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## Organization Information

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### Organization Address and Contact Information

<b>Organization Name:</b>	Baystate Noble Hospital
<b>Address (1):</b>	115 West Silver Street
<b>City, State, Zip:</b>	Westfield, Massachusetts 01086
<b>Web Site:</b>	www.baystatehealth.org
<b>Contact Name:</b>	Annamarie Golden
<b>Contact Title:</b>	Director, Community Relations
<b>Contact Department:</b>	Office of Government and Community Relations
<b>Telephone Num:</b>	(413) 794-7622
<b>Fax Num:</b>	Not Specified
<b>E-Mail Address:</b>	annamarie.golden@baystatehealth.org
<b>Contact Address (1):</b> (If different from above)	280 Chestnut Street
<b>City, State, Zip:</b>	Springfield, Massachusetts 01199

### Organization Type and Additional Attributes

<b>Organization Type:</b>	Hospital
<b>For-Profit Status:</b>	Not-For-Profit
<b>Health System:</b>	Baystate Health
<b>Community Health Network Area (CHNA):</b>	Four Communities (Holyoke, Chicoppe, Ludlow, Westfield)(CHNA 21),
<b>Regions Served:</b>	Westfield,

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## CB Mission

### Community Benefits Mission Statement

Baystate Noble Hospital ("BNH"), in Westfield, Massachusetts (MA) carries out Baystate Health's ("Baystate") mission "to improve the health of the people in our communities every day with quality and compassion." In keeping with this commitment to improve health, BNH provides many valuable services, resources, programs, and financial support - beyond the walls of the hospital and its facilities and into the communities and homes of the people we serve. As BNH is part of Baystate's integrated health care system it is able to provide further benefits to communities served through coordination within and among the system's various entities.

BNH shares and supports Baystate's Community Benefits Mission Statement "to reduce health disparities, promote community wellness and improve access to care for vulnerable populations." Baystate embraces the definition of health to include social determinants, such as economic opportunity, affordable housing, education, safe neighborhoods, food security, social and racial justice, and arts/culture - all elements that are needed for individuals, families, and communities to thrive.

BNH aims to improve the health status of individuals and communities by focusing our limited community benefits and charitable resources on upstream, population-based initiatives and interventions. In 2016, Dr. Mark Keroack, President and CEO of Baystate, signed the American Hospital Association's #123Equity Pledge. With support from the Office of Diversity and Inclusion and Office of Public Health, Baystate is investing resources to increase awareness and build capacity among our 12,000 team members and community partners on related topics including, cultural humility, health equity, social determinants of health, and implicit bias in health care.

BNH is committed to applying a health equity lens to current and all future community health planning and improvement efforts. This will be demonstrated through future hospital community benefits investments that support projects/initiatives that are intentional in how they address health equity (health disparities and inequities). We look forward to sharing our health equity

journey through annual status reports filed and posted electronically on the Equity of Care website, including the actions taken to date, challenges faced, and results from our efforts, and lessons learned that may be helpful for other organizations.

To fulfill Baystate's Community Benefits Mission, BNH will:

- \* Focus on prevention and increasing access to quality, cultural competent health care;
- \* Focus on amelioration of root causes of health disparities and inequities, including related social and economic determinants;
- \* Measure improvements in community health status that result from our efforts; and
- \* Invest the time, talent, and resources necessary to accomplish these goals.

### Target Populations

Name of Target Population	Basis for Selection
Asian women, experience disparities in prenatal care entry	2016 CHNA
Children and youth	2016 CHNA
Older adults	2016 CHNA
Communities of color, particularly Latinos and Blacks	2016 CHNA
Immigrants, refugees, and veterans	2016 CHNA
Individuals living in poverty	2016 CHNA
Individuals who are homeless	2016 CHNA
Individuals with low income levels	2016 CHNA

### Publication of Target Populations

Website

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

[www.baystatehealth.org/communitybenefits](http://www.baystatehealth.org/communitybenefits)

### Key Accomplishments of Reporting Year

BNH continues to be a member of the Coalition of Western Massachusetts Hospitals and Insurer ("Coalition"), a partnership between nine (9) not-for-profit hospitals and an insurer in western Massachusetts that includes: Baystate Medical Center, Baystate Franklin Medical Center, Baystate Noble Hospital, Baystate Wing Hospital (including Baystate Mary Lane Outpatient Center), Holyoke Medical Center, Cooley Dickinson Hospital, Mercy Medical Center (part of Sisters of Providence Health System, a member of Trinity Health - New England), Shriners Hospitals for Children - Springfield, and Health New England, a local health insurer whose service area covers the four counties of western Massachusetts.

The Coalition formed in 2012 to unite hospitals in western Massachusetts, share resources, and work in partnership to conduct their community health needs assessments (CHNA) and address regional health needs. BNH worked in collaboration with the Coalition to conduct their 2016 CHNA and will continue to do so in the development of the 2019 assessment. The 2016 CHNA was conducted to update the findings of the 2013 assessment so BNH could better understand the health needs of the communities served and meet its fiduciary requirement as a tax-exempt hospital.

The Coalition engaged Public Health Institute of Western MA (PHIWM), formerly known as Partners for a Healthier Community (PHC), based in Springfield, MA, as the lead consultant to conduct the CHNA's. PHC was supported by three other consultant teams; Collaborative for Educational Services, based in Northampton, MA, Pioneer Valley Planning Commission (PVPC), based in Springfield, MA and the Franklin Regional Council of Governments (FRCOG), based in Greenfield, MA..

Following the CHNA, BNH developed an Implementation strategy ("Strategy"), also required by Section 501(r), which documents the efforts of BNH to prioritize and address health needs identified in the 2016 CHNA. For the period of 2017-2020, BNH, in partnership with its newly established CBAC, BNH will focus on one (1) high priority health need to be the focus of current and future hospital community health planning efforts, through existing hospital resources, programs, services and grant investments, as well as future grant investments and in-kind resources. The strategic priority health need, as identified through the 2016 CHNA and prioritization process is:

1. MENTAL HEALTH AND SUBSTANCE USE: BNH recognizes an urgent need for improved access to mental health services and increased resources for substance use treatment and prevention.

BNH launched a Community Benefits Advisory Council (CBAC) in September 2017. The BNH CBAC continues to meet monthly (3rd Friday) and will provide oversight to Baystate's Better Together Grant Program. Membership includes hospital team members and community stakeholders.

## **Plans for Next Reporting Year**

In FY 2019, BNH will continue to grow and evolve its CBAC membership and engage and partner with the community to address unmet health care needs of residents. In addition to supporting local community-based efforts, BNH will continue to pursue grant funds from outside sources in support of collaboration between the hospital and its community partners to enhance current or implement additional programs to meet the existing and newly identified needs of our target populations. BNH will expand efforts to communicate to the general public about our community benefits activities, investments, and partnerships - through press coverage, social media and other means as appropriate.

The BNH CBAC with support from the Office of Government and Community Relations will identify training opportunities to build capacity among our community partners on related topics including, but not limited to: cultural humility, health equity, and social determinants of health, implicit bias in health care, data (qualitative/quantitative), and program evaluation. We intend to engage the Public Health Institute of Western MA to facilitate and implement these capacity building trainings.

In an effort to increase accessibility and ability to communicate on a timelier basis, Baystate will continue implementing and increasing awareness (internal and external) about its system-wide online sponsorship request and grants management system (Foundant). Among many benefits our community partners will appreciate is the ability to control organizational contact information; to draft, save and submit online applications; and to upload documents and reports. All requests for BNH funding (community benefits, social impact, marketing, and event sponsorships) will be required to apply online via this upgraded system. Another key change for 2019 is our transition from rolling funding requests to cycles (3 per year). Funding decisions will remain at the local hospital leadership level.

The BNH CBAC, with support from the Office of Government and Community Relations will release a Better Together Request for Proposal (RFP) and award funding to local community-based organizations and community health initiatives that address BNH's health priority identified in the 2016 CHNA.

Formerly referred to as the "DoN Grant Program," Baystate's system-wide Better Together Grant Program unites healthcare and community-based nonprofit organizations across Baystate Health's service areas to shape future healthcare and human services. The aim is to develop approaches that, by targeting the social determinants of health (SDH), will improve people's overall well-being and make our communities healthier places to live. Better Together is a system-wide grant program, yet each hospital entity convenes their own annual application process, in partnership with the hospital CBAC, and with support from the Office of Government and Community Relations.

Better Together is funded with hospital community benefits investment dollars and hospital Determination of Need (DoN) funding to address community health needs. DoN funding is required by Massachusetts Department of Public Health when a hospital invests in a capital project (facilities and equipment). Better Together awards outcomes-based grants (1-3 years) or pilot/mini-grants (1-2 years) to eligible non-profit organizations with current IRS designated 501(c)(3) status that have projects directly benefiting residents of the communities served by the hospital, with a focus on underserved and vulnerable populations.

The CBAC, in collaboration with the Coalition of Western MA Hospitals/Insurer, plans on expanding in the area of community engagement for the 2019 CHNA. Increased opportunity for community engagement will come through the following two strategies:

1. Community conversations - large gathering where the Coalition invites community stakeholders to discuss community health and social needs over a meal. There will be one conversation in English and another in Spanish
2. Community chats - smaller gatherings where Coalition members enter into existing meeting spaces to share and facilitate a dialogue around community health and social needs

The Office of Government and Community Relations will integrate these findings in the 2019 CHNA, as well as through a Community Engagement Report that will be developed as a supplement to the CHNA. Priority areas for the DoN and system wide RFP will stem from data collected through the community engagement efforts.

As part of the new AG guidelines, BNH will also be completing a yearly self-assessment that measures and tracks community benefit progress. The self-assessment is a tool that helps ensure the hospital and its CBAC are investing resources into the prioritized health needs, as highlighted through the CHNA, as well as aligning these health needs to its implementation strategy.

For FY 19, the Office of Government and Community Relations will increase staff capacity by creating a new position of Community Benefits Specialist. The Community Benefit Specialist will report to the Director of Office of Government and Community Relations. The role of the new hire will be to work strategically with the Baystate CBACs around agenda setting, prioritization of community needs, implementation strategizing and RFP decision making. Additionally, this individual will have oversight of the grant management system (Foundant) to ensure that all Better Together grantees complete required reporting.

Both the BNH CBAC and Community Benefits Specialist will also work on developing policies and procedures for the CBAC in FY 2019. Collaboratively, they will brainstorm and implement detailed documentation around CBAC mission, vision, membership and leadership roles.

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## **Community Benefits Process**

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

Baystate Board of Trustees is actively involved in overseeing community benefits activities and investments. In July 2010, the Baystate Board of Trustees assigned oversight of community benefits to the Baystate Governance Committee. Through regular board meetings, internal hospital meetings and leadership activities, Baystate Health is actively involved in shaping community benefits activities and investments provided throughout the system. For FY 2018 the system's Vice President for Government and Community Relations, under the direction of the Sr. Vice President for Marketing, Communications, and External Relations, supervised the Director of Community Relations.

### **Community Benefits Team Meetings**

The Baystate Board Governance Committee meets twice a year and is charged with advocating for community benefits at the Board level and throughout the health system and community; aligning the system's four (4) hospital-specific community benefits implementation strategies into the health system's strategic plan; periodic review of CHNA data; approval of a community benefits mission statement and health priorities; review impacts of community benefits activities and investments; and ensure Baystate's community benefits are in compliance with guidelines established by the MA Attorney General and IRS. Annually, the Office of Public Health and Community Relations provides updates to the Baystate Board of Trustees and Baystate and BNH leadership teams, as requested.

In 2018, BNH, with support from the Office of Government and Community Relations, launched a BNH Community Benefits Advisory Council ("CBAC"). The CBAC and its members provide a community perspective on how to increase wellness and resilience opportunities for optimal health for an entire population; guidance in matching BNH resources to community resources, thus making the most of what is possible with the goal to improve health status and quality of life; and policy advocacy to assure and restore health equity by targeting resources for residents.

BNH CBAC membership includes hospital team members and representatives from Hampden County constituencies and communities. CBAC members are responsible for reviewing community needs assessment data and use this analysis as a foundation for providing the hospital with input on its community health planning efforts and community benefits investments.

### **Community Partners**

Baystate Noble Hospital's community partners include, but are not limited to:

1. Amelia Park Children's Museum & Ice Arena
2. American Inn
3. The Arbors
4. Behavioral Health Network
5. Boys & Girls Club of Greater Westfield
6. Coalition of Western MA Hospitals/Insurer
7. Community Table
8. Friends of the Columbia Greenway Rail Trail
9. Full Gospel Church (Main outreach to the Russian & Ukrainian Populations)
10. Governor's Center
11. Greater Westfield Chamber of Commerce
12. Greater Westfield Self Advocacy Group
13. Greater Westfield YMCA
14. Health New England
15. Hilltown Community Health Center (FQHC)
16. Hilltown Council on Aging
17. KEVS Foundation
18. MA Department of Public Health (MA DPH)
19. MA Public Health Association (MPHA)
20. Make a Wish Foundation (MA/RI Chapter)
21. Stanley Park of Westfield
22. Senior Citizens Community Centers (multiple locations within the area)
23. Visiting Angels
24. Western MA Health Equity Network (WMHEN)
25. Westfield Center - Genesis Health Care
26. Westfield Drug Task Force
27. Westfield Fire Department
28. Westfield Police Department
29. Westfield Public Schools
30. Westfield Rotary Club International
31. Westfield Senior Center/Council on Aging
32. Westfield State University
33. Westfield Woman's Club

### **Community Health Needs Assessment**

## Date Last Assessment Completed and Current Status

Not Specified

## Consultants/Other Organizations

BNH is a member of the Coalition of Western Massachusetts Hospitals and Insurer ("Coalition"), a partnership between nine (9) not-for-profit hospitals and an insurer in western Massachusetts that includes: Baystate Medical Center, Baystate Franklin Medical Center, Baystate Noble Hospital, Baystate Wing Hospital (including Baystate Mary Lane Outpatient Center), Holyoke Medical Center, Cooley Dickinson Hospital, Mercy Medical Center (part of Sisters of Providence Health System, a member of Trinity Health - New England), Shriners Hospitals for Children - Springfield, and Health New England, a local health insurer whose service areas covers the four counties of western Massachusetts.

The Coalition formed in 2012 to unite hospitals in western Massachusetts, share resources, and work in partnership to conduct their community health needs assessments (CHNA) and address regional health needs. BNH worked in collaboration with the Coalition to conduct their 2016 CHNA. This assessment was conducted to update the findings of the 2013 CHNA so the BNH could better understand the health needs of the communities it serves and to meet its fiduciary requirement as a tax-exempt hospital.

The Coalition engaged Partners for a Healthier Community ("PHC"), based in Springfield, MA, as the lead consultant to conduct the CHNA's. PHC was supported by two other consultant teams; Collaborative for Educational Services, based in Northampton, MA and Pioneer Valley Planning Commission (PVPC), based in Springfield, MA.

The following organizations/community stakeholders were interviewed:

### Public Health Experts

- \* Caulton-Harris, Helen, Commissioner of Public Health, City of Springfield
- \* Dennis, Soloe, Western Region Director, Massachusetts Department of Public Health (MDPH)
- \* Garcia, Luz Eneida, Care Coordinator, MDPH Division for Perinatal, Early Childhood and Special Needs, Care Coordination Unit
- \* Hyry-Dermith, Dalila, Supervisor, MDPH Division for Perinatal, Early Childhood and Special Needs, Care Coordination Unit
- \* Merriam, Carolyn, Public Health Nurse, Town of Ware
- \* Metcalf, Judy, Director, Quabbin Health District
- \* O'Leary, Meredith, Director, Northampton Health Department
- \* Steinbock, Lisa, Public Health Nurse, City of Chicopee
- \* Walker, Phoebe, Director of Community Services, Franklin Regional Council of Governments (FRCOG)
- \* White, Lisa, Public Health Nurse, Franklin Regional Council of Governments (FRCOG)

### Community Leaders or Health or Other Agencies Interviewed

- \* Adzigirey, Liliya, Translator/ Interpreter, Baystate Noble Hospital
- \* Azeez, Robert, Medicaid Behavioral Health Manager, Health New England
- \* Blanchet, M.D., Jacques, Director of the Emergency Department, Baystate Noble Hospital
- \* Crowley, Kelley, Administrative Director of Behavioral Health, Baystate Noble Hospital
- \* LaBounty, Kerry, Medicaid Program Manager, Health New England
- \* Shaver, John, Chief Financial Officer, Baystate Noble Hospital
- \* Silva, David, Medicaid Community Leader, Health New England
- \* Spain, M.D., Jackie, Medicaid Program Medical Director, Health New England

## Data Sources

CHNA, Community Focus Groups, Hospital, Interviews, MassCHIP, Public Health Personnel,

**CHNA Document - PDF format**  
[WEBSITE.PDF](#)

[BAYSTATE NOBLE COMMUNITY HEALTH NEEDS ASSESSMENT 2016 -](#)

## Implementation Strategy (optional)

**File Upload (optional)**

[BAYSTATE NOBLE COMMUNITY BENEFITS IMPLEMENTATION S](#)

## Community Benefits Programs

### Baystate Financial Assistance & Counseling

<b>Program Type</b>	Health Coverage Subsidies or Enrollment,
<b>Statewide Priority</b>	Supporting Healthcare Reform,
<b>EOHHS Focus Issue(s) (optional)</b>	Housing Stability/Homelessness,
<b>DoN Health Priorities (optional)</b>	Employment, Social Environment,

<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> County-Hampden,</li> <li>• <b>Health Indicator:</b> Access to Health Care,</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>
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<b>Goal Description</b>	<b>Goal Status</b>
Provide financial counseling services and secure insurance sponsorship for uninsured or underinsured individuals requesting our support.	In progress
Screen all individuals and provide assistance in completing and submitting applicable applications.	In progress

### Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Not Specified	Not Specified

<b>Contact Information</b>	Diane Fothergill, Patient Registration Manager, Baystate Noble Hospital, Westfield, MA 01086, 413-568-2811.
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<b>Detailed Description</b>	Baystate Noble Hospital provides financial counseling services to its community and patients who have concerns about their health care costs. Financial Counselors are dedicated to: identifying and meeting their client's health care needs; providing assistance to apply for health insurance; navigating the health care industry; as well as determining eligibility for the Baystate Financial Assistance Program. They can also assist in linking their clients to other community health insurance resources. BNH Financial Counselors are Certified Application Counselors, which requires annual training and re-certification through the state to assist the community in applying for state and federal health care programs.
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### Community Outreach

<b>Program Type</b>	Community Education, Health Screening, Outreach to Underserved, Prevention,
<b>Statewide Priority</b>	Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity,
<b>EOHHS Focus Issue(s) (optional)</b>	Not Specified
<b>DoN Health Priorities (optional)</b>	Built Environment, Education, Social Environment,
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Westfield,</li> <li>• <b>Health Indicator:</b> Access to Health Care, Immunization, Other: Alzheimer Disease, Other: Asthma/Allergies, Other: Cancer, Other: Cancer - Breast, Other: Cancer - Cervical, Other: Cancer - Colo-rectal, Other: Cancer - Other, Other: Cancer - Prostate, Other: Cancer - Skin, Other: Cardiac Disease, Other: Colitis/Crohn Disease, Other: Dental Health, Other: Diabetes, Other: Elder Care, Other: First Aid/ACLS/CPR, Other: Hearing, Other: Hypertension, Other: Nutrition, Other: Osteoporosis/Menopause, Other: Pregnancy, Other: Public Safety, Other: Safety, Other: Safety - Auto/Passenger, Other: Safety - Home, Other: Safety - Sports, Other: Stroke, Overweight and Obesity, Physical Activity, Substance Abuse, Tobacco Use,</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>

<b>Goal Description</b>	<b>Goal Status</b>
Increase education and outreach throughout service area, especially vulnerable populations.	In progress
Provide nutritional education to help mitigate issues leading to obesity and chronic health conditions.	In progress

## Partners

Partner Name, Description	Partner Web Address
Various nonprofit agencies, schools, preschools, farmers, state associations and departments, city government, oral health professionals, faithbased institutions and higher education.	Not Specified
Contact Information	Annamarie Golden, Manager, Community Relations, Baystate Health, Springfield, MA 413.794-7622.
Detailed Description	BNH offers opportunities for community outreach and health education to underserved populations. Physicians, nurses, and staff regularly participate in local health fairs and programs. These programs help to educate the community on living healthier and productive lives by offering a variety of educational opportunities and health screenings that promote disease prevention, behavior change and healthier lifestyle.

## Elder Medical and Education Outreach

Program Type	Community Education, Direct Services, Health Screening, Outreach to Underserved, Prevention,
Statewide Priority	Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations,
EOHHS Focus Issue(s) (optional)	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Mental Illness and Mental Health,
DoN Health Priorities (optional)	Social Environment,
Target Population	<ul style="list-style-type: none"><li>• <b>Regions Served:</b> County-Hampden, Westfield,</li><li>• <b>Health Indicator:</b> All,</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>

Goal Description	Goal Status
Improve elders' access to health care.	In progress
Improve the health education that is offered to elder populations.	In progress

## Partners

Partner Name, Description	Partner Web Address
Arm Brook Village	<a href="http://www.seniorlivingresidences.com">www.seniorlivingresidences.com</a>
Genesis Health Care	<a href="http://www.geneshihcc.com/westfieldma">www.geneshihcc.com/westfieldma</a>
Governor's Center	<a href="http://www.governorcenter.com">www.governorcenter.com</a>
Highland Valley Elder Services	<a href="http://www.highlandvalley.org">www.highlandvalley.org</a>
Noble Visiting Nurses Association	<a href="http://www.noblehospice.org">www.noblehospice.org</a>
The Arbors	<a href="http://www.arborassistedliving.com">www.arborassistedliving.com</a>
Wesfield Council on Aging	<a href="http://www.cityofwestfield.org">www.cityofwestfield.org</a>
Contact Information	Annamarie Golden, Manager, Community Relations, Baystate Health, Springfield, MA 413-794-7622.
Detailed Description	Baystate Noble Hospital utilizes a proactive approach to provide health care education to local Senior Centers, Retirement Communities, and Councils on Aging to improve seniors' access to care. Screenings are routinely offered for hearing, blood pressure and glucose monitoring. Community education programs are provided on topics like Diabetes, Nutrition, and Healthy Living.

## Support Groups

Program Type	Community Education, Prevention, Support Group,
Statewide Priority	Chronic Disease Management in Disadvantage Populations, Promoting Wellness of

	Vulnerable Populations,
<b>EOHHS Focus Issue(s) (optional)</b>	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Mental Illness and Mental Health,
<b>DoN Health Priorities (optional)</b>	Social Environment,
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> County-Hampden,</li> <li>• <b>Health Indicator:</b> Other: Cancer - Breast, Other: Education/Learning Issues, Other: Parkinson’s Disease, Overweight and Obesity,</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>

<b>Goal Description</b>	<b>Goal Status</b>
To support and educate patients/community members on how to improve their life and/or live with their health issues and link patients with hospital resources, outside resources and services as appropriate.	In progress

**Partners**

Partner Name, Description	Partner Web Address
Not Specified	Not Specified

<b>Contact Information</b>	Annamarie Golden, Manager, Community Relations, Baystate Health, Springfield, MA 413-794-7622.
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<b>Detailed Description</b>	Baystate Noble Hospital offers a variety of support groups for individuals and families facing specific health issues-giving them opportunities to gain the insight and knowledge needed to best address their health needs.
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**Expenditures**

**Community Benefits Programs**

Expenditures	Amount
Direct Expenses	\$108,007.00
Associated Expenses	\$0.00
Determination of Need Expenditures	\$0.00
Employee Volunteerism	\$0.00
Other Leveraged Resources	\$0.00

**Net Charity Care**

Expenditures	Amount
HSN Assessment	\$832,324.00
HSN Denied Claims	\$0.00
Free/Discount Care	\$10,230.00
<b>Total Net Charity Care</b>	<b>\$842,554.00</b>

Corporate Sponsorships	\$15,000.00
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<b>Total Expenditures</b>	<b>\$965,561.00</b>
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<b>Total Revenue for 2018</b>	<b>\$55,265,064.00</b>
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**Total Patient Care-related expenses for 2018** \$54,516,717.00

**Approved Program Budget for 2019** \$15,000.00

(\*Excluding expenditures that cannot be projected at the time of the report.)

**Comments:** Not Specified

## Optional Information

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### Community Service Programs

Expenditures	Amount
Direct Expenses	Not Specified
Associated Expenses	Not Specified
Determination of Need Expenditures	Not Specified
Employee Volunteerism	Not Specified
Other Leveraged Resources	Not Specified
<b>Total Community Service Programs</b>	Not Specified

**Link to Hospital Formatted PDF Community Benefits Report:** Not Specified

**Bad Debt:** \$1,974,580.00 Certified

**Optional Supplement:** Not Specified

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**Current Status:** Published

**Data as of:** 6/3/2019 3:20:01 PM

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