

Lahey Clinic Medical Center - FY2016

Community Benefits Mission Statement

Lahey Hospital & Medical Center is committed to benefiting the communities we serve by collaborating with community partners to identify health needs, improve the health status of community residents, address health disparities and educate community members about prevention and self-care.

As a nonprofit health system, Lahey Health acts as a steward of the communities we serve. Our growing network of primary care physicians, specialists, and behavioral and senior care services is collaborating to make a difference in the health of our region, one person at a time.

Target Populations

Name of Target Population	Basis for Selection
Low Income Individuals & Families	Community Health Needs Assessment
Older Adults	Community Health Needs Assessment
Youth & Adolescents	Community Health Needs Assessment
Other Vulnerable Populations	Community Health Needs Assessment

Publication of Target Populations

Not Specified, Other- Community Health Needs Assessment

Hospital/HMO Web Page Publicizing Target Pop.

http://www.lahey.org/uploadedFiles/Content/About_Lahey/In_the_Community/LHMC%20Master%20Report%20and%20Appendices.pdf

Key Accomplishments of Reporting Year

LHMC strengthened its relationship with key partners this year, allowing us to improve the health of those in need. Highlights include:

LHMC partnered with Mill City Grows, an organization that fosters food justice by improving physical health, economic independence and environmental sustainability in Lowell through increased access to land, locally grown food and education, to offer two five-class Farm to Table Workshops in fall 2015 and spring 2016. Over the course of the series, 19 families attended the cooking classes and took home an average of six pounds of produce per week so they could re-create the healthy recipes at home.

LHMC continued our successful partnership with Minuteman Senior Services to provide a Serving Health Information Needs of Everyone (SHINE) counselor at the Burlington,

Arlington and Winchester Councils on Aging, who provided insurance counseling to 747 people, increasing access to care in the community.

LHMC successfully grew our Senior Farmers Market partnership with World PEAS CSA to enable 50 seniors in Burlington and 70 seniors in Arlington to receive free fresh fruits and vegetables once a week for 20 weeks.

LHMC successfully partnered with the North Suburban YMCA and the Burlington and Arlington Councils on Aging to offer a free low-impact aerobics class for seniors once a week, which benefited 24 seniors in 2016.

LHMC allocated \$40,000 in mini-grant funding to local community health, social service and municipal partners to address health disparities identified in the LHMC Community Health Needs Assessment. Programs included:

- Wilmington Public Schools Mental Health First Aid Training
- REACH Against Domestic Violence counseling program
- Burbank YMCA PINK Program
- Minuteman Senior Services Chronic Disease Self-Management Programs
- Domestic Violence Services Network (DVSN) RESIST training for Bedford High School and Middlesex Community College students

LHMC partnered with DVSN to provide 75 female students at Bedford High School, Middlesex Community College and Lexington High School and young female airmen at Hanscom Air Force Base in Bedford with RESIST (Realistic Escape Strategies & Instinct-based Self-defense Training). This succinct, well-designed program provides women and girls with practical, concrete actions they can take to recognize abusive behavior, resist and defend against it, and develop a stronger sense of self-regard and self-reliance.

LHMC partnered with Wilmington Public School District to build the capacity of Wilmington school and municipal staff to educate staff, students, parents and community members on how to recognize warning signs and risk factors for mental health disorders, feel comfortable offering help to someone experiencing a mental health crisis, and connect them to places that can provide emergency assistance through the highly successful, evidence-based Mental Health First Aid program.

LHMC colleagues implemented 11 eight-week A

Matter of Balance sessions for the Billerica and Woburn Councils on Aging. This program was also offered at Lahey Medical Center, Peabody, and Lahey Hospital & Medical Center, Burlington.

LHMC provided over 100 hours of clinic time at our free weekly blood pressure clinics at the Burlington Mall.

Plans for Next Reporting Year

In FY17, Lahey Hospital & Medical Center will continue to work with community partners and hospital leaders to address the needs identified in the 2016 CHNA while taking into consideration the Statewide Priority Needs identified by the Executive Office of Health and Human Services:

Priority Community Health Needs Identified in 2016 CHNA:

- Behavioral Health/Substance Abuse
- Elder Health — Social Isolation, Depression, Care Management
- Wellness, Prevention & Chronic Disease Management

Statewide Priority Needs:

- Address Unmet Health Needs of the Uninsured
- Chronic Disease Management in Disadvantaged Populations
- Promoting Wellness of Vulnerable Populations
- Reducing Health Disparities
- Supporting Health Care Reform

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Joanne Conroy, Chief Executive Officer Lahey Hospital & Medical Center

Patrick Jordan, Chief Operating Officer Lahey Hospital & Medical Center

Andrew Villanueva, Chief Medical Officer Lahey Hospital & Medical Center

Nicole DeVita, Chief Operating Officer Lahey Medical Center, Peabody

Peter Kilcommons, Corporate Controller Lahey Health

Joan Butler/Kelly Magee Wright Minuteman Senior Services

Randi Epstein Community Health Network Area

Bruce MacDonald, Executive Director Metro
North YMCA
Michelle Snyder, Community Relations Regional
Manager Lahey Hospital & Medical Center

Community Benefits Team Meetings

September 23, 2015

October 23, 2016

August 9, 2016

Community Partners

Peabody Council on Aging
REACH (Refuge, Education, Advocacy, Change)
Burlington Council on Aging
Saheli
Arlington Council on Aging
Domestic Violence Services Network, Inc.
Billerica Council on Aging
American Cancer Society
Woburn Council on Aging
Middlesex District Attorney's Office
Minuteman Senior Services
Peabody International Festival Committee
Burlington Youth and Family Services
North Shore Mall
Community Health Network Area 15
American Heart Association
North Shore Community Health Network 13/14
St. John's Preparatory High School
North Suburban YMCA
Mill City Grows
Burbank YMCA
Greater Lowell Chamber of Commerce
World PEAS CSA
Lowell Public School District
Peabody Fire Department
Burlington Public School District
Burlington High School
Burlington Food Pantry
American Lung Association's Lung Force
Woburn Food Pantry
The Food Project
Haven From Hunger
Peabody Veterans Memorial High School
Wilmington High School
Wilmington Police Department
Burlington Police Department

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

FY2016 Completed

Consultants/Other Organizations

Jon Snow, Inc.

Data Sources

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

Select Community Benefits Programs

Lowell Farm to Table Family Cooking Series

Brief Description or Objective In FY16, LHMC continued our successful partnership with Mill City Grows to implement the Farm to Table Family Cooking Class Series. In FY15, we partnered with Mill City Grows to offer nine free cooking classes at the Robinson Middle School. This year, we added two five-class courses in the spring and fall. The program encourages participants to prepare and consume fresh, nutritious, affordable and locally sourced meals together. Mill City Grows collaborates with local guest chefs to design recipes inspired by Leanne Brown’s cookbook “Good and Cheap: Eat Well on \$4 a Day.” Over the course of the two Farm to Table workshop series in fall 2015 and spring 2016, 19 families attended cooking classes and, after “shopping” at the small market Mill City Grows set up in the kitchen after each class, brought home an average of six pounds of “challenge vegetables” and additional ingredients each week — for free — to re-create the healthy recipes at home. Families reported that this was a fun project and increased their interest in and willingness to try new vegetables. For the last workshop in the series, families brought in dishes that were inspired by the challenge vegetables and shared them, along with the recipes, with other families. Lack of physical fitness and poor nutrition are the leading factors associated with obesity and chronic diseases such as heart disease, hypertension, diabetes, cancer and depression. Good nutrition helps prevent disease and is essential for healthy growth and development of children and adolescents. According to the Centers for Disease Control and Prevention (CDC), children and adolescents who are obese are more likely to be obese as adults and are therefore more at risk for adult health problems such as heart disease, Type 2 diabetes, stroke, several types of cancer and osteoarthritis. One study showed that children who became obese as early as age 2 were more likely to be obese as adults. Obese youth are also more likely to have risk factors for cardiovascular disease such as high cholesterol or high blood pressure. In a population-based sample of 5- to 17-year-olds, 70 percent of obese youth had at least one risk factor for cardiovascular disease. A report issued by the Massachusetts Public Health Department on the status of childhood weight in Massachusetts includes the results of body mass index screenings performed during the 2010-2011 school year on 205,975 students, or 72 percent of Massachusetts public school students in grades 1, 4, 7 and 10. Of the students who were screened, 65.2 percent were in the healthy weight category, 16.7 percent were overweight and 15.7 percent were obese. Thus, 32.3 percent of students were either overweight or obese. According to this same report, approximately 35.9 percent of students in Lowell public schools in grades 1, 4, 7 and 10 are considered overweight or obese. Proper nutrition promotes optimal growth, prevents high cholesterol and high blood pressure, and reduces the risk of developing chronic diseases such as heart disease, cancer and diabetes. However, 1 in 6 Massachusetts children lives in a food-insecure household. In Lowell public schools as of October 2013, 71 percent of children were eligible for free or reduced-price meals. According to 2014 statistics, approximately 22.1 percent of children in Lowell live in households with total income below federal poverty guidelines, compared with a child poverty rate for Massachusetts of 15 percent. Mill City Grows launched in 2011 with a mission to foster food justice by improving physical health, economic independence and environmental sustainability in Lowell through increased access to land, locally grown food and education.

Program Type Community Education, Outreach to Underserved

Target Population

- **Regions Served:** Lowell
- **Health Indicator:** Other: Nutrition
- **Sex:** All
- **Age Group:** All Adults, All Children
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description **Goal Status**

Increase participant knowledge of nutrition and awareness of local produce and promote confidence in preparing healthy and nutritious meals.

The evaluation tools and processes for this program evolved over the course of these two classes and resulted in a high-quality pre/post survey, along with participant interviews and feedback to improve the quality of the class structure, topics and instruction. Families have responded very positively to the format and structure of Farm to Table, and the learning and behavior outcomes are in line with LHMC's goals. Combined survey data from the fall 2015 and spring 2016 classes show the following: • 85% of families increased family preparation of meals • 85% of families increased their confidence in preparing meals primarily made with vegetables • 92% of families increased their knowledge of how to access local produce • 92% of families increased their knowledge of nutrition

Partners

Partner Name, Description

Mill City Grows

Lowell Public Schools

Partner Web Address

<http://www.millicitygrows.org/>

<https://www.lowell.k12.ma.us/>

Contact Information

Michelle Snyder Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description

Not Specified

Bone Health and Osteoporosis Prevention Program

Brief Description or Objective

LHMC provided three Bone Health Lecture Series in May, June and September for patients and community members who have fallen or are at risk of falling. The lectures gave participants basic information on bone loss including risk factors, exercises to promote bone health and strength, and healthy eating strategies to support bone density. LHMC also is implementing the American Orthopaedic Association's Own the Bone® program — a national post-fracture, systems-based, multidisciplinary fragility fracture prevention initiative. The web-based program and 10 prevention measures transform the way hospitals treat fracture patients. The ultimate goal is to change physician and patient behavior to reduce the incidence of fractures and positively impact osteoporosis treatment. According to the American Orthopaedic Association, fragility fractures have become nearly epidemic in the United States among older adults, with over 2 million fractures occurring each year — more than the total of heart attacks, strokes and breast cancer combined. At least 44 million Americans are affected by osteoporosis or low bone density. Due to an aging population, the number of Americans with osteoporosis or low bone density is expected to increase significantly. Nearly half of all women and more than a quarter of all men will suffer fragility fractures in their lifetime. Approximately 80 percent of patients do not receive the recommended osteoporosis care following a fracture. Men, who account for 30 percent of fractures and 25 percent of costs, are particularly undertreated. Nearly 25 percent of patients who suffer a hip fracture die within a year. Those who do survive often experience a loss of independence and may require long-term nursing home care. One of the best indicators for a future fracture is a previous fragility fracture. Fragility fractures are the first sign of poor bone health. Patients with a fragility fracture have an 86 percent higher risk of sustaining a second fracture. Fragility fractures, as sentinel events, provide opportunities for

clinicians to educate patients, fellow physicians and other health care providers about the importance of bone health and osteoporosis treatment.

Program Type

Community Education, Direct Services, Prevention

Target Population

- **Regions Served:** County-Middlesex
- **Health Indicator:** Other: Elder Care, Other: Osteoporosis/Menopause
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Provide education on ways to foster and sustain bone health for the community and patients who may have had a fracture or be at risk for one.

Goal Status

This program served 14 participants over three program sessions in FY16

Partners

Partner Name, Description

American Orthopaedic Association

Partner Web Address

<http://www.ownthebone.org/>

Contact Information

Michelle Snyder 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description

Not Specified

Livestrong Program

Brief Description or Objective

LHMC partnered with the North Suburban YMCA to provide two sessions of the LIVESTRONG program for cancer survivors. LIVESTRONG is a small-group, evidence-based class that helps cancer survivors, or those in the midst of cancer treatment, believe in and achieve a healthier tomorrow and envision life after cancer. Over the past several decades, the number of cancer survivors has dramatically increased. The number of cancer survivors in the United States rose from 3 million in 1971 to 9.8 million in 2001 to 14.5 million in 2014 — from 1.5 percent of the U.S. population in 1971 to 4.6 percent today. Projections indicate that the number of cancer survivors will reach at least 19 million by 2024. According to data from the CDC, nearly 8,000 people suffer from cancer in Middlesex County, which includes the North Suburban YMCA’s service area. Beyond the physical and emotional effects of cancer, many cancer patients and survivors also face severe debt and other financial hardships. Some lose their life savings, others lose their jobs and many are forced to file for bankruptcy. In an article published May 15, 2013, in the journal “Health Affairs,” researchers at the Fred Hutchinson Cancer Research Center in Seattle reported that people with cancer were more than 2.5 times more likely to declare bankruptcy than people without cancer, with the likelihood even greater in younger patients. Because of these financial burdens, the Y provides access to its cancer programs, including the LIVESTRONG program and the Pink Program free of charge to all participants. Classes are tailored for all cancer survivors, regardless of stage of diagnosis or treatment, and adapted for all fitness levels. Two trained and certified instructors run each session for 12 weeks, with eight to 10 participants meeting twice a week. Staff members are trained on the unique physical and emotional needs of cancer survivors, curriculum and best practices. They work with each participant to create an individualized exercise program from pre-program assessment results, and then teach and demonstrate exercise technique and safety considerations. This individualized attention helps participants meet their goals and overcome their specific barriers. Beyond addressing the physical and emotional needs of this population, the LIVESTRONG program provides social/emotional support that cancer survivors find very valuable. Because cancer can change their lives so drastically, participants welcome meeting others who know what they are going through, and value working with instructors who genuinely care about the progress they make.

Program Type

Direct Services

Target Population

- **Regions Served:** County-Middlesex

- **Health Indicator:** Other: Cancer, Physical Activity
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Create communities among cancer survivors and guide them through safe physical activity, helping them build supportive relationships leading to an improved quality of life.

Goal Status

LIVESTRONG at the YMCA has an established research-based evaluation plan that uses pre- and post-assessment tests. The detailed assessments evaluate arm function, range of motion and lymph node prognosis; shoulder flexion, extension and abduction; and a thorough postural assessment. Body composition is also measured, which includes height, weight, BMI, and waist and hip girth. Program participants are asked to rate overall quality of life, ability to perform daily tasks, mobility, eating habits, fitness level, perceived body image, current energy levels and overall happiness. Following the program, participants reported the following: • 100 percent saw improvement in cardiovascular performance • 80 percent saw an improvement in flexibility • 80 percent saw an improvement in overall mobility • 80 percent-especially with breast cancer survivors, 100 percent saw increases in upper body strength
 LIVESTRONG at the YMCA programs in the Greater Boston area were included in a recent national study of the program, which demonstrated that LIVESTRONG at the YMCA helps survivors significantly increase their cardiovascular endurance. The program can also help participants meet or exceed the amount of physical activity recommended for cancer survivors by the American Cancer Society and the American College of Sports Medicine. In addition, participation in LIVESTRONG at the YMCA significantly improves cancer survivors' overall quality of life and decreases their cancer-related

fatigue, according to the research.

Partners

Partner Name, Description Partner Web Address

North Suburban YMCA <http://ymcaboston.org/northsuburban>

Contact Information

Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description

Not Specified

Pink Program

Brief Description or Objective

In FY16, LHMC partnered with the Burbank YMCA to conduct three courses of the Pink Breast Cancer Survivorship Program that served 138 survivors. The core of this program revolves around a series of progressive tailored workouts during which survivors safely work toward their personal goals and rebuild their strength and physical fitness during and after cancer treatments. The Pink Program structure is similar to that for the LIVESTRONG program at the YMCA. Two trained and certified instructors run each session for 12 weeks, with eight to 10 participants meeting twice a week. Staff members are trained on the unique physical and emotional needs of cancer survivors, curriculum and best practices. They work with each participant to create an individualized exercise program from pre-program assessment results, and then teach and demonstrate exercise technique and safety considerations. This individualized attention helps participants meet their goals and overcome their specific barriers. Over the past several decades, the number of cancer survivors has dramatically increased. The number of cancer survivors in the United States rose from 3 million in 1971 to 9.8 million in 2001 to 14.5 million in 2014 — from 1.5 percent of the U.S. population in 1971 to 4.6 percent today. Projections indicate that the number of cancer survivors will reach at least 19 million by 2024. According to data from the CDC, nearly 8,000 people suffer from cancer in Middlesex County, which includes the Reading YMCA's service area. The LHMC CHNA reveals that hospitalization rates for breast cancer in women were statistically higher than the commonwealth's across nearly all the primary service area's cities and towns. However, only Reading had an incidence rate (179) per 100,000 population that was statistically higher than the commonwealth's. Beyond the physical and emotional effects of cancer, many cancer patients and survivors also face severe debt and other financial hardships. Some lose their life savings, others lose their jobs and many are forced to file for bankruptcy. In an article published May 15, 2013, in the journal "Health Affairs," researchers at the Fred Hutchinson Cancer Research Center in Seattle reported that people with cancer were more than 2.5 times more likely to declare bankruptcy than people without cancer, with the likelihood even greater in younger patients. Because of these financial burdens, the Y provides access to its cancer programs free of charge to all participants. Beyond addressing the physical and emotional needs of this population, the Pink Program provides social/emotional support that cancer survivors find very valuable. Because cancer can change their lives so drastically, participants welcome meeting others who know what they are going through, and value working with instructors who genuinely care about the progress they make.

Program Type

Direct Services, Support Group

Target Population

- **Regions Served:** County-Middlesex
- **Health Indicator:** Other: Cancer - Breast, Physical Activity
- **Sex:** Female
- **Age Group:** Adult, All Adults
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Increase mobility and opportunities for exercise for breast cancer survivors.

Goal Status

138 survivors participated in the program. Although the Pink Program's effectiveness has not been studied nationally like the LIVESTRONG program. Patient

testimonials show: an increase in confidence to improve physical fitness in front of others; increase in strength; improvement in balance; and ability to think more clearly among participants.

Partners

Partner Name, Description	Partner Web Address
Burbank YMCA	http://ymcaboston.org/burbank
Contact Information	Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org
Detailed Description	Not Specified

Skin Cancer Awareness & Prevention Community Outreach Campaign

Brief Description or Objective According to the American Cancer Society, skin cancer is the most common type of cancer in the United States. More skin cancers are diagnosed in the US each year than all other cancers combined, and the number of skin cancer cases has been going up over the past few decades. Education and awareness can help prevent skin cancer from occurring, and if detected early, skin cancer can often be treated effectively. As a result Lahey Hospital & Medical Center executed a skin cancer awareness and prevention campaign in conjunction with the American Cancer Society’s “Slip! Slop! Slap!® and Wrap” national campaign. In order to maximize the reach, LHMC identified and participated in key community events throughout the spring where information could be distributed to the largest audiences possible. The staff reinforced the messaging through fun and interactive games and display, while distributing educational materials and skin cancer prevention items such as sun screen, lip protection balm and UV protection approved sunglasses. Cancer is the second leading cause of death in the United States and the top cause of death in the commonwealth. While experts have an idea of the risk factors and causal factors associated with cancer, more research is needed as there are still many unknowns. The majority of cancers occur in people who do not have any known risk factors. The major known risk factors for cancer are age, family history of cancer, smoking, overweight/obesity, excessive alcohol consumption, excessive exposure to the sun, unsafe sex, exposure to fumes, secondhand cigarette smoke, and other airborne environmental and occupational pollutants. As with other health conditions, there are major disparities in outcomes and death rates across all forms of cancer, which are directly associated with race, ethnicity, income, and whether one has comprehensive medical health insurance coverage. In 2015, nationally, 163.2 people per 100,000 died of cancer, and in Massachusetts this figure was 159.6 deaths per 100,000. In the LHMC service area, seven of the 15 towns that are part of LHMC’s primary service area reported statistically higher incidence rates of cancer (all cancer types) than the commonwealth. The highest cancer incidence rate per 100,000 population was in Wilmington (588), followed by Burlington (579), Tewksbury (578), Billerica (575), Peabody (575), Woburn (562), and Reading (561). These rates compare to 509 for the commonwealth and 531 for Essex County. Of all respondents to the 2015 LHMC Community Health Survey, 11.6% reported that they had been told they have cancer, compared to 11.1% for residents of the commonwealth; 17% of low-income respondents had been told they have cancer. According to the EPA and CDC, A 2004 survey found that 43% of white adults in Massachusetts had at least one sunburn in the past year—an increase from 35% in 1999.5 Sunburns are a significant risk factor for the development of skin cancer. The rate of new melanoma diagnoses—responsible for 75% of all skin cancer deaths—was 26% higher in Massachusetts than the national average and was the 9th highest in the U.S. from 2001-2005. An estimated 2,000 state residents were diagnosed with melanoma in 2008. More than 200 people in Massachusetts die of melanoma every year. Massachusetts had the 15th highest melanoma death rate nationally from 2001-2005—7% higher than the U.S. average.

Program Type Community Education, Prevention

- Target Population**
- **Regions Served:** County-Essex, County-Middlesex
 - **Health Indicator:** Other: Cancer - Skin
 - **Sex:** All
 - **Age Group:** All
 - **Ethnic Group:** All

- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations

Goal Description	Goal Status
The overall goal of the skin cancer awareness and prevention campaign is to raise awareness of the risk factors associated with developing skin cancer and promote the importance of sun safety and early detection.	LHMC participated in the Lowell Folk Festival and chose to focus our display on skin cancer awareness and screening. Through our partnership with the ACS, we provided 500 Fun in the Sun Kits with information about the ACS Slip, Slap, Slop & Wrap campaign along with 2,000 free sunscreens for event participants. The ACS also offered free skin analysis with their tool and counseling for those who requested it. Lahey Health also launched a skin cancer awareness campaign on social media that was able to reach the following people: From April 1, 2016 through September 30, 2016 there were 27 posts regarding skin care, skin cancer and skin health tips on Lahey Health’s channels (Facebook, Instagram and Twitter) and Winchester Hospital’s channels (Facebook and Twitter). These 27 posts garnered 26,267 impressions across all channels. Lahey Health Summary • 22 posts (3 videos, 19 posts) • 442 video views • 111 likes • 23,110 impressions

Partners

Partner Name, Description	Partner Web Address
American Cancer Society	https://www.cancer.org/

Contact Information Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description Not Specified

Serving Health Information Needs of Everyone (SHINE) Program

Brief Description or Objective In FY16 LHMC again partnered with Minuteman Senior Services to provide SHINE counselors for the Arlington, Burlington and Winchester Councils on Aging to assist Medicare beneficiaries with navigating their insurance options and finding financial assistance programs. This is a continuation of our very successful partnership that began in 2015 and served 737 seniors that year. The extent to which a person has health insurance that covers or offsets the cost of medical services coupled with access to a full continuum of high-quality, timely, accessible health care services have been shown to be critical to overall health and well-being. Access to a usual source of primary care is particularly important because it greatly impacts one’s ability to receive preventive, routine and urgent care, as well as chronic disease management services. Despite the overall success of the commonwealth’s health reform efforts, information captured for this assessment shows that while the vast majority of the area’s residents have access to care, significant segments of the population, particularly low income and racial/ethnic minority populations, face significant barriers to care. These groups struggle

to access services due to lack of insurance, cost, transportation, cultural/linguistic barriers and a shortage of providers willing to serve Medicaid-insured or uninsured patients. Age is one of the most fundamental factors in determining scope of need. Cities tend to have more families with young children and young adult professionals than more suburban or rural areas, and the Greater Boston area is no exception. Most of the communities in LHMC's service area are suburban, and as a result the median age is slightly older than that in the commonwealth. With respect to age, seniors (65+ years old) across all socio-economic strata are inherently more at risk. This was a significant theme from the interviews and was also strongly conveyed by the quantitative data findings. LHMC's community benefits service area also has a number of towns that defy the typical trend and have high proportions of established, relatively intransient populations of older adults. LHMC's partnership with Minuteman Senior Services addresses this health care access need directly. Every week a trained SHINE liaison is available at the Arlington, Burlington and Winchester Councils on Aging to help Medicare beneficiaries and their caregivers navigate their health insurance options. The counselors are also available to review current coverage, compare costs and benefits of available options, and assist those with limited resources enroll in helpful programs. The SHINE program is open to everyone and not limited to LHMC patients. The Burlington Council on Aging serves approximately 1,600 seniors annually. In Burlington, 16.8 percent of the total population are seniors. Over 32 percent of all households have at least one member who is a senior, which is significantly higher than both the state and county averages. In Arlington, 15.6 percent of residents, or approximately 6,640 people, are seniors. This number is significantly higher than both the state and county averages. Approximately a quarter of all households have at least one member who is a senior. In Winchester, 16 percent of residents are seniors. Thirty percent of households have at least one member who is a senior, which is significantly more than both the state and county averages.

Program Type

Direct Services, Health Coverage Subsidies or Enrollment

Target Population

- **Regions Served:** Arlington, Burlington, Winchester
- **Health Indicator:** Access to Health Care, Other: Uninsured/Underinsured
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

To provide Medicare beneficiaries and their families in the three communities with easy access to unbiased information regarding health insurance and prescription drug coverage.

Goal Status

The program provided one-on-one assistance to 746 seniors, many of whom had more than one interaction with the counselor

Partners

Partner

Name, Description **Partner Web Address**

Minuteman Senior Services <https://www.minutemansenior.org/>

Arlington Council on Aging <http://www.arlingtonma.gov/departments/health-human-services/council-on-aging>

Burlington Council on Aging http://www.burlington.org/residents/council_on_aging/

Winchester Council on Aging <http://www.jenkscenter.org/aging.htm>

Contact Information Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description Not Specified

Low-Impact Aqua Aerobics Program

Brief Description or Objective LHMC has partnered again with the North Suburban YMCA and Arlington and Burlington Councils on Aging to offer a free weekly low-impact aqua aerobic class to 24 seniors in both communities. The seniors meet at the Y and participate in a low-impact water exercise program designed to help improve joint flexibility and decrease pain or stiffness. We have provided this program for the past two years and have built a consistent base of seniors who attend and have come to rely on this program. According to the CDC, water-based exercise can benefit older adults by improving their quality of life and decreasing disability. Water-based exercise also improves or maintains the bone health of post-menopausal women, helps with the mobility of affected joints, decreases pain from osteoarthritis and helps people suffering from some chronic diseases. Lack of physical fitness and poor nutrition are the leading factors associated with obesity and chronic diseases such as heart disease, hypertension, diabetes and cancer, as well as depression and poor emotional health. According to Massachusetts BRFSS data for 2012-2013, 1 in 4 adults reported getting no physical activity in the 30 days preceding the survey.

Program Type Direct Services

Target Population

- **Regions Served:** Arlington, Burlington
- **Health Indicator:** Physical Activity
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description	Goal Status
To provide an exercise alternative to seniors with mobility and joint issues.	Participants took a survey after the class and self-reported that the classes helped increase their mobility, especially for seniors who have arthritis or have had an injury; decrease their fear of falls; increase balance; and decrease social isolation by providing a regular activity that gets them out of the house.

Partners

Partner Name, Description	Partner Web Address
Arlington Council on Aging	http://www.arlingtonma.gov/departments/health-human-services/council-on-aging
Burlington Council on Aging	http://www.burlington.org/residents/council_on_aging/
North Suburban YMCA	http://ymcaboston.org/northsuburban

Contact Information Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description Not Specified

Brief Description or Objective In FY16, LHMC partnered with the Burlington and Arlington Councils on Aging and World PEAS CSA to continue our extremely successful free farmers market program. Each week for 20 weeks, 50 seniors in Burlington and 70 seniors in Arlington receive free fresh fruits and vegetables. Lack of physical fitness and poor nutrition are the leading factors associated with obesity and chronic diseases such as heart disease, hypertension, diabetes, cancer and depression. Good nutrition helps prevent disease, and is essential for healthy growth and development of children and adolescents. Overall fitness and the extent to which people are physically active reduce the risk for many chronic diseases, are linked to good emotional health and help prevent disease. According to Massachusetts BRFSS data from 2012-2013, only 1 in 5 adults in Middlesex County ate the recommended five servings of fruits and vegetables per day. Moreover, according to a recent survey conducted by the Massachusetts Healthy Aging Collaborative, in Arlington only 32 percent and in Burlington 38 percent of seniors are getting the recommended five servings of fruits and vegetables per day. To address this need, LHMC partnered with World PEAS Community Supported Agriculture (CSA), an organization that locally grows organic produce for Middlesex County, and ran farmers markets for a total of 20 weeks. The program served 50 seniors per week from June through October, and, on average, participants took home six varieties of fresh, local produce each week. World PEAS administered a survey at the beginning of the farmers market to get a baseline from participants on their demographics and current eating habits. The results demonstrated that the majority of participants in the World PEAS Food Hub Subsidized Farmers Market program earn less than \$30,000 per year and live alone. The average age of the participant is 74, and the majority are women. Results also showed that many participants struggle with food insecurity and food access. Just under 50 percent of respondents reported that fresh fruits and vegetables are too expensive to eat often. About 24 percent of respondents agreed that it is difficult to purchase fresh fruits and vegetables where they normally shop, and about 25 percent reported frequently or sometimes using an emergency food program in the past 12 months. 39 percent of respondents reported that they sometimes or often couldn't afford to eat balanced meals in the past 12 months. While the results and data suggest that increased consumption of fresh fruits and vegetables has a positive impact on the physical health of the participants in this program, there is another unexpected yet incredibly important benefit to this program. Staff at the senior centers in Arlington and Burlington have repeatedly reported that the farmers market-style distribution of the fruits and vegetables cultivates a community space that greatly benefits the seniors who participate. Staff have reported that seniors arrive early to the distribution to visit with friends, discuss recipes and swap vegetables, talk about what they've been cooking at home, and even invite others to share the meals they have made. Staff at our partner organizations have said that participants truly value the time and space created by the distribution. They have noted decreases in social isolation among participants as the farmers market has given them a reason to come into the senior center, engage with their peers and often stay for other activities. Social isolation is a major concern for the elderly, especially those who live alone like the majority of participants in this program. By conducting this program, we are combating this very real mental health risk.

Program Type Direct Services

- Target Population**
- **Regions Served:** Arlington, Burlington
 - **Health Indicator:** Other: Nutrition
 - **Sex:** All
 - **Age Group:** Adult-Elder
 - **Ethnic Group:** All
 - **Language:** All

Goals

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

Goal Description	Goal Status
To increase the consumption of fresh, locally grown fruits and vegetables by senior citizens in the Burlington and Arlington areas, resulting in increased overall health and well-being.	In the survey conducted after the Lahey/World PEAS Farmer's Market 2016 season ended, senior citizens indicated that the quality of their diet had improved as a result of participation in this program: 88% said that during the

program they ate a wider variety of fruits and vegetables, 75% said they ate out at restaurants or fast-food chains less often, 76% said they ate less processed or packaged foods, and 86% said they ate more fruits and vegetables during the program. These results indicate that the program has made fresh, healthy food more accessible for senior citizens, resulting in an increase in their consumption of fresh food and a decrease in their consumption of unhealthy packaged or processed food. These results also indicate that food access and food security are real concerns for many of the senior citizens in our region, and programs like this are critical to ensuring this population has access to a healthy diet, keeping them in good health into their later years.

Partners

Partner

Name, Partner Web Address

Description

Arlington Council on Aging <http://www.arlingtonma.gov/departments/health-human-services/council-on-aging>

Burlington Council on Aging http://www.burlington.org/residents/council_on_aging/

New Entry Sustainable Farming Project <https://nesfp.org/>

Contact Information

Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description

Not Specified

Burlington Council on Aging Exercise Class

Brief Description or Objective

In FY16, LHMC continued our successful biweekly exercise class at the Burlington Council on Aging. Every Monday and Wednesday morning for 52 weeks per year, a physical therapist leads an exercise class for seniors designed to build muscle strength to help prevent falls and increase physical fitness. This program has served the Council on Aging for many years and is an integral and important part of the Council on Aging exercise programs. The Burlington Council on Aging serves approximately 1,600 seniors annually. In Burlington, 16.8 percent of the total population are seniors. Over 32 percent of all households have at least one member who is a senior, a significantly higher percentage than in both the county and state. According to CDC data, 1 of 3 seniors falls each year, but fewer than half talk to their health care provider about it. Among seniors, falls are the leading cause of both fatal and nonfatal injuries. In 2012, 2.4 million nonfatal falls among seniors were treated in emergency departments, and more than 722,000 of these patients were hospitalized. That same year, the direct medical costs of falls, adjusted for inflation, were \$30 billion. The CDC states that seniors can stay independent and reduce their chances of falling by exercising regularly. Moreover, it is important that the exercises focus on increasing leg strength and improving balance,

and that they get more challenging over time. Lack of physical fitness and poor nutrition are the leading factors associated with obesity and chronic diseases such as heart disease, hypertension, diabetes, cancer and depression. Overall fitness and the extent to which people are physically active reduce the risk for many chronic diseases, are linked to good emotional health and help prevent disease. Over the past two decades, obesity rates in the United States have doubled for adults. This trend has spanned all segments of the population, regardless of age, sex, race, ethnicity, education, income or geographic region. Some segments have certainly struggled more than others, but no segment has been unaffected. According to data from the Massachusetts BRFSS for 2012-2013, nearly 60 percent of adults in Middlesex County are considered overweight or obese, and 1 in 4 adults reported getting no physical activity in the 30 days preceding the survey. Rates for specific demographic, socio-economic and geographic population segments living in LHMC's community benefits service area are likely dramatically higher, based on commonwealth data by race/ethnicity and age. Overall fitness and physical activity reduce the risk for many chronic diseases, are linked to good emotional health and help prevent disease. Cardiovascular disease (CVD), cancer and cerebrovascular disease (stroke) are the three leading causes of death in the United States, Massachusetts and all the cities/towns in LHMC's community benefit service area. In addition, diabetes is ranked in the top 10 causes across all three of these geographic areas. According to the LHMC CHNA, Burlington residents have higher age-adjusted rates (per 100,000 population) of CVD mortality than residents in both Middlesex County and throughout the commonwealth.

Program Type

Direct Services

Target Population

- **Regions Served:** Burlington
- **Health Indicator:** Physical Activity
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide an exercise class including light cardio, strengthening and stretching for members of the Burlington Senior Center.	Each class serves 10-20 seniors twice a week, reaching approx. 1,600 annually.

Partners

Partner Name, Description	Partner Web Address
Burlington Council on Aging	http://www.burlington.org/residents/council_on_aging/

Contact Information	Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org
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Detailed Description	Not Specified
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A Matter of Balance

Brief Description or Objective	In FY16, LHMC conducted 11 eight-week sessions of Matter of Balance: Managing Concerns About Falls in several locations throughout our service area. This is an award-winning program designed to reduce the fear of falling and increase activity levels of older adults who have concerns about falls. According to CDC data, 1 of 3 seniors falls each year, but fewer than half talk to their health care provider about it. Among seniors, falls are the leading cause of both fatal and nonfatal injuries. In 2012, 2.4 million nonfatal falls among seniors were treated in emergency departments, and more than 722,000 of these patients were hospitalized. That same year, the direct medical costs of falls, adjusted for inflation, were \$30 billion. The CDC states that seniors can stay independent and reduce their
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chances of falling by exercising regularly. Moreover, it is important that the exercises focus on increasing leg strength and improving balance, and that they get more challenging over time.

Program Type

Direct Services

Target Population

- **Regions Served:** County-Middlesex
- **Health Indicator:** Physical Activity
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Help older adults view falls and fear of falling as controllable; set realistic goals for increasing activity; change their environment to reduce fall risk factors; and engage in exercise to increase strength, endurance and balance.

Goal Status

The program goals were reached through the course content, which included problem-solving group discussions about fall-related attitudes and the importance of reporting a fall to the health care provider; assertiveness as it relates to fall prevention; identifying fall-ty (faulty) habits that put one at risk for falls; recognizing fall hazards in the home and community; and goal setting for making fall prevention lifestyle changes. Participants were taught many strategies for fall prevention as well as how to get up if they have fallen and are not severely injured. Of the 122 people served through this program, 74 completed the pre- and post-program surveys. The results demonstrated a positive change in participants' ability to get up from a fall, reduce their falls, protect themselves from a fall, increase strength, become more steady on their feet, feel less concerned about falling and increase the frequency of their exercise routine. Nearly all (94%) survey respondents felt they could make changes to their environment. Changes reported in the comment section included installation of railings to make stairways safer, installation of grab bars in the bathroom and ensuring access to phones/lifelines in the event of a fall. Most participants (95%) reported that they were comfortable increasing their activity level. Other survey results were: • 100 percent felt that the leaders were well-prepared • 100 percent felt that

the class was well-organized • 97.5 percent felt the workbook helped (2.5 percent did not respond) • 94 percent felt more comfortable talking about their fear of falling • 92 percent planned to continue with exercise • 92 percent would recommend this class to others
 The participation rate of LHMC participants (including community sites) compared with that of other organizations is between 70 and 91 percent versus 66 to 86 percent for all eight sessions. Participants attending at least five sessions (evidence-based practice recommends that participants attend at least five classes to benefit from the program) was 80 percent for LHMC and 76 percent for other organizations.

Partners

Partner Name, Description **Partner Web Address**

Elder Services of the Merrimack Valley	http://www.esmv.org/
Burlington Council on Aging	http://www.burlington.org/residents/council_on_aging/
Woburn Council on Aging	http://www.ci.woburn.ma.us/index.aspx?NID=140
Arlington Council on Aging	http://www.arlingtonma.gov/departments/health-human-services/council-on-aging

Contact Information Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description Not Specified

Arthritis Self-Management Workshop

Brief Description or Objective In FY16, LHMC conducted three Arthritis Self-Management Workshops at two local councils on aging. The evidence-based Stanford Patient Education workshop was offered for two hours once a week for six weeks in community settings such as senior centers, churches, libraries and hospitals. People with different types of rheumatic diseases, such as osteoarthritis, rheumatoid arthritis, fibromyalgia, lupus and others, attend together. Subjects covered included (1) techniques to deal with problems such as pain, fatigue, frustration and isolation; (2) appropriate exercise for maintaining and improving strength, flexibility and endurance; (3) appropriate use of medications; (4) communicating effectively with family, friends and health professionals; (5) healthy eating; (6) making informed treatment decisions; (7) disease-related problem solving; and (8) getting a good night's sleep. Each participant in the workshop received a copy of the companion book, "The Arthritis Helpbook, 6th Edition," and an audio relaxation tape, "Time for Healing." The way in which the program is taught

makes it effective. Classes are highly participative, and mutual support and success build participants' confidence in their ability to manage their health and maintain active and fulfilling lives. According to a 2011 report by the Institute of Medicine, an estimated 100 million Americans suffer from chronic pain. The same report states that the United States spends up to \$635 billion annually to treat chronic pain. The same report states that the United States spends up to \$635 billion annually to treat chronic pain. LHMC's Arthritis Self-Management Workshop is an international evidence-based program designed to teach and motivate people with chronic pain to manage their day-to-day pain in order to lead healthier, happier lives while reducing some of the financial burden on the health care system. This workshop has been extensively researched and widely reported in pain management publications.

Program Type

Direct Services

Target Population

- **Regions Served:** Billerica, Woburn
- **Health Indicator:** Other: Arthritis
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations

Goal Description

Increase knowledge of techniques to deal with pain, fatigue, frustration and isolation that often accompany people with arthritis.

Goal Status

The program had 48 participants and was facilitated by two trained leaders, one or both of whom are non-health professionals with arthritis themselves. Like the other Stanford self-management programs, the Arthritis Self-Management Workshop has been rigorously evaluated. Nationally, as compared with subjects who did not go through the workshop, program participants reduced their pain, sometimes reduced disability, improved quality of life and reduced utilization of medical services. These benefits lasted for at least four years.

Partners

Partner

Name, Description **Partner Web Address**

Stanford Medicine <http://patienteducation.stanford.edu/programs/cdsmp.html>

Billerica Council on Aging <http://www.town.billerica.ma.us/136/Council-on-Aging>

Woburn Council on Aging <http://www.town.billerica.ma.us/136/Council-on-Aging>

Contact Information

Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description

Not Specified

Healthy Eating Workshop

Brief Description or Objective In FY16, LHMC conducted three Healthy Eating Workshops at the Billerica and Woburn Councils on Aging. This hands-on program is designed for seniors who want to be better educated about and adopt a healthier, more nutritious lifestyle. Workshop participants met once a week for five weeks. The last session allowed them to put into practice what they learned in the workshop. There is a growing appreciation for the effects that certain health risk factors, such as obesity, lack of physical exercise, poor nutrition and tobacco use have on health status and the burden of chronic disease. Data on these risk factors are not available at the city/town level, but a review of data from the Massachusetts BRFSS captured at the county level shows that large numbers and proportions of the residents in LHMC's community benefit service area engage in risky behaviors that have an impact on their overall health and well-being. Over the past two decades, obesity rates in the United States have doubled for adults. This trend has spanned all segments of the population, regardless of age, sex, race, ethnicity, education, income or geographic region. Some segments have certainly struggled more than others, but no segment has been unaffected. According to data from the Massachusetts BRFSS for 2012-2013, nearly 60 percent of adults in Middlesex County and 56 percent of adults in Essex County are either obese or overweight. Rates for specific demographic, socio-economic and geographic population segments living in LHMC's community benefits service area are likely dramatically higher based on commonwealth data by race/ethnicity and age. Lack of physical fitness and poor nutrition are the leading factors associated with obesity and chronic diseases, such as heart disease, hypertension, diabetes, cancer and depression. Good nutrition helps prevent disease. Overall fitness and physical activity reduce the risk for many chronic diseases and are linked to good emotional health. Once again, according to Massachusetts BRFSS data, only 1 in 5 adults in Middlesex and Essex counties ate the recommended five servings of fruits and vegetables per day, and 1 in 4 adults reported getting no physical activity in the 30 days preceding the survey. In addition to the county and national data illustrating the impact of these conditions on the region, nearly all the interviewees and participants in focus groups and community forums cited these issues as among the leading health issues in LHMC's community benefit service area.

Program Type Community Education, Direct Services

- Target Population**
- **Regions Served:** Billerica, Woburn
 - **Health Indicator:** Other: Nutrition
 - **Sex:** All
 - **Age Group:** Adult-Elder
 - **Ethnic Group:** All
 - **Language:** All

Goals

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

Goal Description	Goal Status
Inform and educate participants about the MyPyramid food guide and help them develop a personal nutrition lifestyle that meets their needs.	The program was able to serve 40 seniors in Billerica and Woburn.

Partners

Partner Name, Description	Partner Web Address
Billerica Council on Aging	http://www.town.billerica.ma.us/136/Council-on-Aging
Woburn Council on Aging	http://www.town.billerica.ma.us/136/Council-on-Aging

Contact Information Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description Not Specified

Lexington Stroke Awareness and Detection Program

Brief Description or Objective The LHMC Neurology Department provided nine one-hour lectures for Lexington fire and EMS staff in FY16 designed to increase stroke detection and awareness and increase stroke alerts coming in to

the hospital. The stroke alerts from the field trigger an in-house prenotification brain attack page to the Neurology Stroke Team, which can then meet and quickly assess the patient in the ED and determine the need for tPA. According to data from the Massachusetts Department of Public Health, in 2012 cancer, cardiovascular disease (heart disease), cerebrovascular disease (stroke) and chronic lower respiratory disease (COPD) were the leading causes of death for the LHMC primary service area. Other leading causes of death included diabetes, influenza/pneumonia, opioid-related issues, homicide, suicide and motor vehicle accidents. All of these leading causes of death, individually and collectively, have a major impact on people living in the primary service area, but cancer, cardiovascular disease, cerebrovascular disease, chronic lower respiratory disease and diabetes are the most important for LHMC to consider as they are the most prevalent conditions and are, to a large extent, preventable. All of these chronic conditions also share the health risk factors discussed above — obesity/overweight, lack of physical exercise, poor nutrition, tobacco use and alcohol abuse.

Program Type	Community Education
Target Population	<ul style="list-style-type: none"> • Regions Served: Lexington • Health Indicator: Other: Stroke • Sex: All • Age Group: All Adults • Ethnic Group: All • Language: All

Goals
Statewide Priority: Chronic Disease Management in Disadvantage Populations

Goal Description	Goal Status
Increase prenotification brain attack pages to the Neurology Stroke Team from the town of Lexington to allow for quicker response times for tPA assessment.	Stroke alerts from Lexington rose from 22 percent in May 2015 to 74 percent as of December 2016.

Partners	Partner Name, Description	Partner Web Address
	Lexington Fire Department	http://www.lexingtonma.gov/fire-department

Contact Information	Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org
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Detailed Description	Not Specified
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Arlington Council on Aging Diabetes Management Program

Brief Description or Objective	<p>LHMC partnered with the American Diabetes Association (ADA) to offer the ADA's eight-week diabetes education intervention program in FY16. The program provided participants with strategies and tools to manage diabetes if living with the disease and to prevent it if they are not. The program served eight seniors between the ages of 66 and 74. Workshops included: • Diabetes 101: Overview of Diabetes and Impact • Healthy Eating • Let's Get Physical: Interactive workshop providing simple low-impact physical activities and exercises that participants can do at home • Diabetes and Its Complications • Diabetes and Proper Foot Care • Diabetes and Depression • Diabetes and Medications • Diabetes and Caregiving As a component of the program, participants received free fruits and vegetables to support them in their healthy eating for each of the eight weeks of the program. Throughout the United States, chronic diseases such as heart disease, stroke, cancer, respiratory diseases and diabetes are responsible for approximately 7 of 10 deaths each year, and treating people with chronic diseases accounts for 86 percent of our nation's health care costs. Half of all American adults have at least one chronic condition, and almost 1 in 3 have multiple chronic conditions. Perhaps most significantly, despite the dramatic impact of the most prevalent chronic diseases, they are largely preventable, which underscores the need to focus on the health risk factors, primary care engagement and evidence-based chronic disease management. Even in towns where hospitalization or death rates for these chronic conditions were not higher than commonwealth and</p>
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county averages, qualitative interviews and forums indicated that these diseases were of utmost concern to local health officials. At-risk subpopulations such as low income or elderly were more likely to be afflicted with one or more of these conditions and to require hospitalization as a result. Data from the 2015 LHMC Community Health Survey confirm that these chronic physical health conditions are a substantial issue. Notably, however, Massachusetts BRFSS data collected in 2012-2013 show that the prevalence rates for the leading conditions are generally not higher for the overall respondent population than the rates for the commonwealth. Among 2015 LHMC Community Health Survey respondents, 7.6 percent reported that they had been told they have diabetes, compared with 8.5 percent of adults 18+ in the commonwealth overall. Among low-income respondents, 12.1 percent reported that they had been told they have diabetes.

Program Type Community Education, Direct Services

Target Population

- **Regions Served:** Arlington
- **Health Indicator:** Other: Diabetes
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations

Goal Description	Goal Status
To engage and educate seniors on diabetes prevention and management in the Arlington community.	Eight seniors served with a 100 percent completion rate.

Partners

Partner Name, Description	Partner Web Address
Arlington Council on Aging	http://www.arlingtonma.gov/departments/health-human-services/council-on-aging
American Diabetes Association	http://www.diabetes.org/
New Entry Sustainable Farming Project	https://nesfp.org/

Contact Information Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description Not Specified

Peabody Opioid Overdose Outreach Program

Brief Description or Objective In FY16, Lahey Medical Center, Peabody partnered with the Peabody Fire Department and Health Department to initiate a program to provide information and assistance to victims of recent opioid overdoses. A team of one firefighter and one outreach worker visit the homes of opioid overdose victims to connect with them and their families about treatment options. Mental illness and substance use have a profound impact on the health of people living throughout the United States. CDC data suggest that approximately 1 in 4 adults in the United States has a mental health disorder, and an estimated 22 million Americans struggle with drug or alcohol problems. Depression, anxiety and alcohol abuse are directly associated with chronic disease, and a high proportion of those living with these issues also have a chronic medical condition. The impact of mental health and substance use on the residents of LHMC’s service area and in Essex County overall is particularly profound, as demonstrated by ample quantitative and qualitative information. Essex County experienced more than a 200 percent increase in opioid overdose deaths between 2001 and 2014. Specifically, in 2001, 58 deaths due to opioid abuse were reported in Essex County. By 2013 this number had risen to 116, and between 2013 and 2014 the figure rose startlingly to 190 deaths. According to the 2016 Beverly

Hospital Community Benefit Report, Peabody had rates (479) of opioid-related ED discharges per 100,000 population that were significantly higher than the commonwealth rate (260). There was an overwhelming sentiment across all the community forums that mental health and substance use are two major health issues facing the community. The clear sentiment was that these issues impacted all segments of the population, from children and youth to young and middle-aged adults to elders.

Program Type Community Education, Direct Services, Outreach to Underserved

- Target Population**
- **Regions Served:** Peabody
 - **Health Indicator:** Other: Alcohol and Substance Abuse
 - **Sex:** All
 - **Age Group:** All
 - **Ethnic Group:** All
 - **Language:** All

Goals
Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide outreach team to visit the home following the overdose of a patient from the emergency room to facilitate the patient's entry into a treatment program.	Program began in FY16 and will have results in FY17.

Partners

Partner Name, Description	Partner Web Address
Peabody Health Department	http://www.peabody-ma.gov/health.html
Peabody Fire Department	http://www.peabodyfire.org/
Healthy Peabody Collaborative	http://www.healthypeabodycollaborative.org/

Contact Information Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description Not Specified

REACH Partnership Program for Domestic Violence Survivors

Brief Description or Objective LHMC partnered again in FY16 with REACH Beyond Domestic Violence to continue our long-standing partnership with the community-based advocacy program. While REACH serves 27 cities and towns north and west of Boston, including Arlington, Bedford, Billerica, Burlington, Lexington, Reading, Woburn, Winchester and Wilmington (30% of the LHMC service area, geographically), it serves 12 percent of the total caseload (36 survivors) who live in the towns LHMC serves. REACH provides advice and advocacy for survivors of domestic violence. LHMC convenes its Domestic Violence Initiative Task Force four times a year as well as community organizations serving domestic violence survivors to discuss shared resources and strategies to address this problem. No one data set provides a complete picture of the prevalence and pervasiveness of sexual and domestic violence in Massachusetts. Some data are available through reporting about service delivery, but that doesn't quantify all the survivors who have not had contact with a local program. Some data are based on police reports, but that doesn't account for immigrants, people who are LGBTQ or others who do not reach out to the police for help for a variety of reasons. So as alarming as these numbers are, we know that the magnitude of the problem is even greater. Even with these caveats and limitations, the following incidence data demonstrate how significant an issue sexual and domestic violence is in Massachusetts. The 2010 National Intimate Partner and Sexual Violence Survey data for Massachusetts residents were similar to the national data. Nearly 1 in 2 women and 1 in 4 men in Massachusetts have ever experienced sexual violence victimization other than rape. Nearly 1 in 3 women and 1 in 5 men in Massachusetts have experienced rape, physical violence and/or stalking by an intimate partner in their lives. More than 1 in 7 women have been raped. Between July 1, 2011, and June 30, 2012, 2,337 unduplicated incidents of sexual assault were reported to rape crisis centers

in Massachusetts. Eleven percent of high school students and 6 percent of middle school students reported being physically hurt by a date sometime in their life. Between 2003 and December 31, 2012, Jane Doe Inc., the Massachusetts Coalition Against Sexual Assault and Domestic Violence, identified 266 victims of domestic violence-related homicides and an additional 74 domestic violence homicide perpetrator deaths in Massachusetts.

Program Type

Direct Services, Grant/Donation/Foundation/Scholarship, Support Group

Target Population

- **Regions Served:** County-Middlesex
- **Health Indicator:** Other: Domestic Violence
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

The overall goal of the program is to provide quality care to domestic violence survivors, as well as assistance to police officers and other community partners, to reduce the impact of domestic violence, which disproportionately affects women and ethnic minorities. Part of the goal is that domestic violence survivors feel and are safe, that they experience decreased feelings of isolation, and that they experience an increase in their perceived mental well-being and ability to make decisions.

Goal Status

Of the program's FY16 caseload, 27 survivors said their primary incident of domestic violence occurred in one of the Lahey towns. REACH also has a 24-hour hotline, which received 2,089 calls last year. Although callers are anonymous, 51 of them (5 percent of the 1,008 callers who disclosed their location) indicated they live in one of the Lahey towns.

Partners

Partner Name, Description

REACH Beyond Domestic Violence

Partner Web Address

<http://reachma.org/>

Contact Information

Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7970, Michelle.Snyder@lahey.org

Detailed Description

Not Specified

LHMC Domestic Violence Initiative

Brief Description or Objective

LHMC has a long history of collaborating with local police and community organizations to provide crisis intervention and links to services for victims of domestic violence. Lahey and these partners are committed to alleviating the public health and social problems associated with relationship violence in all forms, including spousal violence and elder abuse. Formed in 1992, LHMC's Domestic Violence Initiative (DVI) is a group that includes physicians and nonclinical staff from departments such as Gynecology, General Internal Medicine, Social Work and the Emergency Department. Community members include law enforcement representatives and local emergency resource groups. The DVI's goals center on expanding both institutional and community knowledge of domestic violence. The group endeavors to increase the public's awareness of domestic violence and provide leadership to clinicians and the community regarding domestic violence. The DVI is active in training LHMC staff to work with community agencies to recognize and respond to the needs of victims of violence and maximize compliance with mandatory reporting requirements. LHMC serves as a resource to the surrounding communities by providing immediate help in a crisis and serving as a safe haven for victims in need of protection and services. No one data set provides a

complete picture of the prevalence and pervasiveness of sexual and domestic violence in Massachusetts. Some data are available through reporting about service delivery, but that doesn't quantify all the survivors who have not had contact with a local program. Some data are based on police reports, but that doesn't account for immigrants, people who are LGBTQ or others who do not reach out to the police for help for a variety of reasons. Even with these caveats and limitations, the following incidence data demonstrates how significant an issue sexual and domestic violence is in Massachusetts. The 2010 National Intimate Partner and Sexual Violence Survey data for Massachusetts residents were similar to the national data. Nearly 1 in 2 women and 1 in 4 men in Massachusetts have ever experienced sexual violence victimization other than rape. Nearly 1 in 3 women and 1 in 5 men in Massachusetts have experienced rape, physical violence and/or stalking by an intimate partner in their lives. More than 1 in 7 women have been raped. Between July 1, 2011, and June 30, 2012, 2,337 unduplicated incidents of sexual assaults were reported to rape crisis centers in Massachusetts. Eleven percent of high school students and 6 percent of middle school students reported being physically hurt by a date sometime in their life. Between 2003 and December 31, 2012, Jane Doe Inc., the Massachusetts Coalition Against Sexual Assault and Domestic Violence, identified 266 victims of domestic violence-related homicides and an additional 74 domestic violence homicide perpetrator deaths in Massachusetts.

Program Type

Community Participation/Capacity Building Initiative, Outreach to Underserved

Target Population

- **Regions Served:** County-Middlesex
- **Health Indicator:** Other: Domestic Violence
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
To heighten awareness of domestic violence, provide crisis intervention and links to services, strengthen community partnerships, and train clinical staff to recognize and respond to the needs of victims.	In FY16 LHMC hosted four quarterly meetings of community organizations that serve victims of domestic violence, to share information and resources. LHMC also partnered with various organizations to host an informational table at the hospital to provide information to patients and staff about domestic violence resources and raise awareness about the issue.

Partners

Partner Name, Description	Partner Web Address
REACH Beyond Domestic Violence	http://reachma.org/
SAHELI Burlington Police Department	http://saheliboston.org/ http://burlington.org/departments/police/index.php
Burlington Council on Aging	http://www.burlington.org/residents/council_on_aging/
Burlington	http://www.burlington.org/residents/community_life_center/index.php

Contact Information Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description Not Specified

Wilmington Supporting Community Health Through Mental Health First Aid Program

Brief Description or Objective In FY16, LHMC partnered with Wilmington Public Schools and the Wilmington Health Department to build the capacity of Wilmington school and municipal staff using the highly successful evidence-based Mental Health First Aid (MHFA) program. Through the program, three individuals were trained in MHFA, and those trainers then trained school staff, parents and community members to (1) improve understanding of the impact and prevalence of mental health problems, (2) increase awareness of the mental health resources available to community members, (3) reduce incidents of adverse behaviors associated with mental health disorders (substance abuse, self-harm, suicide), and (4) reduce the stigma associated with mental health issues. The target population was students (3,466), staff (1,000) and community members (22,500). The training was also offered to businesses in town, thereby expanding our reach to those who live beyond our borders. This effort supports strategic initiatives already underway including a school-based behavioral health initiative and a community substance abuse prevention initiative. : One of the leading findings from the assessment was the profound impact that substance use and mental health issues are having on individuals, families and communities throughout LHMC's primary service area. Depression/anxiety, suicide, alcohol abuse, opioid and prescription drug abuse, and marijuana use among youths are major health issues. Numerous residents and area service providers spoke passionately during interviews and community forums about the tremendous impact that these issues have on many individuals and families in the primary service area. Opioid abuse was a particular concern for residents and service providers in LHMC's primary service area, and all segments of the population (by age and income) called for greater outreach, education, screening and treatment services. The burden of poor mental health in the primary service area is well-understood, and mental health was one of the leading themes in the assessment's stakeholder interviews and community/provider forums. There was an overwhelming sentiment across all the community forums that mental health issues were one of the major health issues facing the community. The clear sentiment was that mental health concerns affect all segments of the population, from children and youths to young and middle-aged adults to elders. With respect to youths, interviewees and meeting participants discussed the stresses that youths face related to family, school and their social lives with peers. These stresses often lead to depression, low self-esteem and isolation, as well as substance use, risky sexual behaviors and, in extreme cases, suicide. A number of stakeholders and forum participants also referenced ADHD, autism and developmental delays in children and youths. With respect to adults and older adults, the issues are similar in many ways. Stakeholders and forum participants cited depression/anxiety/stress often coupled with isolation, particularly in older adults. In older adults, mental health issues are often exacerbated by lack of family/caregiver support, lack of mobility and physical health conditions. These issues have a major impact on a small but very-high-need group of individuals and families. Community forum participants and interviewees cited substantial gaps in behavioral health services and family/child support services, particularly for low-income individuals and families. Stakeholders advocated strongly for expansion of mental health services, particularly care/case management services, as well as other supportive services that this population needs to manage their conditions and improve health status and overall well-being.

Program Type Community Education, Grant/Donation/Foundation/Scholarship, Health Professional/Staff Training

Target Population

- **Regions Served:** Wilmington
- **Health Indicator:** Mental Health
- **Sex:** All
- **Age Group:** Adult-Young
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description **Goal Status**

Educate staff, students, parents and community members on how to recognize the warning signs of and risk factors for mental health disorders, feel comfortable offering help to someone experiencing a mental health crisis, and connect them to places that can provide emergency assistance.

Goal 1 — Mental Health First Aid Certification. Completed for three school staff members and one municipal staff member.
 Goal 2 — Mental Health First Aid Train-the-Trainer Program. Provided for staff, parents and community at large.
 Goal 3 — Behavioral Health Provider Fair. Implemented for parents, staff and community at large. Fair participants provided feedback on the importance of the fair and the need for continued education on mental health.

Partners

Partner Name, Description

Partner Web Address

Wilmington Public Schools	https://www.wpsk12.com/
Wilmington Health Department	http://www.wilmingtonma.gov/health-department

Contact Information

Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description

Not Specified

Domestic Violence Services Network RESIST Training

Brief Description or Objective

LHMC partnered with Domestic Violence Services Network (DVSN) to conduct five two-day RESIST (Realistic Escape Strategies & Instinct-based Self-defense Trainings) sessions for Bedford High School girls and Middlesex Community College female students. In total, 75 people participated in the training. The purpose of the training is to equip girls/students with (1) a basic understanding of violence against women, (2) strategies for recognizing and building healthy relationships, (3) knowledge of how to improve everyday personal safety, (4) the ability to value and practice using their voices when abused/attacked, (5) the capability to emotionally and physically defend oneself against a verbal or violent attack, and (6) an understanding of their own instincts and reactions when under attack and how these can be harnessed. This succinct, well-designed training provides women and girls with practical, concrete actions they can use to recognize abusive behavior, resist and defend against it, and develop a stronger sense of self-regard and self-reliance. The negative and long-term impact of domestic abuse and dating violence on mental and physical health is well-documented. In 2003, a groundbreaking, yearlong study by the Family Violence Prevention Fund concluded that “the next generation of work must target teens ... and place vastly greater emphasis on prevention [because] patterns of violence and victimization may develop in early adolescence and soon become difficult to reverse.” An even more important finding suggested that using information and resources from “many segments of the community, providing legitimacy to the effort and offering young people consistent messages from multiple sources” produced the most powerful learning.

Program Type

Community Education, Grant/Donation/Foundation/Scholarship

Target Population

- **Regions Served:** County-Middlesex
- **Health Indicator:** Other: Domestic Violence
- **Sex:** Female
- **Age Group:** Adult-Young
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description

Goal Status

Young women will learn to apply realistic escape tactics and instinct-based self-defense strategies in response to abuse or a violent attack.

Well over 90 percent of the participants indicated a much improved understanding and appreciation of using their own voice in resisting/escaping abuse as well as understanding how to use their instinctive actions to resist physical abuse or an attack. The confidence and self-esteem of these students rose dramatically with this training. Participants reported on improved understanding and appreciation of using their own voice; an increase in confidence and self-esteem; being more equipped to prevent and handle an attack.

Partners

Partner Name, Description	Partner Web Address
Domestic Violence Services Network, Inc.	http://dvsn.org/
Middlesex Community College	https://www.middlesex.mass.edu/
Lexington Police Department	http://www.lexingtonma.gov/police
Hanscom Air Force Base	http://www.hanscom.af.mil/
Lincoln Police Department	http://www.lincolntown.org/Index.aspx?NID=198

Contact Information Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description Not Specified

Support Groups

Brief Description or Objective In FY16, LHMC hosted 16 different monthly support groups at Lahey Hospital & Medical Center, Burlington; Lahey Medical Center, Peabody; and Lahey Outpatient Center, Lexington. These support groups are directly responsive to a number of our identified community health needs in our service area and serve a diverse population of individuals. Based on the findings of our most recent CHNA, we will continue to offer a variety of support groups to help educate, support and assist individuals and families who are going through difficult times. Support groups can help inform, console and lift the spirit, which are all part of the healing process. Support groups include Head and Neck Cancer; Breast Cancer; GYN Cancers; Stem Cell Transplant; Look Good Feel Better, which seeks to improve the self-esteem of people undergoing cancer treatments by providing group self-help beauty sessions; Lung Cancer; Blood Cancer; Breast Cancer; MS Support; Stroke Survivor; Cancer Caregiver; COPD; Kidney Transplant; ALS; Cardiac; Liver Disease; Urology; and Diabetes. All support group programs are free and open to the community. The topics for these support groups directly relate to identified needs in the LHMC service area. Cancer is the second leading cause of death in both the United States and the commonwealth and across all of LHMC’s community benefit service area. Chronic disease such as cardiovascular disease (heart disease), cancer and cerebrovascular disease (stroke) are the three leading causes of death in the United States, Massachusetts and all the cities/towns in LHMC’s community benefit service area.

Program Type Community Health Needs Assessment, Support Group

Target Population

- **Regions Served:** County-Middlesex
- **Health Indicator:** Mental Health, Other: Alzheimer Disease, Other: Arthritis, Other: Cancer, Other: Cardiac Disease, Other: Parkinson’s Disease, Other: Stroke

- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide support groups free of cost to the community to groups to help educate, support and assist individuals and families who are going through difficult times.	LHMC hosted 16 different monthly support groups at Lahey Hospital & Medical Center, Burlington; Lahey Medical Center, Peabody; and Lahey Outpatient Center, Lexington. These support groups are directly responsive to a number of our identified community health needs in our service area and serve a diverse population of individuals.

Partners

Partner Name, Description	Partner Web Address
American Cancer Society	https://www.cancer.org/

Contact Information Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description Not Specified

Community Outreach Overview--Additional Programs

Brief Description or Objective In addition to our well-established community benefits program, LHMC has a diverse and far-reaching community outreach program that provides support to local communities in a variety of ways, including food and clothing drives, employee volunteerism, health fairs, sponsorships, and leadership on local nonprofit and community boards. In FY16, LHMC also conducted the following community benefit programming: • Conducted the evidence-based Stanford Chronic Pain Workshop for the Billerica Council on Aging • Lahey Medical Center, Peabody ambulatory clinic staff provided over 250 cardiovascular screenings at two health fairs. • Provided free weekly blood pressure screenings at the Burlington Mall. • Staff at Lahey Medical Center, Peabody provided medical coverage for four high school football teams at 12 games. • Held a food drive to support the Burlington, Arlington and Lexington Food Pantry. • Partnered with the American Diabetes Association to implement their Safe at School Program to train school staff on how to adequately manage diabetic students. • Provided seven free nutrition and healthy cooking classes to the community through the Cooking for Good Health Program.

Program Type Community Education,Community Participation/Capacity Building Initiative,Grant/Donation/Foundation/Scholarship,Health Screening,Outreach to Underserved

Target Population

- **Regions Served:** County-Essex, County-Middlesex
- **Health Indicator:** Mental Health, Other: Alcohol and Substance Abuse, Other: Cancer, Other: Chronic Pain , Other: Diabetes, Other: Nutrition, Other: Safety, Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description	Goal Status
Various	Various

Partners

Partner

Name, Description **Partner Web Address**

Stanford Medicine <http://patienteducation.stanford.edu/programs/cdsmp.html>

Burlington Mall <http://www.simon.com/mall/burlington-mall>

American Diabetes Association <http://www.diabetes.org/?referrer=https://www.google.com/>

Contact Information Michelle Snyder, Community Relations Regional Manager Lahey Health 41 Mall Rd Burlington, MA 01805 781.744.7907, Michelle.Snyder@lahey.org

Detailed Description Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2016	Approved Program Budget for 2016
Community Benefits Programs	Direct Expenses \$581,019 Associated Expenses \$0 Determination of Need Expenditures \$357,143 Employee Volunteerism \$9,138 Other Leveraged Resources \$122,854	\$0 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$9,137,212 HSN Denied Claims \$72,331 Free/Discount Care \$2,110,635 Total Net Charity Care \$11,320,178	
Corporate Sponsorships	\$149,670	
	Total Expenditures \$12,540,002	
Total Patient Care-Related Expenses for FY2016		\$837,015,016
Comments: None		

Optional Information

Expenditures	Amount
Community Service Programs	Direct Expenses Not Specified Associated Expenses Not Specified Determination of Need Expenditures Not Specified

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