

Massachusetts General Hospital - FY2010

Community Benefits Mission Statement

The MGH Center for Community Health Improvement (CCHI) collaborates with community and hospital partners to improve the health and well-being of the diverse communities we serve.

Target Populations

Name of Target Population	Basis for Selection
Charlestown Community	Commitment to the Health Center communities served by MGH and to vulnerable populations
Chelsea Community	Commitment to the Health Center communities served by MGH and to vulnerable populations
Revere Community	Commitment to the Health Center communities served by MGH and to vulnerable populations
Special Populations (Elderly, homeless, immigrants and refugees)	Commitment to vulnerable populations
Boston Youth	Commitment to engaging underserved and diverse youth from the City of Boston

Publication of Target Populations

Marketing Collateral, Website

Hospital/HMO Web Page Publicizing Target Pop.

<http://www.massgeneral.org/cchi/default.aspx>

Key Accomplishments of Reporting Year

MGH was one of three finalists for the national Association of Academic Medical Colleges (AAMC) Spencer Foreman Award for Outstanding Community Service. More than 45 MGH staff and community partners met in July with the four-person AAMC team highlighting CCHI's coalition work in Revere, refugee health in Chelsea, and science activities with Boston Youth. MGH's partnership with Boston Health Care for the Homeless and the institution's overall commitment to community health was also highlighted.

In CCHI's five main areas of work, the following accomplishments have been made:

1. Promote Healthy Living: Work promoting healthy eating and active living was expanded from Revere to Chelsea. Fifty-six individuals representing local government, state government, community organizations, healthcare providers, and businesses have participated in Healthy Chelsea meetings. The coalition has received funding from the CDC's ACHIEVE Healthy Communities Initiative and is committed to working with the City to ban trans fat.

2. Access to Care: The Chelsea Medical Interpreting/CHW Team reported close to 11,000 medical interpreting encounters and 7500 Community Health Work encounters connecting patients to needed services.

3. Prevention & Detection of Cancer: Over 1000 Chelsea patients received navigation to receive screening or follow-up on abnormal findings for breast, colorectal or cervical cancer.

4. Substance Abuse Prevention: In an effort to provide parents with educational opportunities, and form a network to reduce parental isolation, Revere CARES conducted a total of 18 parent coffees sessions, which served a total of 133 participants giving parents the opportunity to learn about how substance use affects youth brain development and the importance of communicating with youth about parental expectations around substance use. In addition Revere provided information on preventing, recognizing, and responding to opioid overdose to over 230 individuals (including users, individuals recently in recovery,

providers and bystanders).

In Charlestown the Opiate Reduction & Education Coordinator provided community linkages to 161 substance users. Charlestown also outreached to youth by launching the MGH Youth programs to 191 youth in grades 5, 6, 7, 8, and 10. Youth who received prevention programming in the middle and high schools, including information on current trends such as prescription drug abuse, reported improved refusal skills and increased knowledge of the harm of substance use and abuse.

5. Boston Youth Programs: The Boston Youth Programs served close to 350 youth in grades 3 – 12 as well as launched a new Bicentennial Scholars Program which will work with 28 students throughout college. Survey's from the youth indicate students' have an increased interest in science, technology, engineering and math (STEM) subjects. Boston Youth Programs were recognized for their outstanding community work by receiving a Partners in Excellence Award. MGH continues to be the number one summer employer of Boston youth in the healthcare sector.

Other Award Recipients:

- Chelsea Visiting Mom's Program received an MGH Partners in Excellence Award for Teamwork.
- The Claudia Dias, Student Health Center Patient Services Coordinator at the School-Based Health Center run by MGH in the Chelsea High School, received an MGH Partners in Excellence award for her work with the Jobs 4 Youth program
- The Chelsea Refugee Health Assessment program & Eric Kamba were awarded the MGH Partners in Excellence Award

- Chelsea Interpreter Services received the MGH Partners in Excellence award
- Jordan Hampton, Student Health Center Nurse Practitioner/Program Manager, was awarded the Chelsea Domestic Violence task Force Public Service Award
- Dr. Eduardo Budge, a pediatrician at MGH Chelsea, was presented with an "Excellence in Action" award for this year's improvement in pediatric asthma care management.

Plans for Next Reporting Year

In 2011, CCHI plans to conduct another community health needs assessment in the communities of Boston, Charlestown, Revere and Chelsea. With community partners CCHI hopes to respond to identified community health needs by improving or expanding upon ongoing initiatives or addressing new community health priorities.

Plans for CCHI's identified community priorities are the following:

1. Promote Healthy Living: Within Chelsea and Revere, promote readiness and lead initiatives to create policy and operational changes in food and physical environments, especially with partnerships within the school systems.
2. Access to Care: Expand reach and collect benchmark data to identify areas for improvement. Bring greater public awareness both within and outside of the MGH community to the comprehensive community health worker model.
3. Prevention & Detection of Cancer: Expand navigation services to all identified MGH high risk patients (not just those seen at the health centers) who are overdue for breast, colon and cervical cancer screenings in order to begin to have an impact on early detection and treatment for a set of cancers for which there are disparities in morbidity and mortality.
4. Substance Abuse Prevention: Show marked decreases in opioid overdose rates and youth alcohol and other drug use in both Charlestown and Revere. Expand youth outreach activities.

5. Boston Youth Programs: Implement four levels of STEM programming to reach a minimum of 430 Boston youth and alumni and 150 volunteers and launch the new Bicentennial Program, a program to see 28 youth from junior year in high school through college graduation by providing both scholarships as well as a range of supports, including mentoring, tutoring, financial aid and more.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

The community benefit plan is carried out through the MGH Center for Community Health Improvement (CCHI). The executive director, Joan Quinlan, MPA, reports to the Vice President of Psychiatry and Community Health Initiatives at MGH, and has a matrixed reporting relationship to Partners HealthCare's Vice President of Community Health. Jeff Collins, MD, MA, serves as the Center's Medical Director and Leslie Aldrich, MPH, serves as the Center's Associate Director.

Community Benefits Team Meetings

CCHI holds regular meetings with both hospital and center staff. There is an annual presentation of the community benefit program to the hospital's General Executive Committee, the senior leadership and decision-making body of the hospital, a bi-annual meeting with the Community Benefit Advisory Committee, as well as, periodic reports to the hospital's Trustees. Additionally, all CCHI staff meets quarterly and CCHI Directors meet monthly for management, planning and development purposes. Finally, the local work is guided through coalitions who meet continuously (e.g. Revere CARES), and regular contact with all partners on the local level.

Community Partners

ABCD Boston Family Planning
Adult Literacy English Classes
American Civil Liberties Union
BayCove Human Services
BHA
Big Brothers Big Sisters of Mass Bay

Bosnian Community for Resource Development (Lynn)
Boston Health Care for the Homeless Program
Boston Partners in Education
Boston Police - Area A-1CASTLES
Boston Police Department Area A-1: Community Service
Office
Boston Private Industry Council (PIC)
Boston Public Health Commission
Boston Regional DV Directors
Boston Senior Homecare: ASAP
Boys and Girls Clubs of Boston
Bunker Hill Housing Development
CAPIC
CAPIC Headstart
CASA DIVERT Program
CASA Winthrop
CASTLES
Cataldo Ambulance, Inc.
Catholic Charities
Centro Latino – LUNA program
Centro Latino de Chelsea
Charlestown Against Drugs (CHAD)
Charlestown Boys and Girls Club
Charlestown Community Center
Charlestown Court: Probation Department
Charlestown High School
Charlestown Lacrosse and Learning Center
Charlestown Little League
Charlestown Mother's Association
Charlestown Neighborhood Council
Charlestown Recovery House
Charlestown residents
Chelsea Board of Public Health
Chelsea Boys and Girls Club
Chelsea Collaborative
Chelsea District Court
Chelsea Domestic Violence Task Force
Chelsea DV Task Force
Chelsea Health and Human Services Department
Chelsea High School
Chelsea Housing Authority
Chelsea Human Service Collaborative
Chelsea Neighborhood Developers
Chelsea Planning and Development
Chelsea Police Department
Chelsea School System
Chelsea Senior Center
Children's Advocacy Center
City of Boston Mayor's Office
City of Revere
Coastal School for Girls
COBTH DV Council
Cooking Matters
Cooking Matters Massachusetts
Costal Study for Girls
Cradles to Crayons
CSAC

DCF
Deaf, Inc
Dennis McLaughlin House
Department of Children and Families (DCF)
District Attorneys' offices
DPH
DTA
Early Learning Center- Harbor Area early Intervention
East Boston High School
Edward M. Kennedy Academy for Health Careers
Edwards Middle School
Elder Services
Everett High School
For Kids Only Afterschool, Inc.
FriendShip Works; Medical Escort, Friendly Visiting
GBLS DOJ Partnership
Geiger Gibson Community Health Center
Greater Boston Center for Healthy Communities
Harbor Area Healthy Families
Harbor Health Services, Inc.
Harvard Medical School
Health Resources in Action (HRiA)
Healthy Families
Hyams Foundation
IIB
INCA Relief
Institute for Health & Recovery
International (ICNA)
International Institute of Boston
Islamic Center of North America
James P. Timilty Middle School
Jewish Family and Children Services
Jewish Vocational Services
John F. Kennedy Family Service Center
Kennedy Academy for Health Careers
KidSmart School Age Program
Lawyers' Committee for Civil Rights Under Law
MA Association for School-Based Health Care
MA DPH
Mass Law Reform Institute
Massachusetts General Hospital
Massachusetts General Hospital - Center for Community Health Improvement
Massachusetts General Hospital - Charlestown Health Center
Massachusetts Organization for Addiction and Recover (MOAR)
Mattapan Community Health Center
Mayor's Office of Neighborhood Services
Mediation for Results
MGH Addiction Recovery Management Services
MGH ASIG Asthma Special Interest Group MGPO
MGH Chelsea
MGH Institute of Health Professions
MGH Revere Healthcare Center
MGH West End Clinic
Mid Upper Cape Community Health Center
Mintz, Levin, Cohn, Ferris, Glovsky and Popeo PC
MissionSafe Charlestown
Neighborhood Health Plan

Neponset Health Center
North Suffolk Mental Health Association
Olivia's Organics
Peabody Properties/Mishawum Park Apartment Complex
Pediatric SANE program
Phoenix Charter Academy
Police Department Newcomer Program
Program-ROCA
Project Bread - The Walk for Hunger
Raising a Reader
REACH
Refugee and Immigrant Assistance Center
Refugee and Immigrant Health Program, DPH
Representatives from elected Officials
Retired Senior and Volunteer Program (RSVP)
Revere Adolescent Task Force
Revere Afterschool Partnership
Revere Beach Partnership
Revere Beautification Committee
Revere Chamber of Commerce
Revere Community Development
Revere Domestic Violence Task Force
Revere Fire Department
Revere Health Department
Revere High School Afterschool Peer Leaders & Service
Learning Programs
Revere Journal
Revere Parks and Recreation Department
Revere Police Department
Revere Public Works
Revere School Committee
Richard J. Murphy School
ROCA
Roxsam homecare
SAGE Boston
Science Club for Girls
SDC-Somali development center
SHINE (Serving The Health Information Needs Of Elders)
Suffolk Law School Clinics
The Dennis McLaughlin House
The Edward M. Kennedy Academy for Health Careers
The Engineering School
United Way's Math Science Technology Initiative
Vincent's Newborn Necessities Program
Warren Prescott School
WIC
Winn Co./Charles Newtown
Yawkey Boys & Girls Club
Young Achievers Science and Math Pilot School
Youth Connect (A joint program of B&G Club and Boston
Police)

Community Health Needs Assessment

Date Last Assesment Completed and Current Status

CCHI's last community health needs assessment was completed in the winter of 2008/2009.

CCHI's community health needs assessment process, however began in 1995. Community Benefit Advisory Committees were formed in Chelsea, Revere, and Charlestown, comprising local government, schools, police, citizens, and health and human services providers, to identify key community health concerns to address collaboratively. Committees conducted community health assessments, examined health status indicator data, and gathered community input through public forums and surveys. Youth substance abuse in Revere and Charlestown and youth violence in Chelsea were identified as priorities.

CCHI is committed to assessing the needs of communities every three years. Periodic updates of community health assessments have been done in each community. The last assessment was conducted in winter 2008/2009, and a comprehensive report on the leading community health issues was produced. MassCHIP data were collected, meetings were held with MGH Unit Chiefs, board of health members, and key community stakeholders, and an eleven-item survey was sent to all health center staff to determine priority health needs. The results were compiled and analyzed with the community.

Consultants/Other Organizations

Not Specified

Data Sources

Community Focus Groups, Hospital, Interviews, MassCHIP, Surveys

Select Community Benefits Programs

Revere Cares: Alcohol, Tobacco, and Other Drugs (ATOD) Initiative

Brief Description or Objective

A community coalition with 350 members dedicated to preventing alcohol and drug abuse among Revere youth. The Coalition oversees the two major initiatives, the Alcohol, Tobacco, and other Drugs (ATOD) and the Food & Fitness Initiatives. Results to date show 1) tobacco use is steadily declining 2) binge drinking is declining, and 3) marijuana and heroin use is declining.

Program Type

Community Education, Prevention

Target Population

- **Regions Served:** Revere
- **Health Indicator:** Injury and Violence, Overweight and Obesity, Substance Abuse
- **Sex:** All
- **Age Group:** Adult, Adult-Young, Child-Teen
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Awards and Recognition	2009 CADCA "Got Outcomes" Coalition of the Year Award (received in February 2010)
Reduce alcohol, tobacco and other drug (ATOD) use among middle school and high school students measured by Revere's Youth Risk Behavior Survey (YRBS).	Tobacco use is steadily declining: Among High School Students: The percent ever having smoked cigarettes steadily declined from 69% in 1999 to 57% in 2009, a 32% decrease
Reduce alcohol, tobacco and other drug (ATOD) use among middle school and high school students measured by Revere's Youth Risk Behavior Survey (YRBS).	Tobacco use is steadily declining: the percent who smoked in the past 30 days steadily declined from 37% in 1999 to 25% in 2009, a 51% decrease
Reduce alcohol, tobacco and other drug (ATOD) use among middle school and high school students measured by Revere's Youth Risk Behavior Survey (YRBS).	Tobacco use is steadily declining: Among Middle School Students: The percent of youth ever having smoked has declined from 51% in 1999 to 32% in 2009 representing a 37% decrease
Reduce alcohol, tobacco and other drug (ATOD) use among middle school and high school students measured by Revere's Youth Risk Behavior Survey (YRBS).	Tobacco use is steadily declining: the percent of youth who reported smoking in the past 30 days has declined from 19% in 1999 to 11% in 2009 which is a 42% decrease.
Reduce alcohol, tobacco and other drug (ATOD) use among middle school and high school students measured by Revere's Youth Risk Behavior Survey (YRBS).	Following national and state trends, the percent of students who reported ever drinking alcohol, past 30 day use and binge drinking have all decreased since 1999
other drug (ATOD) use among middle school and high school students measured by Revere's Youth Risk Behavior Survey (YRBS).	The percent of youth who reported binge drinking (5 or more drinks at least once in the past 30 days) has decreased from 41% in 1999 to 25% in 2009, which is a 39% decrease. Statewide rates remained flat.
Reduce alcohol, tobacco and other drug (ATOD) use among middle school and high school students measured by Revere's Youth Risk Behavior Survey (YRBS).	The percent of students ever having been drunk has steadily declined from 66% to 51% (23% decrease) and the % of youth who reported frequent binge drinking has steadily dropped from 14% in 1999 to 5% in 2009 (64% decrease).
Reduce alcohol, tobacco and other drug (ATOD) use among middle school and high school students measured by Revere's Youth Risk Behavior Survey (YRBS).	Among Middle School Students: The percent of youth who reported ever having drunk alcohol declined from 58% in 1999 to 45% in 2009 which is a 22% decrease.
Reduce alcohol, tobacco and	The percent of youth ever

other drug (ATOD) use among middle school and high school students measured by Revere's Youth Risk Behavior Survey (YRBS). having used marijuana steadily declined from 54% to 42%, a 22% decrease.

Youth Risk Behavior Survey (YRBS).

Reduce alcohol, tobacco and other drug (ATOD) use among middle school and high school students measured by Revere's Youth Risk Behavior Survey (YRBS). The percent of past 30 day use of marijuana declined from 35% to 27% in 2009, a 23% decrease.

Youth Risk Behavior Survey (YRBS).

Reduce alcohol, tobacco and other drug (ATOD) use among middle school and high school students measured by Revere's Youth Risk Behavior Survey (YRBS). The percent of high school students reporting having tried heroin at least once in their lifetime has decreased from 8% in 2003 to 4% in 2009, which is a 33% decrease.

Increase parent and youth engagement in the schools, coalition and community. As of September 30, 2010, a total of 18 parent coffees sessions, which served a total of 133 participants, were conducted.

Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff. These parent coffee sessions have allowed the Revere CARES Coalition to engage Latino parents from the community. There are now 15 Latino parents who have expressed interest in actively participating in the coalition.

Train users, bystanders and providers in opioid overdose prevention in order to ultimately reduce deaths and increase 911 calls for aid for opioid overdose. Over 230 individuals (including users, individuals recently in recovery, providers and bystanders) were trained. These trainings included information on preventing, recognizing, and responding to an overdose.

Partners

Partner Name, Description Partner Web Address

North Suffolk Mental Health Association
 City of Revere
 Revere Chamber of Commerce
 Revere Police Department
 Revere Public Schools
 Revere School Committee
 Revere Health Department
 Revere Fire Department
 Revere Parks & Recreation Department
 Revere After School Partnership
 Chelsea District Court
 Cataldo Ambulance, Inc.
 Revere Beach Partnership
 CASTLES

For Kids Only Afterschool, Inc.
 KidSmart School Age Program
 Revere Journal
 Massachusetts Organization for
 Addiction and Recover (MOAR)
 CASA Winthrop
 CAPIC, Inc.

Contact Information

Kitty Bowman, Director Revere CARES Coalition 781-485-6132 Catherine Sugarman, Revere CARES ATOD Initiative Manger , rbowman@partners.org

Detailed Description

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 File Name: MGH Program List.pdf

Immigrant and Refugee Health Programs & Refugee School Program

Brief Description or Objective

Provides a continuum of care across multiple settings to ensure the well being of refugees and aslyees in Chelsea. To date, over 1300 refugees have been helped.

Program Type

Direct Services, Outreach to Underserved

Target Population

- **Regions Served:** Chelsea
- **Health Indicator:** Access to Health Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** All Adults, All Children
- **Ethnic Group:** Not Specified
- **Language:** All

Goals

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

Goal Description**Goal Status**

Provides a continuum of care across multiple settings to ensure the well being of refugees and aslyees in Chelsea.

300 patients served

85 % of patients will have the 1st Refugee Health Assessment visit within 30 days of arrival in US. (Refugee Health Assessment)

100% of all new refugee patients had a scheduled RHS visit within 30 days of arrival (79 patients)

100% of Refugee Women's LMR records are reviewed and patient-oriented follow-up plans are completed before a patient's PCP visit (Refugee Women's Health Assessment)

All Refugee Women in the Refugee Women's Health Assessment program received an LMR review prior to their visit to their PCP (84 patients) and individual patients' plans were developed and implemented for better access to health care and preventive serv

75% of Refugee students will be easily transitioned and feel comfortable at school (Refugee School)

72% of Refugee students were transitioned into the school system without incident (97 of 134)

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

MA Department of Public Health Refugee resettlement agencies

ROCA
REACH
Chelsea School System
DTA
CAPIC
IIB

Contact Information Eric Kamba, Refugee Health Assessment; Chantal Kayitesi, Refugee Women's Health Access Program; Ali Abdullahi, Refugee School Program , ekamba@partners.org; ckayitesi@partners.org; aabdullahi1@partners.org

Detailed Description [Download/View Attachment](#) (25.80 KB)
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HAVEN (Helping Abuse and Violence End Now)

Brief Description or Objective The program provides direct services to survivors of intimate partner abuse (patients, employees, community members) and training to providers. Since program inception in 1997, over 5600 survivors have been helped.

Program Type Direct Services, Prevention

Target Population

- **Regions Served:** Boston, Chelsea, Revere
- **Health Indicator:** Injury and Violence, Other: Domestic Violence
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Goals
Statewide Priority: Not Specified

Goal Description	Goal Status
Provide direct services to survivors of intimate partner abuse	538 survivors served
Satisfaction with HAVEN services by providers	76% of providers surveyed rated HAVEN services as excellent or good
Client will report an increased sense of personal safety	84% of clients surveyed reported increased personal safety
Providers increase knowledge of HAVEN and dynamics of intimate partner abuse	HAVEN provided 51 trainings with a total of 971 providers trained

Partners

Partner Name, Description **Partner Web Address**

Chelsea Domestic Violence Task Force
SAGE Boston
COBTH DV Council
Revere Adolescent Task Force
GBLS DOJ Partnership
Boston Regional DV Directors

Contact Information Elizabeth Speakman, Director Haven at MGH 617-726-3810 , espeakman@partners.org

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Boston Youth Partnerships

Brief Description or Objective	A comprehensive after-school and summer program for youth in grades 3 to 12 focusing on academic, life and career skills. Mentoring opportunities are provided and students are engaged in the fields of science, technology, math, engineering, life sciences, and health and wellness. In 2010, 345 youth were served, and 111 MGH employees volunteered.
Program Type	Mentorship/Career Training/Internship
Target Population	<ul style="list-style-type: none"> • Regions Served: Boston • Health Indicator: Other: Education/Learning Issues • Sex: All • Age Group: Child-Teen • Ethnic Group: Not Specified • Language: Not Specified

Goals**Statewide Priority:** Not Specified

Goal Description	Goal Status
After-school and summer program for youth in grades 3 to 12 focusing on academic, life and career skills	345 youth served; 111 MGH volunteers
Launch a comprehensive after-school and summer program for youth in grades 3 to 12; serve 300 youth.	Launched the MGH Youth Programs and served 300+ youth
Increase students' interest and excitement in STEM subjects	Post survey's indicate that students' have an increased interest in STEM subjects
Increase the number of school and community-based partners	Added five new school and community partners to the MGH Youth Programs

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

East Boston High School
 Young Achievers Math and Science Yawkey Boys and Girls Club
 Roxbury Boys & Girls Club
 Science Club for Girls
 The Edward M. Kennedy Academy for Health Careers
 United Way's Math Science Technology Initiative
 Costal Study for Girls
 The Engineering School
 Boston Private Industry Council

Contact Information Christyanna Egun Director Boston Youth Partnerships 617-724-2950 , cegun@partners.org**Detailed Description** [Download/View Attachment](#) (25.80 KB)
File Name: MGH Program List.pdf**Boston Health Care for the Homeless Program (BHCHP) at MGH**

Brief Description or Objective	The Boston Health Care for the Homeless Program delivers direct care in multidisciplinary teams in two hospital clinics and over 74 shelters and community sites throughout metropolitan Boston. MGH has been one of those sites for more than 25 years. In FY10, there were more than 4,800 primary care visits to the MGH site.
Program Type	Direct Services, Health Screening, Outreach to Underserved

Target Population

- **Regions Served:** Boston
- **Health Indicator:** Access to Health Care, Mental Health, Other: Homelessness
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Goals**Statewide Priority:** Not Specified**Goal Description****Goal Status**

Increase access to the Thursday street team clinic

There were more than 4,800 primary care visits to the MGH site

Increase the number of Street Team patients offered the flu vaccine through clinic and home-based flu clinics and systematic weekly reviews during flu season

In 2010, 49 percent of patients were offered the flu vaccine, increased from 44 percent in 2009

Expand the services for housed Street Team patients through specialized clinics, home visits, and the use of medical respite as a supportive housing service

In 2010, 88 housed Street Team patients accounted for 250 visits in the MWIU

Expand the services for housed Street Team patients through specialized clinics, home visits, and the use of medical respite as a supportive housing service

A Wednesday morning clinic dedicated to serving newly housed homeless patients was overwhelmed, necessitating the addition of a second housing clinic (Monday afternoon) in the latter half of 2010 in order to meet the growing demand

Expand the services for housed Street Team patients through specialized clinics, home visits, and the use of medical respite as a supportive housing service

Primary care and behavioral health clinicians made 950 home visits to 164 housed patients, an increase from 725 visits in 2009.

Expand the services for housed Street Team patients through specialized clinics, home visits, and the use of medical respite as a supportive housing service

Almost half (77) of the patients seen in home visits were also admitted to our medical respite facility in 2010.

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

Not Specified

Contact InformationJim O'Connell, MD President BHCHP 857-654-1000 , jjoconnell@partners.org**Detailed Description**[Download/View Attachment](#) (25.80 KB)
File Name: MGH Program List.pdf**Chelsea Violence Prevention/Intervention Programs****Brief Description or Objective**

Funding for the Chelsea Police Department, to prevent and intervene around violence. In FY10, 150 very high risk 14-24 year old youth and young adults were helped.

Program Type

Grant/Donation/Foundation/Scholarship,Prevention

Target Population

- Regions Served:** Chelsea
- **Health Indicator:** Other: Safety
 - **Sex:** All
 - **Age Group:** Adult
 - **Ethnic Group:** Not Specified
 - **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description**Goal Status**

Provide outreach on behalf of the CPD to newcomers to ensure a smooth and safe transition to their new community and to avoid the serious conflicts that have arisen in other local communities

Over 700 people served

Establish greater trust and understanding between the CPD and newcomer community

Meet and greets with refugee groups and police department

Establish greater trust and understanding between the CPD and newcomer community

Cultural awareness training with police department

Provide public safety related information and resources to newcomer familie

Community events (Refugee Day, Block party, ESL class presentations)

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

Not Specified

Contact Information

Carrie Nedzipovik,

Detailed Description

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File Name: MGH Program List.pdf

Patient Navigation - Screening, Abnormal Follow-Up, Breast**Brief Description or Objective**

Since 2001, the Avon Foundation has generously provided critical funding to help the Massachusetts General Hospital (MGH) reduce disparities in breast cancer in Boston through the MGH Avon Breast Care Program. The goal of this program is to establish models for breast cancer screening, diagnosis, and care that would effectively penetrate the disadvantaged minority communities in greater Boston. The Avon Breast Care Program serves MGH Chelsea patients as well as patients from Mattapan Community Health Center and Harbor Health Services (Gieger Gibson, Neponsett and Mid Upper Cape Community Health Centers). The program promotes screening, timely follow-up and ensures early detection and comprehensive treatment and care. In FY10, close to 900 patients received assistance with screening.

Program Type

Direct Services, Health Screening, Prevention

Target Population

- **Regions Served:** Barnstable, Boston-Dorchester, Boston-Mattapan, Chelsea
- **Health Indicator:** Other: Cancer - Breast
- **Sex:** Female
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description**Goal Status**

Address barriers to accessing and receiving timely, quality health care for all patients	Chelsea patients in FY 10 received: 459 appt reminders; 84 appts; 81 lang translation; 48 transport assist; 18 financial assistance refs; 16 accompanied to appt; 12 provider/clinic communication; 6 patient education; 6 procedure/preparation/instruction
80% of patients arrive within 60 days for follow-up on an abnormal finding	Since 2007, 90% of patients referred for follow-up on an abnormal finding arrived to a first appointment in 60 days or less.
5 outreach events per year to reach a total of 1000 participants	28 outreach events reached 1485 participants in 2010
Increase the number of patients who receive patient navigator assistance with screening. Reach at least 500 patients.	897 patients received assistance with screening.

Partners

Partner Name, Description Partner Web Address

Not Specified

Contact Information

Nessa Rodgers, Avon Project Manager; Yasmine Hung, MGH Avon Breast Care Coordinator; Jennifer Morisset, LPN, Breast Health Nurse, Mattapan Community Health Center; Sharmila Hazra, Breast Health Coordinator, Harbor Health Services , nrodgers@partners.org; yhung1@partners.org; morissetj@matchc.org;shazra@hhsi.us

Detailed Description

[Download/View Attachment](#)(25.80 KB)
File Name: MGH Program List.pdf

Bridging the Gap – The Refugee Family Service Project

Brief Description or Objective

A partnership between MGH Chelsea and Harvard Medical School in which medical students are paired with immigrant or refugee families. Students participate in sessions and act as advocates, educators, mentors and learn about cultural barriers. In FY10, 12 families were served.

Program Type

Direct Services

Target Population

- **Regions Served:** Chelsea
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Goals

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

Goal Description

Increase cultural competency of future physicians in the American health care system

Goal Status

12 volunteers from Harvard Medical School

Ensure that newly arrived refugees feel welcomed and not isolated

Approximately 144 contacts between the students and families were made

Ensure timely integrated access to medical, mental health and social services at MGH Chelsea

All the medical students had a dedicated clinician who ensured feedback to pediatricians, community

health workers and adult
medicine providers

Partners

Partner Name, Description Partner Web Address

Harvard Medical School

Contact Information Ana Spiro; Tamara Leaf, Psy.D. , aspiro@partners.org; tleaf@partners.org

Detailed Description [Download/View Attachment](#) (25.80 KB)
File Name: MGH Program List.pdf

Patient Navigation - Abnormal Follow-Up, Cervical

Brief Description or Objective The Cervical Health Outreach Program targets women who have an abnormal Pap smear and require a colposcopy and/or other treatments in order to reduce barriers to accessing and receiving timely, quality follow-up care, and educate patients on cervical health with a goal of reducing cervical cancer. In FY10, 570 women were served.

Program Type Direct Services, Health Screening, Prevention

Target Population

- **Regions Served:** Chelsea, Everett, Revere
- **Health Indicator:** Other: Cancer - Cervical
- **Sex:** Female
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description	Goal Status
Reduce barriers to accessing and receiving timely, quality follow-up care, and educate patients on cervical health with a goal of reducing cervical cancer	570 patients were served during FY2010.
Address barriers to accessing and receiving timely, quality health care for all patients	788 appt reminders; 200 appts scheduled; 100 provider/clinic communication; 40 procedure/preparation/instructions; 30 fin assist refs; 14 accompanied to appt; 9 transl/interp assist; 5 transport assist; 4 home vts; 2 childcare assist; 1 rx assist
Earlier detection of abnormal findings (fewer high grade lesions found over time).	Data analysis of cervical diagnosis for all women - Data TBD.
Reduce health disparities amongst Latina patients served.	Low number of no shows among Chelsea Latina patients compared to all MGH Latinas seen at the Colpo Clinic served over a four year time period - Data TBD.

Partners

Partner Name, Description Partner Web Address

Not Specified

Contact Information Diana Maldonado, Cervical Health Coordinator , djmaldonado@partners.org

Detailed Description [Download/View Attachment](#) (25.80 KB)
File Name: MGH Program List.pdf

Charlestown Substance Abuse Coalition

Brief Description or Objective This community coalition works to increase access to and resources for successful treatment and recovery from substance abuse. The Coalition also strengthens protective factors and decreases risk factors to prevent substance use and abuse for youth, young adults and families, through education, prevention, and intervention strategies. In FY10, over 15,000 people were touched.

Program Type Community Education,Community Participation/Capacity Building Initiative,Prevention

Target Population

- **Regions Served:** Boston-Charlestown
- **Health Indicator:** Substance Abuse
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Increase protective factors among youth in order to prevent substance use

Increase protective factors among youth in order to prevent substance use

Decrease opioid overdoses

Revise strategic plan

Goal Status

191 5th, 6th, 7th, 8th, and 10th graders received prevention programming in the middle and high schools, including information on current trends such as Prescription Drug Abuse.

Evaluation of these programs show that youth report improved refusal skills and increased knowledge of the harm of substance use and abuse.

The Charlestown Opiate Reduction & Education Coordinator provided community linkages to 161 substance users.

The Coalition embarked on assessment activities using community based participatory research methods, in order to inform a new strategic plan

Partners

Partner Name, Description Partner Web Address

Massachusetts General Hospital - Center for Community Health Improvement

Massachusetts General Hospital - Charlestown Health Center

Greater Boston Center for Healthy Communities

Boston Public Health Commission

John F. Kennedy Family Service Center

Boston Police Department Area A-1: Community Service

Office
 Warren Prescott K-8 School
 Edwards Middle School
 Charlestown High School
 Representatives from elected
 Officials
 City of Boston Mayor's Office
 Charlestown Boys & Girls Club
 Charlestown Recovery House
 BayCove Human Services
 Charlestown Against Drugs
 (CHAD)
 Charlestown Neighborhood
 Council
 The Dennis McLaughlin House
 Charlestown Community
 Center
 MissionSafe Charlestown
 Charlestown Mother's
 Association
 Charlestown Lacrosse and
 Learning Center
 Youth Connect (A joint
 program of B&G Club and
 Boston Police)
 Peabody Properties/Mishawum
 Park Apartment Complex
 Bunker Hill Housing
 Development
 Winn Co./Charles Newtown
 Charlestown residents

Contact Information Beth Rosenshein, brosenshein@partners.org

Detailed Description [Download/View Attachment](#) (25.80 KB)
 File Name: MGH Program List.pdf

Chelsea Visiting Moms Program

Brief Description or Objective The program provides bi-cultural home visitors to high-risk immigrant and refugee new mothers who receive care at MGH Chelsea. The focus of the home visits are to teach the mother how to nurture and bond with and care for her baby. In FY10, 48 women were served.

Program Type Direct Services

Target Population

- **Regions Served:** Boston-East Boston, Chelsea, Everett, Revere
- **Health Indicator:** Access to Health Care, Other: Child Care, Other: Parenting Skills
- **Sex:** Female
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals
Statewide Priority: Not Specified

Goal Description	Goal Status
Provide bi-cultural home visitors to high-risk immigrant and refugee new mothers who receive care at MGH Chelsea	48 women helped in FY10

Reduced isolation	Visiting Moms have had over 1,326 encounters. These encounters have included: Advocacy & Support (42%); Baby's needs & relationship (38%); Assistance with concrete services (food, housing, clothing) (16%)
Connected to preventative care	Visiting moms staff helped connect 33% of their case loads to primary care

Partners

Partner Name, Description Partner Web Address

CAPIC Headstart
Raising a Reader
Roxsam homecare
SDC-Somali development center
Jewish Family and Children Services
International (ICNA)
Everett High School
Early Learning Center- Adult Literacy English Classes
Early Learning Center- Harbor Area early Intervention
Mediation for Results
Harbor Area Healthy Families Program-ROCA
Cradles to Crayon

Contact Information

Visiting Moms: Fadumo Hirsi; Tania Soares; Manuella Anorga , fhirsi@partners.org; tasoares@partners.org; manorga@partners.org

Detailed Description

[Download/View Attachment](#)(25.80 KB)
File Name: MGH Program List.pdf

Child Protection Program

Brief Description or Objective

The Program provides leadership in the response to issues of child abuse and neglect. Through consultation and training, clinicians are provided with basic skills and knowledge necessary to provide a full range of support and services including screening, identification, assessment, intervention, referral, and follow-up. In FY10, 882 consults were performed.

Program Type

Health Professional/Staff Training

Target Population

- **Regions Served:** All Massachusetts, Boston-Charlestown, Chelsea, Revere
- **Health Indicator:** Other: Safety - Home
- **Sex:** All
- **Age Group:** All Children
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Provide clinicians with basic skills and knowledge necessary to provide a full range of support and services

Goal Status

882 consults

Partners

Partner Name, Description Partner Web Address

DCF
Children's Advocacy Center
Pediatric SANE program
District Attorneys' offices

Contact Information Debra Drumm, LICSW; Susan Lipton, LICSW , ddrumm@partners.org; sjlipton@partners.org

Detailed Description [Download/View Attachment](#)(25.80 KB)
File Name: MGH Program List.pdf

Patient Navigation - Screening, CRC

Brief Description or Objective The Colorectal Cancer Screening Program is designed to improve colorectal cancer prevention and early detection in all eligible MGH Chelsea patients. Its primary aim is to decrease disparities in colorectal cancer screening (CRCS) rates, and increase CRCS rates in low-income patients and patients with limited English proficiency (LEP) in Chelsea with a goal to reduce colorectal cancer for all patients served. In FY10, 156 patients completed colonoscopies.

Program Type Health Screening,Prevention

Target Population

- **Regions Served:** Chelsea, Everett, Revere
- **Health Indicator:** Other: Cancer - Colo-rectal
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Reducing Health Disparity

Goal Description	Goal Status
Reduce colorectal cancer for all patients served	156 patients completed colonoscopies
Address barriers to accessing and receiving timely, quality health care for all patients	180 Appt reminders; 180 Procedure/instructions; 130 Pt ed; 110 Appts scheduled; 108 Lang translation; 100 Provider/clinic communication; 50 Accompts to appts; 48 rx assist; 20 Transport assist; 15 Fin assist ref; 10 Fecal Occult Blood Tests
Conduct at least 2 outreach activities per year	In FY 2010, there were 3 outreach activities that reached 358 people

Partners

Partner Name, Description Partner Web Address

Not Specified

Contact Information Gloria Gamba, Colon Cancer Coordinator; Rade Boskovic, Colon Cancer Coordinator , ggamba@partners.org; rboskovic@partners.org

Detailed Description [Download/View Attachment](#)(25.80 KB)
File Name: MGH Program List.pdf

Chelsea Diabetes Coaching

Brief Description or Objective The Diabetes Coach is a member of an interdisciplinary Diabetes Management team, and provides 1-on-1 coaching services to patients with HbA1c labs of 9% or above. The Coach has specialized training in Motivational Interviewing and the ESFT Model to support patients' lasting behavioral changes. In total, 578 patients have received coaching services since the

program's inception in 2006.

Program Type

Community Education, Direct Services

Target Population

- **Regions Served:** Chelsea, Everett, Revere
- **Health Indicator:** Access to Health Care, Other: Diabetes
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** Hispanic/Latino
- **Language:** Portuguese , Spanish

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Reducing Health Disparity

Goal Description

Provide diabetes coaching for patients who have poor diabetes control (HbA1c = 9.0), emphasizing work with patients who are Latino and/or speak Spanish or Portuguese as their first language.

Provide diabetes coaching for patients who have poor diabetes control (HbA1c = 9.0), emphasizing work with patients who are Latino and/or speak Spanish or Portuguese as their first language.

Conduct PAID Scale upon intake for assessment of barriers to care

Review history and schedule HbA1c and LDL testing, and collaborate with primary care clinicians to schedule upcoming tests as appropriate

Co-lead English and Spanish Diabetes Support Groups

Goal Status

416 coaching sessions for 97 patients were conducted in FY2010

578 patients have received coaching services since the program's inception in 2006.

The PAID scale was administered to all 67 new patients in the program

69% of participants were assisted in scheduling tests as appropriate

A total of 61 English and Spanish Diabetes Support Group sessions were conducted, with 25 patients participating

Partners

Partner Name, Description Partner Web Address

Not Specified

Contact Information

Adilson (Eddie) Horta, Diabetes Coach; Barbara Chase, Program Coordinator ,
ahorta@partners.org; bchase1@partners.org

Detailed Description

[Download/View Attachment](#) (25.80 KB)
File Name: MGH Program List.pdf

East Boston High School, Edward M. Kennedy Academy for Health Careers Partnership and The Engineering School.

Brief Description or Objective

12th Grade Program formally referred to as ProTech: A School-to-Career program, done in collaboration with the Boston Private Industry Council (PIC) that provides work-based career exploration and preparation for Boston high school juniors and seniors interested in pursuing careers in health care and/or sciences. Fifteen students graduated from the program in FY10 and 149 students were provided with summer jobs.

Program Type

Mentorship/Career Training/Internship

Target Population

- **Regions Served:** Boston

Health Indicator: Other: Education/Learning Issues

- **Sex:** All
- **Age Group:** Child-Teen
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Grade 12: Provide career exploration opportunities through internships, job shadows and mentors so that students may make a more informed decision about their professional futures

Grade 12: Provide opportunities to intern in two different hospital departments/units

Grade 12: Provide college planning and support with the overall college application process, including scholarship opportunities to 15 seniors

Grade 12: Provide college planning and support with the overall college application process, including scholarship opportunities to 15 seniors

Goal Status

Fifteen high school seniors successfully completed the 18-month internship program; Twelve out of the 15 ProTech graduates intend to study health care or science in their post secondary institutions

All 15 students interned in two different areas of their choice in the hospital

All 15 students applied to and enrolled in a two or four year post secondary institution

Four students were awarded MGH CCHI Edward M. Kennedy Health Careers Scholarship; one was awarded the Omega Psi Phi Scholarship; ten Edward M. Kennedy Health Careers seniors were each awarded the \$1,000.00 Sarah Stowell and Chester Pierce Scholarships

Partners

Partner Name, Description Partner Web Address

Health Resources in Action (HRiA)
 Boston Partners in Education
 Boston Private Industry Council (PIC)
 East Boston High School
 Kennedy Academy for Health Careers
 The Engineering School
 Science Club for Girls
 Science Club for Girls
 Coastal School for Girls

Contact Information

Galia Wise, Manager MGH School Partnerships, gwise@partners.org

Detailed Description

[Download/View Attachment](#) (25.80 KB)
 File Name: MGH Program List.pdf

Food and Fitness Task Force

Brief Description or Objective

The task force aims to make policy and environmental changes to promote healthy eating and active living in the community of Revere; targeting youth and their families.

Program Type	Community Education, Prevention
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Target Population	<ul style="list-style-type: none"> • Regions Served: Revere • Health Indicator: Other: Nutrition, Overweight and Obesity, Physical Activity • Sex: All • Age Group: All • Ethnic Group: All • Language: All
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Goals

Statewide Priority: Not Specified
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Goal Description	Goal Status
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Implement the Mass In Motion (MiM) grant assessment and planning processes.	The Mass In Motion assessment and planning process was successfully completed
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Partner with Revere Public Schools to initiate discussion and assessment for system-wide changes towards healthy eating, nutrition education and increase in physical activity before, during or after the school day	Relationship with Revere Public Schools was formalized through meeting discussions outlining goals and objectives and areas of collaboration; securing membership in the School Wellness Committee
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Coordinate of MiM assessment activities with social marketing assessment needs and implementation of additional social marketing assessment activities.	The information from the MiM assessment was integrated into the social marketing campaign data pile and additional 5 focus groups, 2 informant key interviews and 1 discovery sessions were successfully implemented to complete this assessment.
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Partners

Partner Name, Description	Partner Web Address
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City of Revere	
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Revere Public Schools	
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Revere School Committee	
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Revere Police Department	
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Revere Parks & Recreation Department	
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Revere After School Partnership	
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Revere Beach Partnership	
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Revere Beautification Committee	
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MGH Revere Healthcare Center	
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Contact Information	Sylvia Chiang, Manager, srchiang@partners.org
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Detailed Description	Download/View Attachment (25.80 KB) File Name: MGH Program List.pdf
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Food for Families

Brief Description or Objective	Food for Families screens MGH Chelsea patients for food insecurity in the departments of Adult Medicine, Pediatrics, and Obstetrics. The program aims to connect patients with local and federal food resources such as SNAP benefits (formerly known as Food Stamps), the WIC (Women, Infants, and Children) Program, food pantries, and community meal sites. In FY10, 793 patients received in-person consultation from the Food for Families Program Coordinator.
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Program Type	Health Screening
Target Population	<ul style="list-style-type: none"> • Regions Served: Chelsea • Health Indicator: Other: Nutrition • Sex: All • Age Group: Not Specified • Ethnic Group: Not Specified • Language: Not Specified

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Screen patients for food insecurity	793 patients received in-person consultation from the Food for Families Program Coordinator in FY2010.
Assist patients with food insecurity	318 received SNAP application assistance, and 345 patients received emergency gift cards to purchase food at a local grocery store
Increase number of patients screened for food insecurity	In FY2010, screening expanded to include Adult Medicine and Obstetrics departments. 22% of Adult Medicine and 20% of Pediatric patients screened positive for food insecurity
Increase patient knowledge of food resources in the community	100% of all patients who screened positive for food insecurity received a follow-up phone contact to schedule an in-person interview. All patients who came in for in-person interviews received information about food resources, including SNAP.
Increase knowledge about healthy eating on a budget amongst participants	A group of 16 Spanish-speaking mothers participated in a 6-week long cooking class led by Cooking Matters Massachusetts
Increase knowledge about healthy eating on a budget amongst participants	48% increase in planning meals ahead of time, a 386% increase in the number of students who use the "Nutrition Facts" label to make food choices, and a 66% increase in the number who reported engaging in at least 30 min of physical activity/day

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

Cooking Matters Massachusetts
Department of Transitional Assistance, MA
Project Bread

Contact Information

Jeff Milner, Program Coordinator; Claudia Guillen , jmilner@partners.org; cguillen1@partners.org

Detailed Description [Download/View Attachment](#)(25.80 KB)
File Name: MGH Program List.pdf

Healthy Chelsea

Brief Description or Objective The initiative has convened a multidisciplinary team of more than 50 community leaders, organizations, and residents to study the social and environmental factors influencing Chelsea's high obesity prevalence. The coalition will identify priority areas for action and launch systemic changes to bring about lasting improvements throughout the community. Health Chelsea serves the entire city of Chelsea.

Program Type Community Education,Prevention

Target Population

- **Regions Served:** Chelsea
- **Health Indicator:** Other: Nutrition, Physical Activity
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description

Facilitate the growth of a citywide coalition with participation from a broad base of community leaders, organizations and residents.

Apply for funding to support Coalition initiatives

Complete preliminary community assessment to identify priority areas for intervention

Goal Status

56 individuals representing local government, state government, community organizations, healthcare providers, and businesses have participated in Healthy Chelsea meetings

Healthy Chelsea applied for and received funding from the CDC's ACHIEVE Healthy Communities Initiative

Healthy Chelsea will address both the food and physical environments of Chelsea, as well as work with the public school system on a work plan for healthier students.

Partners

Partner Name, Description Partner Web Address

Not Specified

Contact Information Melissa Dimond, Manager Community Health Initiatives , mdimond@partners.org

Detailed Description [Download/View Attachment](#)(25.80 KB)
File Name: MGH Program List.pdf

Komen Breast Care Program

Brief Description or Objective The Komen Breast Care Program is designed to improve breast cancer screening in women refugees and immigrants from the Former Yugoslavia, Somalia, and the Middle East, receiving care at MGH Chelsea HealthCare Center and/or residing in surrounding communities. 117 patients were served during FY10.

Program Type Health Screening,Outreach to Underserved,Prevention

Target Population

- **Regions Served:** Chelsea, Everett, Revere
- **Health Indicator:** Other: Cancer - Breast
- **Sex:** Female
- **Age Group:** Not Specified
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Goals**Statewide Priority:** Promoting Wellness of Vulnerable Populations**Goal Description**

Identify and outreach to female refugees that are due for breast cancer screening

Address barriers to accessing and receiving timely, quality health care for patients

Conduct at least 2 outreach activities per year

Increase the rate of breast cancer screening among female refugees in Chelsea

Goal Status

The program has developed a database with approximately 200 refugee women to track their breast cancer needs and status

Breast education materials were translated into Serbo-Croatian and Somali

In FY2010, there were 4 breast health/educational activities that reached 65 immigrants and refugee women.

The total number of women from former Yugoslavia overdue for mammograms decreased 20% since start of the Komen program. In 2009 only 58% of women were up to date on screening

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

Not Specified

Contact Information

Amra Popovac, Refugee Cancer Coordinator; Kaftun Ahmed, Refugee Cancer Coordinator ,
apopovac1@partners.org; kmahmed@partners.org

Detailed Description

[Download/View Attachment](#)(25.80 KB)
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MGH Charlestown Addiction Services**Brief Description or Objective**

Primary care physicians work closely with counseling and behavioral services clinicians to provide assessment, psychotherapy, and Suboxone treatment for opiate-addicted patients. The Suboxone program provided Suboxone treatment, as well as, therapeutic and support services to 79 patients in 2010.

Program Type

Direct Services

Target Population

- **Regions Served:** Boston-Charlestown
- **Health Indicator:** Substance Abuse
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Goals**Statewide Priority:** Not Specified**Goal Description**

Provide suboxone treatment and other support services to substance abusing patients yearly

Prevent or reduce patients from relapsing

Goal Status

The Suboxone program provides Suboxone treatment, as well as, therapeutic and support services to 79 patients in 2010

This year 10 patients have remained sober for at least 6 months and no longer exhibit addictive behaviors

Partners

Partner Name, Description Partner Web Address

Not Specified

Contact Information

Mark Eisenberg, MD, meisenberg@partners.org

Detailed Description

[Download/View Attachment](#)(25.80 KB)
File Name: MGH Program List.pdf

MGH Revere Adolescent Health Initiative

Brief Description or Objective

Health services are provided for pre-teens, teens, and young adults at the MGH Revere School Based Health Center (SBHC), located within Revere High School (RHS), the MGH Revere Health Center, the Adolescent Health Center (AHC), a confidential teen clinic, and the Youth Zone (YZ), a free afterschool program for kids. The initiative has recently partnered with the Institute of Psychotherapy to increase access to counseling. Approx. 1000 patients served over 3 sites (SBHC,AHC, Youth Zone)

Program Type

Direct Services,School/Health Center Partnership

Target Population

- **Regions Served:** Revere
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** Adult-Young, Child-Preteen, Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Goal Status

Provide health services for pre-teens, teens, and young adults at the MGH Revere School Based Health Center (SBHC)

Approx. 1000 patients served over 3 sites (SBHC,AHC, Youth Zone)

Community awareness and education about the SBHC

A parent night was held in February 2010 at the high school and a community meeting in October 2010, there is a plan to have a follow up meeting in the Spring of 2011.

Increase access to mental health services at the SBHC

Hired a social worker in January 2010 to increase access to 3 days per week. In February we partnered with the Boston Institute for Psychotherapy. This partnership allowed us to bring on another social worker two days to increase access to 5 days per wee

Increased access to after school coverage at the SBHC.

Staff has adjusted their schedules to accommodate the SBHC 3 afternoons per week, while still maintaining coverage at the AHC.

Partners

Partner Name, Description Partner Web Address

Revere Public Schools

City of Revere

Revere Afterschool Partnership

Revere Beach Partnership

Contact Information	Debra Jacobson; Kerstin Oh, MD; Linda Jeffrey, dsjacobson@partners.org; koh@partners.org; ljeffrey@partners.org
Detailed Description	Download/View Attachment (25.80 KB) File Name: MGH Program List.pdf

MGH Roca Youth Health Center

Brief Description or Objective	A fully-licensed satellite clinic operated by MGH Chelsea at Roca, a Chelsea-based youth development organization offering: health education and promotion services integrated into arts, education, and leadership programming; Family planning counseling; STD and HIV testing and treatment; and training for nurse practitioner students, medical students, and medical residents.
Program Type	Direct Services,School/Health Center Partnership
Target Population	<ul style="list-style-type: none"> • Regions Served: Boston-East Boston, Chelsea, Lynn, Revere, Somerville • Health Indicator: Access to Health Care, Other: Family Planning, Other: HIV/AIDS, Other: Sexually Transmitted Diseases, Responsible Sexual Behavior • Sex: All • Age Group: Adult-Young, Child-Teen • Ethnic Group: Hispanic/Latino • Language: Not Specified

Goals

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

Goal Description	Goal Status
Expand access to family planning and STD testing and treatment. Increase hours to meet needs at Roca	Hired and trained new bilingual Latina family planning counselor
Expand access to family planning and STD testing and treatment. Increase hours to meet needs at Roca	Expanded clinical hours and assessed current HIV testing policies.
Increase provider understanding of reproductive health education needs of Latinas in Chelsea.	Conducted literature review and interviews with experienced adolescent health care providers in Chelsea.
Improve articulation with ROCA programs and staff. Develop community learning exchange with Youth Star program	Participated in Community Learning Exchange with Youth Star program and implemented regular interagency meetings. Increase detection and treatment of Chlamydia.

Partners

Partner Name, Description	Partner Web Address
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ROCA	
Chelsea Public Schools	
Phoenix Charter Academy	
ABCD Boston Family Planning	

Contact Information	Lisa Sibert Carr, MD; Gail B Gall, APRN, BC, lcarr1@partners.org; ggall@mghihp.edu
Detailed Description	Download/View Attachment (25.80 KB) File Name: MGH Program List.pdf

MGH Senior HealthWISE

Brief Description or	The program was designed in 2002 to enhance the health and well being of older adults in
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Objective the neighborhoods surrounding Mass General, and provides a wide array of services. The goal of HealthWISE is to improve health management through education and support, as well as provide opportunities for socialization, exercise and connection to community resources. Programs are offered on the Mass General campus, at local community sites, and three senior residences. All services are free of charge and open to individuals age 60+. In 2010, 251 residents registered for services totaling 2101 clinical contacts.

Program Type Direct Services

Target Population

- **Regions Served:** Boston-Beacon Hill
- **Health Indicator:** Other: Elder Care
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Goals
Statewide Priority: Not Specified

Goal Description	Goal Status
Provide wellness services to West End and Beacon Hill Seniors	251 residents registered for services totaling 2101 clinical contacts
Assessment and intervention with both individual and residence in the community	Total registered for all services in year 2010: Amy Lowel – 74, Beacon House – 77, Blackstone - 100
Support older adults capacity for self-care and independent living.	2101 clinical contacts
Improve health management and wellness through education and support	221 events for residents and community members

Partners

Partner Name, Description	Partner Web Address
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Boston Senior Homecare:
ASAP
FriendShip Works; Medical Escort, Friendly Visiting
ABCD
SHINE (Serving The Health Information Needs Of Elders)
Amy Lowel, Beacon House & Blackstone Appatments

Contact Information Barbara E. Moscovitz, MSW, LICSW, Director , bmoscovitz@partners.org

Detailed Description [Download/View Attachment](#) (25.80 KB)
File Name: MGH Program List.pdf

Fitz Urban Youth, Inc

Brief Description or Objective The program offers an obesity intervention program for youth that focuses on lifestyle change. The program emphasizes nutrition and physical activity. In 2010, over 250 Charlestown youth participated.

Program Type Prevention

Target Population

- **Regions Served:** Boston-Charlestown
- **Health Indicator:** Other: Nutrition, Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** Child-Primary School, Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals**Statewide Priority:** Not Specified**Goal Description**

Engage Charlestown youth in health and wellness activities at least an hour a day for two days a week to prevent obesity and chronic illness

Goal Status

Served over 250 youth in over 6 programs

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

Charlestown Community Center
Charlestown Little League

Contact Information

Steven Tower, sdtower@partners.org

Detailed Description

[Download/View Attachment](#) (25.80 KB)
File Name: MGH Program List.pdf

Pediatric Asthma Program**Brief Description or Objective**

The program strives to improve management of asthma care for adolescent and pediatric patients, reduce emergency room visits and hospitalization, and improve health outcomes through patient navigation, education, referrals to services, and collaboration within the health center and with outside agencies. In FY10, 294 patients were served.

Program Type

Direct Services

Target Population

- **Regions Served:** Chelsea, Everett, Revere
- **Health Indicator:** Other: Asthma/Allergies
- **Sex:** All
- **Age Group:** All Children
- **Ethnic Group:** All
- **Language:** All

Goals**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations**Goal Description**

Improve management of asthma care for adolescent and pediatric patients

Goal Status

294 patients were served during FY2010

Support and collaborate with pediatric providers to conduct annual flu clinics in order to increase vaccinations of asthmatic patients.

Flu clinics were held bi-weekly from October 2009 through January 2010. The percent of asthma patients who received flu vaccine for the 2009-2010 season was 78%, up from 62% for the 2008-2009 season.

Conduct home visits of asthmatic patients when appropriate.

8 home visits were conducted including 12 adults and 23 children in attendance.

Collaborate with pediatric providers to enhance /strengthen policies and practices for managing and treating approximately 650 asthmatic patients in Chelsea.

Several efforts made to improve the flow of asthmatics through the clinic. The use of asthma control tests (ACTs) was standardized across all providers. Approx. 26% of asthmatics (167) were on a controller med. and 100% completed an asthma action

plan.

Partners

Partner Name, Description Partner Web Address

Chelsea High School
 Chelsea Collaborative
 Neighborhood Health Plan
 MGH ASIG Asthma Special
 Interest Group MGPO

Contact Information

Josh Reynolds, Program Coordinator; Rosanna Batista, Manager of Maternal and Child Health ,
 jrreynolds@partners.org; rbatista@partners.org

Detailed Description

[Download/View Attachment](#) (25.80 KB)
 File Name: MGH Program List.pdf

Police Action Counseling Team (PACT)

Brief Description or Objective

The Police Action Counseling Team (PACT) is a team of mental health clinicians who collaborate with Chelsea Police officers. Officers identify children at the scenes of police calls. Once physical safety is established, MGH clinicians provide urgent, intervention to these children who are victims of or witnesses to violence or other trauma. The goal of PACT interventions is to lessen the impact of traumatic experiences on children's health and mental health. Immediate interventions aim to facilitate children's active participation in their own well-being and to increase parental knowledge of the symptoms and longer effects of trauma on children. In FY10, 354 participants were served.

Program Type

Direct Services, Prevention

Target Population

- **Regions Served:** Chelsea
- **Health Indicator:** Other: Domestic Violence
- **Sex:** All
- **Age Group:** All, All Children
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Goals

Statewide Priority: Not Specified

Goal Description

Provide urgent, intervention to these children who are victims of or witnesses to violence or other trauma

Foster and increase officer engagement with children in the community and at 911 calls.

Provide urgent interventions to children and their caretakers at the scene of the crime/traumatic event and connect children and their families to appropriate services.

Improve communication around primary care, mental health and social service providers and provide hospital staff and outside groups with information on violence

Goal Status

354 participants were served, representing 210 children and 144 adults either through face to face intervention or via telephone outreach and intervention.

Chelsea police officers collaborated with PACT clinicians on 230 cases regarding children exposed to violence in the community.

PACT clinicians spoke directly 153 families (67 percent of all cases) either on the phone or in person and provided 227 referrals to more than half of these families.

PACT teamed with MGH security personnel to present "Safety Around Home Visiting," a presentation tailored to members of the Community Health

awareness, intervention and services. Improvement Department who provide services in patients' homes.

Partners

Partner Name, Description Partner Web Address

Chelsea PD
Police Department Newcomer Program
CASA DIVERT Program
Department of Children and Families (DCF)

Contact Information

Georgia Green, LICSW, MGH Chelsea; Lt. Thomas Dunn, Chelsea Police ,
ggreen1@partners.org

Detailed Description

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File Name: MGH Program List.pdf

Prenatal Outreach Program

Brief Description or Objective

The program connects patients to health center and community resources to promote optimal pregnancy. In FY10, 360 patients were served.

Program Type

Outreach to Underserved

Target Population

- **Regions Served:** Chelsea, Everett, Revere
- **Health Indicator:** Other: Pregnancy
- **Sex:** Female
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Connects patients to health center and community resources to promote optimal pregnancy.

Goal Status

360 patients were served during FY2010

Increase patient knowledge of: prenatal care, birth and delivery, postnatal care incl. breast feeding, PPD, safety, contraception, etc.

All patients received information regarding prenatal care, birth and delivery, breast feeding, post-partum depression, safety information regarding car seat for baby and contraception.

Referrals are made to PC, MH, CHI programs and/or other appropriate social service providers for all patients.

97% referred to Vincent's Newborn Program, 11% referred to DTA for Food Stamps/ Welfare, 9% referred to Cradles to Crayons; 5% referred to mental health services, 2% referred to ROCA Healthy Families Program

All patients complete a labor and delivery plan.

360 patients were served during FY2010. 93% of these patients completed a labor and delivery plan.

Partners

Partner Name, Description Partner Web Address

Vincent's Newborn Necessities Program
 Cradles to Crayons
 Harbor Area Healthy Families Program-ROCA

Contact Information Rosanna Batista, Manager of Maternal and Child Health, rbatista@partners.org

Detailed Description [Download/View Attachment](#)(25.80 KB)
 File Name: MGH Program List.pdf

MGH Charlestown Monument Street Counseling Center

Brief Description or Objective MGH Charlestown HealthCare Center opened a counseling and behavioral services center in the Boston Housing Authority focusing on addiction services in 2008. In FY10, there were 3185 visits.

Program Type Direct Services

Target Population

- **Regions Served:** Boston-Charlestown
- **Health Indicator:** Substance Abuse
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals
Statewide Priority: Not Specified

Goal Description	Goal Status
Serve residents of Charlestown with substance abuse and mental health disorders	In FY10 - 3185 Visits

Partners

Partner Name, Description	Partner Web Address
BHA	
CSAC	
MGH West End Clinic	
MGH Addiction Recovery Management Services	

Contact Information Rick Hall, ACSW, LICSW, LAD-I, Clinical Director, rhall1@partners.org

Detailed Description [Download/View Attachment](#)(25.80 KB)
 File Name: MGH Program List.pdf

YouthCare

Brief Description or Objective The program provides an afterschool program, summer day camp programs, teen and young adult programs, social skills groups, parenting support, and school-based trainings for youth and young adults with autism spectrum disorders. In FY10, approximately 280 youth in Charlestown and Greater Boston were served through various programs and trainings.

Program Type School/Health Center Partnership

Target Population

- **Regions Served:** Boston, Boston-Charlestown
- **Health Indicator:** Not Specified
- **Sex:** All
- **Age Group:** Adult-Young, All Children
- **Ethnic Group:** All
- **Language:** All

Goals
Statewide Priority: Not Specified

Goal Description	Goal Status
------------------	-------------

Help children with autism spectrum disorders develop the social skills necessary for success at home, in school and beyond.

Served approximately 280 youth in Charlestown and Greater Boston through various programs and trainings

Partners

Partner Name, Description Partner Web Address

15 Public School Systems in the Boston Metropolitan Area

Contact Information

Scott McLeod, PhD, Executive Director, dmcleod@partners.org

Detailed Description

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File Name: MGH Program List.pdf

The Disparities Solutions Center MGH Revere Diabetes Management Program for Cambodian Patients

Brief Description or Objective

Center dedicated to developing and implementing strategies that advance policy and practice to eliminate disparities. The program has two main components: 1) Individual bilingual (English and Khmer) coaching using a culturally competent model of care to address patients' needs/concerns regarding diabetes self-management; and 2) Diabetes Self Management Education (DSME), including bilingual group education sessions with facilitated interactive discussions co-facilitated by the diabetes coach. As of July 2010, 55 patients participated in the program.

Program Type

Direct Services, Health Professional/Staff Training

Target Population

- **Regions Served:** Revere
- **Health Indicator:** Other: Diabetes
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** Native Hawaiian/Pacific Islander
- **Language:** Not Specified

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations

Goal Description

Individual bilingual (English and Khmer) coaching using a culturally competent model of care to address patients' needs/concerns regarding diabetes self-management;

Diabetes Self Management Education (DSME), including bilingual group education sessions with facilitated interactive discussions co-facilitated by the diabetes coach.

Improve diabetes control in program participants

Goal Status

147 coaching visits, 56.4% were in-person, 34% were via phone, and 9.5% were home visits.

187 navigation sessions, 86.6% were via phone, 10.2% were in-person 3.2% were referral for social services.

The mean number of navigation and/or coaching sessions per patient was 6.1. Preliminary results show a .88 drop in HbA1c.

Partners

Partner Name, Description Partner Web Address

MGH Revere HealthCare Center

Contact Information

Megan Renfrew, mrrenfrew@partners.org

Detailed Description [Download/View Attachment](#)(25.80 KB)
File Name: MGH Program List.pdf

Chelsea High School Student Health Center

Brief Description or Objective The center provides comprehensive health care to teens. The center currently has 425 active participants.

Program Type Direct Services,School/Health Center Partnership

Target Population

- **Regions Served:** Chelsea
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description	Goal Status
Provide comprehensive health care to teens.	425 active participants
Collaboration with Chelsea High School regarding mental health services provided at the school, spring 2010	After-school groups run by MGH mental health providers planned, offered fall 2010

Partners

Partner Name, Description	Partner Web Address
MGH Chelsea	
Chelsea High School	

Contact Information Jordan Hampton, RN, MSN, CPNP, jhampton@partners.org

Detailed Description [Download/View Attachment](#)(25.80 KB)
File Name: MGH Program List.pdf

Legal Initiative for Children (LINC)

Brief Description or Objective Civil legal services for MGH Chelsea pediatric patients and their families to improve environmental health and socio-economic conditions. The program attorney provides representation to patient families in order to prevent eviction, maintain utility services in the home, apply for subsidized housing, appeal denial of disability awards and, in general, facilitate access to public benefits. The ultimate goal of LINC is to improve the health and well-being of children by improving environmental and social conditions of their families. In FY10, 60 families received legal services.

Program Type Health Coverage Subsidies or Enrollment,Outreach to Underserved

Target Population

- **Regions Served:** Boston-Charlestown, Chelsea, Everett, Lynn, Malden
- **Health Indicator:** Not Specified
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Goals

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

Goal Description	Goal Status
Provide representation to patient families in order to prevent eviction, maintain utility services in the home, apply for subsidized housing, appeal denial of disability	FY10, 60 families received legal services.

awards and, in general, facilitate access to public benefits.

Increase number of appropriate referrals to LINC

56 percent of referrals qualified for LINC services (28 Intakes out of 50 referrals)

Provide effective and timely legal assistance to improve access to affordable housing and public benefits

60 families received legal consultation from LINC. LINC prevented the eviction of 7 families; 9 patients received Supplemental Security Income

Organize more in-house training sessions for medical providers and collaborate with external legal partners on cases

LINC provided 4 in-house training sessions to unit chiefs, social workers, community health workers, pediatricians, adult medicine providers, medical assistants, administrative assistants

Partners

Partner Name, Description Partner Web Address

Lawyers' Committee for Civil Rights Under Law

Mass Law Reform Institute

Mintz, Levin, Cohn, Ferris, Glovsky and Popeo PC

American Civil Liberties Union

Suffolk Law School Clinics

International Institute of Boston

Contact Information

Laura Maslow-Armand, Esq., Lawyers' Committee for Civil Rights Under Law, laurama@lawyerscom.org

Detailed Description

[Download/View Attachment](#) (25.80 KB)
File Name: MGH Program List.pdf

Medical Interpreter and Community Health Worker Services

Brief Description or Objective

Provides professional language and community health worker services to MGH Chelsea patients. Program staff facilitates communication between limited English proficient patients and providers, serve as patient advocates, and help patients navigate the healthcare system. In FY10, approximately 8,256 patients we served.

Program Type

Direct Services, Outreach to Underserved

Target Population

- **Regions Served:** Chelsea
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Goals

Statewide Priority: Not Specified

Goal Description

Goal Status

Provides professional language and community health worker services to MGH Chelsea patients

In FY10, ~8,256 patients served

Attract existing and new patients from Chelsea

The Medical Interpreting/CHW Team reported: a. 10,735

community to the MGH Chelsea by bridging the language gap

Medical Interpreting encounters; b. 7,461 Community Health Work encounters; c. 656 On-call encounters coordinated

Work closely with MGH and other community programs to help organize educational workshops for LEP patients

Multiple educational workshops were held for specific patient groups

Partners

Partner Name, Description Partner Web Address

Centro Latino de Chelsea
CAPIC
Chelsea, Winthrop, Revere
Elder Services
Deaf, Inc
INCA Relief
Bosnian Community for
Resource Development (Lynn)
ROCA
Jewish Vocational Services

Contact Information

Anna Spiro, Manager, aspiro@partners.org

Detailed Description

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File Name: MGH Program List.pdf

MGH CHA: Access to Resources for Community Health (ARCH)

Brief Description or Objective

MGH Community Health Associates' (CHA) works collaboratively with the MGH Health Centers to provide high quality, innovative health care programs and fostering community based research. We are committed to delivering comprehensive, evidence-based preventive health services to low income, uninsured and underserved populations who live and work in the Charlestown, Chelsea, Everett, and Revere communities. Access to Resources for Community Health (ARCH) increases access to high-quality health information and resources among clinicians, patients, and community-based agencies. In FY2010, ARCH processed a total of 135 requests for health education information and resources.

Program Type

Community Education

Target Population

- **Regions Served:** Boston-Back Bay, Boston-Charlestown, Boston-North End, Chelsea, Everett, Revere
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Reducing Health Disparity

Goal Description

Improve access to health education and promotion materials

Provide education to empower patients to become active partners in their own health care

Goal Status

ARCH processed 135 requests for health education information in FY2010.

Revere Senior Center provided hands-on internet training for seniors, using newly purchased user-friendly systems designed for senior users.

Partners

Partner Name, Description Partner Web Address

Revere Senior Center

Contact Information Ming Sun, MPH, CHES, msun@partners.org

Detailed Description [Download/View Attachment](#) (25.80 KB)
File Name: MGH Program List.pdf

MGH CHA: Stay in Shape

Brief Description or Objective MGH Community Health Associates' (CHA) works collaboratively with the MGH Health Centers to provide high quality, innovative health care programs and fostering community based research. We are committed to delivering comprehensive, evidence-based preventive health services to low income, uninsured and underserved populations who live and work in the Charlestown, Chelsea, Everett, and Revere communities. Stay In Shape addresses the issue of childhood obesity through health education programming in order to promote a healthier lifestyle among adolescent school girls. In FY2010, Stay in Shape served a total of 136 participants from 5 community schools.

Program Type Community Education

Target Population

- **Regions Served:** Boston-Charlestown, Chelsea, Revere
- **Health Indicator:** Other: Nutrition, Other: Stress Management, Overweight and Obesity, Physical Activity
- **Sex:** Female
- **Age Group:** Child-Preteen, Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description	Goal Status
Promote healthy lifestyles for adolescent girls by providing health education, nutrition, exercise, and stress reduction activities	In school year 2009 – 2010, Stay in Shape served a total of 136 participants from 5 community schools.

Partners

Partner Name, Description	Partner Web Address
Chelsea High School	http://www.chelseaschools.com/cps/high-school.htm
Revere High School	http://www.revere.mec.edu
Clark Avenue School	http://www.chelseaschools.com/cps/schools/clark.htm
Rumney Marsh Academy	http://www.revere.mec.edu/Schools/Rumney/index.html
Warren Prescott School	http://warrenprescott.com
Eugene Wright Middle School	http://www.chelseaschools.com/cps/schools/wright.htm

Contact Information Ming Sun, MPH, CHES, msun@partners.org

Detailed Description [Download/View Attachment](#)(25.80 KB)
File Name: MGH Program List.pdf

MGH CHA: Family Planning Program

Brief Description or Objective MGH Community Health Associates' (CHA) works collaboratively with the MGH Health Centers to provide high quality, innovative health care programs and fostering community based research. We are committed to delivering comprehensive, evidence-based preventive health services to low income, uninsured and underserved populations who live and work in the Charlestown, Chelsea, Everett, and Revere communities. The Family Planning Program provides confidential reproductive health care to adolescents residing in Chelsea and Revere. In FY2010, 2,761 units of services were provided to adolescents in both community and school based health centers.

Program Type Prevention

Target Population

- **Regions Served:** Chelsea, Revere
- **Health Indicator:** Access to Health Care, Other: Family Planning, Other: Pregnancy, Other: Sexually Transmitted Diseases
- **Sex:** All
- **Age Group:** Child-Preteen, Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Reducing Health Disparity, Supporting Healthcare Reform

Goal Description

Increase access to family planning services for adolescent girls.

Goal Status

In FY2010, there were 2,761 encounters that took place at the MGH Chelsea and MGH Revere Health Center satellite sites, including Chelsea School-Based Health Center, MGH ROCA Clinic, Revere School-Based Health Center, and Revere Adolescent Health Center

Partners

Partner Name, Description	Partner Web Address
Boston ABCD	http://www.bostonabcd.org

Contact Information Ming Sun, MPH, CHES, msun@partners.org

Detailed Description [Download/View Attachment](#)(25.80 KB)
File Name: MGH Program List.pdf

MGH CHA: Celebrating Women, Living A Vibrant Healthy Life!

Brief Description or Objective MGH Community Health Associates' (CHA) works collaboratively with the MGH Health Centers to provide high quality, innovative health care programs and fostering community based research. We are committed to delivering comprehensive, evidence-based preventive health services to low income, uninsured and underserved populations who live and work in the Charlestown, Chelsea, Everett, and Revere communities. Celebrating Women is an inter-generational program that increases access among girls and women of all ages to health information and health care services. In FY2010, the program featured health screenings, health living demonstrations, and health education and was offered to 1,000 participants.

Program Type Community Education

Target Population

- **Regions Served:** Boston-Charlestown, Boston-North End, Chelsea, Everett, Revere, Winthrop
- **Health Indicator:** Access to Health Care
- **Sex:** Female
- **Age Group:** All
- **Ethnic Group:** All

- **Language:** All

Goals**Statewide Priority:** Not Specified**Goal Description**

Produce an intergenerational educational event for women and girls from the communities served by the MGH HealthCare Centers.

Goal Status

An intergenerational educational event was held in FY2010 and 1,000 women and girls attended

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

Not Specified

Contact Information

Eileen Manning, RN, BS, emanning@partners.org

Detailed Description

[Download/View Attachment](#) (25.80 KB)
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MGH CHA: Healthy Steps for Young Children**Brief Description or Objective**

MGH Community Health Associates' (CHA) works collaboratively with the MGH Health Centers to provide high quality, innovative health care programs and fostering community based research. We are committed to delivering comprehensive, evidence-based preventive health services to low income, uninsured and underserved populations who live and work in the Charlestown, Chelsea, Everett, and Revere communities. The goals of the program include timely well child visits/ immunizations and increased parental knowledge of child development, healthy eating habits, and obesity prevention. In addition, the program seeks to improve access to care for all patients and their families.

Program Type

Community Education, Prevention

Target Population

- **Regions Served:** Not Specified
- **Health Indicator:** Access to Health Care, Other: Child Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals**Statewide Priority:** Promoting Wellness of Vulnerable Populations**Goal Description**

Not Specified

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

Not Specified

Contact Information

Not Specified

Detailed Description

[Download/View Attachment](#) (25.80 KB)
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MGH CHA: Hepatitis C Program**Brief Description or Objective**

MGH Community Health Associates' (CHA) works collaboratively with the MGH Health Centers to provide high quality, innovative health care programs and fostering community based research. We are committed to delivering comprehensive, evidence-based preventive health services to low income, uninsured and underserved populations who live and work in the Charlestown, Chelsea, Everett, and Revere communities. The program aims to improve clinical care and increase the understanding of HCV through provider and patient education, and community outreach activities. In FY2010, 339 patients received evaluation, treatment, and/or outreach services.

Program Type	Direct Services
Target Population	<ul style="list-style-type: none"> • Regions Served: Boston-Charlestown, Chelsea, Revere • Health Indicator: Other: Hepatitis • Sex: All • Age Group: Adult • Ethnic Group: All • Language: All

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

Goal Description	Goal Status
Provide outreach to Hepatitis C patients residing in Charlestown, Chelsea, and Revere.	In FY2010 230 patients received community based outreach services.
Provision of improved clinical care and access to care to Hepatitis C patients	In FY2010 109 patients were evaluated and/or treated at MGH health centers.

Partners

Partner Name, Description	Partner Web Address
Coalition for Substance Abuse in Charlestown	http://www.csac-chad.org
MGH Gastrointestinal Unit	http://www.massgeneral.org/gastroenterology
MA State Laboratory	http://www.mass.gov/dph/bls

Contact Information Ann-Marie K. Duffy-Keane, MPH , aduffy@partners.org

Detailed Description [Download/View Attachment](#) (25.80 KB)
File Name: MGH Program List.pdf

MGH CHA Care Coordination Program at the MGH Chelsea HealthCare Center

Brief Description or Objective The aim of this program is to provide more comprehensive care coordination, services, and a patient-centered medical home for low income women and men age 40 to 64. To date, the program has assisted with the successful completion of breast cancer screenings and provided health education to community members. In FY2010, staff assisted with the successful completion of 91% of mammograms in patients who had originally not shown up for the screening.

Program Type Health Screening, Outreach to Underserved, Prevention

Target Population

- **Regions Served:** Chelsea
- **Health Indicator:** Other: Cancer, Other: Smoking/Tobacco, Overweight and Obesity
- **Sex:** Female
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

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

Goal Description	Goal Status
Systems improvement to increase access to care	In FY2010, staff contacted and assisted with the successful

coordination, healthy lifestyle education and navigation for more women at the MGH Chelsea Health Center

completion of mammograms for 280 of the 309 woman that had not shown up for their mammograms. A 91% rate of completion of mammograms.

Systems improvement to increase access to care coordination, healthy lifestyle education and navigation for more women at the MGH Chelsea Health Center

Reorganized staff and developed a more efficient work flow, produced new program brochures and materials, worked with providers to increase ease of referral to the program, all of which resulted in a four fold increase in patient enrollment.

Enhance Risk Reduction Educator (RRE) expertise and education offerings.

RRE educator completed basic skills course for working with clients who smoke.

Systems improvement to increase access to care coordination, healthy lifestyle education and navigation for more women at the MGH Chelsea Health Center

Program worked with State DPH to enroll and navigate clients to a free colorectal cancer screening event.

Systems improvement to increase access to care coordination, healthy lifestyle education and navigation for more women at the MGH Chelsea Health Center

Program provided educational outreach and information at health fairs and special events.

Partners

Partner Name, Description Partner Web Address

MA DPH Women's Health Network	http://www.mass.gov/dph/whn
MA DPH Men's Health Partnership	http://www.mass.gov/dph/mhp

Contact Information

Eileen Manning, RN, BS, emanning@partners.org

Detailed Description

[Download/View Attachment](#) (25.80 KB)
File Name: MGH Program List.pdf

MGH CHA: "Pack It In": Tobacco Treatment and Referral Program

Brief Description or Objective

MGH Community Health Associates' (CHA) works collaboratively with the MGH Health Centers to provide high quality, innovative health care programs and fostering community based research. We are committed to delivering comprehensive, evidence-based preventive health services to low income, uninsured and underserved populations who live and work in the Charlestown, Chelsea, Everett, and Revere communities. Tobacco treatment, outreach and referral services to residents in the communities served by the MGH Community Health Centers. In FY2010, 41 individuals participated in smoking cessation group interventions.

Program Type

Prevention, Support Group

Target Population

- **Regions Served:** Boston-Charlestown, Chelsea, Everett, Revere
- **Health Indicator:** Access to Health Care, Other: Smoking/Tobacco, Tobacco Use
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description

Goal Status

Building on existing services provided in MGH's health centers, Pack It In enhances the ability of providers and staff to identify, encourage, and help smokers to quit.

41 patients participated in smoking cessation group interventions and 14 group support sessions were provided.

Partners

Partner Name, Description Partner Web Address

Not Specified

Contact Information

Ann-Marie K. Duffy-Keane, MPH, aduffy@partners.org

Detailed Description

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File Name: MGH Program List.pdf

MGH CHA: Pediatric Asthma Quality Initiative

Brief Description or Objective

MGH Community Health Associates' (CHA) works collaboratively with the MGH Health Centers to provide high quality, innovative health care programs and fostering community based research. We are committed to delivering comprehensive, evidence-based preventive health services to low income, uninsured and underserved populations who live and work in the Charlestown, Chelsea, Everett, and Revere communities. The goals of the Pediatric Asthma Program are to decrease ED visits and improve the quality of patient care. In FY2010, 1,909 asthma patients received both an influenza vaccine or documented a refusal, and a prescription for an asthma controller medication.

Program Type

Community Education, Prevention

Target Population

- **Regions Served:** Boston-Back Bay, Boston-Beacon Hill, Boston-Charlestown, Boston-East Boston, Boston-North End, Boston-South Boston, Chelsea, Everett, Revere
- **Health Indicator:** Access to Health Care, Other: Asthma/Allergies
- **Sex:** Not Specified
- **Age Group:** Child-Preteen, Child-Primary School, Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description

Patients age 5-17, identified with persistent asthma (using HEDIS definition), receive both an influenza vaccine or documented refusal and a prescription for an asthma controller medication during the measurement year.

Goal Status

1,909 patients with asthma were served in FY2010.

Partners

Partner Name, Description Partner Web Address

Not Specified

Contact Information

Donna Peltier-Saxe RN, dpeltiersaxe@partners.org

Detailed Description

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File Name: MGH Program List.pdf

MGH CHA: Wellness Center

Brief Description or Objective

MGH Community Health Associates' (CHA) works collaboratively with the MGH Health Centers to provide high quality, innovative health care programs and fostering community based research. We are committed to delivering comprehensive, evidence-based preventive health services to low income, uninsured and underserved populations who live and work in the

Charlestown, Chelsea, Everett, and Revere communities. The goal of the program is to enhance the well-being and quality of life for patients by providing culturally appropriate, easily accessible, and affordable wellness programs that are integrated into their medical care. In FY2010, 3,059 units of wellness services were provided to patients. In addition, participants in the program have reported increased wellness and relaxation, decreased pain, and a higher quality of life.

Program Type

Prevention

Target Population

- **Regions Served:** Boston-Back Bay, Boston-Beacon Hill, Boston-Charlestown, Boston-North End, Boston-South Boston, Chelsea, Everett, Revere
- **Health Indicator:** Not Specified
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description

Expand Wellness programs and services currently offered in Revere, to the Chelsea and Charlestown HealthCare Centers.

Expand wellness programs and services currently offered in Revere, to the Chelsea and Charlestown HealthCare Centers.

Enhance capacity to provide linguistically and culturally accessible wellness services.

Patients will report benefits from participating in wellness programs.

Patients will report benefits from participating in wellness programs.

Patients will report benefits from participating in wellness programs.

Goal Status

a) Acupuncture services were established in Charlestown; b) Mind Body groups for Depression/Anxiety were offered in Chelsea.

In FY 2010, 3,059 units of service were provided to health center patients (acupuncture, massage therapy, yoga, Tai-Chi, zumba, and mind body stress reduction).

a) A Spanish-speaking Tobacco Treatment Counselor was trained b) Two Spanish speaking LICSW's were trained to facilitate the Mind Body Depression/Anxiety groups c) Translated mind body materials into Spanish & Mandarin.

95% of massage patients reported reduced tension and pain and increased relaxation.

86% of acupuncture patients reported decreased pain and anxiety.

Qualitative and quantitative data on seniors demonstrated better health, increased community engagement, and a higher quality of life.

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

Lesley University

<http://www.lesley.edu>

Tufts Foundation

<http://www.tuftshealthplanfoundation.org>

South Cove

<http://www.scchc.org>

Community Health Center

Harvard Medical School Osher Research Center
<http://www.osher.hms.harvard.edu>

Contact Information Kathleen M. Miller, RN, MA, PhD, kmiller16@partners.org

Detailed Description [Download/View Attachment](#)(25.80 KB)
 File Name: MGH Program List.pdf

MGH CHA: Heart Awareness and Primary Prevention in Your (HAPPY) Neighborhood Heart Trial

Brief Description or Objective MGH Community Health Associates' (CHA) works collaboratively with the MGH Health Centers to provide high quality, innovative health care programs and fostering community based research. We are committed to delivering comprehensive, evidence-based preventive health services to low income, uninsured and underserved populations who live and work in the Charlestown, Chelsea, Everett, and Revere communities. Patients participate in an aggressive lifestyle based cardiovascular risk reduction program for up to two years to examine the potential benefit of a lifestyle risk reduction program integrating aggressive medical treatment of risk factors with stress reduction. To date, there are 61 participants enrolled in the study.

Program Type Community Education,Prevention

Target Population

- **Regions Served:** Chelsea, Revere
- **Health Indicator:** Other: Cardiac Disease
- **Sex:** Female
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Not Specified

Goal Description	Goal Status
To develop a screening program for CVD risk factors which will accurately identify risk and serve as a motivator for women to participate in a lifestyle risk reduction program.	61 patients are currently enrolled in the study. Results TBD.
To develop an individualized approach to reduction of cardiovascular risk factors. The specific program will identify barriers to potential success of the program in low-income women and will incorporate potential solutions to these obstacles.	61 patients are currently enrolled in the study. Results TBD.
To examine the potential benefit of a lifestyle risk reduction program integrating aggressive medical treatment of risk factors with stress reduction modalities including yoga, tai-chi, relaxation response training and group education/participation on individual stress, anxiety and depression.	61 patients are currently enrolled in the study. Results TBD.

Partners

Partner Name, Description	Partner Web Address
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MGH [http://www.massgeneral.org/heartcenter/services/treatmentprograms.aspx?](http://www.massgeneral.org/heartcenter/services/treatmentprograms.aspx?Women's%20Heart%20Health%20Program&id=1011)
 Women's id=1011
 Heart Health
 Program

Contact Information Donna Peltier-Saxe RN, MSN, dpeltiersaxe@partners.org

Detailed Description [Download/View Attachment](#)(25.80 KB)
 File Name: MGH Program List.pdf

MGH Institute of Health Professionals

Brief Description or Objective The MGH Institute of Health Professions is an interdisciplinary graduate school that prepares skilled health care practitioners to become leaders in the clinical disciplines of nursing, physical therapy, speech-language pathology, and medical imaging. More than 80 faculty, more than half of whom are practicing clinicians, accomplish this mission by: Integrating academic and clinical curricula; Expanding and refining the scientific basis for health care through teaching, research, and scholarship; Developing innovative educational methods; Developing new models of practice to foster provision of effective, affordable, and ethical health care. Incorporating classroom learning with research and clinical experience, the MGH Institute grants professional degrees, awards certificates of advanced study, and offers continuing education to practicing clinicians, as well as, baccalaureate-educated individuals entering health care from another field. There are currently more than 1000 full- and part-time students enrolled in the school, which is accredited by the New England Association of Schools and Colleges (NEASC).

Program Type Health Professional/Staff Training

Target Population

- **Regions Served:** Boston-Charlestown, Boston-Greater
- **Health Indicator:** Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals
Statewide Priority: Not Specified

Goal Description	Goal Status
Incorporate classroom learning with research and clinical experience, the MGH Institute grants professional degrees, awards certificates of advanced study, and offers continuing education to practicing clinicians, as well as, baccalaureate-educated individuals entering health care from another field.	There are currently more than 1000 full- and part-time students enrolled in the school, which is accredited by the New England Association of Schools and Colleges (NEASC).

Partners

Partner Name, Description **Partner Web Address**

MGH Institute has clinical affiliation agreements with over 600 health care providers and schools.

Contact Information John Shaw MGH Institute of Health Professions Charlestown Navy Yard 36 First Avenue Boston, MA 02129, jshaw@mghihip.edu

Detailed Description [Download/View Attachment](#)(314.12 KB)
 File Name: 09MGHIHP.pdf

Longitudinal Elective in Community-Oriented Primary Care

Brief Description or Objective Residents in the MGH pediatrics, internal medicine, and med-peds programs participate in a two week class in COPC/CBPR then work on projects in partnership with local community

organizations.

Program Type

Health Professional/Staff Training

Target Population

- **Regions Served:** Boston, Boston-Charlestown, Chelsea, Revere
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goals**Statewide Priority:** Not Specified**Goal Description**

Recruit the third class of residents

Goal Status

In FY2010 9 residents completed the COPC class and are working on various community projects

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

Not Specified

Contact Information

Ariel Frey, MD, afrey@partners.org

Detailed Description

[Download/View Attachment](#)(25.80 KB)
File Name: MGH Program List.pdf

Expenditures

Program Type	Estimated Total Expenditures for FY2010	Approved Program Budget for 2010
Community Benefits Programs	Direct Expenses \$58,029,751 Associated Expenses Not Specified Determination of Need Expenditures \$3,123,303 Employee Volunteerism Not Specified Other Leveraged Resources \$11,047,559	\$101,414,502 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$27,967,571 HSN Denied Claims \$347,929 Free/Discount Care Not Specified Total Net Charity Care \$28,315,500	
Corporate Sponsorships	\$898,389	
	Total Expenditures \$101,414,502	
Total Patient Care-Related Expenses for FY2010		\$1,711,427,404

Comments: Where 'Not Specified' is reported, it should be noted that although amounts are not available for reporting, Partners hospitals, health centers, and physicians provide substantial contributions.

Optional Information

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