

## South Shore Hospital - FY2008

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### Summary Narratives

#### **Community Benefits Mission Statement**

South Shore Hospital exists to benefit the people of our region by promoting good health and by healing, caring and comforting.

#### **Program Organization and Management**

South Shore Hospital is a not-for-profit, tax-exempt, charitable organization accountable to the public. The organization is governed by a volunteer Board of Directors committed to balancing community needs with available resources to meet those needs. The Board of Directors governs how South Shore Hospital meets the health care needs of the communities it serves. The Board follows a strategic-planning process that involves assessing community health needs, reaffirming the hospital's mission and vision, establishing strategic priorities, and routinely monitoring the organization's progress in achieving them. The hospital's senior administrative team and physician leaders are responsible for the ongoing planning, implementation, resourcing, and evaluation of the organization's response to identified community health needs. Leadership assures that its strategic initiatives meet certain criteria prior to implementation, including advancing the hospital's mission to benefit the community, keeping patients safe, and developing and enhancing clinical programs.

#### **Key Collaborations and Partnerships**

South Shore Hospital works in partnership with community leaders and groups to improve the health status of the people living in the communities it serves. Hospital leaders meet regularly with community leaders, including town and state officials, health and community service providers, emergency medical technicians, police and fire officials, school administrators, business leaders, media representatives and others who have knowledge of the community's health needs.

South Shore Hospital strives to benefit the community's health and well-being by offering and encouraging active involvement in programs that promote disease management, healthy living and maintenance of a wellness state. The hospital generates community interest and participation in its programs in a number of ways, including:

1. Maintaining a free public website ([www.southshorehospital.org](http://www.southshorehospital.org)) that includes comprehensive information about the hospital's programs to benefit the community, as well as general health information.
2. Publishing a free community magazine that is mailed to more than 100,000 households.
3. Publishing and distributing numerous patient/family education brochures.
4. Publishing advertisements and generating publicity to promote the availability of free and low-cost educational and support services.
5. Exhibiting program displays/posters at the hospital and in affiliated medical staff practices.
6. Providing information about programs to patients while they are in our care.
7. Exhibiting program information at community health fairs and other events.
8. Mailing brochures, fliers and postcards to community residents.
9. Sharing information at hospital-sponsored support groups.

South Shore Hospital values community involvement in the development and evaluation of its programs. To obtain feedback, we use surveys, track attendance, solicit the opinions of program attendees, provide feedback to the leaders of our programs, evaluate requests for repeat programs, and incorporate suggestions for future topics.

#### **Community Health Needs Assessment**

South Shore Hospital assesses community health needs in a variety of ways, including:

1. Analyzing and responding to health trends in our patients.
2. Meeting with community leaders, including town and state officials, health and community service providers, EMS providers, police and fire officials, school administrators, and others who have knowledge of the community's health needs.

3. Reviewing community health data from the Department of Public Health's Massachusetts Community Health Information Profile (MassCHIP).

4. Assessing future community need for health services by analyzing statistical models provided by such organizations as Thomson Reuters, a national health care information company.

### **Community Benefits Plan**

South Shore Hospital's short-term goals for its programs to benefit the community are to:

1. Continually increase awareness of, and involvement in, its programs, and
2. Enhance and expand its programs to meet emerging health needs.

South Shore Hospital's long-term goals for its programs to benefit the community are to:

1. Reach out to the people of its community, offering learning experiences from our expertise in illness, health maintenance and wellness issues.
2. Develop ongoing communication with members of the community of all ages and backgrounds.
3. Enrich all participants with an exchange of ideas and concerns.

South Shore Hospital's medical and clinical staff are an integral part of its programs to benefit the community, offering their services as teachers and presenters in their fields of expertise. Community leaders who possess areas of specific expertise are also requested to participate in the organization's programs.

### **Key Accomplishments of Reporting Year**

South Shore Hospital has highlighted five programs in its 2008 Community Benefits Report:

1. Community rehabilitation services
2. Diabetes center
3. Asthma center
4. Cardiovascular community outreach programs
5. Youth Health Connection, to benefit at-risk youth

For a more comprehensive report, please read "MORE for You," South Shore Hospital's 2008 Community Benefits Report. The report is attached to this filing and is available at:

[http://www.southshorehospital.org/about\\_ssh/about\\_comm\\_benefits.htm](http://www.southshorehospital.org/about_ssh/about_comm_benefits.htm)

In 2008, the total value of quantifiable benefits that South Shore Hospital provided to the community was \$24,542,442. Please see expenditures section of this report for details.

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

South Shore Hospital's FY2009 Community Benefits Plan specifies actions we will take in the year ahead to advance our charitable mission by focusing on initiatives that support the principles of Massachusetts health care reform, improve the management of chronic diseases, reduce disparities in the provision of care, promote wellness in vulnerable populations, and sustain vital health services.

A copy of the plan is available by visiting: [http://www.southshorehospital.org/about\\_ssh/about\\_comm\\_benefits.htm](http://www.southshorehospital.org/about_ssh/about_comm_benefits.htm)

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## **Select Community Benefits Programs**

### **Community Rehabilitation Services**

#### **Brief Description or Objective**

South Shore Hospital's Rehabilitation Services Department provides a wide variety of exercise and education programs to benefit the community, including sports conditioning, fitness and weight management, group exercise programs to meet specific medical conditions, and support groups to assist those with chronic health conditions.

<b>Program Type</b>	Not Specified
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Other-Southeastern MA</li> <li>• <b>Health Indicator:</b>Physical Activity</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Not Specified</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Partners: Numerous health associations including the American Diabetes Association, American Heart Association, American Stroke Association, and Arthritis Foundation. Also partner with the following organizations to provide speech services: Braintree Public School system, The Step One Early Intervention Program (Quincy), the First Early Intervention Program (Weymouth).</li> </ul>
<b>Contact Information</b>	Jackie Kilrain, director/rehabilitation services, South Shore Hospital, 55 Fogg Road, South Weymouth, MA, 02190, (781) 340-8153 <a href="mailto:jackie_kilrain@sshosp.org">jackie_kilrain@sshosp.org</a>
<b>Detailed Description</b>	<a href="#">Download/View Attachment</a> (55.808 KB)

### The Diabetes Center at South Shore Hospital

<b>Brief Description or Objective</b>	The Diabetes Center benefits the community by providing diabetics with comprehensive education about how to self-manage their disease with a focus on keeping well and managing diabetes during period of illness. The American Diabetes Association recognizes the Center's educational services as meeting the National Standards for Diabetes Self-Management Education.
<b>Program Type</b>	Community Education
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Other-Southeastern MA</li> <li>• <b>Health Indicator:</b>Other: Diabetes</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Not Specified</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• American Diabetes Association</li> <li>• Statewide Diabetics Coalition of Massachusetts</li> </ul>
<b>Contact Information</b>	Jennifer Pritchard, South Shore Hospital, 55 Fogg Road, South Weymouth, MA, 02190, (781) 340-4166 <a href="mailto:jennifer_pritchard@sshosp.org">jennifer_pritchard@sshosp.org</a>
<b>Detailed Description</b>	<a href="#">Download/View Attachment</a> (416.367 KB)

### Asthma Center at South Shore Hospital

<b>Brief Description or Objective</b>	The Asthma Center at South Shore Hospital benefits the community by providing ongoing education and support to help individuals get control of their asthma and breathe easier.
<b>Program Type</b>	Community Education, Direct Services, Health Screening
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Other-Southeastern MA</li> <li>• <b>Health Indicator:</b>Other: Asthma/Allergies</li> <li>• <b>Sex:</b>All</li> </ul>

	<p><b>Age Group:</b>Not Specified</p> <ul style="list-style-type: none"> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• The Asthma Center utilizes resources from National Institutes of Health, National Heart, Lung and Blood Institute, National Asthma Education and Prevention Program, and the American Association for Respiratory Care. The pediatric asthma program operates under the medical direction of a board-certified pediatrician who is on the medical staffs of both South Shore Hospital and Children’s Hospital, Boston.</li> </ul>
<b>Contact Information</b>	<p>Sharon Chernov, respiratory care supervisor, South Shore Hospital, 55 Fogg Road, South Weymouth, MA, 02190, (781) 340-4166  <a href="mailto:sharon_chernov@sshosp.org">sharon_chernov@sshosp.org</a></p>
<b>Detailed Description</b>	<p><a href="#">Download/View Attachment</a> (1643.902 KB)</p>

## Cardiovascular Community Outreach Program

<b>Brief Description or Objective</b>	<p>South Shore Hospital’s Cardiovascular Center is dedicated to the prevention – as well as the treatment – of heart disease, stroke, and peripheral vascular conditions. The Cardiovascular Center’s community outreach program offers free health education, workshops, and screenings to help reduce the incidence and severity of cardiovascular disease.</p>
<b>Program Type</b>	<p>Not Specified</p>
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Other-Southeastern MA</li> <li>• <b>Health Indicator:</b>Other: Cardiac Disease, Other: Hypertension, Other: Smoking/Tobacco, Other: Stress Management, Other: Stroke, Overweight and Obesity</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Adult</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• American Hospital Association</li> <li>• American Stroke Association</li> <li>• National Stroke Association</li> </ul>
<b>Contact Information</b>	<p>William Burke, director/cardiovascular center, South Shore Hospital, 55 Fogg Road, South Weymouth, MA, 02190, (781) 340-8272  <a href="mailto:william_burke@sshosp.org">william_burke@sshosp.org</a></p>
<b>Detailed Description</b>	<p><a href="#">Download/View Attachment</a> (1169.448 KB)</p>

## Youth Health Connection

<b>Brief Description or Objective</b>	<p>South Shore Hospital's Youth Health Connection is dedicated to the positive mental health and physical well-being of youth. The program advances positive youth outcomes through knowledge, risk prevention, collaboration, respect and connectedness.</p>
<b>Program Type</b>	<p>School/Health Center Partnership</p>
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Other-Southeastern MA</li> <li>• <b>Health Indicator:</b>Mental Health, Other: Asthma/Allergies, Other: Safety, Physical Activity, Responsible Sexual Behavior, Substance Abuse, Tobacco Use</li> <li>• <b>Sex:</b>All</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Age Group:</b>All Children</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• 1. South Shore schools (public, parochial, independent and charter)</li> <li>• 2. Medical providers</li> <li>• 3. Parents</li> <li>• 4. Clergy</li> <li>• 5. Youth</li> <li>• 6. Community health providers</li> <li>• 7. Law enforcement</li> <li>• 8. Youth Workers</li> <li>• 9. Massachusetts Coalition for Suicide Prevention</li> <li>• 10. Linkages for Advancing Appropriate Mental Health Partnerships with Schools</li> </ul>
<b>Contact Information</b>	<p>Kim Noble, RN, BS, MBA, program coordinator, South Shore Hospital's Youth Health Connection, c/o South Shore VNA, PO Box 859060, Braintree, MA, 02185-9060, (781) 794-7415</p> <p><a href="mailto:kimberly_noble@sshosp.org">kimberly_noble@sshosp.org</a></p>
<b>Detailed Description</b>	<p><a href="#">Download/View Attachment</a> (61.521 KB)</p>

<b>Program Type</b>	<b>Estimated Total Expenditures for FY2008</b>	<b>Approved Program Budget for 2009</b>
Community Benefits Programs	<p><a href="#">Direct Expenses</a> \$1,726,755</p> <p><a href="#">Associated Expenses</a> Not Specified</p> <p><a href="#">Determination of Need Expenditures</a> Not Specified</p> <p><a href="#">Employee Volunteerism</a> Not Specified</p> <p><a href="#">Other Leveraged Resources</a> Not Specified</p>	<p>Not Specified</p> <p>* Excluding expenditures that cannot be projected at the time of the report.</p>
Community Service Programs	<p><a href="#">Direct Expenses</a> Not Specified</p> <p><a href="#">Associated Expenses</a> Not Specified</p> <p><a href="#">Determination of Need Expenditures</a> \$4,500</p> <p><a href="#">Employee Volunteerism</a> Not Specified</p> <p><a href="#">Other Leveraged Resources</a> Not Specified</p>	
Net Charity Care	\$3,066,042	
Corporate Sponsorships	Not Specified	
	<b>Total Expenditures</b> \$4,797,297	

<b>Total Patient Care-Related Expenses for FY2008</b>	<b>\$339,424,695</b>
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Comments: In 2008, the total value of quantifiable benefits that South Shore Hospital provided to the community was \$24,542,442:

1. Charity care (net expense): \$3,066,042
2. Bad debt (at cost): \$2,745,840
3. Unreimbursed costs of Medicare Services: \$10,872,097
4. Unreimbursed costs of Mass Health Services (Medicaid): \$3,925,331
5. Unreimbursed costs of Health Safety Net Services: \$1,977,481

6. Services not charged to patients as part of our financial assistance program: \$41,873
7. Mass DPH DoN Community Health Investment: \$4,500
8. Payment to the operational assessment of Mass DHCFP: \$182,523
9. Community benefits programs (net expense): \$1,726,755