

Community Benefits
Annual Report
Fiscal Year 2003

**

Submitted
February 27, 2004
Mount Auburn Hospital

Introduction

Incorporated in 1871, Mount Auburn Hospital was Cambridge's first hospital. Throughout its existence, the hospital has been dedicated to providing excellent health care to the diverse communities it serves. Affiliated with Harvard Medical School and CareGroup, Mount Auburn Hospital offers comprehensive inpatient, outpatient, and specialty care. Over 90 percent of Mount Auburn Hospital's patients are from one of the following seven communities: Cambridge, Somerville, Watertown, Arlington, Belmont, Lexington, and Waltham representing over 360,000 residents. These communities comprise the hospital's primary service area, and are the focus for most of its community benefit initiatives.

This report is organized according to the guidelines promulgated by the Attorney General's Office for community benefit reporting. It provides information on:

- Mount Auburn Hospital's community benefit mission
- Program delivery structure
- Community needs assessment, participation, and plan
- Report on 2003 activities
- Plans for the upcoming year
- Contact information

Mission Statement

In January 1995, the Board of Trustees of Mount Auburn Hospital adopted the following Community Benefits Mission Statement:

In fulfilling its community benefit mission, Mount Auburn Hospital is committed to:

- Developing a formal community benefits plan, which includes assessment of community needs, and a statement of priorities consistent with hospital resources.
- Enhancing and supporting longstanding collaboration and cooperation with existing health care institutions, providers, and organizations to identify and meet health care needs, especially those of vulnerable and at-risk populations within the hospital service area.
- Assuring active hospital-wide and community involvement in the development and implementation of the community benefits plan.
- Improving the health status of residents in primary service areas through prevention and treatment.
- Improving access to primary care and health information to promote healthier lifestyles and to prevent disease.

The key areas of intervention for Mount Auburn community benefits program are consistent with the hospital's overall strategic goals in the areas of cardiac care, cancer prevention, geriatrics, primary care, and men's and women's health. Community benefits programs add a family and youth focus to these healthcare priorities.

Oversight and Management of Community Benefits Program

Ronnie Sanders, Director of Community Health Services, is directly responsible for the development and implementation of Mount Auburn Hospital's community benefits program. Hired in January 2002, Ronnie reports to Michael O'Connell, the Vice President for Marketing and Planning, insuring that community benefit priorities are integrated in the hospital's business and strategic planning. Jeanette Clough, President and CEO of the hospital, is actively involved in community health programs, frequently initiating activities and relationships with community partners. A hospital-wide Diversity Committee, chaired by the Director of Community Health Services and with representatives from other hospital disciplines, keeps the organization focused on the needs of patients and employees from different cultural and linguistic backgrounds.

Community Health Needs Assessment

Based upon geographic proximity and service area, the following communities are the primary target for Mount Auburn Hospital's community benefit activities:

Cambridge
Somerville
Watertown
Belmont
Arlington
Lexington
Waltham

There are several mechanisms we employ to gather input on community needs. Among these is hospital participation on the steering committees of the local Community Health Network Area (CHNA), whose goal is to enhance community participation in health status improvement. Local school systems, municipal health departments, ongoing dialogue with local health stakeholders, and event feedback forums and surveys also inform the assessment of community health needs. Annually, the Hospital Board of Overseers and Trustees receive a presentation on community benefits and activities, and provide feedback and input into the upcoming year's community involvement.

The following is a brief summary of demographic data and needs assessment information for Mount Auburn Hospital's communities.

Community Profiles

While these communities include some of the wealthier Boston suburbs, several of these communities have a significant percentage of Medicaid patients and a large number of recent immigrants. Somerville has the highest percentage of Medicaid patients, 5.6 percent compared to a statewide average of 7.1 percent. Of the total number of inpatient stays at Mount Auburn Hospital, six percent are Medicaid patients.

Except for Somerville, all of the communities have an older population than the statewide average, Lexington tops this list: 19 percent of their population is over the age of 65 compared to a statewide average of 13.5 percent.

More extensive community data is available in CB Reports for FY2001 and 2002

Cultural Diversity

Mount Auburn Hospital's communities are rich with language and cultural diversity. The hospital's Interpreter Service serves more than six languages on a regular basis (Spanish, Portuguese, Armenian, Haitian-Creole, Greek, and Russian). There are three medical interpreters on staff, our program manager is Spanish speaking, a Portuguese/Spanish speaking interpreter, and an Armenian/Russian speaking interpreter. Over fifteen other employees have been trained as medical interpreters. Also available is a large pool of outside contractors to provide interpreter services in more than sixty languages.

Drawn from public school enrollments in 2001-02, First Language Not English (FLNE) data indicate that four of Mount Auburn Hospital's seven communities are rich with cultural and linguistic diversity. FLNE data indicates that more than 47 percent of the students in Somerville have a first language that is not English (in descending order of prevalence: Spanish, Portuguese, and Haitian Creole) compared to a statewide average of 13 percent. In Cambridge, more than 28 percent of students have a first language that is not English (in descending order of prevalence: Spanish, Haitian Creole, Portuguese, Chinese). In Watertown, almost 25 percent fall into this category with Armenian as the predominant second language, followed by Spanish, Arabic, Portuguese, Greek and Russian. Thirty-two percent of Waltham's students have a first language that is not English, with Spanish the first language of sixteen percent of students. Cambridge and Somerville have a higher percentage of African Americans and Hispanics than the rest of the state. All of Mount Auburn Hospital's communities have a significantly higher percentage of Asians than the state average of 3.9 percent with Cambridge at 12.4 percent, Lexington at 11 percent and Somerville at 6.8 percent.

Health Indicators and Prevalence of Disease

Within Mount Auburn Hospital's seven communities there are areas of high concentration of cancer, cardiovascular disease, and alcohol and substance abuse. Clinical expertise and a range of community prevention and education services have been developed to respond to these key health issues.

Cancer Rates

Of the seven communities, Arlington had the highest age adjusted cancer mortality with 243 per/100,000 compared to a statewide average of 202 per/100,000 deaths. Somerville had a slightly lower rate of cancer deaths with 233 per/100,000 deaths, still notably higher than the state average. With the exception of Belmont and Lexington, the age-adjusted mortality rate for lung cancer is higher in all of the Mount Auburn communities than the state average. The communities of Arlington and Somerville have the highest lung cancer mortality, 63 and 62 per 100,000 deaths (respectively) relative to the state rate of 54/100,000 deaths. Arlington also has higher rate of death due to prostate cancer (40 per/100,000 deaths), relative to the state rate of 30 per 100,000 deaths.

In Waltham, while the incidence of breast cancer was slightly lower than the state age adjusted rate, hospitalizations due to breast cancer were considerably higher, at 93 per 100,000 deaths, relative to the state rate of 53 per 100,000 deaths. Breast cancer deaths were slightly higher in Arlington and Watertown than the age adjusted state average of 26. Mount Auburn Hospital's extensive cancer prevention and education programs are closely linked and address specific cancers in communities with greatest prevalence.

Data drawn from the following data sets in the Massachusetts Department of Public Health's MassChip database

2001 Mortality (Vital Records) ICD-10 based

2001 Hospital Discharges (UHDDS)

1999 Cancer Registry

Cardiac Disease

Waltham (275 per/100,000 deaths) had the highest local age adjusted rate of deaths caused by cardiovascular disease, still below the statewide average of 284 per/100,000 deaths. Mount Auburn Hospital has a long and successful history of providing expert cardiovascular care. Many Mount Auburn Hospital health promotion and education efforts support this clinical expertise.

Data drawn from the following Massachusetts Department of Public Health's MassChip database

2001 Mortality (Vital Records) ICD-10 based

Substance Abuse Indicators

Mount Auburn Hospital communities have a lower rate of admissions to Department of Public Health funded treatment programs than the state average. Cambridge residents, however, have a higher rate on alcohol and drug related hospital discharges (497 per 100,000 relative to the state rate of 364 per 100,000). Somerville residents have a significantly higher rate of hospital discharges related to alcohol and drugs (632 per 100,000) than the state rate and a slightly higher age adjusted rate of alcohol and drug use deaths than the state rate of 20 per 100,000 people. Mount Auburn Hospital directly responds to this need through a specialized substance abuse treatment service and through the prevention services of the Regional Center for Healthy Communities.

1998 Mortality (Vital Records) ICD-9 based

2001 Hospital Discharges (UHDDS)

2002 Substance Abuse (BSAS) DPH funded program utilization

Community Participation

The following is illustrative of the collaborative process in developing community benefits programs and service initiatives.

- The hospital has an affiliation with the Joseph Smith Health Center in Brighton, with a specific orientation toward obstetrical care. This relationship is the source of input into program design, improved services, and collaborative efforts between the two institutions. In FY03 and with the closing of Waltham Hospital, as the the two institutions made plans to work more collaboratively and expand OB-GYN and midwifery services in the Waltham area, specifically targeted to low-income women and Hispanic and Haitian populations.
- As part of the Determination of Need (DON) conditions for two MRI machines, funds have been designated for community grants and activities. Now in our fourth year of spending these funds, we have targeted the Waltham community for FY03 and FY04, as well as providing financial support to the two CHNAs in our service area. In Waltham these funds have been used to support the Healthy Waltham initiative, a strategic planning effort designed to gather information from residents about community strengths and areas of need, collect data, and focus funding on these identified issues.
- Mount Auburn Hospital's Massachusetts Regional Center for Healthy Communities, funded by the Massachusetts' Department of Public Health has developed ongoing partnerships with an extensive network of health and human service providers and agencies spanning sixty towns in the Greater Boston area.
- In a more informal way, the lines of communication between the hospital and community are always open. An example of this is our recently completed Breast Cancer Awareness Campaign. We developed brochures and shower cards, translated materials into Spanish, Portuguese, and Armenian and provided nine community forums, many interpreted into one of these three languages as our nurse educator presented information on breast health and cancer prevention.

Community Benefits Plan

As a regional community teaching hospital, Mount Auburn Hospital has a long track record of providing first-rate, locally provided care to its communities. Through a network of satellite primary care practices and Harvard Medical School residents, Mount Auburn Hospital caregivers have had a longstanding presence in the surrounding communities.

In the past several years, a more formal process for serving the community has been in development. In 1998, community benefit activities were centralized and organized into a new department within the hospital, highlighting their organizational priority and enhancing coordination of activities. Financial and staffing resources have been dedicated by the hospital to this Community Health Services Department. Target populations have been identified, data assessed, and feedback-based needs assessments undertaken, resulting in efforts such as "Girls Night Out", a semi-annual educational forum on women's health issues.

The Community Health Network Areas (CHNAs) also provide an avenue for input and feedback for Mount Auburn Hospital's community benefit planning. As a leader and member on CHNAs 17 and 18, we participate in regional health planning and the identification of public health concerns. DON funds are used to address these health concerns and support activities of the CHNA.

Program evaluation occurs annually, through the internal hospital budget process as resources are dedicated based upon program effectiveness and community need.

Activities During Fiscal Year 2003

The community benefits activities conducted by Mount Auburn Hospital in FY2003 are oriented toward the strategic goals of the hospital overall. Those areas of focus organize this report.

Community Collaborations

Waltham Community

Waltham is a diverse city of 59,226 people. While the median household income rose at a rate of 3.4% per year over the past five years, over 3,750 individuals live below the poverty level. Over 15,000 people speak a language other than English at home and the rate of new immigrants living in Waltham is among the highest in the state. Although the unemployment rate is below the state average, only one out of every five jobs is filled by a Waltham resident. Additionally, while a white-collar service economy continues to grow, many manufacturing, government and construction jobs have been eliminated over the past fifteen years.

Source: Waltham Community Development Plan, 9/2003.

All of these factors, plus the changing landscape of health care financing contributed to the closing of Waltham Hospital during the summer of 2003. There were many gaps in services, beyond the scope of medical services and emergency care, once the facility closed. The hospital was the site of the BCCI (Breast Cancer and Cervical Cancer Screening Program) that Mount Auburn Hospital now operates. Additionally, residents needed transportation to new medical facilities, smoking clinics ended, and community organizations needed to be relocated. Mount Auburn Hospital has addressed these needs in several ways.

Transportation

Mount Auburn Hospital, in conjunction with Springwell Elder Services, pays for a shuttle bus to bring elderly Waltham residents to the hospital. Some transportation is available through federal funds-- our subsidy ensures that all residents will have transportation for appointments and needed medical care. This same benefit has been extended to residents of Belmont, and neighboring towns.

Donation of Defibrillator

Given the closing of the Waltham Hospital Emergency Room, and discussions with Waltham High School nursing staff, we donated a defibrillator to the High School and supported training of nursing and physical education personnel.

Joseph M. Smith Community Health Center

Mount Auburn Hospital and the Joseph Smith Health Center collaboratively provide Ob-Gyn services at the Brighton-Allston Health Center site. We are extending this collaboration to the new Waltham Joseph Smith Health Center site, which will be located in a building leased by the Hospital. Over twenty percent of the Allston-Brighton patients at the Health Center are from Waltham. Services at the new Joseph Smith Health Center will be accessible to the Hispanic and Haitian communities; case managers and outreach workers will be available to assist individuals with interpreter services, health coverage, and other social needs. Additionally, Breaking Barriers, the largest Hispanic organization in Waltham, will be co-located at the Health Center.

Healthy Waltham

In the summer of 2003 Mount Auburn Hospital began its sponsorship of "Healthy Waltham," a community health initiative facilitated by The Regional Center for Healthy Communities. This community-wide strategic planning approach is based on civic involvement and collaborative leadership aimed at improving the health and quality of life in a community. To date, over 25 organizations in Waltham have joined together to form a coalition to address the quality of life and identify health needs of Waltham residents.

In spring 2004, the people of Waltham will come together in a large community forum to learn about community health data and share community opinion about quality of life for which health is a common denominator. Indicators for a "Healthy Waltham" will be developed along with a published report of priority health needs. The Healthy Waltham coalition will develop an asset-based plan to address identified needs through building on the strengths of the community. In FY2004, Mount Auburn Hospital will dedicate DON funds to the Waltham community to address these health care needs with the goal of health improvement for the community and its residents.

Institute for Community Health

The Institute for Community Health (ICH) is a collaboration among three Massachusetts' health care systems, dedicated to improve the health of Cambridge, Somerville, and surrounding towns. The Institute for Community Health was founded in 2000 by Mount Auburn Hospital (CareGroup), Cambridge Health Alliance, and Partners HealthCare.

Mount Auburn Hospital is the CareGroup representative on the ICH, contributing \$220,000 in FY2003. With an initial three-year commitment of resources from each institution, the goals of the Institute are to advance community health research; promote community health education and training; develop community action programs and policy; and forge linkages among the health care systems with shared community health objectives. Recent activities include:

- A community/school based project to decrease obesity, improve nutrition, and promote physical activity among Cambridge and Somerville school children and their families.
- A community needs assessment, completed in coordination with the Harvard Children's Initiative, to identify strengths and opportunities for promoting the emotional wellbeing of Cambridge children.
- Partnership with the cities of Cambridge and Somerville to develop programs, policies, and local infrastructure that promote physical activity, healthy eating habits, and overall healthy heart awareness.
- Collaborative efforts with surrounding academic institutions to promote community health education by linking students to community projects and organizations.
- ICH has sought funds to address the high rate of suicide attempts and ideation among Somerville teens and young adults.

Regional Center for Healthy Communities (Metrowest)

Mount Auburn Hospital continues as the host site for one of six Regional Centers for Healthy Communities (formally known as the Prevention Centers) in the Commonwealth. The goal of the Regional Center for Healthy Communities (RCHC) is to reduce alcohol, tobacco, and other drug use in the general population, but specifically focusing on mobilizing youth and young adults for leadership and civic action in this arena. There is a particular focus on working with communities to build coalitions to address underage drinking. The Regional Center for Healthy Communities also works with five of the Community Health Network Areas, CHNAs (15,17,18,20, and 7) developing leadership for regional health planning. The Center has an extensive resource library on these topics, as well as on many other health-related topics; books, videos, and materials that are accessible to the entire region.

Staff of the Regional Center provide training, support, and resources to many coalitions within our sixty town coverage area. The RCHC fosters strategies that:

- Have been rigorously evaluated and are shown to be effective. This is often referred to a "science-based prevention".
- Are developed to decrease 'risk' factors and enhance 'protective' factors for young people. Risk factors are individual characteristics or social environments that are associated with an increased likelihood of substance use. Conversely, protective factors such as success in school and strong family bonds assist in preventing young people from substance use. This is a valuable framework for enabling communities to pursue strategies that can assist young people, even in high-risk environments.

Community Education

Substance Abuse Prevention

The substance abuse prevention work undertaken by the Regional Center for Healthy Communities (RCHC) directly assists communities to build coalitions to prevent substance abuse among youth and young adults. The communities of **Somerville and Watertown** receive funding from the Department of Public Health to reduce underage drinking using a highly successful model called "Communities Mobilizing for Change on Alcohol" (CMCA). A rigorous evaluation of this model has revealed significant changes

in alcohol behaviors of young people and a reduction in selling to underage drinkers. This is achieved through policies and practices that reduce access to alcohol and address social norms regarding underage drinking. The RCHC assists the Somerville and Watertown in these efforts.

RCHC staff are actively involved in 'Somerville Cares About Prevention' (SCAP), a broadly based community coalition that includes 70 active members including schools, residents, police and local businesses. The RCHC provides ongoing technical assistance, training and professional support to SCAP in their work with communities to reduce access to alcohol and other substances, including working with parents and providing training to supporting youth to be active members of the coalition. Recently, SCAP established a taskforce to address the growing concern over Oxycontin abuse in the community, and are receiving the assistance of the RCHC and other community partners in this effort.

The Watertown Youth Coalition addresses youth concerns and local youth needs using a peer leadership model. Informed by a youth risk behavior survey conducted in mid-2002 that revealed a large percentage of high school students using alcohol, particularly binge drinking, the coalition is highly motivated to address this pressing social health issue. The RCHC is currently working with the coalition to reduce youth access to alcohol and also provide training and information for parents on how to address the issue of drinking with their children. The coalition works closely with community partners including police, public health and school personnel to strengthen their efforts to reduce underage drinking and increase healthy alternatives for young people.

Preventing Cardiovascular Disease and Cancer

Mount Auburn Hospital physicians, practitioners, and staff dedicated over 2,100 hours in 2003, an increase of 28% over FY2002, to offer a wide range of community programs intended to provide screenings and education about heart disease and cancer. A sample of programs includes:

- Support group for Adults with Aphasia
- Watertown Senior Center: Weekly Nutrition Series
- Participation in Genzyme Health Fair--diabetes, cholesterol, body composition, blood pressure, sun exposure
- Participation in Belmont/Watertown Health Fair for Business Women
- Breast Cancer Awareness Presentation: presented at 8 community organizations
- Health care booths at many community and town events, including Arlington Town Day, Watertown Faire on the Square
- Blood pressure screenings
- Workshops on nutrition for cancer survivors
- Mount Auburn Cemetery employee health screening
- Sponsor and team participant of the Susan B. Komen Race for a Cure
- Team participant of Making Strides Against Breast Cancer
- Sponsor and participant of the Boston Prostate Cancer Walk
- Sponsor of Relay for Life in Waltham/Watertown, Arlington and Cambridge

- Arms Around Arlington, a community event dedicated to cancer awareness and education
- Over 25 nutrition workshops in the community including Cooking for the Health of it for Bentley College staff, Healthy Holidays, and Take Control of Your Diet, Your Health

Smoking Cessation Program

In FY2002, the Department of Public Health funding for smoking cessation programs was dramatically reduced across the Commonwealth. Due to the high volume of residents wanting this service, Mount Auburn Hospital started a smoking cessation support group for those in process of quitting or those who have recently quit smoking. In FY2004 we will expand our program, hire a certified tobacco cessation specialist and offer two on-going programs, one on-site at the hospital and one in an outlying area. Our programs are free with a small contribution to subsidize the cost of patches/gum, we have found to be an important component to stopping smoking. This group is offered continually, seven weeks per session, and focuses on offering support and strategies to help smokers live without cigarettes and manage stress and cravings.

Women's Health

In June 2001, Mount Auburn Hospital hosted their first “**Girls Night Out**” event, an evening of information on contemporary women's health issues-- over 200 women attended this first evening. Each year since then, Girls' Night Out has become more and more well known in the area, for the expertise in teaching and the broad scope of our program offerings. In FY2003 we offered two additional women's health evenings. The first of these, held in November 2002 attracted about 180 women. Topics included the following:

- Current Controversies in Hormone Replacement Therapy
- Women and Stress: Inevitable or Avoidable
- Women and Aging: What You Should Know

In the spring of 2003, over 240 women representing seven surrounding communities attended our fifth such event, featuring three Mount Auburn clinicians:

- Osteoporosis: Make No Bones About It!
- Sexual Function for Women of All Ages
- Self Image and Dieting: A Weighty Issue

Special Focus on Breast Cancer Prevention and Treatment

In 2001, Mount Auburn Hospital opened The Hoffman Breast Center, a program devoted to providing a range of diagnostic and treatment services, including mammograms, ultrasound tests, biopsy, bone density, and expert educational programs and support services. This highly visible and successful program has provided 12,481 visits during FY2003, an increase of 10% over FY2002.

To respond to the growing number of breast cancer cases, we applied for and received American Cancer Society funding to develop a community education program covering

such topics as self-exams, prevention, and treatment options. During FY2002 a slide show was created, and breast cancer awareness brochures and shower self-exam cards were translated into our three predominant languages—Spanish, Portuguese, and Armenian.

During FY2003 we took this presentation "on the road" and presented it to women at the organizations listed below. The target of our outreach was low-income women whose first language is not English. We continue to focus on this population as a preventive measure to encourage women to get yearly mammograms and clinical exams, and do monthly self-breast exams. Breast cancer is a disease of older women and outcome is clearly dictated by early detection. We believe that an active campaign focused on early detection is the best way to curb the climbing rate of breast cancer among low-income women.

During FY 2003 Mount Auburn Hospital provided these educational sessions at the following organizations. The numbers on the right represent the number of people in attendance:

- Massachusetts Association of Portuguese Speakers (Somerville) 18
- Hellenic Greek Orthodox Church (Watertown) 47
- Armenian Cultural Center (Watertown) 32
- Joseph Smith Health Center (Brighton Allston) 23
- Haitian Coalition (Somerville) 12
- Concilio Hispano (Cambridge/ Somerville) 43
- Council on Aging (Arlington--FY2002) 14
- Council on Aging (Somerville--FY2002) 26

Since September 2003 and the closing of Waltham Hospital, Mount Auburn Hospital assumed the contract with the Department of Public Health to provide mammograms and pap smears to women without insurance coverage. Working with the Women's Health Network (formerly Breast and Cervical Cancer Initiative), Mount Auburn provides the exams and recommended follow up to women registered through the program. Our employees work closely with the staff from the Women's Health Network in scheduling and reporting the results of all clinical exams. About eight women per month are provided care through this initiative.

Last year, Mount Auburn Hospital physicians and staff participated in a number of community activities to raise funds for breast cancer research and to provide education to the community. In addition to cancer prevention activities listed in the prior section, through the Hoffman Breast Center, Mount Auburn Hospital has a special emphasis on preventing and supporting women living with breast cancer. In addition to the above outreach, we provide educational information at many community events. This includes self-exam instruction using a breast model, distribution of educational materials and making resources and contacts available for women.

In addition to the individual and family counseling available to all cancer patients, two breast cancer support groups are also offered by the hospital. One group is offered to

women undergoing treatment for breast cancer; this group meets weekly and is free of charge. The second group is offered to breast cancer survivors and meets twice monthly; it is also offered free of charge. Both groups are facilitated by the Hoffman Breast Center Coordinator, a licensed clinical social worker.

As part of cancer support efforts, the hospital provided the "Look Good Feel Better" with the American Cancer Society and Cosmetology Association to offer information and hands-on instruction in make-up and skincare, and suggestions for using wigs, turbans, and scarves for women undergoing cancer treatment. All cancer patients are also offered the opportunity for a peer support contact, or "mentor" who has had similar treatment and can offer individual support.

Mind/Body Medicine Program

In March 2003, the Oncology Department at Mount Auburn Hospital launched a Mind/Body Medicine Program. The goal of the Mind/Body program is to introduce patients to various relaxation techniques so that one incorporates relaxation into one's daily routine. Research has proven that relaxation techniques can be significant contributors to cancer survivors' well being and healing.

The program consists of 10 weekly sessions, beginning with a meditation of some form led by the program facilitator. Approximately 10-14 individuals are part of each group. Sessions focus on the physiology of the relaxation and stress response and cognitive therapy. The program also covers basics of wellness including nutrition and cancer and a "tasting session" of healthy foods, and concludes with sessions devoted to yoga, tai chi and even humor.

In 2003 we opened up the program to the general public and provided an evening with the author Margie Levine, who wrote Surviving Cancer. This well attended evening attracted both cancer survivors and their friends and families from the communities of Boston, Cambridge and surrounding areas. The demand for this program continues to grow; we expect to expand it in 2004.

Health and Wellness for Seniors

Local community residents sixty years of age and older are a longstanding focus of Mount Auburn Hospital's community benefits activity. Often via collaboration with other local agencies, a wide-range of programs providing education, screening, and follow-up have been offered.

In FY2003 the hospital initiated a new program for seniors. The Mount Auburn Hospital Health Seminar covered three topics: nutritional health, financial health, and legal issues and estate planning. More than 120 community residents attended this successful seminar; we plan to expand this program and offer additional seminars for seniors on FY2004.

As in past years, the Footsteps for Life Walking Club was conducted at a local enclosed shopping mall. At this program, seniors listen to a health-related lecture by a Mount Auburn Hospital physician or practitioner, and participate in a mall-based walk.

Other programs directed toward, or covering topics of concern to senior citizens that were offered during fiscal year 2003 include:

- Our most well attended events are free flu clinics, sponsored by local city and town public health departments. In FY2003 we offered two clinics in Somerville and our clinicians provided flu vaccinations to over 1200 residents. Our Lexington flu clinic is always well attended, in FY2003 more than 1000 elders received flu shots over the course of one afternoon.
- Breast cancer awareness workshops were offered in conjunction with nine different community groups. Most participants were elderly (see Breast Cancer section).

Diversity and Cultural Competence within the Hospital

Diversity Committee

Four years ago, a hospital-wide diversity committee was formed. Chaired by the Director of Community Health Services, the committee has representation from all levels of every hospital discipline. Its charge is to make Mount Auburn Hospital a more diverse workplace and more welcoming to cultural and linguistic minorities. Under the guidance of the Diversity Committee, programs to enhance the cultural competence of Mount Auburn Hospital staff and improve services to diverse populations have been developed.

As a follow up to the festival in FY2002 celebrating Portuguese-speaking countries around the world, this year the hospital celebrated the Armenian culture. Employees' stories and photos were exhibited in the hospital lobby, and Armenian music, dancing and tables overloaded with treats and food of the culture filled the cafeteria. Armenian is the third most prevalent language spoken at the hospital, after English and Spanish.

Cultural Competency Training

In FY2003 we offered a comprehensive training program for support and nursing staff to:

- Expand awareness of cultural diversity
- Improve the integration of medical interpreter staff in the care process
- Increase our staffs' competency in this area to improve services to our patients.

Four sessions (an hour and a half each) were provided for support and admitting staff, and three sessions (four hours) were held for nursing staff. The Harvard Pilgrim Health Care Office of Diversity, nationally recognized trainers and experts in this field, developed and offered the Culturally Competency Training Program for Hospital employees.

The first series of training sessions-- for support, admitting, and registration staff-- was designed to sensitize our staff, the first line of patient contact, to be aware of cultural and linguistic differences. Training consisted of interpersonal and communications skills, dealing with differences, and optimizing use of the interpreter service. Eighty-seven staff attended these four sessions.

Our second series for nursing staff, was a more in depth training on cultural and linguistic differences. Nurses received an overview on ethnopharmacology, the ethnic family,

clinical issues in the acculturation process for newly immigrated patients, interviewing strategies, and use of interpreters in the clinical encounter. Twenty nurse leaders and thirty staff nurses participated in these training sessions.

Interpreter Services

This year, we expanded our interpreter services through the hiring of additional staff, and training additional staff as medical interpreters. In addition to the Coordinator of Interpreter Services who is fluent in Spanish, and a Portuguese/Spanish speaking interpreter, we hired an Armenian/Russian staff interpreter. Nine additional Hospital employees were trained and certified as medical interpreters.

English as a Second Language

In the spring of 2003, fifteen hospital employees graduated from our English as a Second Language Program. This thirty-week program provides basic English language skills, with a special focus on medical and work-related terminology. Participants represented three predominant languages—Spanish, Portuguese, and Haitian Creole. In the fall of 2003 we offered two more courses, a continuation for these fifteen students and a more advanced program for twelve other employees.

Corporate Sponsorships

Approximately \$80,000 was donated by the hospital in FY2003 to a variety of local organizations in support of their health-related and community activities, almost twice as much as in FY2002. Among the events and organizations receiving funding were:

- Alzheimer's Association
- Aphasia Community Group
- Boston Prostate Cancer Walk
- Cambridge Cares About AIDS
- Cambridge Family & Children Services
- Cambridge Salvation Army
- Cambridge YWCA
- Kenneth Schwartz Center
- Lexington Education Foundation
- Lupus Foundation
- Marino Center for Progressive Health Care
- On the Rise
- Somerville High School Scholarship Fund
- Waltham Boys & Girls Club
- Waltham High School (gift of defibrillator)
- Waltham Support Committee for Battered Women
- Watertown Boys & Girls Club
- Watertown Education Foundation

Financial Impact of Community Contributions

In addition to direct spending on community benefit programs, and the cost of providing care to people without health insurance, the hospital makes other financial contributions to the community. In fiscal year 2003, more than \$5.3 million worth of care was provided to patients without reimbursement; an additional \$216,000 in taxes was paid to local communities. All told, Mount Auburn Hospital's community commitments were more than \$12.5 million in FY2003, or 8.23% of total patient-care related expenses, an increase of 5% over FY2002.

Health Care Regardless of Ability to Pay

Mount Auburn Hospital contributed over \$2.44 million to the statewide pool for people with no insurance to help subsidize the costs of providing care in other hospitals. These efforts among all Massachusetts hospitals insure that no one is denied health care regardless of ability to pay.

Activities Planned: Fiscal Year 2004

Over the course of FY2004, Mount Auburn Hospital's community benefit programs will continue to expand. In particular, efforts in community health education are being targeted to address issues for women, senior citizens, youth, and cultural competency, with attention to insuring ease of access by spreading events across the seven surrounding communities.

- Financial and staff resources will target the Healthy Waltham planning process to determine the areas of most critical need for funding. Waltham will be the target of the next DON community award process, planned for the spring of 2004. Additional programs in Waltham will focus on nutrition and obesity prevention within the schools and expanding midwifery services to Hispanic and Haitian community residents.
- The semi-annual "Girls Night Out" program will continue; the next one will be held in May 2004 and will include sessions on urinary incontinence, talking with your adolescent about sex, drugs, and alcohol, and sports injuries.
- The focus will turn to men's health and prostate cancer. We plan to open the Barron Center for Men's Health in FY2004, made possible by a generous donation. This Center will provide counseling, resources, and educational services on treatment options for newly diagnosed men with prostate cancer, with an additional focus on testicular cancer, as well as support and resources for men who have undergone treatment. The Center will also focus on community education, outreach and screening-- early detection of this disease is the greatest predictor of a successful recovery.

- Community outreach plans include providing additional smoking cessation groups, geriatric forums, and workshops and screenings addressing healthy heart care, and local initiatives addressing nutrition, diet, fitness, and obesity prevention.
- The Hospital will continue its participation and financial commitment of the Institute for Community Health. Programs in suicide surveillance, child nutrition and obesity prevention, and child mental health are underway.
- The Hospital will continue to support efforts to prevent alcohol, tobacco, and other substance abuse, through the Regional Center for Healthy Communities. The Hospital and the RCHC will play a key role in youth development activities in our region, and be an actively involved in addressing public health issues through leadership in the CHNAs.

Within the hospital, these additional internal priority areas have been identified for FY2004:

- Expand the availability of interpreter services: expand the availability and hours of Portuguese/Spanish and Armenian/Russian interpreter, translate patient materials into additional languages, train additional employees as medical interpreters.
- Continue support and expand opportunities for English as a Second Language Program for Hospital employees.
- Expand Diversity Committee activities and membership. Expand cultural competency for clinicians and other staff through ongoing training and other educational opportunities.
- Formalize mechanisms for community review and feedback on community health initiatives.

Contact Information

For questions about this report, or for more information about Mount Auburn Hospital's community benefit activities, please contact:

Ronnie Sanders
Director of Community Health Services
Mount Auburn Hospital
330 Mount Auburn Street
Cambridge, MA 02138
Telephone: 617-499-5625
Email: RSanders@mah.harvard.edu

