

North Shore Medical Center - FY2004

Summary Narratives

Community Benefits Mission Statement

NSMC's Community commitment was reinforced and renewed in 1998 when the Board of Trustees of the NSMC adopted the following community benefit mission statement:

The NSMC, through its Community Benefit Program, works with residents and organizations within its service region in order to achieve and sustain measurable improvements in the population's health status, and particularly that of the underserved. It seeks to improve the health status of the communities through collaboration with community stakeholders to enhance existing programs and develop new programs to respond to the health care needs of priority populations.

Program Organization and Management

Community benefit management staff report to the NSMC Executive Vice President and participate regularly with the clinical and administrative leadership team at both Salem and Union Hospitals. Community benefit staff participate in the NSMC External Affairs Committee and various hospital committees. The NSMC community benefit team works closely with the Partners HealthCare Community Benefit department.

Key Collaborations and Partnerships

All Care Visiting Nurses Association
Center for Addictive Behavior
Children's Friend and Family
Commonwealth Hospice
Cornerstone for Life
Crombie Street Shelter
Family Support Early Intervention Center
Girls, Inc.
Greater Lynn Senior Service
Help for Abused Women and Their Children (HAWC)
Health Quarters
Hospice of the North Shore
Life Care Center of the North Shore
Lynn Community Access Program
Lynn Community Health Center
Lynn Health Task Force
Lynn Police Department
Lynn Public Schools
Lynn Senior Action
Lynn Youth Neighborhood Collaborative
Marblehead AIDS Awareness Organization
Marblehead Council on Aging
Marblehead School Department
North Shore AIDS Collaborative
North Shore ARC
North Shore Consortium
North Shore Community Health, Inc.
North Shore Elder Services
Peabody School System
Penny Bears
RAWArts

Recovery Resources, Project COPE
Roger B. Trask Adult Day Health Program
Salem Council on Aging
Salem Public Health Department
Salem Public Schools
Saugus Public Health Department
Saugus Public Schools
Sickle Cell Advocates of the North Shore
Swampscott Public Schools
Vigilantes Organizados Contra El SIDA (Guardians Against AIDS)
Visiting Nurse Association of North Shore
VOCES

Community Health Needs Assessment

NSMC's needs assessment for each of its primary communities includes an annual review of health status indicators from the Massachusetts Department of Public Health, ongoing participation in the regional Department of Public Health CHNA and elder service organizations, and ongoing consultation with community providers, advocacy groups and local agencies in each of the cities and towns in the service area. The intensity of the needs assessment and level of community participation varies from one community to another and is reflective largely of the level of unmet health needs in the particular community.

Community Benefits Plan

When Union Hospital merged with NSMC/Partners in 1997 the Lynn Health Task Force, which is now known nationally for its community health advocacy, presented the hospital organizations with a list of 13 priority unmet health needs for the City of Lynn. The needs were identified by the Task Force over a period of many years through a far-reaching community process focused on Lynn's underserved residents. Those needs were incorporated by the Massachusetts Public Health Council into a set of 13 requirements that were made conditions of the transfer of license necessary to effect the merger. Those conditions have, by agreement with the Task Force, served as NSMC's community benefit plan for Lynn during the ensuing years. Development of a formal community benefit plan for Salem is ongoing.

Key Accomplishments of Reporting Year

Progress has been made in the following key areas over the past year:

- Supporting two new family practitioners at the Lynn Community Health Center
- Completion of health center expansion project
- Providing support for health center free care pharmacy program
- Expanding specialty services for free care patients
- Providing harm reduction services via the Union Hospital Mobile Health Van
- Supporting an active substance abuse education service
- Providing cardiac health education and prevention programs
- Addressing issues of domestic violence
- Supporting local initiatives through foundation grants

Plans for Next Reporting Year

NSMC's major goals for the upcoming year are to:

- Continue improving access to specialty physician care
- Create a formal affiliation with North Shore Community Health, Inc.
- Complete the community benefit plan for Salem
- Assess and report the results of the cardiovascular and cancer programs
- Convene Community Affairs and Health Access Committee of NSMC Board

Select Community Benefits Programs

Substance Abuse Prevention

Brief Description or Objective	Active drug-using community in Lynn
Program Type	Community Education, Direct Services, Outreach to Underserved
Target Population	<ul style="list-style-type: none">• Regions Served:Lynn• Health Indicator:Substance Abuse• Sex:All• Age Group:All Adults, Child-Teen• Ethnic Group:All• Language:Not Specified
Partners	<ul style="list-style-type: none">• Lynn Health Task Force• CAB, Inc.
Contact Information	Lori Long 781-477-3117 llong1@partners.org
Detailed Description	Download/View Attachment (153.012 KB)

Expanding Primary Care Capacity

Brief Description or Objective	New Primary care facility in West Lynn
Program Type	Community Health Needs Assessment, Direct Services, Outreach to Underserved, Prevention
Target Population	<ul style="list-style-type: none">• Regions Served:Lynn• Health Indicator:Access to Health Care, Other: Uninsured/Underinsured• Sex:All• Age Group:All• Ethnic Group:All• Language:Not Specified
Partners	<ul style="list-style-type: none">• Lynn Community Health Center
Contact Information	Lori Long 781-477-3117 llong1@partners.org
Detailed Description	Download/View Attachment (153.012 KB)

Improving Primary Care Access

Brief Description or Objective	Not Specified
Program Type	Direct Services, Grant/Donation/Foundation/Scholarship
Target Population	<ul style="list-style-type: none">• Regions Served:Lynn• Health Indicator:Access to Health Care• Sex:All• Age Group:All• Ethnic Group:All• Language:Not Specified

Partners	<ul style="list-style-type: none"> Lynn Health Access Consortium
Contact Information	Lori Long 781-477-3117 llong1@partners.org
Detailed Description	Download/View Attachment (153.012 KB)

Cardiac Healthcare Education & Prevention

Brief Description or Objective	Support for community providers in Lynn and Salem in cardiovascular health education and prevention
Program Type	Community Education, Prevention
Target Population	<ul style="list-style-type: none"> Regions Served:Lynn, Salem Health Indicator:Other: Cardiac Disease Sex:All Age Group:All Adults, Child-Teen Ethnic Group:Hispanic/Latino Language:Spanish
Partners	<ul style="list-style-type: none"> VOCES Salem Family Health Center Lynn Community Health Center
Contact Information	Lori Long 781-477-3117 llong1@partners.org
Detailed Description	Download/View Attachment (153.012 KB)

Domestic Violence Prevention

Brief Description or Objective	Domestic violence advocates assigned to both Union and Salem Hospitals
Program Type	Direct Services, Outreach to Underserved, Prevention
Target Population	<ul style="list-style-type: none"> Regions Served:Danvers, Lynn, Marblehead, Nahant, Peabody, Salem, Saugus, Swampscott Health Indicator:Injury and Violence, Other: Domestic Violence Sex:Female Age Group:All Ethnic Group:All Language:Not Specified
Partners	<ul style="list-style-type: none"> Help for Abused Women and Their Children (HAWC)
Contact Information	Lori Long 781-477-3117 llong1@partners.org
Detailed Description	Download/View Attachment (153.012 KB)

Program Type	Estimated Total Expenditures for FY2004	Approved Program Budget for 2005
Community Benefits Programs	<u>Direct Expenses</u> \$1,900,000 <u>Associated Expenses</u> Not Specified <u>Determination of Need Expenditures</u> Not Specified <u>Employee Volunteerism</u> Not Specified <u>Other Leveraged Resources</u> \$300,000	Not Specified * Excluding expenditures that cannot be projected at the time of the report.
Community Service Programs	<u>Direct Expenses</u> Not Specified <u>Associated Expenses</u> Not Specified <u>Determination of Need Expenditures</u> Not Specified <u>Employee Volunteerism</u> Not Specified <u>Other Leveraged Resources</u> Not Specified	
Net Charity Care	\$10,400,000	
Corporate Sponsorships	Not Specified	
	Total Expenditures \$12,600,000	

Total Patient Care-Related Expenses for FY2004

\$302,000,000

Comments: 1. 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.
2. Corporate Sponsorships: Partners hospitals make a number of donations to community organizations.
3. Total Patient Care-Related Expenses for FY2004: These are as reported to the Division of Health Care Finance and Policy (DHCFP) on Schedule 18 of the 403 Cost Report. When community benefit spending is expressed as a percent of total patient care-related expenses, doctors' community benefit spending is removed, since their expenses are not included in the 403 patient care-related expenses. As of February, 2005, final 403 reports for FY2004 had not been filed by the hospitals, so amounts were estimated by inflating FY2003 numbers by 5.1%.
4. Approved Program Budget for FY2005: Resources allocated to community benefit programs will be commensurate with the previous years.
5. Uncompensated care amounts reported in hospital summaries are as reported by the Division of Health Care Finance and Policy (DHCFP). In the full text reports of the hospitals, uncompensated care amounts are also as reported in the hospitals' audited financials.