

## **Harrington Memorial Hospital - FY2008**

---

### **Summary Narratives**

#### **Community Benefits Mission Statement**

Harrington Hospital's mission is to deliver optimal healthcare to the residents and communities of South Central Massachusetts and Northeastern Connecticut. The hospital is committed to Total Local Care, providing personalized, compassionate care and advanced technology close to home. Harrington provides comprehensive inpatient and outpatient care along with community outreach programs.

#### **Program Organization and Management**

The community benefit focus at Harrington begins with the hospital's Board of Trustees, all of whom are community based. The trustees have organized a Community Relations Committee which oversees many of the hospital's community programs and projects and reviews all the programs and recommendations additional programs and projects as needed. The Community Relations Committee, which includes the hospital's Director of Community Relations and Community Relations Coordinator, both hospital employees, targets a number of community events in which to participate and help sponsor each year. In addition, hospital management helps carry out the programs that benefit the Harrington community.

#### **Key Collaborations and Partnerships**

Tri-EPIC

Harvard Medical Faculty Physicians at Beth Israel Deaconess Medical Center

University of Massachusetts Medical School

Southbridge Interfaith Hospitality Network Inc.

The Alzheimer's Support Network's Resource Identification Assistance Program

South County Teen Network

Hubbard Regional Hospital

#### **Community Health Needs Assessment**

Harrington updated its strategic planning documents, which included assessing the health needs of the community and strategizing ways to expand its community health outreach, at a strategic planning retreat in February 2008. The resultant plan was to hasten Harrington's growth from a community hospital to a regional health care provider. As a result of the session, Harrington identified several strategic areas of need and formed committees to develop the hospital's capabilities in these areas, including increased physician manpower, planning, development and deployment as well as developing new programs and expanding existing programs. Overseeing the entire process was the Growth Committee.

#### **Community Benefits Plan**

Realizing that many in our community do not have the interest or, in some cases, the means, to travel great distances for health care, Harrington has adopted a "Total Local Care" policy, and is making efforts to increase its reach in the community, both in terms of community education, community screenings and services, and satellite health care offices. Harrington opened physician offices in Sturbridge, began planning for the renovation of its Dudley office and will open an office in Charlton in 2009. We continue to assess the need for new physicians and community outreach programs and modify our plan accordingly.

#### **Key Accomplishments of Reporting Year**

In fiscal 2008, the hospital engaged Press Ganey Inc., a research firm, to survey patients and other hospital constituencies and is using the results to learn to be more responsive to patient needs and concerns and, as a result, be more responsive to the community. Harrington increased its presence at community outreach events, ran health

screenings, and added to its physician base. Its Social Services department provided volunteer staffing support for the Cancer Support Financial Fund program. The department receives community referrals for program eligibility and provides authorization for assistance to individuals with cancer who need financial help.

### Plans for Next Reporting Year

Harrington's Cancer Center will open in 2009, serving the cancer treatment needs of the community. In addition, new satellite offices, including in Charlton, will come on line to better serve the residents of our area.

The hospital also signed an agreement in late 2008 to manage the daily operations of Hubbard Regional Hospital, 13 miles from Harrington in Webster, Mass. Hubbard, which had been ailing financially for some time, sought out Harrington as a potential manager. Harrington's goal is to find a way to keep the Hubbard site operating in some capacity as a health-care provider to its surrounding communities.

### Select Community Benefits Programs

#### Diabetes Education

|                                       |  |
|---------------------------------------|--|
| <b>Brief Description or Objective</b> | Public Education on Diabetes   |
| <b>Program Type</b>                   | Community Education  |
| <b>Target Population</b>              | <ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Southbridge</li> <li>• <b>Health Indicator:</b>Other: Diabetes, Overweight and Obesity</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Adult</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul> |
| <b>Partners</b>                       | <ul style="list-style-type: none"> <li>• Harrington does this on its own, occasionally holding an event at a local institution such as a senior center.</li> </ul>   |
| <b>Contact Information</b>            | Candace Caputo, Coordinator 508-765-9771<br><a href="mailto:ccaputo@harringtonhospital.org">ccaputo@harringtonhospital.org</a>   |
| <b>Detailed Description</b>           | Not Specified  |

#### Community Health Assessment

|                                       |  |
|---------------------------------------|--|
| <b>Brief Description or Objective</b> | Planning for provision of new services   |
| <b>Program Type</b>                   | Community Health Needs Assessment  |
| <b>Target Population</b>              | <ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Charlton, Southbridge, Sturbridge</li> <li>• <b>Health Indicator:</b>Access to Health Care, Immunization, Mental Health, Overweight and Obesity</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All Adults, All Children</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Spanish</li> </ul> |
| <b>Partners</b>                       | <ul style="list-style-type: none"> <li>• Harrington conducts its assessment on its own, using information available through its outreach efforts.</li> </ul>   |

|                             |   |
|-----------------------------|---|
| <b>Contact Information</b>  | Dawn Sanchez 508-765-3146<br>Karen Spiewak 508-450-2137<br>kspiewak@charter.net<br><a href="mailto:dsanchez@harringtonhospital.org">dsanchez@harringtonhospital.org</a> |
| <b>Detailed Description</b> | Not Specified   |

### BabySitting and CPR Program

|                                       |  |
|---------------------------------------|--|
| <b>Brief Description or Objective</b> | Provide babysitting classes to local community teens with emphasis on safety, emergency health care and community resources  |
| <b>Program Type</b>                   | Community Education  |
| <b>Target Population</b>              | <ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Southbridge</li> <li>• <b>Health Indicator:</b>Access to Health Care, Other: Education/Learning Issues, Other: First Aid/ACLS/CPR</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Child-Teen</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul> |
| <b>Partners</b>                       | <ul style="list-style-type: none"> <li>• These sessions are held at Harrington Hospital, and handled by staff no partners are employed.</li> </ul>   |
| <b>Contact Information</b>            | Linda Hart, RN 508-765-9771  |
| <b>Detailed Description</b>           | <a href="#">Download/View Attachment</a> (2271.974 KB)   |

### TRI-Epic

|                                       |  |
|---------------------------------------|--|
| <b>Brief Description or Objective</b> | Coordination of Emergency Services between towns in the local community  |
| <b>Program Type</b>                   | Health Professional/Staff Training, Healthy Communities Partnership  |
| <b>Target Population</b>              | <ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County - Worcester</li> <li>• <b>Health Indicator:</b>Other: Public Safety</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All</li> <li>• <b>Ethnic Group:</b>All</li> <li>• <b>Language:</b>Not Specified</li> </ul> |
| <b>Partners</b>                       | <ul style="list-style-type: none"> <li>• Partners include the American Red Cross, Central Mass EMS Corporation, Central Regional Homeland Security Council, Dudley Fire, Masonic Health Systems, and Radius Healthcare(cmemsc.org)</li> </ul>  |
| <b>Contact Information</b>            | John Hart, Director of Public Safety, 508-765-9771<br><a href="mailto:jhart@harringtonhospital.org">jhart@harringtonhospital.org</a>   |
| <b>Detailed Description</b>           | Not Specified  |

### Alzheimer Support Group

|                                       |  |
|---------------------------------------|--|
| <b>Brief Description or Objective</b> | support group and coordination of services in the area                         |
| <b>Program Type</b>                   | Community Education, Direct Services, Healthy Communities Partnership, Support |

|                             |  |
|-----------------------------|--|
|                             | Group  |
| <b>Target Population</b>    | <ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Charlton, Dudley, Southbridge, Sturbridge</li> <li>• <b>Health Indicator:</b>Access to Health Care, Other: Alzheimer Disease</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Adult</li> <li>• <b>Ethnic Group:</b>Not Specified</li> <li>• <b>Language:</b>Not Specified</li> </ul> |
| <b>Partners</b>             | • Harrington staffs this program using volunteers and does not partner with any organizations on a regular basis.  |
| <b>Contact Information</b>  | Roger Lamontagne, Director, Social Services, 508-765-9771  |
| <b>Detailed Description</b> | Not Specified  |

| <b>Program Type</b>                                   | <b>Estimated Total Expenditures for FY2008</b>   | <b>Approved Program Budget for 2009</b>   |
|---|--|---|
| Community Benefits Programs                           | <a href="#">Direct Expenses</a> \$97,500<br><a href="#">Associated Expenses</a> Not Specified<br><a href="#">Determination of Need Expenditures</a> Not Specified<br><a href="#">Employee Volunteerism</a> Not Specified<br><a href="#">Other Leveraged Resources</a> Not Specified      | \$104,325<br><br>* Excluding expenditures that cannot be projected at the time of the report. |
| Community Service Programs                            | <a href="#">Direct Expenses</a> Not Specified<br><a href="#">Associated Expenses</a> Not Specified<br><a href="#">Determination of Need Expenditures</a> Not Specified<br><a href="#">Employee Volunteerism</a> Not Specified<br><a href="#">Other Leveraged Resources</a> Not Specified |   |
| Net Charity Care                                      | \$520,131  |   |
| Corporate Sponsorships                                | Not Specified  |   |
|   | <b>Total Expenditures</b>  | \$617,631   |
| <b>Total Patient Care-Related Expenses for FY2008</b> |  | \$63,989,859  |
| Comments: None  |  |   |