

Lowell General Hospital - FY2017

Community Benefits Mission Statement

Lowell General Hospital is committed to improving the overall health status of our community and, specifically, the health problems of underserved populations of Greater Lowell. This mission is achieved by identifying existing and future health needs in the community, and addressing those needs through new or existing health initiatives, including education, prevention, and screening programs, both independently and in collaboration with other community resources.

Target Populations

Name of Target Population	Basis for Selection
Residents of Greater Lowell Area	Primary Service Area
Immigrants & Refugees	US Census
Low Income Individuals & Families	US Census
Individuals classified as "at risk"	MassChip
Individuals with Chronic Disease	Community Input/Patient Feedback/CHNA10
Youth	YRBS/MassChip/DPH/CHNA10
Elderly	Community Input/Patient Feedback/CHNA10
Individuals affected by Behavioral Health and/or Substance Abuse Issues	Community Input/Patient Feedback/CHNA10
Minority Populations	US Census

Publication of Target Populations

Marketing Collateral, Annual Report, Website, Other- e-newsletter

Hospital/HMO Web Page Publicizing Target Pop.

www.lowellgeneral.org

Key Accomplishments of Reporting Year

Lowell General Hospital is committed to improving and impacting the health status of the Greater Lowell community. Each year Lowell General endeavors to be increasingly involved in its community by developing and maintaining stronger relationships with community organizations and members, providing more educational programs and preventative health opportunities, and continuously assessing the needs of our residents living in Greater Lowell. The hospital does this primarily by conducting a health needs assessment every three years to identify the unmet medical and public health needs within the Greater Lowell community. Subsequently, the hospital also measures and evaluates the public's identified needs through community programs and events and collection of feedback from

visitors, patients and staff.

Lowell General Hospital's fiscal year 2017 community benefit plan focused on four major health priority areas—mental health, substance use, chronic disease and community health improvement—with data extrapolated from the 2016 Greater Lowell Community Health Needs Assessment. The initiatives created in the plan are intended to address the top health problems facing area residents and the populations at greatest risk. Based on the priority needs identified by the community—the hospital offers diverse programs, screenings and events for all ages and diverse groups, from prenatal education to elder care.

Mental Health

Approximately 1 in 25 adults in the U.S.—9.8 million, or 4.0%—experiences a serious mental illness in a given year that substantially interferes with or limits one or more major life activities.

Approximately 1 in 5 youth aged 13–18 (21.4%) experiences a severe mental disorder at some point during their life (NAMI). The 2016 Greater Lowell Community Health Needs Assessment named mental health as the top health priority in the region. The assessment's focus groups further identified stress, depression, PTSD and anxiety as specific issues facing local residents. These groups also acknowledged an increase in mental health issues in children and young adults. In response, Lowell General Hospital sought to improve education, resources and support with the objective to increase the availability of such services.

Primarily, the hospital supported the internationally recognized and evidence-based curriculum known as Mental Health First Aid. Mental Health First Aid is an 8-hour training program that teaches members of the public how to help a person who is developing or struggling with a mental health problem or in a mental health crisis. In partnership with the American Foundation for Suicide Prevention, the hospital hosted quarterly Mental Health First Aid trainings for youth and adults.

Additionally, the hospital offered 85 free or low-cost programs on depression, anxiety, self-harm and adolescent suicide prevention in the community. such as:

safeTALK Suicide Alertness, Understanding Mental Health, Anger Management, Stress Management, Anti-Bullying, and Meditation. Providing these programs to nearly 650 youth and adults combined has helped increase education and awareness within our population.

Substance Use

According to the 2016 Greater Lowell Community Health Needs Assessment, substance use disorder remains to be another top health issue. Alarming, Lowell saw 2,144 hospital admissions per 100,000 due to substance abuse in 2011, a rate nearly double the Massachusetts state average. The study reported that community groups expressed concern at the lack of services and care available for those suffering from a substance use disorder. As a way to address this need, Lowell General Hospital increased education through direct programming, fostering new partnerships, and providing funding to key community groups.

Throughout the year, the hospital continued promotion of its Opioid Awareness Campaign in partnership with the Greater Lowell Massachusetts Opioid Abuse Prevention Collaborative (MOAPC), which highlighted the risk of heroin addiction linked to opioid use. Staff distributed campaign materials, including large posters and branded coffee sleeves, throughout the community. Additionally, the hospital increased direct visits to the drugfreegreaterlowell.org website through additional campaign advertisement on the Lowell Regional Transit Authority (LRTA) bus lines. The website has helped raise awareness and improve access to local resources regarding substance use and abuse.

In September 2017, the hospital developed the Greater Lowell Grandparents as Parents (GAP) Support Group. Still in its infancy, the GAP support group is a response to the growing number of grandparents (or kinship caregivers) who are raising children. According to the Massachusetts Commission on the Status of Grandparents Raising Grandchildren, nearly 80% of GAP are raising children due to substance use disorder. The GAP support group will run monthly throughout the school year onsite at the hospital.

The hospital also developed a deeper partnership with Mezan's House. a

residential treatment home for women ages 18-26, located in Lowell. The mission at Megan's House is to improve the quality of life of its residents through an evidence based substance abuse treatment program that emphasizes individual dignity, self-respect and empowerment. Over the year, the hospital provided four separate programs for residents, with topics including healthy cooking, personal safety and self-defense and stress management.

The hospital provided a grant of \$50,000 in funding to the City of Lowell's Initiative on Non-Opioid Drug Use, a two-year program in the Lowell public schools to implement a prevention curriculum for grades 5-8. The eight-session program covers basic life skills and includes two sessions focused on substance abuse. The curriculum reached over 1800 students, nearly 42% of the middle school population in Lowell.

Lowell General Hospital maintains active participation on several community task forces addressing substance abuse issues within Greater Lowell, including the District Attorney's Greater Lowell Opioid Task Force, the City of Lowell's Opioid Task Force and the Greater Lowell Health Alliance's Substance Use & Prevention Task Force. Numerous hospital representatives attend both the District Attorney's Greater Lowell Opioid Task Force and the City of Lowell's Opiate Task Force every month, while others attend the GLHA's Substance Use & Prevention Task Force bi-monthly. The District Attorney's task force brings together law enforcement, healthcare professionals and addiction and recovery specialists to talk about what is happening in communities and to discuss ways to tackle issues surrounding the opioid crisis head on, whereas the city's task force specifically focuses on Lowell. The GLHA's Substance Use & Prevention Task Force works to strengthen collaboration in the Greater Lowell community to prevent and reduce substance abuse among youth and adults. The task force has grown to include representatives from over 30 local health and human service agencies, as well as youth, parents, law enforcement officials, and elected officials. There are also four dynamic subcommittees under the Substance Use & Prevention Task Force the hospital participates on, which includes the Massachusetts Opioid Abuse Prevention Collaborative (MOAPC), Environmental Strategies Working Group

(ESWG), Substance Abuse and Prevention Collaborative (SAPC), and the Marijuana Subcommittee. Additionally, hospital representatives serve on the Lowell House Inc. Advisory Board and the Megan's House Board of Directors.

Chronic Disease

Chronic disease is the leading cause of death and disability in the United States—with nearly 50% of all adults reporting at least one condition. Heart disease, stroke, cancer, type 2 diabetes, obesity and arthritis are among the most common, costly, and preventable of all health problems. The 2016 Community Health Needs Assessment identified diabetes, obesity, and hypertension as top health problems in the Greater Lowell area. In response, the hospital dedicated efforts to increase prevention education on chronic disease and increase preventative health screenings in the region.

Throughout fiscal year 2017, the hospital offered preventative health screenings, including blood pressure, body mass index, body fat percentage and blood glucose to over 1,100 community members. As a way to serve the community's more vulnerable and at-risk population, the hospital partnered with several local nonprofits including the Cambodian Mutual Assistance Association (CMAA), Lowell Housing Authority and Lowell Community Health Center to provide health screenings and educational programs on-site for their members and clients. Additionally, staff coordinated over 70 programs and outreach events within the community, serving over 3,000 residents within Greater Lowell. Programs ranged in topic from heart disease prevention to nutrition workshops.

In addition to prevention activities, the hospital again focused efforts to improving access to healthy foods for local residents. By collaborating with Mill City Grows, a non-profit organization working to improve food justice in Lowell, and the Merrimack Valley Food Bank, the hospital was able to increase opportunities for community members to access fresh fruits and vegetables. With financial support from the hospital, Mill City Grows Mobile Farmer's Market and the Merrimack Valley Food Bank Mobile Market provided fresh produce to over 2000 community members from June through October 2017.

Community Health Improvement

The Healthy People 2020 report identified five key areas of social determinants of health that impact health outcomes.

Economic stability, education, social and community context, access to health and healthcare, and built environment are important characteristics supported by Lowell General Hospital. In fiscal year 2017, the hospital increased hours dedicated to student mentorship and training, increased the number of hours dedicated to participation in community initiatives, and increased the number of classes and resources offered in various languages.

The hospital is highly invested in the future of quality healthcare in our community and committed to working with our local schools, colleges and universities to introduce youth to careers in healthcare. The hospital offered extensive workforce development opportunities for student internships and clinical practicums throughout the hospital to help students pursue their future careers in an active setting.

Various departments at the hospital supervise many students each semester and devote their time and knowledge guiding them on a path to become highly skilled, confident young professionals. In fiscal year 2017, there were approximately 15,000 staff hours dedicated to nearly 800 students.

Annually, staff from Lowell General Hospital actively participate on more than 30 community boards, coalitions, committees, and task forces throughout the Merrimack Valley. Some examples include Boys & Girls Club of Greater Lowell, City Manager's Domestic Violence Task Force, D'Youville Senior Care, Lowell Youth Development Collaborative, Girls Incorporated, Community Family, Greater Lowell YMCA, Merrimack Valley Food Bank, Salvation Army of Greater Lowell, Lowell Early Childhood Advisory Council, Project LEARN, and the Lowell Humane Society.

Whether a primary or contributing factor to losing housing, or a condition acquired or made worse afterwards, individuals who are homeless have disproportionately high rates of health problems (CDC).

Homelessness and housing stability is a social determinant and an environmental factor identified in the 2016 Greater Lowell Community Health Needs Assessment

that affects our community. Each year the hospital provides support to Habitat for Humanity to assist in community builds to renovate homes for new families in need. In addition to financial support, the hospital participated in three community builds.

Lowell General Hospital also continues to be the main organization supporting the Greater Lowell Health Alliance (GLHA) through both financial and human resources. The GLHA brings together healthcare providers, business leaders, educators, and civic and community leaders with a common goal to improve the overall health of our communities. The GLHA now has seven health-focused task forces— Cultural Competency, Healthy Eating and Living, Maternal/Child Health, Mental Health, Substance Use and Prevention, Asthma, and Social Determinants of Health. A major focus this year for both the hospital and the Greater Lowell Health Alliance was the development of the first Greater Lowell Community Health Improvement Plan (CHIP). Moving forward the CHIP will be used as a roadmap for health improvement over a three-to-five year period to guide the investment of resources of all organizations that have a stake in improving the health of the residents of Lowell and the surrounding communities.

Lastly, to increase access to healthcare and aid in affordability, the hospital continued to offer Tdap (tetanus-diphtheria-pertussis) and Influenza vaccination clinics. In fiscal year 2017, we provided almost 700 vaccinations in the community.

Plans for Next Reporting Year

In preparation for our fiscal year 2018 Community Benefit program, Lowell General Hospital aligned with the 2017 Greater Lowell Community Health Improvement Plan (CHIP), derived from the 2016 Community Health Needs Assessment (CHNA) and feedback from the community. The CHIP serves as a long-term systematic effort to address public health problems in the community, helping to set priorities, coordinate efforts, and target resources.

The hospital will therefore base its community benefit efforts on the CHIP's six health priority areas, which include access to healthy foods, asthma, mental

health, physical activity, social determinants of health, and substance abuse. Furthermore, each hospital objective has direct correlation with the CHIP objectives. A cross-cutting element of our community benefit program will be to provide national standards for Culturally and Linguistically Appropriate Services (CLAS) to all individuals in order to reduce disparities and achieve health equity.

Plans for Next Reporting Year

Fiscal Year 2018 Community Benefit Plan:

Priority Area 1: Access to Healthy Food

-Goal: Foster a community that focuses on providing access to nutritious food through resources and education to ultimately reduce the rates of diabetes, hypertension, and obesity.

o Objective 1: Provide educational opportunities on healthy eating and its economic benefits

o Objective 2: Increase access to healthy foods

o Objective 3: Increase capacity through community service and financial contributions

Priority Area 2: Asthma

- Goal: Reduce the burden and incidence of asthma in the region through education, prevention, and advocacy efforts.

o Objective 1: Increase resources to conduct asthma assessments, education, and prevention

o Objective 2: Increase communication to enhance the continuity of care

o Objective 3: Increase capacity through community service and financial contributions

Priority Area 3: Mental Health

- Goal: Foster a supportive and mindful community that has an equally shared, respectful, and holistic understanding of mental and physical health.

o Objective 1: Strengthen the expertise and capacity of the mental health workforce in the region

o Objective 2: Decrease mental health stigma by increasing knowledge and awareness amongst the community about mental health

o Objective 3: Strengthen communication and care coordination between primary care physicians, patients, behavioral health providers, other support services, parents, guardians, and caregivers as it

relates to mental health and substance use services

- o Objective 4: Increase capacity through community service and financial contributions

Priority Area 4: Physical Activity

- Goal: Improve the overall health of the region through safe, equitable access to physical activity.

- o Objective 1: Increase the amount of safe indoor and outdoor physical activity sites and programs

- o Objective 2: Develop and promote workplace initiatives

- o Objective 3: Increase capacity through community service and financial contributions

Priority Area 5: Social Determinants of Health

- Goal: Have a culture that provides equitable access to education, employment opportunities, transportation, housing, positive social environments, and health care to achieve improved positive health outcomes.

- o Objective 1: Increase career/workforce development opportunities

- o Objective 2: Increase capacity through community service and financial contributions

Priority Area 6: Substance Use & Prevention

- Goal: Create a region that prevents substance misuse and/or reduces substance use disorder and associated mental health illnesses for all populations.

- o Objective 1: Improve early intervention through preventative education and services to provide resources for youth and/or parents

- o Objective 2: Increase access and awareness to treatment services and resource

- o Objective 3: Increase capacity through community service and financial contributions

*A full 2018 community benefit plan can be accessed on the Lowell General Hospital website.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Lowell General Hospital Board of Trustees
President
Lowell General Hospital Leaders
VP of External Affairs
Center for Community Health & Wellness
Patient Family Advisory Council (PFAC)
Greater Lowell community

Community Benefits Team Meetings

Based on results of the needs assessment, the community benefit plan is developed annually by the Community Benefits Leadership Team. Once completed, the plan is approved by the hospital's senior leadership and submitted for review and approval by the hospital's Board of Trustees.

We use a strategic plan dashboard to enable the Board to easily review, revise and update the plan during regular updates throughout the year, including quarterly board meetings, the hospital's annual meeting, and at least two meetings for specific discussion on community benefit. The plan is reviewed and revised annually to ensure it continues to address the identified health needs of the hospital's target populations and meets the hospital's vision for "improved community health and access to quality care for all." The hospital dedicates extensive resources throughout the organization in its commitment to the community benefit program with input from the community. We also encourage and support staff throughout the organization in their participation in community benefit events, providing clinical expertise in screenings and education programs, as well as non-clinical participation, such as community benefit and diversity programs. The staff of the Center for Community Health & Wellness work closely with the individual departments throughout the year, monitoring and evaluating their involvement and expenditures related to the community benefit plan. The Vice President of External Affairs, as well as staff members overseeing the community benefit initiatives in their respective areas, are accountable for the goals and objectives tied to the community benefit plan. That accountability is reflected in the performance reviews during which staff must demonstrate their ability to meet the objectives of the strategic and community benefit plans. The Vice President of External Affairs reports directly to the

President & CEO, who have dedicated responsibility to the program.

Community Partners

Community participation is achieved by working collaboratively with various organizations throughout the Greater Lowell region. Our community partnerships address many focus areas, such as mental health, nutrition, substance use, cultural competency, physical fitness, youth education and much more. Some examples of organizations we work with regularly include: Boys & Girls Club of Greater Lowell, Catie's Closet, Circle Home, Community Teamwork, Inc., D'Youville Foundation, Elder Services of Merrimack Valley, Girls, Inc., Greater Lowell Technical High School, Lowell Community Health Center, Lowell Health Department, Lowell House, Inc., Lowell Police Department, Lowell Public Schools, Lowell Spinners, Megan's House, Merrimack Valley Food Bank, Middlesex Community College, Mill City Grows, South Bay Mental Health, Tewksbury Police Department, Trinity-EMS, UMass Lowell, Westford Education Foundation, WIC of Lowell, and many more. The Greater Lowell Health Alliance (GLHA) of Community Health Network Area 10 (CHNA) is another partner we have worked with for several years. The GLHA is a community-wide coalition that was created in 2006 to provide resources to raise awareness, knowledge, and action in Greater Lowell individuals and businesses as we strive to improve the overall health of our communities. The GLHA became its own 501c3 organization on March 3rd, 2009. Members of the GLHA include the leadership of health, educational, cultural, civic, and social service institutions in the Greater Lowell area representing more than 80 organizations, including Lowell General Hospital, University of Massachusetts Lowell, Lowell Community Health Center, Metta Health Center, Middlesex Community College, Circle Home, Lowell Public Schools, City of Lowell, Community Teamwork, Inc., Lowell Business Community, and Chelmsford Board of Health.

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

We utilized findings from the 2016 Greater Lowell Community Health Needs Assessment, which was completed in September 2016.

Consultants/Other Organizations

On behalf of Lowell General Hospital, the University of Massachusetts Lowell and the Greater Lowell Health Alliance (GLHA), a team of UMass Lowell researchers and students conducted a community health needs assessment study to distinguish the unmet medical and public health needs within the Greater Lowell community. The geographic areas assessed included the communities of Lowell, Billerica, Chelmsford, Dracut, Dunstable, Tewksbury, Tyngsborough and Westford.

Data Sources

Community Focus Groups, Hospital, Consumer Group, Interviews, MassCHIP, Public Health Personnel, Surveys, CHNA

Select Community Benefits Programs

Chronic Disease

Brief Description or Objective

Chronic Disease remains a primary focus for our community. The hospital works to address the needs of the community through education, screenings and partnerships. Community Preventative Health Screenings- Lowell General Hospital recognizes that our most at-risk populations experience difficulty accessing healthcare on a regular basis. In fiscal year 2017, the hospital partnered with many community organizations and agencies to sponsor free preventative health screening clinics and fairs across Greater Lowell as a way to catch early signs and symptoms of health issues such as heart disease, hypertension, diabetes and obesity. Our goal is to meet people where they are, and our annual Wellness Fair at the Lowell Housing Authority exemplifies this effort. Incentivized by \$25 grocery gift cards, this past year more than 100 LHA residents received screenings, and several were sent for follow-up treatment. "It is a wonderful opportunity because we realized there is a need for services to be brought to the individual, versus them seeking out services," according to LHA's Support Services Director. Other organizations we partnered with for screenings include the Cambodian Mutual Assistance Association, Coalition for a Better Acre, Lowell Community Health Center and Merrimack Valley Catholic Charities. Each participant received individual screening numbers as well as education and information on preventing disease. Participants were advised to seek follow-up care as needed and referred accordingly. In total, the hospital reached over 1,100 community members who otherwise may not have sought out healthcare through screenings such as blood pressure, body mass index, body fat percentage and blood glucose. Community Chronic Disease Prevention Education- In fiscal year 2017, Lowell General Hospital provided chronic disease prevention education through workshops, classes and outreach events to over 3,000 residents in Greater Lowell. Specifically this year, the hospital focused efforts toward diabetes management and diabetes prevention. In recognition of Diabetes Awareness Month, the hospital hosted a free educational workshop series for community members in addition to free screening offered throughout the month. Additionally, youth and adult outreach events featured MyPlate educational resources and activities meant to inform community members about current federal dietary guidelines aimed at reducing and managing diabetes. Project Fit America- In fiscal year 2017, the hospital provided supplementary funding through Project Fit America to install an outdoor Fit-Pit, a state-of-the-art playground designed to enhance children's fitness, at the McCarthy Middle School in Chelmsford, MA. The program also includes indoor equipment like weighted sport hoops and fitness cups. On-site sports equipment fosters an active living environment for students while corresponding in-class

curricula educates them on the importance of physical fitness as a life-long practice for reducing chronic disease. Mobile Market Partnership- In an effort to improve access to healthy foods, Lowell General Hospital partnered with Mill City Grows, a local urban farming non-profit, as well as the Merrimack Valley Food Bank in fiscal year 2017 to distribute fresh foods to individuals and families facing hunger in the City of Lowell. The Mill City Grows Mobile Market distributed fresh fruits and vegetables to community members weekly from June – October via mobile sites located on the two hospital campuses, with the ability to accept Supplemental Nutrition Assistance Program (SNAP) benefits as well as offer additional incentives, such as bonus bucks and Healthy Incentives Program (HIP). Additionally, the hospital acted as a main sponsor of the Merrimack Valley’s Mobile Food Pantry, which ran pop-up markets at all Lowell Housing Authority (LHA) sites from July - October. Staff from the MVFB and volunteers from the hospital provided LHA tenants with fresh produce and other healthy food options at no cost. This program reached underserved populations for whom there are barriers, such as transportation, to accessing fresh, healthy foods. In total, the mobile markets served over 2,000 community members in Lowell.

Program Type Community Education, Direct Services, Health Screening, Outreach to Underserved, Prevention, Support Group

Target Population

- **Regions Served:** County-Middlesex, Other-Merrimack Valley
- **Health Indicator:** Other: Alzheimer Disease, Other: Asthma/Allergies, Other: Cancer, Other: Cancer - Breast, Other: Cancer - Cervical, Other: Cancer - Colo-rectal, Other: Cancer - Lung, Other: Cancer - Multiple Myeloma, Other: Cancer - Ovarian, Other: Cancer - Prostate, Other: Cancer - Skin, Other: Cardiac Disease, Other: Chronic Pain , Other: Diabetes, Other: First Aid/ACLS/CPR, Other: Public Safety, Other: Stroke
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** Cambodian , English , Portuguese , Spanish

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

Goal Description	Goal Status
Address the chronic disease needs of the community through education, screenings and partnerships.	Ongoing

Partners

Partner Name, Description	Partner Web Address
Pheasant Lane Mall	www.simon.com
Elder Services	www.esmv.org
Mill City Grows	www.millcitygrows.org
Lowell Housing Authority	www.lhma.org
Merrimack Valley Food Bank	www.mvfb.org
SLS Fitness	www.slsfitness.com
Cambodian Mutual Assistance Association (CMAA)	www.cmaalowell.org
Chelmsford Public Schools	www.chelmsford.k12.ma.us
Merrimack Valley Catholic Charities	ccab.org
Coalition for a Better Acre	www.cbacre.org

Contact Information Heather Hilbert, Senior Program Coordinator, Center for Community Health & Wellness, Lowell General Hospital 295 Varnum Avenue, Lowell, MA 01854, heather.hilbert@lowellgeneral.org

Detailed Description Not Specified

Detailed Description Not Specified

Community Health Improvement

Brief Description or Objective The hospital understands the important role we play in improving the overall health of our community. In 2017, we aimed to increase the number of hours dedicated to involvement in community organizations and initiatives and continued to support the Greater Lowell Health Alliance (GLHA). Overall, hospital staff have dedicated more than 22,000 staff hours, which generates to more than \$1,000,000.

Program Type Community Benefits Planning Process,Community Education,Community Health Needs Assessment,Community Participation/Capacity Building Initiative,Direct Services,Grant/Donation/Foundation/Scholarship,Health Coverage Subsidies or Enrollment,Health Professional/Staff Training,Health Screening,Mentorship/Career Training/Internship,Outreach to Underserved,Physician/Provider Diversity,Prevention,Research,School/Health Center Partnership,Support Group

Target Population

- **Regions Served:** County-Middlesex, Other-Merrimack Valley
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** Cambodian , English , Portuguese , Spanish

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**

Actively participate in community organizations

Ongoing

Continue to support the Greater Lowell Health Alliance (GLHA)

Ongoing

Increase access to CHW programming due to expanded offerings in various languages

Ongoing

Partners

Partner Name, Description **Partner Web Address**

Greater Lowell Health Alliance www.greaterlowellhealthalliance.org

Contact Information Heather Hilbert, Senior Program Coordinator, Center for Community Health & Wellness, Lowell General Hospital, 295 Varnum Avenue, Lowell, MA 01854, heather.hilbert@lowellgeneral.org

Detailed Description Not Specified

Workforce Development

Brief Description or Objective Lowell General Hospital has built strong relationships with local colleges and universities to provide workforce development opportunities to students of various degrees and clinical programs. Lowell General Hospital takes on many student interns and clinical groups from local colleges and universities every year throughout numerous hospital departments. A highlight of this work is the Careers in Healthcare program, which immerses high school students considering a career in healthcare. In FY 2017 we collaborated with 10 local high schools to provide Careers in Healthcare Tours each month during the school year for students interested in the medical field. During each tour students meet with clinical and non-clinical staff, tour departments and get a broad overview of different careers available in healthcare. "The students were so excited to learn first-hand what it was like to work in an Emergency Room, see an operating room and visit a maternity ward," according to Lowell High School's Director of Support Services. Similar to the Careers in Healthcare Tour, Career Exploration

Director of Support Services. Similar to the Careers in Healthcare Tour, Career Exploration Days provide students with an opportunity to learn about different career paths throughout the hospital setting—both clinical and non-clinical. These one-day programs take place off-site at local schools and/or community organizations that cannot complete the program on-site at the hospital. These programs allow more students to attend at once. Additionally for students seeking an extended program, the hospital provides the Careers in Healthcare Experience program—a weeklong “summer camp” for high school students who are interested in pursuing a career in the healthcare field. This program gives high school students from within Greater Lowell hands-on experience in various departments and disciplines. A student from nearby Acton said the camp was instrumental in her pursuing a healthcare career. “I thought I wanted to be a nurse, but I was second-guessing myself through the college search process. I thought it would be a good idea to see all aspects of the hospital and came out knowing I wanted to go to nursing school.”

Program Type Community Education, Health Professional/Staff Training, Mentorship/Career Training/Internship

Target Population

- **Regions Served:** County-Middlesex, Other-Merrimack Valley
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** Cambodian , English , Portuguese , Spanish

Goals

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

Goal Description	Goal Status
Provide workforce development and internships	Ongoing

Partners

Partner Name, Description	Partner Web Address
University of Massachusetts Lowell	www.uml.edu
Middlesex Community College	www.middlesex.mass.edu
Notre Dame Cristo Rey High School	www.ndcrhs.org
Northern Essex Community College	www.necc.mass.edu
Rivier College	www.rivier.edu

Contact Information Heather Hilbert, Senior Program Coordinator, Center for Community Health & Wellness, Lowell General Hospital, 295 Varnum Avenue, Lowell, MA 01854, heather.hilbert@lowellgeneral.org

Detailed Description Not Specified

Mental Health

Brief Description or Objective Mental Health and Wellness Community Programs- With mental health identified as the top health priority in the Greater Lowell region, Lowell General Hospital expanded the number of mental health education programs available. These programs are focused on a variety of areas, including stress reduction, suicide prevention, caring for the caregiver, Mental Health 101, anger management, depression and anxiety. Many of these programs targeted teens and their parents. These efforts were offered throughout the year, ultimately reaching more than 800 members of the community. Mental Health First Aid- Lowell General Hospital, in partnership with the American Foundation for Suicide Prevention, established a Mental Health First Aid (MHFA) training program for community members and professionals. MHFA is an 8-hour training program that teaches members of the public how to help a person who is developing or struggling with a mental health problem or in a mental health crisis. Beneficiaries of these

programs include Lowell public schools, Tewksbury police and many other groups that work closely with youth. “A number of teachers have said that they’ve really been able to use it, not only in their professional lives, but their personal lives as well,” said District Support Specialist with Lowell Schools.

Program Type Community Education,Community Participation/Capacity Building Initiative,Outreach to Underserved,Prevention,School/Health Center Partnership,Support Group

- Target Population**
- **Regions Served:** County-Middlesex, Other-Merrimack Valley
 - **Health Indicator:** Mental Health, Other: Stress Management
 - **Sex:** All
 - **Age Group:** All
 - **Ethnic Group:** All
 - **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Improve education, resources and support surrounding Mental Health.	Ongoing

Partners

Partner Name, Description	Partner Web Address
Greater Lowell Health Alliance	www.greaterlowellhealthalliance.org
Lowell Public Schools	www.lowell.k12.ma.us
Lowell Health Department	www.lowellma.gov/health
American Foundation for Suicide Prevention	https://afsp.org
Tewksbury Police Department	www.tewksbury-ma.gov/police-department

Contact Information Heather Hilbert, Senior Program Coordinator, Center for Community Health & Wellness, Lowell General Hospital, 295 Varnum Avenue, Lowell, MA 01854, heather.hilbert@lowellgeneral.org

Detailed Description Not Specified

Substance Abuse

Brief Description or Objective Opioid Awareness Campaign- Lowell General Hospital launched a comprehensive social marketing campaign aimed at increasing awareness of prescription drug misuse and its linkage to opioid use disorder as well as the importance of safeguarding prescription medication in the home. This campaign included large posters with informational tear-offs, branded coffee sleeves, and advertisement through the Lowell Regional Transit Authority bus lines. With its greatest exposure during October 2017, National Substance Abuse Prevention Month, the campaign was successful in increasing traffic to the community-based website, www.drugfreegreaterlowell.org, where residents could access additional information on substance abuse and opioid use disorder resources. Megan’s House Health and Wellness Programs- Lowell General Hospital partnered with Megan’s House, a residential treatment home for young women, ages 18-26, in order to increase access to health and wellness programs for clients. Programs included stress management, healthy cooking and personal safety and self-defense. Residents at Megan’s House are part of a therapeutic community, where they participate in a long-term, comprehensive wellbeing program for up to six months (or longer if needed) to forge a personalized path to sustained recovery from substance use disorder. MaryBeth Murphy, program director of Megan’s House, says the programs have achieved

participation from virtually all of the residents, and they have asked for continued programming. Murphy says self-defense proved to be empowering; an activity called vision boarding fostered self-awareness and goal setting; and nutrition programs helped the women control weight despite the desire to eat after ending their substance use. Grandparents as Parent Support Group- The Massachusetts Commission on the Status of Grandparents Raising Grandchildren estimates that nearly 80% of grandparents/kinship caregivers in Massachusetts raising children are doing so as a result of the parents suffering from an opioid use disorder. In response, Lowell General Hospital worked to establish a support group for these caregivers in the Greater Lowell region. The hospital and its community partners established the Greater Lowell Grandparents as Parents (GAP) support group. The group is facilitated by a Licensed Independent Clinical Social Worker, who has experience working with children and families. It has received increasing participation from members of the community. The group will continue to meet monthly at the hospital during the school year as the only such support group available to the public. Healthy Futures at Lowell Public Schools- In fiscal year 2017, Lowell General Hospital invested \$50,000 in the incorporation of substance use prevention curricula in the Healthy Futures program at six middle schools in the Lowell Public School district. Healthy Futures includes classroom-based education, peer education through after-school and summer programs, parent education workshops, school and community connections, and web-based resources. These programs provide a holistic, multifaceted approach promoting positive youth development. The program successfully reached over 1,800 students or nearly 42% of the middle school population in Lowell, empowered adolescents to avoid the health, social, and psychological consequences of risky decisions by equipping them with the tools and educated support system they need to make healthy choices.

Program Type Community Education,Community Participation/Capacity Building Initiative,Direct Services,Outreach to Underserved,Prevention,School/Health Center Partnership,Support Group

- Target Population**
- **Regions Served:** County-Middlesex, Other-Merrimack Valley
 - **Health Indicator:** Other: Alcohol and Substance Abuse, Other: Smoking/Tobacco, Substance Abuse, Tobacco Use
 - **Sex:** All
 - **Age Group:** All
 - **Ethnic Group:** All
 - **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
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Focus on supporting substance use and prevention efforts through education, partnerships and financial support.	Ongoing
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Partners

Partner Name, Description	Partner Web Address
Lowell Health Department	www.lowellma.gov/health
Lowell Community Health Center	www.lchealth.org
Greater Lowell Health Alliance	www.greaterlowellhealthalliance.org
Megan's House	themeganhouse.org
Lowell Public Schools	www.lowell.k12.ma.us
Lowell House, Inc.	lowellhouseinc.org
Commission on the Status of Grandparents	www.massgrg.com

Status of Grandparents

Raising Grandchildren

Contact Information

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Lowell General Hospital, 295 Varnum Avenue, Lowell, MA 01854,
heather.hilbert@lowellgeneral.org

Detailed Description

Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2017	Approved Program Budget for 2017
Community Benefits Programs	Direct Expenses \$2,719,590 Associated Expenses \$229,195 Determination of Need Expenditures \$343,183 Employee Volunteerism \$2,007,125 Other Leveraged Resources \$133,656	\$16,000,000 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$7,491,019 HSN Denied Claims \$1,215,990 Free/Discount Care \$1,340,543 Total Net Charity Care \$10,047,552	
Corporate Sponsorships	\$132,312	
	Total Expenditures \$15,612,613	
Total Patient Care-Related Expenses for FY2017		\$432,498,557
Comments: None		

Optional Information

Expenditures	Amount	
Community Service Programs	Direct Expenses \$639 Associated Expenses \$0 Determination of Need Expenditures \$0 Employee Volunteerism \$0 Other Leveraged Resources \$306,693	
Total Community Service Programs	\$307,332	

Bad Debt:

\$13,653,234 Certified

IRS 990:

Not Specified