital supportive environment.

In collaboration with Oriole Health Care, offered A Matter of Balance, a free, eight-week program that teaches how to prevent and manage falls through strength and balance exercises, and by making small changes in the home. The program also shares tips on how to control falls and minimize fall-related injuries. 13 participants complete the program.

Enrolled and educated community members about existing health insurance and Supplemental Nutrition Assistance Program (SNAP). Financial Counselor enrolled over 400 community members.

Supported and coordinated a feeding program at the WHEAT Community Café for populations living in poverty. Clinton Hospital partnered with Morrison Health Care Food Services and WHEAT Community Services to provide hot, nutritious meals to families in need free of charge. Employees from the hospital volunteer to help with this effort by serving meals to community members at the WHEAT Café. This effort serves between 60-80 people monthly. WHEAT is a nonprofit organization whose mission is "to support individuals and families who are experiencing economic and personal challenges by providing emergency services and programs that promote self-sufficiency". Served 60 Community members per month/ (over 600 people)

Supported the coordination of the community garden located on Clinton Hospital grounds. In collaboration with Growing Places and Parent Guild the program taught 8 families gardening lessons, caring for their gardens, and accessing healthy foods.

Coordinated the Implementation of "Cooking Matters" program to expand efforts that promote healthy eating, 25 Participants completed the Pop-up tour. Clinton Hospital Spanish Interpreter was provided for participants who do not speak sufficient English.

Objectives: After the tour, participants:

1. Understood what unit pricing is and be able to compare different unit prices with each other
2. Understood how to read and compare nutrition fact labels
3. Be able to identify if a product is made with whole grains
4. Understand how to buy fruits and vegetables on a budget

### Individuals and Families in Healthy and Safe Relationships:

Clinton Hospital hosted a Lunch and Learn Lecture for Service and Health Care providers: Effective Intervention for our victims: This workshop looked at various proven intervention techniques to provide victims with safety and hold batterers accountable. The director of the YWCA of Central MA Domestic Violence program, discussed prevention strategies, safety plans and threat assessments. 7 participants attended workshop

YWCA (Daybreak) Display: "Empty Place at the Table"

"The Empty Place at the Table is an art exhibition which features dinner place settings, representing real victims of domestic

violence missing from their family's lives. It presents a sobering picture of the lethality of domestic violence, including stories about the lives of our community victims. These victims lost their lives at the hands of an intimate partner. The display allows our community to mourn the loss of these victims together." Raised awareness to over 100 community members.

#### Behavioral Health and Substance Abuse:

With the support of the Montachusett Public Health Network, Clinton Hospital is a sharps disposal -site - the sharps disposal program allows community members to dispose of their sharps (needles). Collected over 1,000 needles in 2017.

Clinton Hospital, in collaboration with the Parent/Professional Advocacy League (PPAL), offered a free program geared toward parents and family members who are caring for a child with emotional, behavioral and/or mental health needs. This program, Mobile Crisis Intervention: Supporting Families in Crisis, taught 9 participants how to connect with meaningful and helpful resources; take care of yourself so you can take care of others; and support one another during a crisis at home, school or in the community.

Clinton Hospital provides a meeting space for National Alliance on Mental Illness – to conduct a support group for anyone living with a mental illness. The group offers an opportunity to share concerns and learn from others who are experiencing similar challenges. Attendance of 10-12 participants per meeting. Meetings are held twice a month, a total of 24 meetings per year.

#### Transportation and Access:

Clinton Hospital CB Manager served on the Town of Clinton Complete Streets Steering committee. Complete Streets are designed and operated to enable safe access for all community member, through this group transportation is being examine and in the process of developing a plan of action.

Clinton Hospital Community Benefits Manager is involved in several coalitions listed below that address public health needs:

- Community Health Network Area of North Central Massachusetts(CHNA 9)Steering Committee- As part of a statewide effort to develop implement and integrate community projects to effectively utilize community resources to create healthier communities. Clinton Hospital CB Manager works as an active steering committee member, helped facilitate the Community Health Improvement(CHIP) process, convene community stakeholders to implement the CHIP, identified four priority areas based on the needs identified in the 2012-2015 Community Health Needs assessment, and review grant proposals submitted by non-for profit community based organizations that address the North Central MA priority areas.
- Minority Coalition-Health Disparities Committee-The Health Disparities Collaborative Committee is a core group of hospitals & health centers from the North County. We include: Clinton, Health Alliance, Heywood and Nashoba Valley Medical Center. Community Health Connections-Health Center includes Gardner, Fitchburg and Leominster, MA Department of Public Health, and Athol Hospital under the direction of the North Central Mass Minority Coalition. We will continue to focus on our efforts reducing health disparities. Our focus is collaborating with the healthcare institutions; examining their data, identify opportunities to address health disparities and work on the social determinants of health.
- North Central Workforce Investment Board – a non-profit that promotes employment and workforce opportunities. Human Resources provided 35 students with an internship opportunity in the Radiology and Rehabilitation departments.

#### **Plans for Next Reporting Year**

2018 Plan:

Clinton Hospital and HealthAlliance merges in Fiscal year 2018.

Upon completion of the merger of UMass Memorial HealthAlliance and UMass Memorial Clinton Hospital, it will continue working in collaboration with the CHNA9, North Central stakeholders, residents, grassroots minority lead organizations, and the Montachusett Public Health Network to lead the next Community Health Needs Assessment and to implement the North Central MA region Community Health Improvement plan (CHIP) 2016-2020. A Community Health Improvement Plan, or CHIP, is a broad, action-oriented strategic plan to improve the health of the community.

- The Hospital will focus its programs and initiatives in the areas in which affect all North Central MA on a regular basis and are identified as a result of our following Community Health Needs Assessment.
- The hospital will also continue to focus on the medically-underserved and vulnerable groups of all ages specifically targeting our outreach to:
  - Mental/Behavioral Health Population
  - Ethnic and Linguistic Minorities

- Individuals Who are Obese/Overweight
- Populations Living in Poverty

UMass Memorial HealthAlliance - Clinton Hospital will develop and implement the Walk with a Doc national initiative. (2nd hospital to implement program in MA) Walk with a Doc's Mission is: Encourage healthy physical activity in people of all ages, reverse the consequences of a sedentary lifestyle, and improve the health and well-being of the United States.

UMass Memorial HealthAlliance - Clinton Hospital will develop an Anchor Mission strategy and implement a complete an Inclusive, Local Hiring Readiness Assessment and determine an Anchor Mission Goal around local hiring and workforce development.

UMass Memorial HealthAlliance - Clinton Hospital will complete the Community Health Needs Assessment, a comprehensive document that identifies key health needs and issues through systematic data collection and analysis to help improve the health and wellness of our community.

Form an Anchor Mission Implementation committee including representation of the hospital's leadership team, human resources, hiring managers that will support the Inclusive, Local Hiring initiative engaging community partners (local schools, stakeholders, and community base organizations) to develop a strategy to meet the workforce development needs of the community and hospital.

## **Community Benefits Process**

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### **Select Community Benefits Process**

#### **Community Benefits Leadership/Team**

The Manager of the Clinton Hospital Community Benefits Program reports directly to the Vice President, Development / External Relations and is responsible for coordinating, implementing and reporting community benefits outreach programs and services, to insure such programs support the organizational commitment and obligations to the hospital service area and community.

The Clinton Hospital Board of Trustees and the Community Benefits Advisory Committee reviews the Community Benefits Mission, Community Health Needs Assessment, program goals, and priority areas annually and provides oversight. The Board of Trustees also approves all major hospital community benefits implementation plan, reports, and policies.

#### **Community Benefits Team Meetings**

##### **Community Benefits Team Meetings**

The Clinton Area Community Partners serve as Community Benefits Advisory Committee (CBAC), whose mission is: "To coordinate resources to provide full access to programs that support lifelong education, health, career advancement, economic development for all members of our communities" with representatives from community based organizations, which includes the service area senior center, school departments, and other community based agencies within the service area, meets by-monthly to identify and address community needs and programs for consideration by Clinton Hospital and its Board of Trustees.

Recommendations made by the Community Benefits Advisory Committee are reported and discussed with senior leadership and the Board of Trustees. Community Benefits meetings with the Board of Trustees are held annually and with senior leadership monthly. The CBAC prioritizes health needs and recommends the programs on which to focus initially. Clinton Hospital then leads the effort to ensure the needs are addressed and, to the extent possible, remedied.

The Community Benefits Department Manager serves on the Minority Coalition/Health Disparities Committee, Community Health Network Area 9 (CHNA9) Steering committee, and collaborates with community-based organizations to address programs and issues related to the hospital's priority areas. CHNA9's focus is on health equity and addressing and eliminating health disparities.

#### **Community Partners**

Community Partners

Clinton Hospital Community Advisory Committee and Community Partners are comprised of the members listed;  
Nypro, Inc.  
Clinton Public Schools  
Clinton Adult Learning Center  
Bigelow Public Library  
WHEAT Community Service  
Nashoba Valley Chamber of Commerce  
Clinton School Committee  
Town of Clinton Public Health  
Town of Clinton  
North Central Opportunity Center  
United Way of North Central MA Tri County  
Oriol Health  
Growing Places  
Parent Guild Program  
Heywood/Athol Hospital  
Health Alliance Hospital  
Fitchburg Health Connector  
Minority Coalition  
Health Disparities Committee  
Montachusett Public Health Network (MPHN)  
Community Health Network Area of North  
Sterling Senior Center  
Lancaster Senior Center  
Clinton Senior Center  
Bolton Health and Safety Committee  
NAMI, the National Alliance on Mental Illness  
New England Amputee Coalition  
YWCA of Central MA

## **Community Health Needs Assessment**

### **Date Last Assessment Completed and Current Status**

Clinton Hospital conducted the CHNA in collaboration with the Montachusett Public Health Network (MPHN), the Joint Coalition on Health of North Central Massachusetts (JCOH) and Community Health Network Area 9 (CHNA9) in 2014. The JCOH is a group of committed individuals and organizations working collaboratively as catalysts for change and as advocates for the underserved to improve the health and well-being of everyone in North Central Massachusetts. The Montachusett Public Health Network (MPHN) is a committee of all the Board of Health's covering the Montachusett region (Athol, Gardner, Fitchburg, Leominster, Westminster, Princeton, Sterling, Royalston, Phillipston, Templeton and Clinton). In fiscal year 2016 Clinton Hospital merged with UMass Memorial Health Alliance Hospital. During this time, the merged entities issued a request for proposal for their upcoming Community Health Assessment. UMass HealthAlliance-Clinton Hospital contracted with, John Snow, Inc. (JSI), a public health consulting firm, to assist the hospital with this effort. As part of its assessment, JSI will be reviewing existing health-related data, conducting interviews with a representative group of key stakeholders across the Hospital's service area, and compiling information directly from community residents through a series of community forums and focus groups. The Community Health Assessment will be guided by Advisory Committee which includes Community stakeholder and hospital leaders. The Advisory Committee will provide input and assure all necessary data, analysis and report components are included. JSI will be required to collate data from multiple sources, put into conversation identified demographic data, quantitative health data, and qualitative data on community themes and strengths, including input gathered through a broad community survey. JSI will be responsible for the written report content with input and feedback from the CHNA9 members, Community Benefits Advisory Committee, UMass Memorial Health Alliance Clinton Hospital's Board of Trustees, and President/CEO. The results of the assessment will be made public through a community presentation and a final CHNA report when the project is planned to be completed in fiscal year 2017.

### **Consultants/Other Organizations**

Clinton Hospital conducted the CHNA with the following listed organizations:  
Partners included:

Montachusett Public Health Network (MPHN)

The Community Health Network Area of North Central Mass. (CHNA 9)

The Joint Coalition on Health of North Central Massachusetts.

The Minority Coalition of North Central Massachusetts.

The qualitative work was completed with the combined efforts of the Minority Coalition of North Central Massachusetts, the Spanish American Center, Cleghorn Neighborhood Center, Heywood Hospital, HealthAlliance Hospital, WHEAT, Three Pyramids, Beautiful Gate Church, New Hope Community Church, Twin Cities CDC, Gardner CDC, Memorial Congregational Church, Montachusett Opportunity Council and many other agencies and individuals.

#### Data Sources

Community Focus Groups, Hospital, Consumer Group, Interviews, MassCHIP, Public Health Personnel, Surveys, CHNA

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## Select Community Benefits Programs

### Community Garden Program

<b>Brief Description or Objective</b>	Clinton Hospital allows the use of hospital land for garden beds to be planted and cultivated by needy families to feed themselves in a healthy manner. The garden project provides low income families the tools needed to harvest their own healthy foods, reduce their food budgets, stimulates social interactions, and educate the gardeners on nutrition.
<b>Program Type</b>	Community Participation/Capacity Building Initiative
<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b> Clinton</li><li>• <b>Health Indicator:</b> Other: Nutrition</li><li>• <b>Sex:</b> All</li><li>• <b>Age Group:</b> All</li><li>• <b>Ethnic Group:</b> All</li><li>• <b>Language:</b> All</li></ul>

#### Goals

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Increase access to resources and land use rights to allow North Central residents to grow and harvest their own food.	Ten community members participated in the garden project
Create an environment that supports people's ability to make healthy eating and active living choices in their community	The garden is a collaborative project on shared open spaces where participants share in the maintenance and products of the garden, including healthful and affordable fresh fruits and vegetables. Gardens may offer physical and mental health benefits by providing opportunities to: Eat healthy fresh fruits and vegetables, engage in physical activity, skill building, improves social well-being through strengthening social connections and creating green space. (CDC)

#### Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
WHEAT Community Connections	<a href="http://www.uwotc.org/WHEAT">http://www.uwotc.org/WHEAT</a>
Growing Places Garden Project	<a href="http://growingplaces.org/">http://growingplaces.org/</a>
Clinton Parent Child Home Program	<a href="mailto:hughesl@clinton.k12.ma.us">hughesl@clinton.k12.ma.us</a>

**Contact Information** Rosa Fernandez-Peñaloza Clinton Hospital 201 Highland St. Clinton, MA 01510 978-368-3716, [Rosa.fernandez@umassmemorial.org](mailto:Rosa.fernandez@umassmemorial.org)

**Detailed Description** [Download/View Attachment](#)(37.39 KB)  
File Name: Clinton Community Garden Guidelinesfy17.docx

### Mental Health Community Support

**Brief Description or Objective** These community support programs are designed to inform the community at large of preventative methods, treatment of depression, how to manage the symptoms, and allocate community resources to help with mental health conditions. Help raise awareness of mental health resources through community lectures and support groups.

**Program Type** Support Group

**Target Population**

- **Regions Served:** Berlin, Bolton, Clinton, County-Worcester, Lancaster, Other-Central MA, Sterling
- **Health Indicator:** Mental Health
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

### Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations

<b>Goal Description</b>	<b>Goal Status</b>
Improve overall behavioral health and wellbeing, in a responsive, and holistic manner.	Fifteen community members participate in the mental health support group per session, 24 sessions were conducted.

### Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Council on Aging	<a href="http://www.ncoa.org">www.ncoa.org</a>
Clinton Senior Center	<a href="http://clintonseniorcenter.org">clintonseniorcenter.org</a>
National Alliance for Mental Health (NAMI)	<a href="http://www.nami.org">www.nami.org</a>

**Contact Information** Kimberly Nolen-Mott, Clinton Hospital 201 Highland Street Clinton, MA 01510 978-368-3000, [Kimberly.Nolen-Mott@umassmemorial.org](mailto:Kimberly.Nolen-Mott@umassmemorial.org)

**Detailed Description** [Download/View Attachment](#)(1890.39 KB)  
File Name: NAMI-Mass-Spring-2017-Newsletter.pdf

### Youth Development Program

**Brief Description or Objective** Clinton Hospital works to address basic, social and personal needs as a way to improve their communities' health. The workforce development program described illustrates one of the approaches the hospital is taking to meet the basic needs of everyday life that will ultimately improve the long-term health of the communities it serves. Clinton Hospital provides high school students with the opportunity of a health career preparation program. The program exposes students to health career possibilities, role models and how health organizations operate; it is also an opportunity for practical experience to learn by doing and applying the

knowledge. The students learn new skills and develop their own personal and professional interests. They also expand their educational opportunities, personal network and make connections. This program was developed and implemented in response to an identified need in the community. Workforce Development is identified as a need nationally and in its most recent community health needs assessment. Clinton Hospital partnered with the Clinton public high school and the Workforce Investment Board to implement the program.

**Program Type** Mentorship/Career Training/Internship

- Target Population**
- **Regions Served:** Clinton, Lancaster, Sterling
  - **Health Indicator:** Other: Education/Learning Issues
  - **Sex:** All
  - **Age Group:** Child-Teen
  - **Ethnic Group:** All
  - **Language:** English

**Goals**  
**Statewide Priority:** Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
Increase the educational component of workforce development for youth with an emphasis on the role of educational attainment in future healthcare career pathways.	Five students completed a fifty hours training and internship. Trainings were conducted by healthcare providers, and human resources. The students did their internships in the rehabilitation and radiology departments.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
North Central Massachusetts Workforce Investment Board	<a href="http://www.ncmwib.org/">http://www.ncmwib.org/</a>
Clinton Public High School	<a href="mailto:ScottConnery@clinton.k12.ma.us">ScottConnery@clinton.k12.ma.us</a>

**Contact Information** Heidi Wilcox Human Resources Clinton Hospital Phone: 978-368-3901 , [hwilcox@healthalliance.com](mailto:hwilcox@healthalliance.com)

**Detailed Description** Not Specified

**A Matter of Balance**

**Brief Description or Objective** An evidence based program “A Matter of Balance” is offered annually both in English and in Spanish to help the elderly reduce hospitalizations and emergency department visits for nonfatal injuries by reducing the fear of falling and increasing activity levels among elder population (Healthy People 2020)A Matter of Balance includes eight, two-hour sessions for a small group led by a trained facilitator. During the class, participants learn to: view falls as controllable, set goals for increasing activity, make changes to reduce fall risk at home, exercise to increase strength and balance.

**Program Type** Prevention

- Target Population**
- **Regions Served:** Berlin, Bolton, Clinton, Lancaster, Sterling
  - **Health Indicator:** Other: Elder Care
  - **Sex:** All
  - **Age Group:** Adult-Elder
  - **Ethnic Group:** All
  - **Language:** English

**Goals**  
**Statewide Priority:** Chronic Disease Management in Disadvantage Populations

<b>Goal Description</b>	<b>Goal Status</b>
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<p>Reduce the fear of falling and increase activity levels among elder population. This program also provides exercises to improve strength and balance to reduce falls risk.</p>	<p>Fifteen elders participated in “A Matter a Balance” an evidence base program managing concerns about falls emphasizing practical coping strategies to reduce the concerns and remain active and independent.</p>
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**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Oriol Health Care	<a href="http://www.oriolhealthcare.com/">http://www.oriolhealthcare.com/</a>
Clinton Senior Center	<a href="http://clintonseniorcenter.org/">http://clintonseniorcenter.org/</a>
Sterling Senior Center	

**Contact Information**      Rosa I. Fernandez Manager, Community Benefits Clinton Hospital 201 Highland Street Clinton, MA 01510 Tel: (978) 368-3716 Fax: (978) 368-3763 ,  
 rosa.fernandez@umassmemorial.org

**Detailed Description**      [Download/View Attachment](#)(119.38 KB)  
 File Name: MOB INFOSESSION flyer-Clinton2017.pdf

**"Mi Vida, Mi Salud" - My Health, My Life**

<p><b>Brief Description or Objective</b></p>	<p>Clinton Hospital offered a six week, evidence-base program for Spanish speaking population who are managing chronic diseases such as diabetes and asthma. Workshop were facilitated by two trained certified and active leaders, one or both of whom are non-health professionals with a chronic disease themselves. Classes are highly participative, where mutual support and success build the participants’ confidence in their ability to manage their health and maintain active and fulfilling lives.</p>
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<p><b>Program Type</b></p>	<p>Prevention</p>
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<p><b>Target Population</b></p>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Clinton</li> <li>• <b>Health Indicator:</b> All</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Adult-Elder</li> <li>• <b>Ethnic Group:</b> Hispanic/Latino</li> <li>• <b>Language:</b> Spanish</li> </ul>
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**Goals**  
**Statewide Priority:** Chronic Disease Management in Disadvantage Populations

<b>Goal Description</b>	<b>Goal Status</b>
<p>Create an environment that supports people’s ability to make healthy eating and active living choices in their community.</p>	<p>Fifteen Spanish speaking participants successfully graduated the program with improved skills and confidence in managing their illness.</p>
<p>Create an environment that supports people’s ability to make healthy eating and active living choices in their community.</p>	<p>Each participant (15) in the workshop received a copy of the companion book, Living a Healthy Life With Chronic Conditions, 4th Edition, and an audio relaxation CD, Relaxation for Mind and Body.* Subjects who participated in the program, when compared to those who did not, demonstrated</p>

significant improvements in exercise, cognitive symptom management, communication with physicians, self-reported general health, health distress, fatigue, disability, and social/role activities limitations. They also spent fewer days in the hospital, and there was also a trend toward fewer outpatients visits and hospitalizations. These data yield a cost to savings ratio of approximately 1:4. Many of these results persist for as long as three years.\*Studies by others have reported similar results (Stanford University).

## Partners

Partner Name, Description	Partner Web Address
Elder Services of Worcester Area, Inc.	<a href="https://eswa.org/">https://eswa.org/</a>
Executive Office of Elder Affairs	<a href="http://www.mass.gov/elder">www.mass.gov/elder</a>
Clinton Adult Learning Center	<a href="http://www.clinton.k12.ma.us/apps/pages/index.jsp?uREC_ID=74684&amp;type=d">http://www.clinton.k12.ma.us/apps/pages/index.jsp?uREC_ID=74684&amp;type=d</a>
MetroWest Regional CDSME	<a href="http://www.Baypath.org">www.Baypath.org</a>
Clinton Senior Center	<a href="mailto:seniorcenter@clintonma.gov">mailto:seniorcenter@clintonma.gov</a>

**Contact Information** Ena Alarcon Clinton Hospital 201 Highland Street, Clinton, MA 978-368-3908, [Ena.alarcon@umassmemorial.org](mailto:Ena.alarcon@umassmemorial.org)

**Detailed Description** [Download/View Attachment](#)(368.70 KB)  
File Name: Tomando - Flyer fy17.pdf

## Health Insurance/Food Security enrollment program

**Brief Description or Objective** Massachusetts has made health insurance mandatory in the state, nearly 4% remain uninsured. At Clinton Hospital, the financial counselor's department promotes and provides insurance enrollment and other entitlement related program assistance.

**Program Type** Health Coverage Subsidies or Enrollment

**Target Population**

- **Regions Served:** Berlin, Bolton, Clinton, Lancaster, Sterling
- **Health Indicator:** Access to Health Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All

- **Language:** All

**Goals**

**Statewide Priority:** Supporting Healthcare Reform

<b>Goal Description</b>	<b>Goal Status</b>
Create an environment that supports people’s ability to make healthy eating and active living choices in their community.	Increase participation of eligible North Central residents in federal nutrition programs and health insurance. Over 400 people enrolled in health insurance and 300 in supplemental nutrition program SNAP.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
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Program is open to community at large

<b>Contact Information</b>	Denise Connolly 119 Belmont St. Worcester Patient Financial Services 508-334-1801 , Denise.connolly@umassmemorial.org
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<b>Detailed Description</b>	Not Specified
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**Cooking Matters**

<b>Brief Description or Objective</b>	Clinton Hospital partners with Share Our Strength Cooking Matters organization to deliver Cooking Matters. Cooking Matters provide families with hands-on education as they shop for groceries, giving them skills to compare foods for cost and nutrition. Participants learn how to plan and budget for healthy, affordable, and delicious meals for their families. This collaborative program model makes Cooking Matters uniquely effective, efficient and sustainable among national nonprofit education programs. Cooking Matters equips families with the skills to shop smarter, use nutrition information to make healthier choices, and cook delicious, affordable meals.
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<b>Program Type</b>	Community Education
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<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Berlin, Bolton, Clinton, Lancaster, Sterling</li> <li>• <b>Health Indicator:</b> Other: Diabetes, Other: Nutrition, Overweight and Obesity</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Adult, Adult-Young</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> English , Spanish</li> </ul>
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**Goals**

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

<b>Goal Description</b>	<b>Goal Status</b>
Create an environment that supports people’s ability to make healthy eating and active living choices in their community.	Coordinated the Implementation of “Cooking Matters” program to expand efforts that promote healthy eating, 25 Participants completed the Pop-up tour. Clinton Hospital Spanish Interpreter was provided for participants who do not speak sufficient English.
Create an environment that supports people’s ability to make healthy eating and	25 people completed the program. At the completion of the program, participants indicated: 1. They understood

active living choices in their community.

indicated. 1. They understood what unit pricing is and be able to compare different unit prices with each other 2. They understood how to read and compare nutrition fact labels 3. They were able to identify if a product is made with whole grains 4. They understand how to buy fruits and vegetables on a budget.

## Partners

### Partner Name, Description

### Partner Web Address

WHEAT Community Connections

<https://www.uwotc.org/WHEAT>

Cooking Matters

<http://www.cookingmatters.org/mass>

### Contact Information

Rosa Fernandez 201 Highland Street 978-368-3716, [rosa.fernandez@umassmemorial.org](mailto:rosa.fernandez@umassmemorial.org)

### Detailed Description

[Download/View Attachment](#)(829.31 KB)

File Name: Cooking Matters flyer fy17.pdf

## WHEAT Nutrition Program

### Brief Description or Objective

Wheat Community Connections provided nutrition classes in partnership with UMass Memorial Clinton Hospital to clients from Clinton, Berlin, Bolton, Lancaster, and Sterling who live with hypertension and/or diabetes. These classes were led by a hospital dietician to provide clients with nutrition education as it relates to specific health concerns. Participants received a gift card to purchase grocery items for their dietary needs and Wheat Community Connections purchased specific foods for clients with allergies and/or diabetes to have available in their community food pantry.

### Program Type

Community Education

### Target Population

- **Regions Served:** Clinton
- **Health Indicator:** Other: Diabetes
- **Sex:** All
- **Age Group:** Adult-Young
- **Ethnic Group:** All
- **Language:** Spanish

## Goals

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations

### Goal Description

Create an environment that supports people's ability to make healthy eating and active living choices in their community.

Create an environment that supports people's ability to make healthy eating and active living choices in their community.

### Goal Status

50 participants increased their awareness, knowledge, and skills for/about healthy eating for Wheat's clients with allergies and/or diabetes.

50 clients decreased barriers to accessing affordable fruits and vegetables and increased accessibility of healthy food with those who have allergies and/or diabetes.

## Partners

### Partner Name, Description

### Partner Web Address

Wheat Community

[www.uwotc.org/WHEAT](http://www.uwotc.org/WHEAT)

Connections

Morrison Healthcare Food Service      Compass-USA.com

**Contact Information**      Rosa Fernandez-Peñaloza UMass Memorial Clinton Hospital 201 Highland Street (978)368-3716, rosa.fernandez@umassmemorial.org

**Detailed Description**      [Download/View Attachment](#)(668.75 KB)  
File Name: Nutrition Workshop CHNA9.pdf

**Expenditures**

<b>Program Type</b>	<b>Estimated Total Expenditures for FY2017</b>	<b>Approved Program Budget for 2017</b>
<a href="#">Community Benefits Programs</a>	<a href="#">Direct Expenses</a> \$101,382 <a href="#">Associated Expenses</a> Not Specified <a href="#">Determination of Need Expenditures</a> Not Specified <a href="#">Employee Volunteerism</a> Not Specified <a href="#">Other Leveraged Resources</a> \$2,000	\$300,000  *Excluding expenditures that cannot be projected at the time of the report.
<a href="#">Net Charity Care</a>	<a href="#">HSN Assessment</a> \$272,126 <a href="#">HSN Denied Claims</a> \$88,233 <a href="#">Free/Discount Care</a> \$51,050 <a href="#">Total Net Charity Care</a> \$411,409	
<a href="#">Corporate Sponsorships</a>	Not Specified	
	<b>Total Expenditures</b> \$514,791	
<b>Total Patient Care-Related Expenses for FY2017</b>		<b>\$27,183,361</b>

**Comments:** Clinton Hospital continues to demonstrate consistently high ratings in patient satisfaction; our organization is centered on patient care. The hospital's commitment to improving and expanding the quality of care is evident through the continued financial support for community benefits activities, Interpreter Services, quality improvement projects, and resources provided to meet the needs of the communities it serves.

**Optional Information**

Expenditures	Amount	
<a href="#">Community Service Programs</a>	<a href="#">Direct Expenses</a> Not Specified <a href="#">Associated Expenses</a> Not Specified <a href="#">Determination of Need Expenditures</a> Not Specified <a href="#">Employee Volunteerism</a> Not Specified	

[Other Leveraged Resources](#)

Not Specified

**Total Community Service Programs**

0

**Bad Debt:**

\$1,226,618 Certified

**IRS 990:**

Not Specified