

Holyoke Hospital - FY2001

Summary Narratives

Community Benefits Mission Statement

As regards community benefits, the hospital's Mission Statement has, as one of its goals, the provision of "a formal, public, and ongoing program of community benefits, in cooperation with community individuals and organizations, to improve the health status of the public including especially the medically and economically vulnerable.

Program Organization and Management

The hospital's Board of Directors has the ultimate responsibility for implementation and review of the community benefits process, as recommended and carried out on a day-to-day basis by senior management. Assisting the hospital in this endeavor is a multi-cultural Community Accessibility Council which has been especially focused on the hospital's Community Outreach activities. Information about community benefit programs, as well as other hospital matters, are communicated with staff in a variety of ways, including meetings and hospital publications.

Key Collaborations and Partnerships

In any dynamic process such as this, there is no finite circle of partners or participants in the process. Much, in fact, depends on the nature of the need, and the nature of the service or program which is likely to be responsive to it. Over time, the hospital has worked closely and cooperatively with a diverse group of local and state agencies and organizations in the interest of providing expanded or improved services to the citizenry. Included among them are various health and welfare organizations whose service populations are similar to those of the hospital.

Community Health Needs Assessment

The needs assessment process is diverse and ongoing, and includes managers, medical staff, senior management, Board committees, and the Board of Directors, itself. The hospital maintains many data bases, and has access to those of the Massachusetts Department of Public Health and others. Among the findings are that the hospital's primary service area of about 185,000 people includes a significant number of minorities and elderly, and exhibits a health profile similar to those of other older, industrial communities, with higher than average morbidity.

Community Benefits Plan

In the larger sense, the hospital's target population consists of those living within the eight cities/towns the hospital considers to be its primary service area. Since a number of the more extreme demographic and socio-economic factors and their consequential needs relate to Holyoke, however, that city is a major focus of concern. The present priorities of community outreach, interpretive services, and transportation services are likely to continue into the future, along with augmented nurse training programs. Outcomes will be program-dependent.

Key Accomplishments of Reporting Year

The success of the hospital's outreach and related programs are a source of continuing satisfaction. Also of note, at the very end of the fiscal year, was the hospital's effort to disseminate accurate information to the public about the then-widespread concern about anthrax. Working cooperatively with the President and staff of Holyoke Community College, the hospital also approved a three-year grant to the college to increase its nurse training resources, with the ultimate objective of graduating more vitally-needed nurses.

Plans for Next Reporting Year

The current year, 2002, is the next reporting year, and the hospital is continuing with initiatives deemed important in the past, such as community outreach. Another outreach endeavor, this one recommended by the local CHNA, may also become a reality this fiscal year, provided final action is taken on a DON application filed by the hospital. Finally, it is important not to overlook the substantial contribution which the hospital makes to the community through its many educational programs, its free diagnostic events, and its support of community events.

Select Community Benefits Programs

Interpretive services

Brief Description or Objective	Not Specified
Program Type	Direct Services
Target Population	<ul style="list-style-type: none">• Regions Served:Holyoke• Health Indicator:Other: Cultural Competency, Other: Language/Literacy• Sex:Not Specified• Age Group:Not Specified• Ethnic Group:Not Specified• Language:Not Specified
Partners	Not Specified
Contact Information	Xenia Rosado-Merced
Detailed Description	Not Specified

Transportation

Brief Description or Objective	Primary service area
Program Type	Direct Services
Target Population	<ul style="list-style-type: none">• Regions Served:Holyoke• Health Indicator:Not Specified• Sex:Not Specified• Age Group:Not Specified• Ethnic Group:Not Specified• Language:Not Specified
Partners	Not Specified
Contact Information	Xenia Rosado-Merced
Detailed Description	Not Specified

Nurse education

Brief Description or Objective	Nursing students
Program Type	Grant/Donation/Foundation/Scholarship
Target Population	<ul style="list-style-type: none">• Regions Served:Holyoke• Health Indicator:Not Specified• Sex:Not Specified• Age Group:Not Specified• Ethnic Group:Not Specified• Language:Not Specified
Partners	<ul style="list-style-type: none">• Holyoke Community College
Contact Information	Sarah King

Detailed Description Not Specified

Community health education

Brief Description or Objective Primary and secondary service area

Program Type Community Education

Target Population

- **Regions Served:**Holyoke
- **Health Indicator:**Not Specified
- **Sex:**Not Specified
- **Age Group:**Not Specified
- **Ethnic Group:**Not Specified
- **Language:**Not Specified

Partners • Variable

Contact Information Sharon Casey

Detailed Description Not Specified

Program Type	Estimated Total Expenditures for FY2001	Approved Program Budget for 2002
Community Benefits Programs	Direct Expenses \$420,000 Associated Expenses \$50,000 Determination of Need Expenditures Not Specified Employee Volunteerism \$50,000 Other Leveraged Resources Not Specified	Not Specified <small>* Excluding expenditures that cannot be projected at the time of the report.</small>
Community Service Programs	Direct Expenses \$150,000 Associated Expenses \$50,000 Determination of Need Expenditures Not Specified Employee Volunteerism \$50,000 Other Leveraged Resources Not Specified	
Net Charity Care	\$1,243,952	
Corporate Sponsorships	Not Specified	
	Total Expenditures \$2,013,952	
Total Patient Care-Related Expenses for FY2001		\$65,686,496
Comments: None		