

**HOLY FAMILY HOSPITAL AND MEDICAL CENTER
COMMUNITY BENEFIT REPORT
FISCAL YEAR 2004**

MISSION

Caritas Holy Family Hospital and Medical Center is a member of the Caritas Christi Health Care System of the Archdiocese of Boston. As a community of health care providers, we affirm Christ's healing ministry, foster excellence in care and commit ourselves to those in need in accordance with the principles of the Catholic Church.

Through our programs and services, which cover the full spectrum of acute, primary health care, we affirm the sanctity of life. We advocate for the poor and disenfranchised and exercise responsibility for the common good.

With just stewardship of our human and material resources we pledge to strengthen our health care service through sound health care practice, research and innovation.

INTERNAL OVERSIGHT AND MANAGEMENT OF COMMUNITY BENEFITS PROGRAM

Caritas Holy Family Hospital leaders, working with and through senior leadership staff at Caritas Christi, provide the planning, direction of services, and performance improvement activities that respond to community and patient needs, and seek to improve health outcomes in the local community. Hospital leaders include the Board of Trustees, the Executive Committee of the Medical Staff, the Chief Executive Officer, administrators and department heads.

COMMUNITY HEALTH NEEDS ASSESSMENT

Administrators and department heads are charged with making recommendations that will improve service programs. Medical staff input helps to identify areas for expansion or for the creation of new programs. Other sources of needs assessment comes from outside the hospital and include but are not limited to:

- Department of Mental Health
- Department of Public Health
- Methuen School Health Advisory Board
- Salem (New Hampshire) High School
- Lawrence High School
- Local Boards of Health
- Local Senior Centers
- Parish Based Health Ministries
- Elder Services of the Merrimack Valley
- Methuen Police Department
- American Diabetes Association
- Home Health VNA and Merrimack Valley Hospice Home Care
- Local Chambers of Commerce

The demographic and economic compositions of the cities and towns in the service area vary greatly and are the leading indicators of the community's health status.

Lawrence, with a population of 72,000 has 24% of its residents living in poverty, with a statewide average of 9.3%. The population is largely Hispanic. The unemployment rate is 10% versus a state rate of 3.7%. For Lawrence residents, the rate of admissions for cocaine and for injected heroin use is 90% higher than the state average. Hospitalization rates for children under age 5 with asthma are high. Almost all of the health status indicators fare poorly when compared with other Massachusetts cities and towns.

Methuen, population 44,000 is middle income with a per capita income slightly below the state average. Methuen, however, has a high percentage (15.4%) of seniors over the age of 65, a group that tends to require significantly more health services than the overall population.

Salem, New Hampshire, with a population of 29,000 is also a mid-income town. Its health and social indicators are similar to those of Methuen. Other smaller towns that comprise the Greater Salem area and which are dependent on Holy Family Hospital for much of their acute care needs are more affluent, and present issues similar to those mentioned below for Andover and North Andover.

North Andover – population 28,000 – has favorable health and social indicators compared to the state, with one exception – the rate of cardiovascular disease is high. This is true of Andover as well (population 32,000).

The demographic and economic factors for each city and town in our service area are factored into our programs and our outreach effort.

COMMUNITY PARTICIPATION

Input and recommendations for improvement are sought from: patients, employees, community and church leaders, allied health professionals, social workers, legislators and department of public health officials. Senior managers serve on the boards of local non-profit and for profit organizations, such as the following.

- Methuen School Health School Advisory Board
- Senior centers in Andover, Methuen and Salem
- Greater Salem New Hampshire Chamber of Commerce
- Citizen League for Adult Special Services
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COMMUNITY BENEFIT PLAN

Target populations of our community benefit programs are the poor, the elderly, children and minorities. We rely on health data provided to us through the Departments of Public Health and Mental Health. Specific programs and services are designed to serve the population, with the previously described demographic and health status indicators factored in.

SHORT-RANGE GOALS

Short-range goals include: continuing to promote Free Care initiatives; continuing to promote Parish-Based Health Ministry; maintaining and enhancing current programs before establishing new initiatives; completion of the current expansion project to better serve the medical needs of our communities. The hospital also maintains a one-year Goals and Objectives document, which is tracked continuously and updated quarterly.

LONG-RANGE GOALS

Long-range goals include: advocacy for modifications in health insurance, particularly for the vulnerable and underserved; strengthening relationships with community businesses, including their involvement in health needs assessments for their employees.

Caritas Holy Family Hospital works hard to fulfill its mission to serve the poor, the at risk and the underserved. We understand our public health mission. However, the hospital must also carefully balance these needs with the need to maintain financial stability to ensure its own long-term ability to serve its overall mission.

The process for reviewing, evaluating and updating the plan is ongoing. Senior administration, together with the hospital's board, its medical staff leadership and other community leaders evaluate outcomes and propose revisions, if necessary.

PROGRESS REPORT

The following is a sampling of community outreach activities.

HEALTH FAIRS

March 17&24, 2004	IRS Health Fair
April 7, 2004	Health Fair @ Adult Learning Center, Lawrence, MA
May, 2004	Health Fair - Senior Citizens Center, Lawrence
May 8, 2004	Sports for Life Fitness Fair, Gold's Gym, Methuen
September 9, 2004	Fitness Fair @ Gold's Gym, Methuen

CAREER DAYS

Comprehensive Grammar School
Salem, NH High School
Lawrence High School
Presentation of Mary Academy
Brooks Academy

NUTRITION

VOLUNTEER SERVICES

Fidelity House
Kimi Nichols Center
American Training
Greater Lawrence Education Collaborative
LARE Training Center
Upward Bound

SUPPORT GROUPS

Lawrence Council on Aging	Aging
ALS support group	Educate families or caregivers of ALS patients on positioning, transfers and rehab equipment
SHARE	Prenatal Loss Support Group
Sheila Brodie-Zetlan Angela Pisick Alcoholics Anonymous Sleep Apnea Merrimack Valley Ostomy Association Crohn's & Colitis Foundation Diabetes Support Group	Breast Cancer Cancer

ONGOING

"Kids and Surgery"	Teaching video for child and parent about scheduled surgery – pre-operative, intraoperative and post-operative experience; hands on demonstration of equipment.
Smoking Cessation	
Childbirth Education	
Infant CPR and Infant First Aid	
Senior Suppers	
Parish-Based Health Ministry	
Neighbors in Need Food Drive	
ADAPT	
Arthritis Program	Two 6-week sessions - education in treatment of pain and weakness associated with arthritis (15 attendees each session)

Latino Women	A YWCA health project for Latino women residing in Lawrence, MA. Physical activities and education for heart and stroke prevention.
The Midwives of the MV	Provided for the Greater Lawrence YWCA free pap smear and clinical breast exam program, The YWCE Encore Plus Program.
	Collection of items sent to soldier in Iraq. "Healing the Children" - Peru and Venezuela: Surgical missions to developing countries to perform cleft lip and palate repair, burn scar repair/release and facial disfiguration repair; hospital provides supplies and services to support mission

OTHER (Financial Support)

Greater Lawrence Community Action Council, Inc,
Family Support Center
Yankee Clipper Council, Boy Scouts of America
St. Monica School PTO
Methuen - Arlington Neighborhood Children's Christmas Party
Kenneth B. Schwartz Center
St. Michael's Church Bereavement Support Program
Adult Learning Center
Greater Merrimack Valley Human Resources Assoc.
Ashland Farms
Elder Services
Marland Place
GLCAC

MAJOR PROGRAMS

ADAPT (Adolescent Development and Parent Training) is a values- based educational and support program for teenage mothers, with an annual enrollment of approximately thirty adolescent mothers. Participants often assist in mentoring new participants as the program turns over its client base. There is no cost to the mother to participate.

Financial support for the program is provided by the hospital and by grants from local foundations. The hospital also provides a van to assist young mothers with transportation needs.

Many of our mothers also receive their health care at our Women's Health Center and their children are often seen at our Pediatric Health Center. The Women's Health Center is the primary referral source to the ADAPT Program. The Department of Social Service, the Greater Lawrence Vocational Technical High School and the Social Service Departments at Holy Family Hospital and Lawrence General Hospital also refer to the ADAPT Program.

ADAPT and hospital staff members have seen profound changes in the lives of the majority of these mothers. Many have been able to leave abusive situations, live independently and become good mothers. Some have gone on to obtain an undergraduate degree; some have earned advanced degrees as well.

The mission of Parish-Based Health Ministry is to “foster wellness of body, mind, spirit and community”. Caritas Holy Family Hospital is actively engaged in parishes from Lawrence into Southern New Hampshire. Four new parishes were added this year to the number of active parishes, bringing the total to fourteen.

Outreach efforts include but are not limited to the following: needs assessment; blood pressure screenings; hospital and home visits incorporating parish nurses; end of life discussions; spirituality and aging; weight loss; falls prevention; prostate screening. Parishes are at various stages of program development; certainly one of the goals is an ongoing connection/communication between the community hospital and the parish. Once that is established, the program focuses on identifying caregivers within the respective parishes who can be point persons for forging this partnership.

Since 1972, the Artemas W. Stearns Pediatric Health Center has been at the heart of the hospital’s mission of outreach to those most in need. This entity provides comprehensive health and medical care to children from birth through high school. This service is designed to offer patients the same high quality care available to patients of private physicians. Board certified pediatricians, a pediatric nurse practitioner and support staff members provide well and sick care to indigent children in the greater Lawrence area, averaging 10,000 visits per year.

The Women’s Health Center provides at-risk pregnant women with prenatal care in a private practice model. Patients are provided direct patient care services for prenatal and post neonatal care and also for both surgical and medical gynecology. A support staff provides counseling, preventive and educational programs and engages in outreach efforts to the Spanish community.

NOTABLE CHALLENGES

The major challenges facing Caritas Holy Family Hospital are similar to those facing hospitals across the country. Program needs to continue to outpace financial resources. Reduction in state and federal reimbursement makes it more difficult each day to carry out our mission of caring for the poor and the underprivileged in our society.

Shortages of clinical staff, particularly registered nurses, present a challenge. Our first priority is the provision of appropriate, adequate and compassionate care to our acutely ill inpatients, our clinic and other outpatients. In addition, the hospital is frequently asked to provide staff to work in the community, offering services and education to senior citizens and school age children. We recognize the importance of this outreach and indeed feel that good health has a direct correlation to the amount of education patients have about disease and prevention.

NEXT REPORTING YEAR

The hospital remains committed to the community benefit programs and services described in this report. The goals and program initiatives will remain the same. The outcomes will again be measured when possible.

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