

Nantucket Cottage Hospital - FY2016

Community Benefits Mission Statement

Reflecting a strong tradition of caring and sense of community, the Mission of Nantucket Cottage Hospital (NCH) is to be the island's primary source of a full range of health and wellness services. NCH assumes the leadership role within the community by collaborating with other local organizations, to ensure availability of an integrated array of healthcare services and to respond to needs of the increasingly diverse and expanding Nantucket community.

Led by a proficient and dedicated cadre of physicians, management, staff, and volunteers, the NCH team provides services in a confident, compassionate, respectful and responsive manner; is fiscally responsible; and is prepared to respond to every healthcare need either directly, from within the community, or indirectly, through an extensive network of off-island healthcare partners.

NCH will promote wellness for people of all ages through prevention, education and readily accessible healthcare services in an effort to improve the general health, vitality and quality of life for all Nantucket residents and visitors.

Target Populations

Name of Target Population	Basis for Selection
The most vulnerable who live on and visit this remote year-round community and summer resort island	Qualitative and quantitative needs assessments

Publication of Target Populations

Marketing Collateral, Website, Other- E-Newsletters

Hospital/HMO Web Page Publicizing Target Pop.

Key Accomplishments of Reporting Year

The following programs highlight NCH's continued commitment to our community's health and well-being:

Annual Health Fair

Nantucket Cottage Hospital's Annual Health Fair is a comprehensive and distinctive community event that brings hundreds of people together for a morning dedicated to health and wellness. Designed to involve all segments of the community, the Health Fair endeavors to educate participants about wellness and the prevention of illness and disease. It provides health care access to those who are underinsured or uninsured, and to those who are interested in early detection and prevention of illness and disease. A variety of screenings and consultations are provided at no or low cost, including dermatology, blood pressure, mammography, dental and vision, as well as flu shots. In October 2016, this collaborative community effort involved dozens of volunteers, community leaders and organizations, health care professionals, doctors, nurses, and hospital staff. Other participants included visitors from Massachusetts General Hospital, the Providence Veterans Administration Hospital, and other medical specialty practices. Local businesses and organizations that played a key role in answering questions and providing information included: Palliative & Supportive Care of Nantucket (PASCON); Swim Across America; ACK Eye; Elder Services; Nantucket Acupuncture; Briarpatch Pediatrics; National Alliance on Mental Illness; Alliance for Substance Abuse Prevention; the Nantucket Behavioral Health Task Force; Island Chiropractic; the Nantucket Police Department; the Nantucket Fire Department; Dr. Paul Roberts, DDS; Visiting Nurses of Cape Cod; Minihan Nutrition; Nantucket Health Club; A Safe Place; and the Nantucket Yacht Club, which hosted the event. In FY16, 225 Nantucket residents attended the Health Fair.

Behavioral Health Task Force

Three years ago, Nantucket Cottage Hospital's chief nursing officer spearheaded the Behavioral Health Task Force, a group of mental health providers and other island organizations working to document the mental health services that are already in place on Nantucket, identify the services that are needed, determine how best to increase access to and awareness of what's available to island residents, and find the appropriate mental health treatment model for a seasonal population on a remote island. In FY16, Nantucket Cottage Hospital continued to host the meetings of the Task Force, and worked collaboratively to utilize a \$400,000 grant the Task Force obtained from the Tower Foundation to increase mental health services on Nantucket. This included the recruitment and hiring of a psychiatric nurse practitioner who is now embedded in the island's primary care practices, as well as numerous community education and outreach programs related to addiction and treatment.

Health and Wellness Screenings

As the organizer of Nantucket's annual Health Fair and the Be Well Children's Health Fair, as well as a participant in the island's Elder Expo, hospital nursing and administrative staff directly offered or facilitated blood pressure readings, as well as dermatology, mammography, vision and hearing screenings free of charge, in addition to running evaluations, low-cost flu shots, and provided. In FY16, over 200 people attended the Health Fair in which 37 dermatology screenings were completed, along with 62 low-cost flu shots. Nantucket Cottage Hospital also offers free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket.

Use of Hospital Conference Rooms for Community Meetings

Numerous local non-profit groups, social service agencies and support groups related to health care were given access to meeting rooms on the hospital campus at no charge. Those included: Hepatitis C Support Group; Alcoholics Anonymous; Narcotics Anonymous; Diabetes Support Group; weight loss support; pre-natal and new mother classes; Palliative and Supportive Care of Nantucket (PASCON); the Behavioral Health Task Force; National Alliance on Mental Illness (NAMI); Family and Children's Services of Nantucket; the Hospital Thrift Shop; Swim Across America Nantucket; the Council on Disability; the Nantucket Safe Harbor for Animals, among others.

Nurses' Training Program and Community Outreach

Through courses at Massachusetts General Hospital and on our hospital campus, 59 Nantucket Cottage Hospital nurses continued their professional education in general and specialty nursing skills. The hospital also participated in a "School-to-Career" program with Nantucket High School, offering five students interested in careers in medical fields the opportunity to "shadow" professionals in various NCH departments including nursing, imaging, laboratory and sports medicine. In addition, Nantucket Cottage Hospital per diem nurse Jessica Douglas began teaching a new Nursing & Allied Health class at Nantucket High School this year, introducing island students to the health care fields, which included numerous field trips to NCH and hospital staff members giving lectures to students. The hospital also hosted one college student from UMass Boston for their clinical hours in its Sports Medicine and Physical

Therapy department. Continuing medical education (CME) and in-service courses were also offered to NCH physicians and nurses.

Public Education and Health Care Awareness

In FY16, through the Nantucket Cottage Hospital Foundation office and its communications staff, the hospital released public service announcements, social media posts, and placed paid advertising weekly with local media to increase awareness of cardiac care, women's health, cancer, and other health issues. The Foundation office and other hospital staff conducted tours of the hospital's facilities to familiarize adults and students from local public and private schools with hospital activities and to ease their potential discomfort with possible visits as a patient. The hospital's annual "Native Reunion" honored those born at Nantucket Cottage Hospital in the previous five years with a morning of games, food and entertainment to help familiarize young children and their families with the hospital setting.

Public Flu Clinic

In October 2016, Nantucket Cottage Hospital hosted a public flu clinic for island residents in conjunction with its annual Health Fair. The clinic was promoted and advertised throughout Nantucket, and was intended for patients 18 and older who had not yet received the influenza vaccine from their primary care physician or pharmacist.

Health Insurance Education and Enrollment

The Nantucket Cottage Hospital Social Services Department assisted island residents with understanding their options and enrolling for health insurance under the Affordable Care Act and the Massachusetts Health Connector. The department offered free, confidential, one-on-one appointments for people with questions about health insurance and the Affordable Care Act. Nantucket Cottage Hospital Certified Application Counselors (CACs) provide information about the full range of insurance programs offered by EOHHS and the Health Connector. Our CACs help individuals complete an application or renewal; work with the individual to provide required documentation; submit applications and renewals for the Insurance Programs; interact with EOHHS and the Health Connector on the status of such applications and renewals; and help facilitate enrollment of applicants or beneficiaries in Insurance Programs. In FY16, NCH CACs recorded 6,416 contacts that included 2,286 hours providing direct services to island residents.

Medicare Part D program enrollment

Nantucket Cottage Hospital's Social Services Department advises and counsels qualified Medicare recipients in the annual drug coverage open enrollment and change period, all for no charge. In FY16, the department assisted 277 Medicare patients with this process.

Scholarships

A special endowed fund, created by the late Nantucket businessman and civic leader Walter Beinecke, Jr., is intended to further the education and training of island residents in medical and health care fields by helping to finance their studies. The scholarship fund is open to graduates of Nantucket High School, employees of Nantucket Cottage Hospital and any other island resident who can satisfy the guidelines and requirements. The Beinecke Scholarship Fund focuses on six areas of health care study and training. Nursing is the fund's first priority, followed by radiology and imaging services, laboratory services, pharmaceutical fields, physician and physician assistant studies, as well as physical therapy training. In FY16, Nantucket Cottage Hospital distributed \$41,700 in scholarships to 47 individuals.

Support of NARCAN Program and Island First Responders

In 2014, Nantucket Cottage Hospital entered into a memorandum of agreement with the Nantucket police and fire departments to implement a program for the use of Narcan and automated external defibrillators under the medical control supervision of NCH's medical director. The hospital's medical director assumed responsibility for all medical control aspects of the program, reviews all uses of AEDs and Narcan by first responders for quality assurance, and approved training programs for the use of Narcan. In FY16, Nantucket Cottage Hospital purchased and dispensed 90 Narcan kits to NFD and NPD at a cost of \$2,745.00. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Pedi Albuterol, totaling \$5,324.00, to NPD and NFD.

Community Participation and Staff Volunteerism

The hospital encourages its staff members to serve with other community organizations that advocate for children and families, the elderly, the impoverished, veterans, mental health patients, minorities and others in need, as well as any group or non-profit that benefits the island. During FY16, that participation included activity with the following groups among others: A Safe Place • Autism Speaks Nantucket • American Red Cross • Avon 39 The Walk to End Breast Cancer • School councils and committees (School

Committee, School Building Steering Committee, etc.) • Emergency Preparedness Committee • Nantucket Behavioral Health Task Force • Nantucket Healthy Community Collaborative • Nantucket Safe Harbor for Animals • The Rotary Club of Nantucket • Nantucket Chamber of Commerce • Nantucket Girl Scouts • Town of Nantucket Finance Committee • Nantucket High School • Nantucket High School Drama Club • Nantucket High School Council • Holidays for Heroes • Nantucket Community Television • The Nantucket Star (Sports & Therapeutic Accessible Recreation) Program • Palliative & Supportive Care of Nantucket • Nantucket Anglers Club • Friends of Nantucket Public Schools • Adam's Camp • Nantucket Lighthouse School • The Friends of Our Island Home (nursing home) • St. Mary's Church • Nantucket Congregational Church • Nantucket Small Friends • Nantucket Lighthouse School • Unitarian Universalist Church • Nantucket Atheneum ESL program • Nantucket Historical Association • and Swim Across America Nantucket. Approximately 40 Nantucket Cottage Hospital staff participated on more than a dozen such groups in FY16 and volunteered an estimated total of 2,600 hours.

Urgent Care

Nantucket Cottage Hospital continues to optimize patient access to primary, specialist and tertiary care. In FY16, the hospital expanded its "Walk-In Care" service with extended hours for a longer period of the high season on Nantucket. The Walk-In Care service provided treatment of non-life-threatening conditions with no appointment necessary, and gave patients a convenient and more affordable alternative to the Emergency Department. The hospital also continued to provide its "MD ACKcess" phone line to match patients with primary care physicians and specialists. In FY16, there were 2,994 patient visits to the Walk-In Care service, which was open seven days per week.

Community Health Improvement Plan

Starting in FY16, Nantucket Cottage Hospital began the process of developing the Nantucket Community Health Improvement Plan in collaboration with the island's health and human services agencies, non-profit organizations, the Town of Nantucket's Department of Health, as well as year-round and seasonal residents of the island. Community stakeholders came together during a series of public forums and meetings to identify Nantucket's most pressing health needs, prioritize the top issues for the island, and develop goals and strategies to make meaningful change in these areas. During this collaborative and participatory process, dozens of community groups, organizations, and individuals contributed valuable insight and perspectives.

Plans for Next Reporting Year

Nantucket Cottage Hospital anticipates continuing or repeating the majority of its fiscal year 2016 community benefits in the fiscal year 2017, and implementing the ongoing and new initiatives to:

- Facilitate the action planning and implementation of the Nantucket Community Health Improvement Plan.
- Establish a robust Community Health Initiative program in relation to the Factor 9 process of the Determination of Need application for the new hospital project.
- Continue the NCH PFAC's focus on cultural groups as part of its outreach effort to Nantucket's various ethnic groups to engage them and learn about their perceptions of healthcare on the island.
- Increase patient access to primary, specialist and tertiary care, with an emphasis on primary care physicians and adding certified healthcare providers in specialties most needed or in greatest demand by local patients. The "MD ACKcess Line," a dedicated telephone number to help ease patient access to primary care physicians and consulting specialists, will continue.
- Recruit and retain high-caliber administrative and medical staff to support future program needs.
- Use technology including telemedicine to improve patient care and service.
- Continuing planning and fundraising for major capital improvements including the permitting and construction of a new hospital, in the context of a long-range strategic plan.
- Engage in or lead more collaborative community relationships to improve on-island healthcare and wellness, such as the Behavioral Health Task Force.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Courtney O'Neill, Jason Graziadei, and Brenda Johnson.

Community Benefits Team Meetings

Meetings are held once a month.

Community Partners

Alliance for Substance Abuse Prevention

Boston Medflight

Community Network for Children

Council on Aging

Council for Human Services

Elder Services of the Cape and Islands

Fairwinds Counseling Center

MA Department of Public Health

Partners HealthCare/Massachusetts General Hospital

Nantucket Healthy Community Collaborative Nantucket Interfaith Council

Nantucket Suicide Prevention Coalition

Palliative and Supportive Care of Nantucket Foundation Rotary Club of Nantucket

Saltmarsh Senior Center US Coast Guard

Town of Nantucket Nantucket Public Schools

Nantucket Fire and Police Departments Nantucket Health Department Physicians, both on- and off-island

Multiple Cape Cod and Martha's Vineyard social service agencies dealing with issues related to health care

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

August 2015

Consultants/Other Organizations

Not Specified

Data Sources

Community Focus Groups, Hospital, Consumer Group, Interviews, Other - Nantucket Community Health Improvement Plan process; 2015 Nantucket Quality of Life Survey

Select Community Benefits Programs

Community Health and Wellness Screenings

Brief Description or Objective As the organizer of Nantucket's annual Health Fair and the Be Well Children's Health Fair, as well as a participant in the island's Elder Expo, hospital nursing and administrative staff directly offered or facilitated blood pressure readings, as well as dermatology, mammography, vision and hearing screenings free of charge, in addition to running evaluations, free flu shots. In FY17, over 200 people attended the Health Fair in which 34 dermatology screenings were completed, 50 glaucoma screenings, along with 124 free flu shots and 45 running evaluations. Nantucket Cottage Hospital also offered free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket.

Program Type

Direct Services, Health Screening, Outreach to Underserved, Prevention

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Access to Health Care, Other: Cancer, Other: Cancer - Breast, Other: Cultural Competency, Other: Diabetes, Other: Uninsured/Underinsured
- **Sex:** All, Female

- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** Black/African American, Hispanic/Latino
- **Language:** Spanish

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To provide blood pressure readings, dermatology, flu shots, and other free or low-cost health screenings to the island community.	In FY17, over 200 people attended the Health Fair in which 34 dermatology screenings were completed, along with 124 free flu shots and 45 running evaluations. Nantucket Cottage Hospital also offered free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket.

Partners

Partner Name, Description	Partner Web Address
Cape Cod Hospital	http://www.capecodhealth.org
Contact Information	Courtney O'Neill , coneill@partners.org
Detailed Description	Not Specified

Medicare Part D program enrollment

Brief Description or Objective Nantucket Cottage Hospital’s Social Services Department advises and counsels qualified Medicare recipients in the annual drug coverage open enrollment and change period, all for no charge. In FY17, the department assisted 295 Medicare patients review their prescription plans during the Medicare Part D Open Enrollment Period.

Program Type Health Coverage Subsidies or Enrollment

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Other: Education/Learning Issues, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Advise and counsel Medicare recipients.	In FY17, the department assisted 295 Medicare patients review their prescription plans during the Medicare Part D Open Enrollment Period

Partners

Partner Name, Description	Partner Web Address
Not Specified	
Contact Information	Peter Mackay, pmackay@partners.org

Detailed Description Not Specified

Scholarships

Brief Description or Objective A special endowed fund, created by the late Nantucket businessman and civic leader Walter Beinecke, Jr., is intended to further the education and training of island residents in medical and health care fields by helping to finance their studies. The scholarship fund is open to graduates of Nantucket High School, employees of Nantucket Cottage Hospital and any other island resident who can satisfy the guidelines and requirements. The Beinecke Scholarship Fund focuses on six areas of health care study and training. Nursing is the fund's first priority, followed by radiology and imaging services, laboratory services, pharmaceutical fields, physician and physician assistant studies, as well as physical therapy training. In FY17, Nantucket Cottage Hospital distributed \$47,500 in scholarships to 34 individuals

Program Type Grant/Donation/Foundation/Scholarship

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** Adult-Young, Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations, Supporting Healthcare Reform

Goal Description	Goal Status
To further the education and training of island residents in medical and health care fields by helping to finance their studies.	In FY17, Nantucket Cottage Hospital distributed \$47,500 in scholarships to 34 individuals.

Partners

Partner Name, Description	Partner Web Address
Nantucket High School	www.npsk.org
Contact Information	Lina Gillies, lgillies@partners.org

Detailed Description Not Specified

Annual Health Fair

Brief Description or Objective Nantucket Cottage Hospital's Annual Health Fair is a comprehensive and distinctive community event that brings hundreds of people together for a morning dedicated to health and wellness. Designed to involve all segments of the community, the Health Fair endeavors to educate participants about wellness and the prevention of illness and disease. It provides health care access to those who are underinsured or uninsured, and to those who are interested in early detection and prevention of illness and disease. A variety of screenings and consultations are provided at no cost, including dermatology, blood pressure, mammography, dental and vision, as well as flu shots. In October 2017, this collaborative community effort involved dozens of volunteers, community leaders and organizations, health care professionals, doctors, nurses, and hospital staff. In FY17, over 200 people attended the Health Fair in which 34 dermatology screenings were completed, 50 glaucoma screenings, along with 124 free flu shots and 45 running evaluations. Nantucket Cottage Hospital also offered free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket.

Program Type Community Education,Direct Services,Prevention

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Access to Health Care, Other: Alcohol and Substance Abuse, Other: Education/Learning Issues, Other: Hearing, Other: Lyme Disease, Other: Uninsured/Underinsured, Other: Vision
- **Sex:** All

- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Educate participants about wellness and the prevention of illness and disease.	In FY17, sponsored a successful Health Fair attended by over 200 island residents.
Collaborate with various organizations to enhance educational efforts.	In FY17, NCH collaborated with 25 health and social services organizations which participated in the Health Fair.
Provide access to preventive screenings and consultations.	During the FY17 Health Fair, 34 dermatology screenings were completed, 50 glaucoma screenings, along with 124 free flu shots and 45 running evaluations. Free annual mammography screenings were offered to uninsured women aged 40 and up who are current residents of Nantucket.

Partners

Partner Name, Description	Partner Web Address
A Safe Place	http://www.asafeplaceforhelp.org/
The Alliance for Substance Abuse Prevention	http://www.asapnantucket.org
The Nantucket Health Club	http://www.nantuckethealthclub.com
Massachusetts General Hospital	http://www.massgeneral.org
Nantucket Fire Department	http://www.nantucket-ma.gov
National Alliance on Mental Illness	https://www.nami.org/
Swim Across America	swimacrossamerica.org/Nantucket
Island Chiropractic	www.nantucketchiropractic.com/
Nantucket Police Department	Nantucket-ma.gov
Visiting Nurses of Cape Cod	www.vnacapecod.org/
Minihan Nutrition	http://mininutrition.net/
Nantucket Yacht Club	www.nantucketyachtclub.org/
Fairwinds: Nantucket Counseling	http://www.fairwindscenter.org/
Palliative & Supportive Care of Nantucket	https://www.pascon.org/
Briarpatch Pediatrics	briarpatchpedi.com/
Veterans Affairs	www.va.gov
Behavioral Health Task Force	www.ackbhtf.net

Contact Information Courtney O'Neill, coneill6@partners.org

Detailed Description Not Specified

Shelter Relief Program

Brief Description or Objective In partnership with the Town of Nantucket, Nantucket Fire Department and Nantucket Police Department, Nantucket Cottage Hospital provides island residents and visitors with shelter at no charge to persons who qualify during unusual environmental situations (i.e. Hurricane, major storm, flooding, or prolonged power outages) and at other times when there is a need for shelter.

Program Type Direct Services, Outreach to Underserved

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Environmental Quality, Other: Elder Care, Other: Public Safety, Other: Safety
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide shelter as a community benefit, at no charge to persons who qualify during unusual environmental situations.	In FY17, in conjunction with municipal partners, Nantucket Cottage Hospital offered shelter relief during a storm events.

Partners

Partner Name, Description	Partner Web Address
Town of Nantucket	www.nantucket-ma.gov
Nantucket Fire Department	www.nantucket-ma.gov
Nantucket Public Health Department	www.nantucket-ma.gov

Contact Information Pam James, pjames1@partners.org

Detailed Description Not Specified

Use of Hospital Conference Rooms For Community Meetings

Brief Description or Objective Numerous local non-profit groups, social service agencies and support groups related to health care were given access to meeting rooms on the hospital campus at no charge. Those included: Hepatitis C Support Group; Alcoholics Anonymous; Narcotics Anonymous; Diabetes Support Group; weight loss support; pre-natal and new mother classes; Palliative and Supportive Care of Nantucket (PASCON); the Behavioral Health Task Force; National Alliance on Mental Illness (NAMI); Family and Children's Services of Nantucket; the Hospital Thrift Shop; Swim Across America Nantucket; the Council on Disability; Access Nantucket; the Nantucket Safe Harbor for Animals, among others.

Program Type Not Specified

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse, Other: Cancer, Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide meeting space for island non-profit organizations, support groups and other social service agencies to facilitate the work of these groups that in turn support the community's health and wellness.	In FY16, meeting space was provided to numerous community groups and organizations at no charge.

Partners

Partner Name, Description	Partner Web Address
Palliative & Supportive Care of Nantucket	www.pascon.org
Family & Children's Services of Nantucket	http://nantucketfamilyservices.org/
Swim Across America	www.swimacrossamerica.org
Nantucket Safe Harbor for Animals	http://www.nantucketsafeharborforanimals.org/
Access Nantucket	www.accessnantucket.org
National Alliance on Mental Illness	www.nami.org

Contact Information Courtney O'Neill , coneill6@partners.org

Detailed Description Not Specified

Public Education and Health Care Awareness

Brief Description or Objective In FY17, through the Nantucket Cottage Hospital Foundation office and its communications staff, the hospital released public service announcements, social media posts, and placed paid advertising weekly with local media to increase awareness of cardiac care, women's health, cancer, tick-borne diseases, and other health issues. This included a new "Women + Wellness" event featuring speakers from Massachusetts General Hospital. The Foundation office and other hospital staff conducted tours of the hospital's facilities to familiarize adults and students from local public and private schools with hospital activities and to ease their potential discomfort with possible visits as a patient. The hospital's annual "Native Reunion" honored those born at Nantucket Cottage Hospital in the previous five years with a morning of games, food and entertainment to help familiarize young children and their families with the hospital setting.

Program Type Community Education, Prevention

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Other: Cancer, Other: Cancer - Skin, Other: Dental Health, Other: Education/Learning Issues, Other: Lyme Disease
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** English

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Increase community awareness around important health issues.	In FY17, public service announcements, social media & paid advertising were placed in local media to increase health awareness and prevention.

Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information	Jason Graziadei, jgraziadei@partners.org
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Detailed Description	Not Specified
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Urgent Care

Brief Description or Objective	Nantucket Cottage Hospital continued to optimize patient access to primary, specialist and tertiary care. In FY17, the hospital sustained its “Walk-In Care” service with extended hours including weekends during the high season on Nantucket. The Walk-In Care service provided treatment of non-life-threatening conditions with no appointment necessary, and gave patients a convenient and more affordable alternative to the Emergency Department. The hospital also continued to provide its “MD ACKcess” phone line to match patients with primary care physicians and specialists. In FY17, there were 671 patient visits to the Walk-In Care service, which was open seven days per week.
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Program Type	Direct Services, Outreach to Underserved
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Target Population	<ul style="list-style-type: none"> • Regions Served: County-Nantucket • Health Indicator: Access to Health Care, Immunization • Sex: All • Age Group: Adult • Ethnic Group: All • Language: All
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Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To meet the urgent care needs of Nantucket residents by providing access to primary and specialty care services on the island.	In FY17, NCH expanded its “Walk-In Care” service and treated over 4,671 patients.

Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information	Jan Kennedy, NCH Practice Manager, JRKENNEDY@PARTNERS.ORG
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Detailed Description	Not Specified
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Nurses Training Program and Community Outreach

Brief Description or Objective	Through courses at Massachusetts General Hospital and on our hospital campus, approximately 60 Nantucket Cottage Hospital nurses continued their professional education in general and specialty nursing skills. The hospital also participated in a “School-to-Career” program with Nantucket High School, offering five students interested in careers in medical fields the opportunity to “shadow” professionals in various NCH departments including nursing, imaging, laboratory and sports medicine. In addition, Nantucket Cottage Hospital per diem nurse Jessica Douglas continued teaching a new Nursing & Allied Health class at Nantucket High School this year,
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introducing island students to the health care fields, which included field trips to NCH and hospital staff members giving lectures to students. Sports Medicine & Physical Therapy Associates of NCH also initiated several community outreach programs in FY17, including: two NCH physical therapists provided post event stretching and massage for participants in the Bike Nantucket Fundraiser to benefit Fairwinds: The Nantucket Counseling Center; another physical therapist provided instruction in warm up, stretching, core strengthening, and plyometric activities for the Nantucket Skating Club during their EDGE clinic; and two other PTs presented to the athletic training class at the high school.

Program Type Community Education, Health Professional/Staff Training, Mentorship/Career Training/Internship

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** Adult, Child-Teen
- **Ethnic Group:** All
- **Language:** English

Goals

Statewide Priority: Supporting Healthcare Reform

Goal Description	Goal Status
Continue the education of the Nantucket Cottage Hospital nursing staff and provide opportunities for high school and college students to learn from NCH staff members.	In FY17 approximately 60 NCH nursing staff received training from MGH & participated in various conferences and seminars by NCH. Staff members completed numerous Community outreach initiatives involving Nantucket High School students, and other island organizations.

Partners

Partner Name, Description	Partner Web Address
Nantucket High School	www.npsk.org

Contact Information Greg Bird, CNO, VP of Patient Care Services; Gretchen Buchmann, Clinical Nurse Educator; Kelly Facticeau, manager of Sports Medicine and Physical Therapy Associates of NCH., gbird1@mgh.harvard.ed; gbuchmann@partners.org; kfacticeau@partners.org

Detailed Description Not Specified

Social Services

Brief Description or Objective The Nantucket Cottage Hospital Social Services Department provides a number of services at no cost to the island community. The department’s services include: • Social work and discharge planning for the medical-surgical floor and the Emergency Department • Dialysis counseling • Hospice and palliative care social work services • Oversight of all interpreter services • Oversight of all behavioral health care from the Emergency Department to the med-surg floor to disposition • Health care advocacy, enrollment in all public health insurance including MassHealth, Commonwealth Care, Health Safety Net (HSN), private insurances and food stamps • Transportation assistance funds (Andrew Holdgate Fund, Shorty Fund and Indigent Fund) • Insurance counseling (Medicare, long-term care insurance, medigap or supplemental policies) • Budget counseling • Long-term care planning • Crisis intervention • Alcohol and drug counseling and referral • Counseling on disability: local, state or federal • Information and referral for VA services that are available. FY17, the eight staff members of this department spent 3,498 hours assisting people from the Nantucket community with a wide array of social services, up from 1,740 hours in FY 12. The department recorded 9,666 contacts -some duplicative, some in person and some by phone - with community members providing these same array of social services, up from 5,123 in FY 12. This works out to 73 hours spent per week and 201 contacts per week. In FY 17 funds that are managed by this department assisted 127 people to get to medical appointments off island, with their initial medication costs, short term housing off island or by helping with

other immediate financial needs that were not able to be met elsewhere. These funds include the Andrew Holdgate Children's Travel Fund, the Shorty Travel Fund, the Sailing Stork Fund, the Behavioral Health Travel Fund and the Indigent Fund.

Program Type

Community Education,Direct Services,Outreach to Underserved

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Access to Health Care, Mental Health, Other: Education/Learning Issues, Other: Uninsured/Underinsured, Substance Abuse
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description

Provide social services to the Nantucket community that otherwise would not exist.

Goal Status

In FY17, the eight staff members of this department spent 3,498 hours assisting people from the Nantucket community with a wide array of social services. The department recorded 9,666 contacts -some duplicative, some in person and some by phone - with community members providing these services. In FY 17 funds that are managed by this department assisted 127 people to get to medical appointments off island, with their initial medication costs, short term housing off island or by helping with other immediate financial needs that were not able to be met elsewhere.

Partners

Partner Name, Description

Not Specified

Partner Web Address

Contact Information

Peter Mackay , pmackay@partners.org

Detailed Description

Not Specified

Behavioral Health Task Force

Brief Description or Objective

Three years ago, Nantucket Cottage Hospital's chief nursing officer spearheaded the Behavioral Health Task Force, a group of mental health providers and other island organizations working to document the mental health services that are already in place on Nantucket, identify the services that are needed, determine how best to increase access to and awareness of what's available to island residents, and find the appropriate mental health treatment model for a seasonal population on a remote island. In FY16, Nantucket Cottage Hospital continued to host the meetings of the Task Force, and worked collaboratively to utilize a \$400,000 grant the Task Force obtained from the Tower Foundation to increase mental health services on Nantucket. This included the recruitment and hiring of a psychiatric nurse practitioner who is now embedded in the island's primary care practices, as well as numerous community education and outreach programs related to addiction and treatment.

Program Type

Community Education,Community Participation/Capacity Building Initiative,Outreach to Underserved

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Access to Health Care, Mental Health, Other: Education/Learning Issues, Other: Lyme Disease
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations, Supporting Healthcare Reform

Goal Description

To collaborate with our community partners to promote and increase access to behavioral health services on Nantucket.

Goal Status

In FY16, NCH helped facilitate a task force of community stakeholders and worked to implement a \$400,000 grant to benefit behavioral health services on Nantucket.

Partners**Partner Name, Description****Partner Web Address**

Family and Children’s Services of Nantucket

www.Fcsnantucket.org

Nantucket Police Department

www.nantucket-ma.gov

National Alliance on Mental Illness – Nantucket Chapter

www.nami.org

A Safe Place

www.asafeplacenantucket.org

The Community Foundation for Nantucket

www.Cfnan.org

Access Nantucket

www.accessnantucket.org

Autism Speaks - Nantucket

www.autismspeaks.org

Contact Information

Peter MacKay, Social Services manager, pmackay@partners.org

Detailed Description

Not Specified

Community Participation and Staff Volunteerism**Brief Description or Objective**

The hospital encourages its staff members to serve with other community organizations that advocate for children and families, the elderly, the impoverished, veterans, mental health patients, minorities and others in need, as well as any group or non-profit that benefits the island. During FY16, that participation included activity with the following groups among others: A Safe Place • Autism Speaks Nantucket • American Red Cross • Avon 39 The Walk to End Breast Cancer • School councils and committees (School Committee, School Building Steering Committee, etc.) • Emergency Preparedness Committee • Nantucket Behavioral Health Task Force • Nantucket Healthy Community Collaborative • Nantucket Safe Harbor for Animals • The Rotary Club of Nantucket • Nantucket Chamber of Commerce • Nantucket Girl Scouts • Town of Nantucket Finance Committee • Nantucket High School • Nantucket High School Drama Club • Nantucket High School Council • Holidays for Heroes • Nantucket Community Television • The Nantucket Star (Sports & Therapeutic Accessible Recreation) Program • Palliative & Supportive Care of Nantucket • Nantucket Anglers Club • Friends of Nantucket Public Schools • Adam’s Camp • Nantucket Lighthouse School • The Friends of Our Island Home (nursing home) • St. Mary’s Church • Nantucket Congregational Church • Nantucket Small Friends • Nantucket Lighthouse School • Unitarian Universalist Church • Nantucket Atheneum ESL program • Nantucket Historical Association • and Swim Across America Nantucket. Approximately 40 Nantucket Cottage Hospital staff participated on more than a dozen such groups in FY16 and volunteered an estimated total of 2,600 hours.

Program Type

Community Participation/Capacity Building Initiative, School/Health Center Partnership

Target Population

- **Regions Served:** County-Nantucket

- **Health Indicator:** Access to Health Care, Other: Alcohol and Substance Abuse, Other: Domestic Violence, Other: Elder Care, Other: Public Safety, Other: Safety - Home, Substance Abuse
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
To participate and volunteer with community organizations, groups, boards and committees that advocate for vulnerable populations on Nantucket and/or generally benefit the health and well-being of the community.	Approximately 40 Nantucket Cottage Hospital staff members volunteered at dozens of organizations and non-profits in FY16, and contributing an estimated 2,600 hours.

Partners

Partner Name, Description	Partner Web Address
Access Nantucket	www.accessnantucket.org/
A Safe Place	https://www.asafelacenantucket.org
Autism Speaks Nantucket	https://www.autismspeaks.org/site-wide/nantucket
School councils and committees (School Committee, School Building Steering Committee, etc.)	
Emergency Preparedness Committee	
Nantucket Behavioral Health Task Force	
Alliance for Substance Abuse Prevention	http://www.asapnantucket.org/
Nantucket Health Community Collaborative	http://www.accessnantucket.org/working-together/nantucket-healthy-community-collaborative/
Rotary Club of Nantucket	http://www.nantucketrotary.org/

Nantucket Chamber of Commerce <http://www.nantucketchamber.org/>

Nantucket Girl Scouts <http://nantucketgirlscouts.org/>

Town of Nantucket Finance Committee <http://www.nantucket-ma.gov/434/Finance-Committee>

Holidays for Heroes <http://holidaysforheroes.com/>

Nantucket Community Television <http://www.nantucketcommunitytelevision.org/>

Nantucket Anglers Club <http://nantucketanglersclub.com/>

Palliative & Supportive Care of Nantucket <http://www.pascon.org>

Family and Children's Services of Nantucket <http://nantucketfamilyservices.org/>

Locks of Love <http://www.locksoflove.org/>

Friends of Nantucket Public Schools <http://www.fonps.org/>

The Friends of Our Island Home (nursing home) <http://www.nantucket-ma.gov/157/Our-Island-Home>

Unitarian Universalist Church <http://www.unitarianchurchnantucket.org/>

Swim Across America Nantucket http://www.swimacrossamerica.org/site/PageServer?pagename=NAN_Home

Avon Breast Walk <http://www.avon39.org/>

Elder Services <http://www.nantucket-ma.gov/263/Elder-Services>

The Homestead <http://www.thehomesteadofnantucket.com/>

St. Mary's Church <http://stmarysnantucket.org/>

Contact Information Jason Graziadei , jgraziadei@partners.org

Detailed Description Not Specified

NARCAN And Other Drugs/Training Supplied to First Responders

Brief Description or Objective In 2014, Nantucket Cottage Hospital entered into a memorandum of agreement with the Nantucket police and fire departments to implement a program for the use of Narcan and automated external

defibrillators under the medical control supervision of NCH's medical director. The hospital's medical director assumed responsibility for all medical control aspects of the program, reviews all uses of AEDs and Narcan by first responders for quality assurance, and approved training programs for the use of Narcan. In FY17, Nantucket Cottage Hospital purchased and dispensed Narcan kits to NFD and NPD. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Adult & Pediatric Albuterol Nebs to NFD EMS totaling \$5,729.98.

Program Type Community Education,Community Participation/Capacity Building Initiative,Health Professional/Staff Training,School/Health Center Partnership

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Access to Health Care, Other: Alcohol and Substance Abuse, Other: Education/Learning Issues, Other: Public Safety, Other: Safety - Home, Other: Sexually Transmitted Diseases, Substance Abuse
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** English

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
To continue the use of Narcan and automated external defibrillators by first responders in the fire and police departments.	In FY17, Nantucket Cottage Hospital purchased and dispensed Narcan kits to NFD and NPD. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Adult & Pediatric Albuterol Nebs to NFD EMS totaling \$5,729.98.

Partners

Partner Name, Description	Partner Web Address
Nantucket Police Department	www.nantucket-ma.gov
Nantucket Fire Department	www.nantucket-ma.gov

Contact Information Martha Lake Greenfield; Dave Small , greenfield@partners.org; Dosmall@partners.org

Detailed Description Not Specified

Public Flu Clinic

Brief Description or Objective In October 2017, Nantucket Cottage Hospital hosted a free public flu clinic for island residents in conjunction with its annual Health Fair. The clinic was promoted and advertised throughout Nantucket, and was intended for patients 18 and older who had not yet received the influenza vaccine from their primary care physician or pharmacist.

Program Type Direct Services,Outreach to Underserved,Prevention

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Immunization
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Provide additional opportunities	In October 2017, approximately

to prevent the spread of influenza in the island community by offering convenient access to flu shots. 124 residents attended a public flu clinic at Nantucket Cottage Hospital to receive the influenza vaccine.

Partners

Partner Name, Description **Partner Web Address**

Not Specified

Contact Information Greg Bird, CNO, VP of Patient Care Services, gbird1@mgh.harvard.edu

Detailed Description Not Specified

Nantucket Cottage Hospital Certified Application Counselors

Brief Description or Objective Nantucket Cottage Hospital Certified Application Counselors (CACs) provide information about the full range of insurance programs offered by EOHHS and the Health Connector. Our CACs help individuals complete an application or renewal; work with the individual to provide required documentation; submit applications and renewals for the Insurance Programs; interact with EOHHS and the Health Connector on the status of such applications and renewals; and help facilitate enrollment of applicants or beneficiaries in Insurance Programs. In FY16, NCH CACs contributed to the estimated 75 patient financial counselors that served patients who needed assistance with their coverage.

Program Type Direct Services

- Target Population**
- **Regions Served:** County-Nantucket
 - **Health Indicator:** Access to Health Care
 - **Sex:** All
 - **Age Group:** All
 - **Ethnic Group:** All
 - **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Supporting Healthcare Reform

Goal Description	Goal Status
Provide information about the full range of insurance programs offered by EOHHS and the Health Connector.	In FY16, NCH CACs contributed to the estimated 75 patient financial counselors that served patients who needed assistance with their coverage.

Partners

Partner Name, Description **Partner Web Address**

Massachusetts Health Connector <https://betterhealthconnector.com/>

Mass Health Health Care For All <http://www.mass.gov/eohhs/gov/departments/masshealth/>
<https://www.hcfama.org/>

Massachusetts Hospital Association <https://www.mhalink.org/>

Massachusetts League of Community Health Centers <http://www.massleague.org/>

Contact Information Kim Simonian, Director for Public Payer Patient Access, Community Health, Partners Healthcare, ksimonian@partners.org

Detailed Description Not Specified

Community Health Improvement Plan

Brief Description or Objective In FY17, Nantucket Cottage Hospital completed and began to implement a Nantucket Community Health Improvement Plan in collaboration with the island's health and human services agencies, non-profit organizations, the Town of Nantucket's Department of Health, as well as year-round and seasonal residents of the island. Community stakeholders came together to develop action items and implementation strategies around the goals of the CHIP to make meaningful change in the priority health needs areas identified by the community. These volunteers also vetted grant proposals and made recommendations for the Community Health Initiative funding available through the hospital's Determination of Need for a new hospital facility. During this collaborative and participatory process, dozens of community groups, organizations, and individuals contributed valuable insight and perspectives.

Program Type Community Benefits Planning Process, Community Health Needs Assessment, Community Participation/Capacity Building Initiative, School/Health Center Partnership

Target Population

- **Regions Served:** County-Nantucket
- **Health Indicator:** Access to Health Care, Mental Health, Other: Education/Learning Issues, Other: Nutrition
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To develop a Community Health Improvement Plan with partners across a broad spectrum of the island community.	In FY17, Nantucket Cottage Hospital began to implement a CHIP in collaboration with dozens of stakeholders and community partners, and established a grant review and distribution apparatus for DoN funding.

Partners

Partner Name, Description	Partner Web Address
Town of Nantucket Health Department	www.nantucket-ma.gov
Fairwinds Counseling Center	www.fairwindscenter.org
Nantucket Fire Department	www.nantucket-ma.gov
National Alliance on Mental Illness – Nantucket	Nami.org
Nantucket Regional Transit Authority	Nantucket-ma.gov
Island Chiropractic	nicholasouelletedc@gmail.com
Housing Nantucket	Housingnantucket.org
Nantucket Public Schools	Npsk.org
Remain Nantucket	Remainnantucket.org
Nantucket Community School	Npsk.org
Nantucket Behavioral Health Task Force	

Community Foundation For Nantucket Cfnan.org

Contact Information Brenda Johnson, bjohnson17@partners.org

Detailed Description Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2016	Approved Program Budget for 2016
Community Benefits Programs	Direct Expenses \$161,405 Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism Not Specified Other Leveraged Resources \$116,244	\$889,477 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$590,218 HSN Denied Claims Not Specified Free/Discount Care \$14,930 Total Net Charity Care \$605,148	
Corporate Sponsorships	\$6,680	
	Total Expenditures \$889,477	
Total Patient Care-Related Expenses for FY2016		\$42,153,691
Comments: None		

Optional Information

Expenditures	Amount
Community Service Programs	Direct Expenses Not Specified Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism Not Specified Other Leveraged Resources Not Specified
Total Community Service Programs	Not Specified
Bad Debt:	Not Specified Not Specified
IRS 990:	Not Specified

