

*Commitment to Care
Commitment to Community:*

**Community Benefits
Report
FY2004**

Caritas Norwood Hospital

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Introduction

“To ensure the well-being of our community”, “to work in collaboration” and “to provide accessible, high quality health care services” – this is the mission and challenge of Community Benefits at Caritas Norwood Hospital. As this report will illustrate, during the past year we have continued to initiate, expand and enhance our offerings and to establish new partnerships with area organizations. Central to all our activities is the belief that ***it is the people who matter most.***

The Community Benefit Advisory Committee identified three priority areas for FY’04:

- Dissemination of child health and safety information,
- Enhanced communication between the hospital and school nurses and public health officials regarding infectious disease issues,
- Use of Grand Rounds to educate physicians (specifically regarding dementia).

In keeping with the recommendations in the Attorney General's New Guidelines for Community Benefits, this group is comprised of representatives from the board of trustees, hospital staff and area agencies. They meet on a quarterly basis to set priorities and oversee the community benefit process at Caritas Norwood. The input from the diverse membership of this committee has proven quite helpful in assuring that area health care issues are identified and needs are addressed.

In collaboration with the Neponset Valley Community Health Coalition, an annual legislative forum was hosted by Caritas Norwood and transportation issues continue to be studied and addressed. The Coalition also continued to offer free dental screenings to seniors in canton and Walpole. In the coming year, the Coalition has made a commitment to continue its education programs focusing specifically on health-related legislative issues.

Finally, as regards our many partnerships, we have continued to expand our relationships with, among others, Victory Super Market, the town of Walpole employees, the Norfolk County District Attorney’s Child Advocacy Center, Pepsi Cola Corporation, the Blue Hills ESL/ABE Program, the League School and Project Care. Through these affiliations, many particularly vulnerable populations are being assisted resulting in long-lasting benefits.

In summary, true to the core values which employees of Caritas Norwood chose as specific to this institution, the programs outlined in this report reflect ***respect, quality, compassion, caring and spiritual sensitivity.*** More and more, residents and businesses are turning to this hospital as their primary site for health care services and we are appreciative of the confidence people are placing in our ability to provide for their needs. The future is bright and Caritas Norwood Hospital is poised to be the premier medical center for this area of Massachusetts.

Mission Statement

The following mission statement was approved by the Board of Trustees' Community Benefit Committee and by the general Board at its September 25, 1998 meeting.

"Caritas Norwood Hospital is a member of the Caritas Christi Health Care System, a Catholic healthcare network of hospitals, physicians, health centers, long term care facilities and specialty health services. We are committed to fulfilling the physical, spiritual, emotional and social needs of those we serve.

Our community benefit mission is:

- to provide accessible, high quality health care services to those people who live and work in our communities, including Attleboro, Bellingham, Canton, Dedham, Dover, Easton, Foxboro, Franklin, Mansfield, Medfield, Medway, Millis, Norfolk, North Attleboro, Norton, Norwood, Plainville, Sharon, Stoughton, Walpole, Westwood and Wrentham;*
- to work in collaboration with our community to identify and respond to unmet health needs, consistent with our (the Caritas Christi) mission to respond to the poor, the elderly and the underserved;*
- to ensure the well-being of our community through outreach efforts including but not limited to preventative health, education, screening and wellness services;*
- to recommend to the Board of Trustees of Caritas Norwood Hospital the adoption of needed programs and services and the allocation of sufficient resources to address identified, prioritized unmet health care needs of the community; and*
- to regularly monitor and evaluate the effectiveness of the Community Benefits Plan."*

Community Benefits Advisory Committee

In keeping with the 2000 guidelines for community benefits issued by the Massachusetts Attorney General's Office, Caritas Norwood Hospital has established a Community Benefits Advisory Committee comprised of trustee, staff and community agency representation. The duties of this committee include direction, consultation and oversight in the design and implementation of the community benefits plan. This committee recommends the priorities for each year and the Board of Trustees is asked to take a vote endorsing said plan.. It is then the task of the community benefits manager to utilize the hospital and area agencies' resources to meet the needs identified by this committee. The membership list appears below and is reflective of the fact that infants through the elderly are represented on this committee.

Linda Connor Lacke, Chair
Trustee and Public Health and Elder Care Consultant

Virginia Hartin
Trustee

Gerry Lorusso
Trustee, President of Lorusso Corporation

Richard Karelitz, Esq.
Trustee, General Counsel, New England Patriots

Phyllis Boucher
Director of Public Health, Norwood

Vicki Withers
Director of the Foxboro Council on Aging and Foxboro Human Services

Nancy Grady, RN
Retired Public Health Nurse in Wrentham

Rosemary Riley, RN
Director of School Nurses, Norwood

Mary Barry
Regional Director, Dept. of Mental Retardation

Maria Mello
Director of Interpreter Services, Caritas Norwood Hospital

Kathy Bishop, RN
Clinical Leader, Emergency Dept. - Caritas Norwood Hospital

Ken Dupee
Director of Patient Accounts, Caritas Norwood Hospital

Michele Kurtz, RN
Employee Health, Caritas Norwood Hospital

Jane Mulligan, RN
Caritas Home Care

William Fleming
Sr. Vice President of Operations, Caritas Norwood Hospital

Diana Franchitto
Vice President of Marketing and Public Relations, Caritas Norwood Hospital

Sue McQuaid
Community Benefits Manager, Caritas Norwood Hospital

**Community Health and
Education Committee**

Caritas Norwood Hospital has in place a Community Health and Education Committee which is comprised of representatives from most departments within the hospital. This Committee meets bi-monthly to share information regarding individual departments' outreach efforts and to assist in the creation of a master calendar/plan for coordinated outreach responsive to assessed needs. This committee also participates in the formal design and implementation of the hospital's community benefits initiatives.

The following people serve on this Committee:

Donna Avellino, RT	Respiratory Therapy
Bob Barksdale, PT	Sports Medicine
Wanda Carey, RN	Infection Control Manager
Polly Coleman, CAVS	Director of Volunteers
Denise Corless, MLS	Library services
Linda Davenport, RD	Nutrition
Kathleen DelGrosso, EMT	Paramedic Services
Noel Dent, RN	Cardiac Rehabilitation Services
Erleen Duarte, RT(R)	Radiology
Ellen Evers, RN	Oncology
Stephanie Fahey, EMT	Paramedic Services
Sandy Fitzgerald, RN	Maternal Child Care
Marybeth Gentili, MS,CCC/SLP	Rehabilitation Services
Ann Marie Harootunian, RN	Pain Management
Nancy Huff, PharmD	Director of the Pharmacy
Polly Keister, RN	Cardiology
John Madril, MBA, MPH	Behavioral Health
Susan McQuaid, M.Ed.	Community Benefits Manager
Jane Mulligan, RN	Caritas Home Care
Sis O'Rourke	Development
Bob Ready, RN	Manager of Emergency Services
Robert Short	Director, Parish Health Ministry
Paula Silvi, RT	Radiology
Cynthia Sotrel, RN	Day Surgery and Operating Room
Ted Kyranos	Caritas Health and Athletic Club
Susan Janson, RT	Respiratory Therapy
Michele Kurtz, RN	Employee Health
Lynn Larsen, RD	Nutrition Department
Judith Potts, RPT	Physical Therapy

Goals: Long-Range

Activities and events presented in this report show that our stated Goals and Priorities have been met. We constantly evaluate and revise our programs and collaborations to continue to monitor our community's needs and assess our ability to meet those needs.

1. Increase presence in public, private and parochial schools
2. Increase participation of the Board of Trustees' Community Benefits Sub-Committee in promoting and assisting at new initiatives
3. Increase identification of at-risk populations (MassCHIP data) and design of plans to address these areas of need
4. Increase connections with businesses within service area providing programs for their employees and soliciting their support/partnership for our community initiatives
5. Work more closely with the Interpreter Services Department to coordinate educational programs and services for those new to our communities or for whom language is a barrier to care.
6. Continue to discuss and advocate for the issue of transportation needs in our southern tier towns

Priorities and Goals: Short-Range for FY 2004

Priorities

1. Dissemination of child health and safety information
 - Design and implement a regional *Health and Safety Fair for Children* (p. 19)
 - Develop child health and safety resource binders and pilot to towns in the northern and southern tiers of the Caritas Norwood service area (p.37)
2. Enhanced communication between the hospital and school nurses and public health officials regarding infectious disease issues (p.21)
3. Use of Grand Rounds to educate physicians (specifically regarding dementia) (p.11)

Goals

1. Host a *Covering the Uninsured Health Fair* providing general health information, insurance information and screenings for those in need within our service area
2. Continue to work with Caritas Christi to support those involved with Parish-Based Health Ministry
3. Enhance the quarterly meetings with social service agencies/health providers so as to include them in the planning for future community benefits
4. Provide a broader spectrum of services at health fairs
5. Promote community forums, workshops, and screenings: in-house and through media
6. Recognize personnel in hospital who participate in outreach activities
7. Establish a closer connection with area schools through school nurse educational forums at Caritas Norwood
8. Promote greater involvement of Trustees in current programming
9. Inform our legislators about those health care issues of critical importance to the residents of our service area

Auxiliary

The Caritas Norwood Hospital Auxiliary is a large group of very dedicated individuals who work in collaboration with both the Development Office and the Community Benefits Office with the mission of raising additional funds for the hospital and providing special services to the communities we serve. The following is a sampling of the community outreach provided by this organization.

- **Auxiliary Tours** -- The members of the Caritas Norwood Auxiliary are available to provide guided tours of the hospital to community groups. During the past year young people from Canton took advantage of this service.
- **Baby Hat Program:** hand-made hats are provided for all new babies in the Small Miracles Department
- **Curious George Goes to the Hospital Book Program** for children who are patients at Caritas Norwood Hospital: The Auxiliary provides a book to each child who visits pediatrics in order to help the child become familiar with the hospital, staff and what may be expected during a hospital visit. The Auxiliary donated 50 Curious George books to pediatric patients during FY2003.
- **Caritas Norwood Auxiliary awarded two \$750 scholarships** to graduating seniors in high school who planned to pursue a healthcare related course of study.

Behavioral Health

Caritas Norwood Hospital is highly regarded for the variety and excellence of its inpatient treatment programs. Among the specific program offerings to serve this important need in the community are: 28 inpatient geropsychiatry beds, 21 acute psychiatric adult beds and 12 general psychiatric beds.

- **Helpline:** This toll-free mental health and addictions service provides information, support, crisis intervention and admission and referral 24 hours a day, seven days a week by calling 1-800-331-2900.
- **Emergency Department:** Mental health staff and psychiatrists are available 24 hours a day in the emergency department to evaluate patients with emotional crises.

The staff of the behavioral health department is active in providing screenings and support services to the communities in our service area. A sampling of these activities is as follows:

- Clinicians from the behavioral health department assisted at health fairs and provided alcohol and depression screenings as requested.
- The director of marketing for behavioral health participated in **Project CARE:** a coalition committed to working on issues pertaining to aging people with mental retardation and their caregivers.

Support Groups: (see specific listings under *support groups* section)

- Weekly Domestic Violence Support Group
- Monthly Support Group for Caregivers of Those with Eating Disorders

Community Outreach:

- Behavioral Health planned and facilitated community education events including:
 - National Depression Screening Day
- Participation in the following community events/meetings
 - Project Care Coalition meetings
 - Senior Network for Healthy Aging – Norwell
 - Alzheimer’s Partnership Meetings

- **Behavioral Health Grand Rounds:**
 - Norman Alpert, MD: Detox
 - Burns Woodward, MD: Medical Compliance
 - Doug Hughes: Behavioral Health Issues
 - Yousef Abou-Allaban, MD: Emergency Psychiatry
 - Roy Perlis, MD: Bipolar Disorder
 - William DeBassio, MD: ADHD
 - Donald S. Marks, MD: Alzheimer's Disease
 - Richard Goldberg, MD: Alzheimer's Disease
 - Jeff Bostic, MD: Emerging Concepts in the Treatment of Depression

In keeping with the priorities identified by the Community Benefit Advisory Committee, the Behavioral Health department assisting in sponsoring a special Grand Rounds for all physicians regarding mental health issues for the elderly, particularly in the area of different types of dementia. Primary care physicians were particularly invited to attend in that they are most often the first point of contact when an individual or family have concerns about mental alertness of an elder.

Cable Television

Caritas Norwood Hospital is committed to providing health care information and education to all within our service area. In an effort to make this information more accessible, Diana Franchitto, the vice-president of marketing at Caritas Norwood, continued hosting *Caritas Christi HealthLink* a healthcare program shown throughout the Archdiocese of Boston via BCTV.

Physicians and other medical personnel from all the Caritas facilities have served as guests on BCTV. The **Caritas Christi HealthLink** Program may be viewed six days a week on BCTV. For more information regarding these shows, please contact Diana Franchitto (781-278-6020).

Caritas Christi HealthLink
Boston Catholic Television

Sept. 29-Oct. 5, 2003
(Dec. 29, 2003-Jan. 4, 2004)

“Substance Abuse,” Dierdre Houtmeyers, R.N., Director, SECAP, Caritas St. Elizabeth’s Medical Center

Oct. 6-12, 2003
(Jan. 5-11, 2004)

“Critical Care Medicine & COPD,” Mark Berenberg, M.D., Intensivist and Pulmonologist, Carney Carney Hospital

Oct. 13-19, 2003
(Jan. 12-18, 2004)

“Caritas Christi: Leadership & Commitment,” Michael F. Collins, M.D., President/CEO, Caritas Christi Health Care

Oct.20-26, 2003
(Jan. 19-25, 2004)

“Upper GI Problems,” David Cave, M.D., Gastroenterologist, Chief, Division of Gastroenterology, Caritas St. Elizabeth’s Medical Center

Oct. 27-Nov. 2, 2003
(Jan. 26-Feb. 1, 2004)

“Autism,” Jeannine Audet, M.D., Developmental Pediatrician, and Jeff Skowron, Ph.D., Director of Community Consultation, Center for Children & Families, Saint Anne’s Hospital

Nov. 3-9, 2003
(Feb. 2-8, 2004)

“Psychosocial Issues of Obesity,” Alan Lieberman, Ph.D., Center for Weight Control, Caritas St. Elizabeth’s Medical Center

Nov. 10-16, 2003
(Feb. 9-15, 2004)

“Obesity – Causes & Treatments,” Kevin O’Donnell, M.D., Director, Minimally Invasive Surgery, and Surgical Director, Center for Weight Control, Caritas St. Elizabeth’s Medical Center

Nov. 17-23, 2003
(Feb. 16-22, 2004)

“Adverse Reactions to Food & Medications,” Nancy Huff, Pharm.D., Director of Pharmacy, and Lynn Larsen, R.D., Nutrition Manager, Caritas Norwood Hospital

Nov. 24-30, 2003
(Feb. 23-29, 2004)

“The Mind, Body, Soul Connection,” Marybeth Harmon, CPE, Director, Spiritual Care Services, Caritas Norwood Hospital

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Caritas Christi HealthLink

Spring 2004 Season (Repeat)

1. March 1-7, 2004
(May 31-June 6, 2004)

“Patient Safety,” Richard Boehler, M.D., Vice President of Medical Affairs, Caritas Holy Family Hospital and Medical Center

2. March 8-14, 2004
(June 7-13, 2004)

“Know Your Lab Results,” Lori Adcock, M.D., Chief, Department of Pathology & Clinical Laboratories, Caritas Norwood Hospital

3. March 15-21, 2004
(June 14-20, 2004)

“Rheumatoid Arthritis,” Stuart Schneller, M.D., Rheumatologist, Caritas St. Elizabeth’s Medical Center

4. March 22-28, 2004
(June 21-27, 2004)

“The Truth About Low Carb Diets,” Lynn Larsen, Nutrition Manager, and George Moran, Executive Chef, Caritas Norwood Hospital

5. March 29-April 4, 2004
(June 28-July 4, 2004)

“Infectious Disease,” Michael Barza, M.D., Director, Department of Medicine, Caritas Carney Hospital

6. April 5-11, 2004
(July 5-11, 2004)

“Poison Prevention,” Kristina McGill, R.Ph., Director of Pharmacy, Caritas Good Samaritan Medical Center

7. April 12-18, 2004
(July 12-18, 2004)

“Geriatric Health,” Mark Russell, M.D., Geriatric Specialist, Caritas St. Elizabeth’s Medical Center

8. April 19-25, 2004
(July 19-25, 2004)

“Radiation Oncology,” Vinubhai Patel, M.D., Chief of Radiation Oncology, Caritas Norwood Hospital

9. April 26-May 2, 2004
(July 26-Aug.1, 2004)

“Knee Problems,” Andrew Chapman, M.D., Orthopedic Surgeon, Caritas St. Elizabeth’s Medical Center

10. May 3-9, 2004
(Aug. 2-8, 2004)

“Kidney Disease,” Nicolaos Madias, M.D., Nephrologist and Chairman of Medicine, Caritas St. Elizabeth’s Medical Center

11, May 10-16, 2004
(Aug. 9-15, 2004)

“Mental Health Issues in Massachusetts,” Elizabeth Childs, M.D., Caritas Carney Hospital

12. May 17-23, 2004
(Aug. 16-22, 2004)

“Gastro Esophageal Reflux Disease (GERD),” Soroya Rahaman, M.D., Gastroenterologist, Caritas Good Samaritan Medical Center

13. May 24-30, 2004
(Aug. 23-29, 2004)

“Pain Management,” Allison Gorski, M.D., Chief, Department of Anesthesiology, and Director, Pain Management Center, Saint Anne’s Hospital

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Caritas Christi HealthLink (11th 13-week season)
Fall 2004 Season (Repeat)

1. Sept. 6-12, 2004
(Dec. 6-12, 2004)

“Surgical Treatments for Diverticulitis, Gall Bladder, Pancreatitis and Hemorrhoids,” Alan Hackford, M.D., General and Colorectal Surgeon, Caritas St. Elizabeth’s Medical Center

2. Sept. 13-19, 2004
(Dec. 13-19, 2004)

“Gastro Esophageal Reflux Disease (GERD),” Soroya Rahaman, M.D., Gastroenterologist, Caritas Good Samaritan Medical Center

3. Sept. 20-26, 2004
(Dec. 20-26, 2004)

“New Developments in the Treatment of Parkinson’s & Alzheimer’s Diseases,” Allan Ropper, M.D., Chief of Neurology, Caritas St. Elizabeth’s Medical Center

4. Sept. 26-Oct. 3, 2004
(Dec. 27, 2004-Jan. 2, 2005)

“Seasonal Affective Disorder,” Dan Mendoza, M.D., Chairman, Department of Psychiatry, Caritas Good Samaritan Medical Center

Cardiac Rehabilitation and Diabetes

The Cardiac Rehabilitation department provides informational programs to a variety of groups and companies throughout our service area. The following have benefited from their presentations during the past year:

- Pepsi Cola Corporation
- Boston Heart Party: lecture open to the public
- Healthy Aging Seminar held at Caritas Norwood
- St. Mark's Church in Foxboro: lecture to women's group
- Victory Super Market: information table for general public

A member of the department is also a very active participant on the *Healthy, Active Norwood Committee*. This is a coalition of area health professionals with representatives from the school department, recreation department, health department, area health clubs the MA Department of Public Health and Caritas Norwood Hospital. The goal of the Coalition is to educate and provide opportunities for healthy lifestyle changes for residents in the town of all ages.

Shapedown: A member of this department co-facilitates the Shapedown program with the outpatient nutritionist for the hospital. This is a weight management program for children and their families that promotes changes in exercise, food habits, self-esteem and weight. At least one parent must attend with their child. This program is offered in the Fall and Spring.

Diabetes Support Group: A Diabetes Support Group is held on the 3rd Tuesday of each month at Caritas Norwood. The group is open to the general public (those with diabetes and their family members) and is facilitated by 2 certified diabetes educators: one a cardiac rehab nurse and the other a nutritionist.

Outpatient Cardiac Rehabilitation Program: Cardiac rehabilitation is a comprehensive, multidisciplinary exercise and education program for individuals who are recovering from heart attack, coronary artery bypass surgery, angioplasty/stent, or who are being treated medically for stable angina. Heart-healthy exercise and education classes are supervised by a team of registered nurses, exercise physiologists, and registered dietitians. The focus is on teaching patients self-management skills geared to heart disease risk factor modification. A special class is offered to diabetic cardiac patients.

Donations

True to its mission of caring for those less fortunate than ourselves and sharing our resources, Caritas Norwood Hospital has contributed many items to area agencies and international projects. Many of the items donated have come from the Southwood facility as it has gradually been closed and consolidated with Caritas Norwood. During the past year items were donated to many community non-profit organizations.

1. Caritas Norwood has continued to support the St. Boniface Haiti Foundation with the donation of hospital furniture and medical supplies to a new hospital in the back country of Haiti.. The St. Boniface Foundation is deeply grateful for the generous gifts from Caritas Norwood and we will continue to assist this project in the years ahead.
2. The Laboratory at Caritas Norwood has been very generous in sharing their staff as a part of the Chernobyl Children's event held annually at the hospital. The Lab draws and processes all the tests requested on these children at no charge to the Chernobyl project (\$16,962.40 in services provided).
3. With the complete closure of Caritas Southwood Hospital, the hospital was able to donate medical supplies and used equipment to area agencies at a value of \$12,432.
4. Donations of used computers to InStar Corporation at a value of \$845.00
5. Also see list of organizations under *Sponsorships* (p. 42) to whom Caritas Norwood made contributions.

Elder Services

As the elder population continues to grow, greater collaboration is necessary between the local councils on aging and Caritas Norwood Hospital. Council on Aging Directors and Outreach Workers meet quarterly at the hospital to learn of the variety of services available and to share with hospital personnel specific needs within their communities. These meetings have proven tremendously valuable and there are currently sub-committees working on such issues as transportation and insurance. Seniors in our service area are invited to benefit from Caritas Norwood-sponsored programs which are social, educational and active.

Senior Supper Program: For a nominal fee, seniors are welcome to come to Caritas Norwood for a nutritious meal and socializing. The program is now offered on Monday through Friday evenings.

Fitness Fun for Seniors: Low-impact Aerobics and Fitness Fun Conditioning classes are available twice a week at Caritas Norwood. Classes are led by a certified instructor with extensive experience working with elders. Approximately twenty seniors participate in each class and classes meet for eight weeks on a continuous basis from September through June. Reduced fees are available for those who cannot afford the \$40 fee.

Lifeline: a 24-hour emergency response system that helps seniors live independently. This service is available to patients through Tele-Response, in affiliation with Caritas Norwood Hospital.

Healthy Aging Seminars: Caritas Norwood continued to offer its successful Healthy Aging Seminars on a quarterly basis. Well-attended by area seniors, these afternoon events feature guest presenters from Caritas Norwood, screenings, information tables and dinner.

Health Fairs and Lectures

Caritas Norwood Hospital is committed to providing health information and screenings to all residents within our service area. To facilitate this, the hospital participates in health fairs at schools, town public health sponsored events, and most recently, at many corporations. This growth in corporate requests demonstrates a marked increase in corporate awareness that occupational and personal health should be addressed for the betterment of all concerned. Caritas Norwood will continue to offer its diagnostic and informational materials to our local companies. The Hospital also offers free public lectures each Spring and Fall held at Caritas Norwood.

The list below cites the health fairs/town educational sessions in which personnel from Caritas Norwood Hospital have participated.

- Walpole Mall
- Medfield Town Fair
- Canton Health Fair
- Walpole Health Fair
- Millis Health and Safety Day
- Walpole Lunch and Learn series
- Victory Super Market Monthly Presentations
- Walpole Chamber of Commerce Trade Show
- St. Edward's Parish Health Fair
- Pepsi Cola Corporation Lunch and Learn Series
- Franklin Health and Disability Fair
- Analog Devices
- Norfolk County Sheriff's Event for the Seniors in the county
- Home Depot
- Canton Council on Aging
- Norfolk Adult Day Health Center
- Foxboro Health Fair
- Riverside Health Fair
- Temptronics Corporation Health Fair
- Car Seat Safety Program with the Norwood Police Department
- Norwood Day
- FM Global Corporation

Spring 2004 Lectures:

March 22 – COPD Lecture
April 15 – Cardiac Lecture and Screenings
May 25 – Pancreatitis

Fall 2004 Lectures

September: Prostate Cancer
October: Breast Cancer Panel
November: Diabetes

Health Resources and Special Programs for the Community

Utilizing its resources for the betterment of both the hospital and the communities it serves is a hallmark of the Caritas Christi mission. During the past year, the personnel of Caritas Norwood have shared their time, their expertise and their compassion with both individuals and community groups. The list below chronicles some of those offerings:

1. Child Health and Safety Fair: This was a major event sponsored by the hospital for children from birth through grade 5. All departments in the hospital were represented at informational tables along with many area agencies serving this population. Over 400 people attended this event held at Christina's on Rt. 1 in Foxboro. Both clinical and non-clinical staff assisted at the event and parents were quite appreciative of the variety of educational materials provided to them.

2. C.H.I.P. (Coaches Helping Injury Prevention): This is a free workshop sponsored by Caritas Norwood Hospital for any sports team or organization. The workshop is divided into three parts: the assessment and treatment of injuries is handled by one of our orthopedic surgeons, proper conditioning and rehabilitation is discussed by our physical therapists/trainer, and the psychological perspective of sports and coaching is addressed by a local psychologist. We also offer a follow-up to this program specifically dealing with the proper treatment of emergencies. A physician from the emergency department is available to meet with local athletic organizations to provide such training.

3. Council on Aging Directors and Outreach Worker and Public Health Officials: these individuals meet quarterly at the hospital to receive updates regarding hospital services and to share with us the concerns of the populations they deal with on a daily basis. These conversations have proven very fruitful in identifying needs within communities and have led to the resources of the hospital being more appropriately utilized.

4. Children's Hospital Pediatric Clinics: Children's Hospital has a formal agreement to provide specialty clinics in the following areas for children in our communities: cardiology, endocrinology, gastroenterology, genetics, pulmonary medicine, and urology. This is a wonderful benefit to families who no longer have to drive to Boston to visit specialists with their children.

5. TDD Line for the Deaf: Caritas Norwood Hospital has in place TDD lines. Any caller who uses a TDD device can reach the hospital through these lines.

6.Project CARE: Caritas Norwood had membership from both the community benefits office and the behavioral medicine department on this coalition of agencies concerned with the needs of aging people with mental retardation, and their caregivers. The hospital continues to work with this group to ensure that their health needs are being properly met both at the hospital and in their doctors' offices.

7.Community Partnership for Children: Caritas Norwood works with this group of early childhood providers to support their efforts to provide for the health and educational needs of the youngest within our communities. Hospital personnel provide in-service workshops to teachers and day care providers, participate at CPC sponsored health fairs, and are available as a resource if any child is in need.

8.Tone Your Bones: An educational osteoporosis exercise program is offered through the rehabilitation department. The program runs twice a week for five weeks. The physical therapy staff is also available to provide a one hour lecture on osteoporosis to any community group.

9.Stress Management: This is a five week program offered at Caritas Norwood hospital and repeated four times throughout the year. The \$20 cost covers the materials used within the course.

10.Smoking Cessation: Classes are now offered free of charge four times per year. This is an eight-week course offered through the cardiac rehabilitation department.

11.Cancer Screenings: Breast exams were offered free of charge to residents within our service area. Individual appointments were made with the physician providing the screening and follow-up care was arranged if deemed necessary. Skin Cancer screenings were also held at our Foxboro Medical Center.

12.Look Good...Feel Better Program: Caritas Norwood is the host site on a quarterly basis for this program offered by the American Cancer Society. Any woman undergoing chemotherapy or radiation therapy is invited to join us for dinner and a make-over. Education regarding ACS services is also provided.

13. Power Over Pain: This one-hour program is presented by the director of our pain management clinic to area groups. Its focus is on managing pain and learning how to effectively report pain to one's physician.

14. Cancer Survivors' Day: This annual event is open to the public and celebrates those who are living with or have conquered cancer. The afternoon provides a time for socializing, visiting with staff who may have cared for the individual, a motivational speaker, prayer and a closing "make your own sundae" indulgence!

Infection Control

The Infection Control department is a vital resource for both those within the hospital and for many within the communities we serve. Our infection control manager avails herself to community organizations, schools and corporations on a regular basis to provide informational sessions and literature. The Infection Control Manager will also participate in cable programming in an effort to expand our local health programming. The following is a sampling of the types of programs she provides:

- Annual flu clinics for the general public, selected high-risk individuals and corporations.
- Commitment to provide quarterly updates to public health officials, school nurses and other appropriate parties. Participation in the regional Child Health and Safety Fair held in Foxboro
- Participation in the Westwood Safety Town program for 60 pre-schoolers hosted by Caritas Norwood Hospital
- Presenter to the Norwood Community Partnership for Children
- Provided health information at the Analog Health Fair for their employees
- Presenter at the regional Perinatal Conference
- Presenter at the Sigma Theta Tau Conference
- Presenter on BCTV
- Provided health information at a monthly program at Victory Supermarket
- Participant at the Norwood High School Health fair for 900+ students and staff
- Program on resistant organisms for Behavioral Medicine and Unit 21 staff
- Provided a program on Infection Control to the Emergency Department nursing interns

Interpreter Services

During the past year an Interpreter Services Department was instituted at Caritas Norwood Hospital. The director of this program has hired many per diem interpreters to assist with the increasing requests for such services. The chart below indicates the increasing awareness and utilization of these services. The coordinator of interpreter services has also been instrumental in the translation of many hospital materials into a variety of languages and prepared an extensive manual which is available on every unit of the hospital detailing cultural information important for all hospital staff to know/consider.

Our interpreters have also met with the students in the local ESL program to explain to them how to access medical treatment and have assisted them at physician office visits. The demographic data for this service area certainly illustrates an expanding need for interpreter services and the data for FY'04 shows almost a doubling of the number of encounters between patients and interpreters at Caritas Norwood (see chart below: # of encounters in FY'03: 7817; FY'04: 13,427).

The Interpreter Services Department provided in-service presentations regarding their services and Cultural Diversity to the following groups within the hospital:

- Pain Management Department
- Nurse Preceptors
- Physical Rehabilitation Services: Cultural Diversity Presentation
- Small Miracles/Maternal Child Department.

Interpreters also assisted at hospital-sponsored events such as:

- Cardiac Awareness Evening: screenings and lecture open to the public
- Chernobyl Children's Project: provided interpretation for children having their physicals and to host families of these children
- Prostate Cancer Screenings
- Breast Cancer Screenings

Interpreters presented a program outlining their services and the process for screening for MassHealth at the Assembly of God Koinonia Church in Walpole. This congregation is primarily Brazilian Portuguese.

A six-week (12 hour) course entitled *Spanish for Healthcare Professionals* was offered by the Interpreter services Department to 22 hospital employees.

CARITAS NORWOOD HOSPITAL		
INTERPRETER SERVICES FY'04		
TOTAL NUMBER OF INTERPRETING ENCOUNTERS		
Language	Number of Encounters	
Arabic	1,821	
Chinese	165	
Dutch	2	
Farsi	4	
Haitian Creole	230	
French	38	
Greek	527	
Hindi	6	
Hmong	2	
Italian	547	
Korean	29	
Lithuanian	5	
Polish	83	
Portuguese	1,238	
Portuguese Creole	87	
Portuguese Brazilian	4,058	
Russian	2,093	
Sign	30	
Spanish	2,396	
Vietnamese	66	
TOTAL	13,427	

Library Services

The library of Caritas Norwood Hospital is a member of the multi-type library networks developed by the Massachusetts Board of Library Commissioners. The networks facilitate the flow of information by linking all libraries together regardless of types.

The library is open to the medical staff and all employees. The general public is welcomed to visit the library and may make appointments with the librarian for help with research or for instruction on the use of health-related databases. While community members may not remove materials from the library, photocopiers are available for everyone's use. The full-time librarian is available to assist anyone with medical research.

The library participated in the Health Adventures Program organized through the volunteer department in which selected junior high students are exposed to various segments of the hospital. These students were instructed as to the correct way to research information and were exposed to a variety of information sources new to them. The librarian is also a member of the hospital's Community Health and Education Committee.

The services of the library include:

- subscriptions to 170 journals and several newspapers
- many medical computer services
- inter-library loan of books and journals
- individual and group instruction on the use of materials
- and a current book collection.

Maternal and Child Health

Caritas Norwood Hospital continues to expand its excellence in family care through the *Small Miracles Family Birthing Center*. The Center offers personal, compassionate care for those expecting and giving birth in addition to offering postpartum support throughout the first year. The staff provides many different opportunities for education of the whole family: parents, siblings, grandparents and other caregivers. Cited below are many of the programs currently available to community residents.

Childbirth Education Programs:

Ongoing programs include Prepared Childbirth Classes, Refresher Classes, Sibling Classes, Breastfeeding Classes and Teen Childbirth/ Parenting Classes.

Infant and Child CPR: This is a special one-evening(3-hour) program that provides CPR training to parents, grandparents, day care providers, or any member of the general public. These classes are full on a regular basis.

Infant Massage: This is a two-session class offered once a month which teaches a parent infant massage techniques. The parent is asked to bring the baby to the classes.

Teen/Young Moms-to-Be: This is a two-week prepared childbirth class designed to meet the special needs of young mothers-to-be.

Sibling Class/Tour: A single session program for siblings aged 3 to7 preparing them for the upcoming birth.

Me and My Baby Class: This is a group for mothers and babies (up to age one), which meets on alternate Wednesday mornings from 10-11:30 am and offers valuable childcare presentations and time for new parents to socialize with one another. Nurses, physicians and/or childbirth educators lead each session and are available to answer individual questions. At least a dozen parents and babies attend each session and there is no cost associated with this offering.

MEET THE DOCTOR

An innovative program allowing those who are pregnant and those who may be contemplating pregnancy to meet the OB-GYN staff at Caritas Norwood, tour the Small Miracles Center, and learn about the many services available through this department. These evening presentations are held once every six weeks and have been very positively received. Pre-registration is requested through the Caritas Doctor Finder at 1-800-488-5959.

Me and My Toddler Class: This is a group for mothers and toddlers ages one to three, which meets on alternate Wednesdays, 10:00-11:30am for discussion, sharing and scheduled presentations. Nurses and childbirth educators are available during these meetings. There is no charge to attend.

Multiple Miracles: The Small Miracles Center offers a special class on an individual basis for those who are expecting multiples. There is also a support group which meets at the hospital entitled **Keeping Pace with Multiple Miracles.**

Pre-Natal Exercise Program: “Fit to Deliver”: This is a series of six exercise classes held in the evening by a certified instructor

Postpartum Exercise Class: This is also a series of six exercise classes for those who have recently given birth. Classes are held on a continuous basis from September through June. Participants are welcome to bring their babies.

Prenatal Yoga: This is a series of 6 exercise classes with a certified yoga instructor. Postures learned will help with many common ailments associated with pregnancy. Due to the popularity of this class, it is now offered 2 nights each week.

A Mother’s Boutique: This boutique offers breastfeeding pumps for rent on a weekly or monthly basis. Also available, is a line of breastfeeding-friendly accessories and undergarments.

The staff in Maternal Child Health also participated in/hosted the following:

- (1) the annual **Car Seat Safety Checkpoint:** a regional program organized by the Safety Officer of the Norwood Police Department.
- (2) the **Health Adventures Program** run by the Volunteer Department.
- (3) **Annual Pre-Natal Conference:** Full-day event held at Caritas Norwood and attended by over 60 OB nurses from eastern Massachusetts
- (4) **First Annual Pediatric Conference:** Full-day event held at Caritas Norwood and attended by over 50 pediatric nurses. The conference provided nurses with additional knowledge of various pediatric clinical presentations encountered in a community hospital setting.

Mission Committee

The Mission Committee at Caritas Norwood is very active with representation from many different departments and a commitment to sharing the mission of the organization with those in need throughout our service area. During the past year the following events took place – all resulting from donations made by the staff and physicians of Caritas Norwood.

Children’s Backpacks: Individual departments throughout the hospital volunteered to buy and fill at least one backpack for a needy child in Norwood, Walpole or Dedham. This year approximately 71 backpacks were completed and the school systems were most appreciative of our staff’s generosity.

Clothing Drive: A clothing drive was held for St. Francis House and Rosie’s Place.

Food Drive: A food drive was sponsored to benefit the town of Plainville’s Food Pantry.

Winter Emergency Gift Packs: Over 70 Emergency Packs were once again compiled by departments throughout the hospital. These packs were then given to the council on aging outreach workers to distribute to frail elders who might find themselves in a difficult situation during a winter emergency. The packs contained battery-operated radios, flashlights, food, mittens and scarves.

**Neponset Valley Community
Health Coalition**

Caritas Norwood Hospital has maintained an excellent relationship with the Neponset Valley Community Health Coalition. The community benefits manager participates as a voting member at the executive committee meetings. During FY'04 the following areas were identified as priorities and the following is a report from the Coalition.

- (1) A survey was conducted the Fall of '04 in collaboration with community agencies to conduct a simple survey of seniors' dental needs in South Norfolk. Because we are in the planning stages of creating a low-fee, community based dental program for elders, we were interested in seeing if seniors in our service area would be willing to use this program. While the survey did not have the statistical power to draw definite conclusions, it did give us a sense of the needs and intentions of seniors on the subject of dental care.
- (2) Free dental clinics were offered to senior citizens in Canton in November and seniors in Walpole in April. Oral cancer exams and educational materials were also provided at these clinics. The committee continues in its efforts to find a permanent home for its equipment and dental services on an ongoing basis. It also continues to secure funding from a variety of sources.
- (3) In July of 2004, the Coalition was awarded a \$35,000 planning grant from the Oral Health Foundation and a part-time consultant was hired to further explore and develop a plan for an independent dental clinic for seniors in Neponset Valley. This person was responsible for the survey mentioned above along with recruiting volunteer dentists to support the Coalition's efforts. To date, 19 dentists have agreed to see patients at a reduced fee.
- (4) The Coalition has held a series of meetings with its members to discuss the future of the Coalition. The membership has determined that education regarding legislative health issues will remain a top priority. The Coalition will plan to meet with the general membership twice a year thereby maintaining the ability to mobilize quickly if a critical health and/or safety issues should arise.

- (5) A Legislative Forum was held in May, 2004 with Rep. John Rogers, John McDonough (Executive Director of health care For All) and Bob Guyon (CFO of Caritas Norwood Hospital). Critical healthcare issues and the state budget were discussed and this two-hour forum was taped for cable television viewing.
- (6) The Coalition continues to speak with Health care For All regarding more formal affiliations and collaboration with other coalitions.
- (6) The transportation sub-committee continues to meet bi-monthly with representatives of the MBTA to discuss issues around The RIDE program -- substantial progress was made in improving service to those most needy within the towns of our service area who are eligible for The Ride.

The Coalition's mission statement and a listing of the towns served by the Coalition appears below. Caritas Norwood is committed to maintaining its strong working relationship with this organization.

Mission Statement:

To advocate for the maintenance and enhancement of the affordable, accessible quality health care (including mental, health) for all residents within the, Neponset Valley Health Care System, particularly the unserved and under-served.

Coalition Towns:

Attleboro, Bellingham, Canton, Dedham, Dover, Easton, Foxboro, Franklin, Mansfield, Medfield, Medway, Millis, Norfolk, North Attleboro, Norton, Norwood, Plainville, Sharon, Stoughton, Walpole, Westwood, Wrentham

Nutrition Services

The Nutrition Department offers the services of Registered Dietitians to all within our service area for individual consultations. These services are by appointment only. The nutritionists provide services at Caritas Norwood Hospital in the nutrition clinic, in Wrentham at Caritas physician offices and in Foxboro at the chemotherapy and radiation clinics.

Several times each year the *Shapedown* program is offered to the community. This program is a weight management program for children and teens. Parents and their children attend this six-week class together and work closely with a registered dietitian and an exercise physiologist.

A nutritionist is also available for outreach to community groups on specific issues of concern. The following nutrition programs are indicative of the types of organizations which have requested our free nutrition programs:

- Walpole *Lunch and Learn* Program
- Victory Super Market Monthly Health Seminars
- Stoneybrook Court in Sharon
- Norwood High School Health Fair
- Norwood High School Female Athletes – 70 students
- Norwood High School Males Athletes – 70 students
- Norfolk Adult Day Health Center
- Pepsi Cola Corporation
- Temptronics Corporation
- Diabetes Forum
- Blue Hills ABE/ESL Regional Program
- Miscellaneous Town Health Fairs

Diabetes Support Group: Our outpatient nutritionist is also a certified diabetes educator (CDE) and co-facilitates the monthly support group offered at Caritas Norwood with a nurse (CDE) from the cardiac rehab department. The group is open to anyone with diabetes and their family and friends.

Oncology

Caritas Norwood Hospital has a growing Oncology program with a new state-of-the-art Radiation Oncology Center located in Foxboro. The Multi-Disciplinary Cancer Care Committee oversees the many offerings made available to patients and their families as they deal with this disease and educational programs for the public. Screenings and support groups are held throughout the year at both the Norwood and Foxboro campuses to facilitate easier access to such services.

During FY'04 the following supportive services were offered:

Monthly General Cancer Support Group: Oncology nurses at Foxboro facilitated this group for patients and their friends and family members. The group met from 2:00-3:15 on the first Monday of each month.

Monthly General Cancer Support Group in Norwood: This group is being re-established in Norwood and began in October, 2004. The group meets the first Wednesday of each month in the evening beginning at 7:00 pm.

Breast Cancer Support Group: This group, under the direction of Terri Hoitt, LICSW, meets every Monday evening from 7:30-9:00pm.

Look Good...Feel Better Programs: In partnership with the American Cancer Society, this make-over program for women undergoing chemotherapy or radiation therapy is hosted by Caritas Norwood on a quarterly basis.

Screenings and Public Lectures held during FY'04:

Breast Cancer Awareness Panel: Physicians and a cancer survivor provided this educational presentation first to staff at Caritas Norwood (as a Lunch and Learn offering) and then later as an evening presentation to the general public.

Prostate Cancer Screening

Colorectal Screening

Cancer Survivor Day Celebration

Ongoing Monthly Partnerships

During the past year Caritas Norwood Hospital has continued its partnerships with Victory Super Market in Norwood and initiated new programs with the Walpole Health Department and Pepsi Cola Corporation.

Victory asked that we come once a month to their Norwood store and provide health information and screenings to the general public. These programs have proved very successful for both the hospital and the supermarket.

Topics such as the following have been presented by staff from the hospital:

- Diabetes Awareness
- Blood Pressure Clinic (we offer a free BP clinic each month)
- Nutrition and Weight Control
- Cardiac Health Issues
- Rehabilitation Services and Screenings
- Respiratory Issues
- Backpack Safety
- Cancer Awareness
- Smoking Cessation
- Senior Health and Wellness Issues

The second partnership involved the hospital providing educational **Lunch and Learn Seminars** to Town of Walpole employees during their lunch hour. The town is trying to emphasize health and wellness amongst its employees and allows the extended 1-hour lunch once each month so that as many people as possible may attend. Medical personnel from the hospital go to Walpole Town Hall and provide a lecture and question and answer period while the employees enjoy their lunches. Before we began this series a survey was distributed to all employees regarding possible topics of interest. Some of the topics which have been covered are body kinetics, cardiac issues, women's health issues, stress management, nutrition, osteoporosis, pain management, what to do in an emergency and respiratory issues.

The third partnership involved the employees of **Pepsi Cola Company**. In collaboration with their Employee Health and Wellness Initiative, programs have been presented on ergonomics in the workplace, nutrition and diabetes, and what to do in an emergency. Such programs will be continuing in 2005.

Paramedic and Ambulance Service

Caritas Norwood Hospital's Paramedic Service provides state-of-the-art transport and non-transport paramedic level care to 16 communities surrounding Caritas Norwood Hospital. Paramedics work with local fire department emergency medical technicians, providing advanced lifesaving measures at the site of illness or injury, saving critical time.

All dispatchers are EMTs and are registered and certified through the Massachusetts Office of Emergency Medical Services. Our fleet includes basic life support, advanced life support, and paramedic vehicles. For other transportation needs, wheelchair cars and a shuttle service are offered to residents in need of special accommodations.

The Paramedic service offers the following CPR and First Aid programs:

C.P.R. Certification: adult and pediatric CPR; this is an eight hour course and is approved for child care providers; offered once each month for a nominal fee

C.P.R. Re-certification: a four hour course offered once each month

Green Cross Basic First Aid: a four hour course approved for child care Providers; offered in the spring and fall.

Defibrillation Course

EPI Course

EMT Course and Continuing Education Classes

Paramedic Classes

All classes are held at Caritas Norwood Hospital and registration is through the paramedic office (781-769-6210).

The paramedic service is also a frequent presence at community-wide events and health fairs providing information about their services, blood pressure clinics and assistance to anyone in need. The following is a sampling of the community programs supported by these men and women:

CARITAS NORWOOD EMS

PUBLIC EDUCATION PROGRAMS FY 2004

The following programs were provided (most being free of charge) by members of the paramedic department.

Norfolk Adult Day Health Center: *What To Do In An Emergency* (1 hour program)

King Philip High School: *First Aid and Instruction in bandaging and splinting* (6 hours in January and 10 hours in May)

Stoughton Cub Scouts: *Class regarding first aid for Cub Scout badge* (2 hours)

Norwood High School: *Basic First Aid and What to Do in an Emergency* (5 hours in February and 10 hours in March)

Riverside Center: *Blood Pressure Clinic* for clients (2 hours)

Caritas Christi Parish Nurses Meeting: 3 hour presentation regarding various program offerings, Comfort care and DNR regulations

Ambulance Coverage for CNH Events: FY'04

- Alzheimer's Memory Walk for Neponset Valley Region
- Anointing Ceremony at St. Mary's in Wrentham
- Walpole's Night Before the 4th Parade and Festivities
- Health Adventures
- Millis Health and Safety Day
- Community Partnership for Children Fair
- Caritas Norwood Child Health and Safety Fair
- Dean College Commencement Ceremony
- Norwood Day
- Rodman Ride for Kids
- Medfield Day Fair
- Canton Health Fair

Partnerships

1. **Blue Hills Adult Basic Education Program:** Caritas Norwood continues to be a corporate sponsor of this initiative which provides ABE and ESL programs to those within the Blue Hills area. The classes are held in the morning at the Willett School in Norwood. The first three years of the five year plan have been very successful and the Advisory Board will explore expanding opportunities to local corporations. Caritas Norwood physicians and other medical professionals have served as guest presenters to the students regarding specific health concerns and health access issues.
2. **H.O. Peabody Scholarship Fund:** The community benefits manager serves as a Trustee to this fund which provides renewable scholarships of up to \$5,000 to women in Norfolk county pursuing post-high school educational endeavors. The Fund looks to provide aid particularly to women in difficult and vulnerable situations. A unique aspect of this scholarship fund is that the money received may also be used for child care expenses, often a real problem for women with children who are trying to return to school.
3. **League School:** The community benefits manager serves as a Trustee at the League School (special school for autistic children in Walpole). The school has both day and residential students and Caritas Norwood is the primary medical facility for the students and staff. The nurse at the school has established an excellent relationship with the hospital and reports that their experiences have been very positive when needing our services.
4. **Norfolk County DA and Sheriff's Offices:** The hospital has very close connections with both these offices in the area of family and workplace violence. Of particular interest has been the formation of a Child Advocacy Center at the DA's Office as a means of providing comprehensive services to children who have been abused and their families. Our pediatricians have been instrumental in designing the medical protocol that will be utilized with these children.
5. **Norfolk County DA's School Nurse Program:** Over 70 school nurses attended monthly educational seminars at Caritas Norwood during the spring of 2004. Staff from our Emergency Department, Pharmacy and Dermatology presented 2-hour seminars from 4:00-6:00 pm. This new program will continue during the 2004-2005 school year.
6. **Neponset Valley Community Health Coalition:** Caritas Norwood continues to have a very positive working relationship with the Coalition. Sub-committees have been formed and are actively pursuing particular issues of

interest. Please refer to the section of this report outlining the activities of this group.

7. **Norwood School Nurses:** A strong relationship has been established over the past year between the staff of Caritas Norwood and the school nurses in Norwood. Physicians and other medical professionals have provided many in-service programs and have made themselves available at any time for consultation. This past year saw Caritas Norwood personnel present on a regular basis for the professional development days.
8. **Car Seat Safety Program:** In an effort to support and enhance child safety, Caritas Norwood collaborates with the Norwood Safety Officer to sponsor an annual car seat safety checkpoint at the Home Depot parking lot. Trained officers from across the state come to inspect and re-install care seats free of charge. Also, if anyone's car seat does not pass inspection they are given a new seat free of charge. This has become a very popular program and our nurses from the maternal child department join in the effort. The Safety Officer has also volunteered as a part of the Childbirth Education program to address seatbelt safety for pregnant women and car seat safety for their upcoming child.
9. **Alzheimer's Memory Walk:** Caritas Norwood Hospital works in collaboration with many area elder agencies and the Massachusetts Alzheimer's Association to sponsor the annual Neponset Regional Alzheimer's Memory Walk. Each year we have seen an increase in participation by both area residents and agencies with over \$65,000 being raised at the September 2004 walk. This amount more than doubled last year's total as close to 500 people participated.
10. **Chernobyl Children Project:** This event is very special to the doctors, nurses, lab technicians, and volunteers who each year volunteer their time to provides friendship and physicals to over 40 of the children brought to the United States for a one month respite. High school students from the area volunteer to greet the students, play games with them while they await their physicals and then share dinner with these young people and their host families.
3. **National Youth Leadership Forum in Medicine:** Caritas Norwood Hospital serves as a host site for this national program. Academically talented high school students from throughout the United States spend two weeks in Boston exploring health care professions as part of an intensive program. During their stay they shadow physicians and other health care professionals at Caritas Norwood so as to acquire first-hand knowledge. Caritas Norwood has been hosting these students for five years.
4. **Norwood Cooperative Bank:** The bank stepped forward to provide the funding necessary for the regional ESL Program to offer classes throughout

the summer to 15 students. Total donated was \$1500. As part of one of the Community Benefits Committee's stated priorities for the year, the bank also provided \$2500 to assist in the creation of child health and safety manuals distributed to area day care centers, the housing authorities and Council on Aging centers. These manuals provided valuable information for parents and grandparents as they raise or care for very young children.

Respiratory and Rehabilitation Departments

The Respiratory Department continued to provide extensive outreach to various community and school groups. During their outreach the following services were often provided:

- Programs regarding smoking cessation
- Asthma and emphysema education
- Spirometry and oximetry
- Pulmonary rehabilitation information
- Ventilation and intubation information
- Career information

Outreach was provided to the following groups:

- Riverside Mental Health Fair
- COPD Awareness event for the Walpole Council on Aging
- Child Health and Safety Fair
- Caritas Health and Athletic Club
- Public lecture on Pulmonary Rehabilitation
- Health Adventures
- Career day – Ahern Middle School in Foxboro
- Norwood High School Health Fair
- Fontbonne Academy students – program on the dangers of smoking
- Stonehill College: Women and Lung Cancer presentation
- Covering the Uninsured Health Fair
- Analog Corporation Health Fair
- Canton Health Fair
- Spring '04 Healthy Aging Seminar at Caritas Norwood
- In-service presentation to school nurses in Norwood regarding asthma
- Riverside staff in-service regarding body kinetics
- Stroke/Rehabilitation information table at Victory Super Market
- Adult hearing screenings
- Hearing and Speech presentation and screening at Emmanuel Lutheran Church
- CPR for Nursery School teachers
- Heimlich Maneuver seminar at Caritas Health and Athletic Club
- Dedham Red Cross Employee health fair: repetitive stress injuries
- Healthy Aging Seminar presentation regarding ergonomics

Kick Butts Day: This was an all-day major event designed by the Respiratory Department to address the issue of the dangers of smoking with the 900 students at the Norwood Middle School. Over 40 staff from the hospital assisted with the activities of the day and many community businesses provided prizes and food. The students responded very favorably to the day – learning in an enjoyable and interactive setting. Guest presenters provided lectures, members of the Better Breathers Club at Caritas Norwood provided personal testimony to the harmful effects of first and second-hand smoke and students had an opportunity to learn from and interact with various hospital professionals.

Better Breathers Club: This club is a supplement to the pulmonary rehabilitation program offered by the hospital. Monthly meetings are held with various speakers (from clinical personnel to TV personalities and meteorologists) addressing different areas of chronic respiratory disease and environmental factors impacting respiratory issues. Meetings are held from September through June and are very well attended.

Outpatient Pulmonary Rehabilitation Program: Pulmonary rehabilitation is an individually tailored therapy program focused on improving the quality of life for individuals with respiratory disease. The program provides exercise, information, education and aims for improved ability to carry out daily activities and for more effective symptom management. Once an individual has completed this program he/she is eligible to join the **Pulmonary Rehabilitation Exercise Maintenance Program.**

Other programs offered through the Rehabilitation Department are:

- Balance and vestibular Rehabilitation
- Lymphedema Management
- Aquatics therapy
- Adult Continence

Social Work Services

The social work department offers a wide variety of services on both an inpatient and outpatient basis. Two areas worthy of mention in particular are:

Breast Cancer Support Group: This group is facilitated by both nursing and social work professionals. It is held weekly on Monday evenings from 7:30-9:00 pm. There is no cost for participants and the group is open to all women with breast cancer. Members of this group also actively participated in the American Cancer Society's *Relay for Life* event held at Norwood High School this spring. Currently there are 135 women on the mailing list for this group. A Reiki presentation was also provided to members of this group.

Domestic Violence: A social worker is normally notified if abuse is indicated or reported directly to anyone at the hospital. The social worker will then assess the risk and safety of the patient and offer resources, e.g. counseling, safety planning and, if necessary, immediate assistance with shelter or transport to an appropriate court for a restraining order. The social work department also responds to calls from the community for information and assistance with domestic violence issues. Any employee can see a social worker through the Caritas Norwood Hospital Employee Assistance Plan. Domestic violence issues have been identified through this vehicle. Please see the *Violence in the Home and Workplace* section for more information.

The Social Work Department has also participated in the hospital's Health Adventures Program for specially chosen jr. high youth.

A breast cancer patient (member of the support group) participated in the Multicultural Cancer Care Committee's spring and fall Lunch and Learn seminars regarding Breast Cancer. These seminars were open to all Caritas Norwood employees and volunteers.

The Social Work Department collaborated with Staff Development to offer a 4-hour CEU program for nurses on Organ and Tissue Donation. The program included information regarding the law, ethics, and clinical practice and a donor family and recipient were present to speak about the experience. Approximately 45 nurses participated in this offering.

The Social Work Department also coordinated a CME program for physicians regarding Donation After Cardiac Death. The New England Organ Bank personnel assisted in the presentation.

Social Work staff also presented on a panel regarding the impact of chronic pain on families and how best to work with patients. This all-day seminar was specifically geared to nurses.

Spiritual Care

As a Catholic health care system, Caritas Christi is deeply committed to the healing of a person, both physically and spiritually. The Spiritual Care Department coordinates outreach to people of all faiths and provides compassionate care to both patients and their families. The department also offers the following services:

Bereavement Support Group: Under the direction of our Protestant chaplain, Caritas Norwood Hospital offers an on-going 8-week session bereavement support group. This group is for adults who have lost an adult loved one through death. Additional information may be obtained by contacting the Spiritual Care Dept.

Pastoral Visitors Emergency Support Program: volunteers from various parishes within our service area are trained to work with families going through emergency situations at the hospital. The volunteers are assigned specific times to be available should an emergency arise at the hospital.

Ecumenical Bereavement Service: this is an annual event for families of patients who have died at Caritas Norwood Hospital

Ecumenical Bereavement Service: this is a remembrance service for hospital volunteers who have died during the past year. Family members of the deceased, along with all the current volunteers, are invited to participate in this service of thankfulness.

Eucharistic Ministers Gathering: many individuals in our service area serve as eucharistic ministers to the patients in the hospital and this three-hour meeting serves as a mini-retreat to further deepen their own spirituality.

Coping With the Holidays: This is a special evening facilitated by Rev. Esther Bowen to assist individuals and families as they cope with loss during the holiday season.

Sponsorships

In keeping with its mission to be of assistance and support to the communities it serves, Caritas Norwood Hospital provides monetary and in-kind sponsorship to many area organizations.

American Cancer Society	Norwood League of Women Voters
Alzheimer's Memory Walk	Norwood Lions Club
Arthritis Foundation	Norwood Little League
Blue Hills Regional Adult Basic Education Program	Norwood Nuggets
Canton Health fair	Norwood Day Committee
C.H.I.P. Programs	Norwood Parent Music Association
ESP Exchange	Norwood Police Association
Foxboro Touchdown Club	Norwood Police Car Seat Safety
Franklin Council on Aging	Norwood post Prom Party
Franklin Permanent Firefighters	Norwood Rotary
Friends of St. Patrick	Norwood Summerfest
Grace Episcopal Church	Norwood Turkey Trot
Health Law Advocates	Henry O. Peabody Scholarship Fund
HESSCO Elder Services	Plainville Permanent Firefighters
Medfield Day	Rodman Ride For Kids
Millis TRIAD	St. Catherine's Road Race
National Youth Leadership Forum	St. Rocco Festival - Franklin
Neponset River House	Kenneth B. Schwartz Rounds
Neponset Valley Chamber of Commerce	Sheehan School PTO - Westwood
Norfolk County District Attorney	Sinai Foundation
Norfolk Alliance for the Mentally Ill	Walpole Chamber of Commerce
Norwood Firefighters	Walpole Council on Aging
Norfolk County Sheriff	Walpole Hockey Boosters
Norfolk Olde Tyme Day	Walpole Permanent Firefighters
Norwood Arts Council	Walpole Police Local
Norwood Booster Club	Westwood Elementary Schools
Norwood Circle of Hope	Westwood Educational Foundation
Norwood Community Partnership For Children	Xaverian Brothers High School
Norwood Concerts on the Common	
Norwood Cross Country Boosters	
Norwood Gridiron Boosters	
Norwood High School Yearbook	
Norwood Historical Society	

Staff Development

With a commitment to continue to provide the highest standards of care for our patients, the Staff Development Office offers many programs both to the Caritas Norwood staff and to surrounding healthcare providers in an effort to enhance skills and knowledge about a myriad of topics. The schedule for FY'04 is below.

Annual Report 2004 Non-Contact Hour Programs

OCTOBER 1, 2003 – SEPTEMBER 30, 2004

<u>Date</u> 2003	<u>Offering Title</u>	<u>Unit(s)</u>	<u>No. of</u> <u>Participants</u>
10/23/03	Caring for the Patient with Stroke C. Peavey, BSN, RN	22/23	22
11/05/03	CHF & Diet Joan Georgalis, RD, LDN, CDE	31/32	16
11/7 & 12/03	Telemetry Refreshers Cathy Carney, RN (UMass Grad. Student)	22/31/32 MBCC Instr./Stf.Dev.	24
11/12/03	Assessment & Treatment of CHF	21/31/32/ Cardio/ Stf.Dev. Pharm/ PCS Nutrition	17
11/15/03	Peri Operative Beta Blockers A. Glasgow, MD	22/23	10
11/19/03	Dealing with Difficult Patients L. Gimby, RN, CS	21/22/23	15
11/24/03	Cultural Perspectives in Childbearing (Indian) - Vibha Tandon, MD	OB	12
12/10/03	Treatment of Depression L. Gimby, RN, CS	TCU/SD	10
12/12/03	Press Ganey Inservice Bob McSweeney, PG Rep.	Housewide	32
12/17/03	Care of the Urology Patient : Role of the MD/PA - M. Curran, MD	23	9

<u>Date</u> 2004	<u>Offering Title</u>	<u>Unit(s)</u>	<u>No. of</u> <u>Participants</u>
01/07/04	Post Procedure – Care of Pt. Undergoing Peripheral Angioplasty	23/ Stf.Dev.	9
01/12/04	Opiate Withdrawal Protocol	22/23/PCS	15
01/21/04	Everyday Ethics at the Bedside	21/22/31/33	17
01/22/04	Xigrit (sp) – Medication for Severe Sepsis	ICU	11
01/26/04	Medication Calculations	22/23	13
01/29/04	CHF Teaching the Patient	33	28
02/11/04	Transitional Orders and Hospitalist	22/23	21
02/22 & 24/04	Slow Mock Code	Weekend 22 & 23	11
02/23/04	Adverse Drug Reactions	22/23	15

<u>Date</u> 2004	<u>Offering Title</u>	<u>Unit(s)</u>	<u>No. of</u> <u>Participants</u>
02/23/04	IV Pump Review - Braun, Alaris	31/32/Crisis Stf.Dev./ Purch. Surg. Services	11
02/25/04	Feeding Your Patient	21/22/23 31/32/35	11
02/25/04	What you need to know about Delirium/ Dementia	31/32/28/35/36 Nutrition/Pain Nrsing Students	31
03/04/04	Wound/Ostomy Resource Group	21/22/23 24/26/ICU Rehab.Serv. Endo/ Stf.Dev.	14
03/04/04	KCI – VAC Therapy	Case Mngmt. Nutrition Stf.Dev.	9
03/09/04	Medication Reconciliation Class	22/23	29
03/10/04	Managing Urinary Incontinece	22/23 Stf.Dev.	20
03/10/04	Arrhythmia's and Pacemakers	21/31/32 Students (SPN) & Pharmacy	31
03/12/04	Aseptic Technique	Cath Lab	6
03/19/04	Revised Telemetry Policy Review	32	11
03/24/04	ALS – Features/ Care of	Rehab/TCU 21/31/32	1478
03/25/04	Understanding Range of Motion	21/22/23 33/DS	19

04/14/04	Highlights of Sepsis	31/32 Nutrition	7
04/19/04	Medication Reconciliation Form	33	12
05/04/04	Insulin and Oral Meds for Diabetes	31/32/Rehab. Nutrition	27
05/04/04	Liko Lift, Nylon Transfer Sheet, and Transfer Disk	31/32 Stf.Dev.	9
05/07/04	ICU Policy Manual	ICU	24
05/07/04	TPN New Pre-printed Orders & Bag Label	21/22/23	15
05/10 & 11/04	Opiate Policy Changes	21/22/23 31/32/33/SD	52
05/11/04	Management of the Symptoms of Colorectal Cancer	22/31/32 Stf.Dev./ Pharm.	6 7
05/26/04	C.N.A. Inservice: Diabetes Update	21/22/23 ICU /31/32	9
05/27/04	Patient Identification Policy	ICU	25
06/16/04	Nursing Leadership Conf. Apollo Banquet Facility Nwd, MA	Directors/Mgrs.	17
<u>Date</u> 2004	<u>Offering Title</u>	<u>Unit(s)</u>	<u>No. of</u> <u>Participants</u>
06/16/04	C.N.A. Inservice: What's New in Mouth Care?	22/23 31/32/33	14
06/17/04 06/28/04	Service Excellence Compass Pilot Program	32	7
06/21/04 & 07/01/04	Glucose Monitoring	35/36 31/32/33 Flt/Nut/SD 21/22/23 ENDO	71
06/23/04	Depression in Adolescents	MCH/31	5
06/29/04	Review of Med/Surg & Behavioral Restraint Order and Flow Sheets	Various units	13
07/07/04	Post-Operative Care & Fluid Electrolyte Status	23	10
07/09/04	Slow Code Review	22/23	15
07/15/04	Pressure Ulcer Awareness Program	22/23	13
07/16/04	Life Pak 20 Physiocontrol	ECT/Bio.Med	4
07/26 & 07/28/04	C.N.A. Inservice: Customer Service		18 8
08/11 & 08/25/04	C.N.A. Inservice: Understanding Cultural Diversity	21/22/23/31/DS 21/31/32/33	13 9

08/16 & 17/04	Coloplast Ostomy Product Conversion	21/22/23 ICU/Crisis/SD PACU/ENDO	49
08/23/04	Versacare Bed/Hill Rom	23/33	7
08/30 & 31/04 09/01/04	Immunization – Opt-Out Protocol for Pneumovax and Influenza	21/22/23 31/32/33 ICU/Flt/SD	68
09/08/04	Life Pak 20 Defibrillator	OR	21
09/08 & 16/04 09/22/04	C.N.A. Inservice: Post Mortem Care	21/22/23/33 35	20 15
09/23/04	Life Pak 20	ENDO	16

**PATIENT CARE SERVICES
DIVISION OF STAFF DEVELOPMENT**

**CONTACT HOUR OFFERING SUMMARY
OCTOBER 1, 2003 – SEPTEMBER 30, 2004**

<u>Date</u> 2003	<u>Offering Title</u>	<u>No. of</u> <u>Contact Hrs.</u>	<u>No. of</u> <u>Participants</u>
Oct. 10	Sudden Infant Death Syndrome (SIDS) “What Do We Know?”	2.6	11
Oct. 21	Care of the Patient with Cardiovascular Compromise	7.3	8
Oct. 27	Hemodynamic Monitoring	5.7	3
Nov. 29	Roberta P. Scofield Conference: Non Hodgkins Lymphoma	3.6	45
Nov. 14 Nov. 24 Nov. 25	Conscious Sedation	2.0	3 7 4
Nov. 18	Diabetes Conference: Diabetes Management	4.6	21
Nov. 19	PET Scan: Tracing Life’s Processes	1.2	12
Dec. 8 & 11	Telemetry Preparation I & II	8.0	11
<u>Date</u> 2004	<u>Offering Title</u>	<u>No. of</u> <u>Contact Hrs.</u>	<u>No. of</u> <u>Participants</u>
Feb.2	Respiratory Care Conference	4.4	43
Feb.9 & 13 Apr.13 & 16	Telemetry I & II	8.0	17 12
Feb. 26	Laboratory Assessment of Infants & Children	1.8	9

Mar. 1 Mar. 3 Mar.16			Canc. 13 5
Mar. 8	Preceptor Workshop	8.1	14
Mar.11 Jun. 24	Medical Legal Forms 101	1.2	Canc.
Mar.23 Mar.24 Apr. 2 Apr. 5 Apr. 14	Service Excellence Compass Project	2.8	14 11 10 14 15
Mar.30	Cardiac Conference	3.3	52
Apr.28	Fluid & Electrolyte Balance in Infants & Children	1.5	7
Apr.29	9 th Annual Perinatal Conference	7.8	35
May 3	Eighth Annual Karen O'Neil Conference	7.2	71
Date 2004	Offering Title	No. of Contact Hrs.	No. of Participants
May 4	Wisdom Based Practice: From Novice to Buddha	1.2	19
May 24	DBT: Understanding and Treating Patients with Borderline Personality Disorders, An Overview	1.2	17
Jun. 16	Emergency Comfort Care for Parish Nurses	1.2	17
Jun. 21 & 28 Jul. 19 & 23	Telemetry	8.0	10 16
Jun. 24	Medical Legal Forms 101	1.2	18
Aug. 2	Care of the Patient with Respiratory Compromise	7.5	14
Aug. 6	Care of the Patient with Cardiovascular Compromise	7.3	21
Aug. 18	Homodynamic Monitoring	5.7	4
Sep. 10	Pain Management at End of Life	1.2	13
Sep. 10	Nursing Care at End of Life	1.2	13
Sep. 10	Symptom Management at End of Life	1.2	10
Sep. 15	Adolescent Depression	1.2	4
Sep. 17 & 24	Telemetry	8.0	13
Sep. 22	Family Centered Pediatrics	1.2	10

Support Groups

Caritas Norwood Hospital continues to host many support groups -- some associated with the hospital and others using our central location for their group meetings. Residents may access these groups through the community benefits office and they are publicized annually through the Good Health Update insert entitled, *Your Guide To Good Health*. This insert is mailed to over 50,000 homes each October and periodic press releases reinforce our offerings throughout the year.

Alcoholics Anonymous
Better Breathers Club
Bereavement Support Group
Breast Cancer Support Group
Two General Cancer Support Groups:
 one at Norwood (evening) and one at Foxboro (afternoon)
Cardiac Support Group
Domestic Violence Support Group
Eating Disorders: Group for Parents/Caregivers
HIV Support Group
Keeping Pace with Multiple Miracles Support Group
Parenting After Divorce (host site for this group)
Recovering Nurses
Smoking Cessation
South Norfolk Alliance for the Mentally Ill
Stress Management

Violence in the Home and the Workplace

Caritas Norwood Hospital utilizes a Nursing Assessment Form which helps to identify situations of abuse or potential abuse. All new nursing staff receive additional training regarding domestic violence and the emergency room staff provides educational materials to appropriate patients. The social work department is also actively involved in any case of domestic violence.

During the past year, Caritas Norwood has expanded its focus by becoming a partner in the Norfolk County District Attorney's Child Advocacy Center. Members of the hospital's in-house pediatricians have served on the medical sub-committee assisting with the design of the medical protocol to be used at all facilities when a child is brought for evaluation and treatment.

The *Child Advocacy Center* is a major undertaking by the district attorney. It is a collaborative effort of social service, law enforcement and medical agencies to provide coordinated and appropriate care to children who are victims of violence and to their families.

Domestic Violence Services at Caritas Norwood

- 1. Weekly support group conducted by a nurse and social worker**
- 2. A "Safe Bed" accessed through our emergency department**
- 3. Collaboration with local domestic violence police officers**

Volunteer Services

The Volunteer Services Department provides opportunities to residents of all ages through its three major programs:

- (1) service as a volunteer or junior volunteer: these individuals provide invaluable service to all departments within the hospital; the hospital averages 275 adults and 80 junior volunteers
- (2) participation in the Schools-to-Career Program and individual Internships
- (3) the Health Adventures Program

Schools-to-Careers Program:

The main components of this program are the “shadowing” done by the students and teachers of health care professionals and specific internships for individual students. Students are encouraged to explore new fields of interest, to see the application of their schoolwork to a variety of careers, and to observe appropriate behavior and expectations within the workplace. During the past year students have visited the following departments at Caritas Norwood: laboratory, sterile processing, pharmacy, radiology, health information systems, cardiology, rehabilitation, medical Units 31 and 32, and the emergency department. Both students and faculty participate in these days and representatives of the hospital have turned the tables and attended classes at the local high schools to learn more about the lives and education of students today. They also share their professional insights with the classes they visit.

Individual Internships: During the school year and summer months, high school students and teachers are granted internships. During the past year one Mansfield High School student explored the field of radiology by obtaining an internship from March through May with the Caritas Medical Group office in Foxboro. This student spent 82 hours and received 5 credits from his school for his time spent in the radiology department. For teachers, we offer what is known as the *Enterprising Teacher Externship Program*. The teacher spends 80 hours in particular departments with the ultimate goal of integrating what he/she has learned into his/her high school curriculum. This past summer, 1 Dedham High School biology teacher was granted an externship. The teacher spent time in the laboratory, rehabilitation services, behavioral health, pharmacy and cardiology departments with the intention of integrating what he was learning into his school curriculum. The teacher devoted himself to learning how his classroom curriculum applies in a "real life" business application. The gentleman spent two

weeks full-time on the job and additional time in curriculum development for the coming school year.

Community Service Project: Caritas Norwood Hospital serves as a volunteer site for the Xaverian Brothers High School's Community Service Program. Each year, seniors must complete 150 hours of service, working full-time for six weeks during March and April. The volunteer department placed and supervised 2 students during their work at the hospital.

Health Adventures Program: This is a national program for at-risk middle-school students in need of additional support and direction in their lives. They are encouraged to see the connection between what they learn in school and future career choices. They are exposed to job skills, job expectations and volunteer opportunities which could expand their options for the future. Each of the students is provided with a volunteer Mentor (some are hospital employees and others come from the community) and as a group they visit different hospital departments on one Saturday a month for three hours of interactive learning. As part of the 3-year grant awarded to Caritas Norwood by Putnam Investments, the director of volunteer services again teamed with Putnam Investments to enhance the offerings of this program. There were 13 students in the program this year with students coming from both the Norwood Jr. High and St. Catherine's School. The students developed great working relationships and friendships and the program was again a tremendous success. The following departments provided 3-hour interactive programs to the students:

social services, nutrition, medical records, rehabilitation, cardiology, maternity, laboratory, pharmacy, respiratory, and the emergency department.

Due to the grant cited above, special activities were once again a part of this year's program:

- (1) a "shadow day" was held at Putnam Investments in Norwood whereby each student was paired with an employee and given an opportunity to explore business careers and learn interviewing skills. This was a tremendous learning experience for both the students and the employees.
- (2) The Ropes Course at Hale Reservation in Westwood was utilized as a site for team building among both the students and their mentors. Staff from the Norwood Recreation department assisted in these activities and students from previous Health Adventure programs were invited to return for this special event.

- (3) A Scavenger Hunt through the town of Norwood was held with students and mentors competing to find designated items throughout the town. Again, teamwork and learning about one's own town were highlighted through this experience.
- (4) A trip to the Museum of Science
- (5) A trip to the Boston History Collaborative

The Health Adventures Program ended the school year with a brunch for the students, mentors and their families. The students were presented with certificates and a video was shown chronicling their year together. The schools have reported tremendous improvements in the students' academic performance and self-esteem as a result of participating in Health Adventures. Both schools intend to continue their involvement and support.

Neponset Valley Leadership Institute: Caritas Norwood Hospital participated in a program designed by the Schools-to-Careers Partnership with funding from the Neponset Valley Chamber of Commerce. On one day of this week-long program eight students visited caritas norwood to experience first-hand the various facets of leadership and career options. Professional presenters shared their thoughts about their own leadership roles throughout their careers. The students were engaged in a thought-provoking session regarding vision and leadership. Finally, the students “shadowed” leaders in eight different departments throughout the hospital. The following people and departments participated:

- Delia O'Connor...President
- Dr. Lori Adcock...Laboratory
- Donna Avellino...Respiratory
- Erminia DiPierro...Transitional Care Unit
- Erleen Duarte...Radiology
- Marybeth Gentili...Rehabilitation services
- Dr. Nancy Huff...Pharmacy
- Jane Kielty...Nurse Manager Units 31 and 32
- Polly Keister...Nurse Manager Cardiology
- Sue McQuaid...Community Benefits manager
- Caron Robertston...Clinical Affiliations and Magnet Coordinator
- Cathy Brassell...Health Information Systems

Norwood Middle School PINS Participants: Nine students from Norwood Middle School participated in a variety of volunteer activities as part of the community service requirement at the school. From this experience, three of the students continued on in the junior volunteer program.

A Vision For The Future

The strides made during FY '04 point to a very bright future for Community Benefits at Caritas Norwood. With the addition of the Community Benefit Advisory Committee additional expertise has been brought to bear on the planning process. This committee has identified three major initiatives for FY05.

First, a main focus will be on **End of Life Issues: Helping Families Cope**. It has been two years since this program has been offered to the public and it was voiced by all that additional education in this area was needed. We hope to expand the presentation to include other area agencies who serve as valuable resources to families as they approach such difficult decisions. This program will be offered either in the spring or fall of 2005.

The second priority is offering another **Covering the Uninsured Health Fair**. With the increasing number of people without health insurance and the changing demographics in this region, providing a health information fair with interpreters and financial counselors present would be quite helpful. This will be a joint effort of the community benefits office and the interpreter services department. As this report has indicated, we have seen a marked increase in the use of interpreter services and free care by the populations we are serving. As the needs of our communities continue to evolve, we would expect these numbers to grow as more individuals become aware of the services we offer. The coordinator of interpreter services and our financial counselors will continue to work to enroll people in any insurance plans for which they are eligible.

The third priority focuses on **middle school students**. Currently, middle school nurses attend the monthly school nurses programs offered at Caritas Norwood and the respiratory department will once again offer its all-day *Kick Butts* program to middle school age students, but the challenge is to create stronger ties with the school administrators and to assess the needs of their students. We hope to meet with administrators and/or their designees and to circulate a brief survey among them identifying their key areas of concern. Caritas Norwood could then analyze the information and determine how best to utilize our resources to address their needs.

The hospital is also committed to expanding its relationship with local corporations. Each year new companies contact us regarding educational programs for their employees and we are pleased to provide them with guest speakers from our staff. These contacts have helped to build very positive feelings about the hospital and new partnerships have been and will continue to be initiated.

In summation, the community benefits program had a strong performance year in FY04. In the fall of 2004, Caritas Christi Healthcare System began a restructuring and integration process. The Community Benefits Manager at Caritas Norwood now splits her time between there and Caritas Carney, and also works on area legislative issues that

impact the delivery of healthcare. All current Caritas Norwood Community Benefits programming (for infants through elders) was reviewed in order to accommodate the manager's time spent on other system programs. Programs were either kept under her purview or assigned to other CNH departments that had been collaborating on the program. Noting budget constraints that affect hospitals today, new programs will be dependent on strong partnerships with other individuals and agencies within our service area. Many such relationships have been established and we are hopeful that Caritas Norwood will continue to be recognized as a leader in the outreach it provides to its communities. From preventive to acute to rehabilitative care, we strive to be #1 in the minds of our patients and their families.

Community benefits is about the people and responding to their needs. Caritas Norwood has committed itself to just such a mission.

COMMUNITY BENEFIT EXPENDITURES FY'04

TYPE	ESTIMATED TOTAL EXPENDITURES FOR FY '03	APPROVED PROGRAM BUDGET FOR FY'03
Community Benefits Programs	(1) Direct Expenses: \$315,493 (2) Associated Expenses: -0- (3) Determination of Need Expenditures: -0- (4) Employee Volunteerism: \$26,941 (5) Other Leveraged Resources: \$16,000	The Community Benefit budget is A part of the Marketing and Public Relations Budget
Community Service Programs	(1) Direct Expenses: \$94,548 (2) Associated Expenses: -0- (3) Determination of Need Expenditures: -0- (4) Employee Volunteerism: \$45,375 (5) Other Leveraged Resources: -0-	
Net Charity Care - FY'03	\$2,077,442*	
Corporate Sponsorships (Community Donations)	\$46,551	
	TOTAL: \$2,622,349	

TOTAL PATIENT CARE-RELATED EXPENSES FOR FY'04: \$131,033,937

**Due to the state's one-time infusion of funds to the Uncompensated Care Pool, the shortfall amount for Caritas Norwood for FY'04 was only \$424,588 as compared to \$1,658,492 in FY'03.*

Actual Free Care (at charge rate) provided by Caritas Norwood in FY'04 was \$3,389,355 as compared to \$2,816,656 in FY'03.