

Sturdy Memorial Hospital - FY2017

Community Benefits Mission Statement

Sturdy Memorial Hospital is dedicated to providing safe, high quality, cost efficient health care and the broadest range of diagnostic, inpatient, outpatient, and emergency services appropriate for a community hospital.

The Hospital works to ensure that ample, high quality primary and specialty physician services are accessible to area residents. Additionally, we try to avoid costly duplication of health care services by coordinating with other area health care providers to the extent practicable.

The Hospital provides leadership while working in cooperation with public and private health organizations, as well as civic and business organizations, to meet the health care needs of our communities.

Target Populations

Name of Target Population	Basis for Selection
All Adults	General education and support programs based on patients' needs and/or clinical significance to the community
Adults at risk for or who have Diabetes; All adults	Bolster physicians' efforts re: Diabetes management by educating patients on how to prevent Diabetes and/or help them better manage their Diabetes
Adults at risk for Cancer; All adults	Early cancer detection through screening and education, with emphasis on colorectal, breast health, and skin cancer
Adults	Continue to educate adults about palliative care and the importance of discussing and planning end of life care
All	Continue to facilitate consumer enrollment in health plans and education about their options under Health Care Reform
All adults	Enhance consumer knowledge of cardiac disease risks and prevention through screening and education
All	Reinforce the importance of proper hand hygiene to prevent the spread of disease and illness
All	Continue to work with town health officials and participate in and promote programs to improve overall public safety
Youth	Continue wellness programming and enhance education for area youth to promote good nutritional habits and activity, and ultimately, help reduce the State's obesity rate
Cancer Patients	Ensure efficient and expeditious care following diagnosis via cancer care coordinator
Adults at risk for Stroke; All adults	Stroke education - know the signs and what to do
All	Continue collaboration with area YMCAs to promote wellness and the importance of staying physically active at any age

Publication of Target Populations

Marketing Collateral, Annual Report, Website, Other- Bill stuffers, print and digital advertising, news releases, newspaper articles, direct mailings, speaking engagements, PSAs, billboards

Hospital/HMO Web Page Publicizing Target Pop.

Not Specified

Key Accomplishments of Reporting Year

A vital component of good health care is to make sure patients are connected to a primary care physician. Sturdy dedicates human and financial resources to ensure people in our communities have access to care and regularly promotes its free physician referral service. Information is given to patients in the emergency department who do not have a regular physician, to facilitate their follow up care and encourage regular, good care vs. episodic, expensive emergency care. Inpatients have follow up physician appointments made by members of our staff before being discharged when appropriate. We continued an initiative to bolster efforts related to diabetes management which included continuation of our inpatient glycemic control protocol with nursing, internal medicine, hospitalist, and pharmacy staff to improve outcomes related to glycemic control by ensuring appropriate dosing and monitoring and better monitoring in the physicians' offices. Sturdy continued to partner with the Attleboro YMCA on its annual Step Challenge among the city's middle school children, providing the pedometers. We continued to offer numerous support groups and health screenings; encouraged patients age 50+ who have not had screening colonoscopies to do so;

dedicated certified financial counselors to assist in connecting people to low or no cost health insurance under Health Care Reform; and ensured our physicians who work with teens and young adults screen for and address drug and alcohol use, and depression.

During the course of the year, Sturdy in collaboration with other independent hospital organizations, developed the Massachusetts Value Alliance (MVA) Corporation. This Alliance was created to allow for significant cost savings by letting us negotiate as a combined force rather than a single entity giving us greater leverage and group purchasing power.

Understanding that the health of our community requires strong collaboration, the Hospital proudly participates in a leadership role of the Healthy Living Consortium, a Community Impact Consortium developed by the YMCA. The collective goal of this consortium and its members is to improve health outcomes for our community members in relation to barriers that prevent them from living a healthy lifestyle. Areas of early focus include childhood and adult obesity and addressing the opioid epidemic. The initial focus of the Consortium's efforts have been on Attleboro and Norton, with plans to extend to our other communities as initiatives are developed and successes achieved.

The first initiative was a pilot program called "Choose H2O". The pilot was launched at Brennan Middle School in Attleboro, Massachusetts where students took on the challenge to drink more water and less of sugary drinks, such as soda. The "Choose H2O" initiative encourages young people to reduce their intake of empty calories by drinking water instead of unhealthy beverages as often as possible to reduce the rate of obesity and diabetes. Promoted by the school department and delivered by the Attleboro Area Healthy Living Consortium, the initiative is in response to a survey that found 32 percent of middle school students in Attleboro are overweight or obese. The program is expected to expand to other middle schools in Attleboro and Norton. The consortium was able to purchase water bottles for all the students and installed quick style fill-up stations that fill the bottles with water in just seven seconds.

Sturdy Memorial Hospital employs two full-time Financial Counselors who assist patients, and members of the community with their insurance application process. The Financial Counselors prepare applications for Mass Health, Connector Care and Health Safety Net through the state's uniform HIX application. In FY17 the Financial Counselors assisted individuals resulting in 3,870 total encounters.

Sturdy engaged in more than 120 initiatives related to its FY 2017 Community Benefits Plan. The Hospital hosted or supported 20 family and health related activities and events, and also coordinated important programs like our employee campaign to support the United Way; blood drives during times of the year when the need for blood is critical; offering the services of a cancer care navigator to ensure newly diagnosed cancer patients get timely, coordinated care; multi-dimensional campaigns on heart disease and stroke prevention; donations to area food banks to help those with food insecurity, which can impact one's health; educational programming for town health officers; and collaboration with our area YMCAs on various health, nutrition, and wellness programming.

Sturdy continued to take a leadership role to educate our staff and area municipalities regarding the importance of having a well coordinated approach to local and regional disaster management and overall public safety. See many of Sturdy's community benefits activities for FY 2017 at www.sturdymemorial.org, which contains a link to the Hospital's annual report.

Plans for Next Reporting Year

Sturdy Memorial Hospital's estimated expenditures for FY 2018 community benefits programming are expected to be comparable to FY 2017, as are the goals and program initiatives.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Sturdy has a Planning Committee as part of its governance structure. The Committee includes community residents and business leaders who work and/or live in the Hospital's service area, and members of Hospital leadership. The Committee is chaired by a member of the Hospital's Board and staffed by the Hospital's Manager of Public & Community Relations.

The Planning Committee meets bimonthly and is charged with oversight of Sturdy's community benefits program. Updates regarding implementation of the annual Community Benefits Plan, program ideas, and how the Hospital works with area

physicians, service providers, and civic leaders to respond to appropriate community needs are provided to the Committee. The Committee is also updated on implementation of the Hospital's Community Health Needs Assessment Action plan annually. The Committee's knowledge of our communities and involvement in the planning process enable meaningful discussion and help the Hospital attain its community benefits goals. The Planning Committee reviews the Community Benefits Report that is submitted to the Attorney General's Office.

The Planning Committee reports to the Board of Directors.

Community Benefits Team Meetings

Sturdy's Planning Committee meets bimonthly. Updates regarding implementation of the annual Community Benefits Plan, program ideas, and responsiveness to appropriate community needs are discussed.

Community Partners

Sturdy enjoys positive, cooperative relationships with area businesses, civic organizations, local and regional health care associations, and affiliated medical staff. We actively seek out and facilitate strong partnerships that will enhance the health of the people in our communities. Key organizations we collaborated or partnered with and significant programs from FY17 are as follows:

- ? AARP
- ? American Cancer Society
- ? American Diabetes Association
- ? American Heart Association
- ? American Stroke Association
- ? Attleboro Area School to Career Partnership
- ? Attleboro High School-Based Health Center
- ? Attleboro Area Interfaith Collaborative
- ? Attleboro Rotary Club
- ? Attleboro YMCA
- ? Bristol Community College
- ? Bristol County Homeland Security Task Force
- ? Brown University/Alpert Medical School
- ? Centers for Disease Control and Prevention
- ? City of Attleboro
- ? Community VNA
- ? Councils on Aging
- ? EMS Education/Medical Oversight (training for municipalities)
- ? Gloria Gemma Foundation
- ? HealthyChoices (health education w/elementary schools)
- ? Hockomock Area YMCAs
- ? Johnson & Wales Culinary Nutrition Co-op
- ? Look Good, Feel Better
- ? MassHealth
- ? Massachusetts Service Alliance
- ? Mothers Against Drunk Driving (MADD)
- ? National Multiple Sclerosis Society
- ? Palliative Care Education
- ? Reach Out and Read (ROAR)
- ? Rhode Island Blood Center
- ? Stericycle Sharps Disposal Program (w/area fire departments)
- ? Southeastern Massachusetts Homeland Security Regional Council
- ? Town of Foxboro
- ? Town Health Agents and Nurses
- ? Town of Mansfield
- ? Town of North Attleborough
- ? Town of Norton
- ? Town of Plainville
- ? Town of Rehoboth
- ? Town of Seekonk
- ? Tri-County Regional Vocational School

- ? Tri-Town Chamber of Commerce
- ? United Regional Chamber of Commerce
- ? United Way of Greater Attleboro/Taunton
- ? Wheaton College
- ? Youth Sports Team (misc. towns)

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA)

Sturdy is involved in ongoing assessment of health needs in our communities. At the core of this planning are the Hospital's Statement of Purpose, Values Statement, and Community Benefits Mission. Continually being engaged in and attuned to our communities provides us with opportunities to identify health issues of greatest concern to our care providers and community partners, and consider committing resources to those areas, if appropriate, to guide efforts to improve community health and wellness.

The needs assessment involves review and analysis of various data such as patient satisfaction surveys, Hospital service utilization statistics, clinical issues, health insurer data, and other local and State health data. We also take into account the results of feedback from and conversations and interactions with a multitude of other sources, actively soliciting information and ideas from area public health professionals, members of the Hospital's Patient and Family Advisory Council (PFAC), members of the Hospital's Medical Management Committee, social services agency personnel, school nurses, as well as participating in professional forums. Findings are reviewed for trends or needs in the community. Clinical trend data and patient education needs recognized by clinicians while providing medical or follow up care are also considered. Additionally, members of the community are encouraged to, and often do, relay programming suggestions directly to the Hospital or through program evaluation tools. The Hospital has drawn from this extensive collection of information to make recommendations for community benefits activities and programs.

CHNA PLAN 2016 - 2019

Beginning in March 2016, Sturdy Memorial Hospital undertook a comprehensive community health needs assessment (CHNA) to evaluate the health needs of individuals living in the hospital service area within Bristol and Norfolk counties in Massachusetts. The aim of the assessment was to reinforce Sturdy Memorial Hospital's commitment to the health of residents and align its health prevention efforts with the community's greatest needs. The assessment examined a variety of health indicators, including chronic health conditions, access to health care and social determinants of health. Sturdy Memorial Hospital contracted with Holleran Consulting, a research firm based in Lancaster, Pennsylvania, to execute this project.

The completion of the CHNA enabled Sturdy Memorial Hospital to take an in-depth look at its community. The findings from the assessment were utilized by Sturdy Memorial Hospital to prioritize public health issues and develop a community health implementation plan focused on meeting community needs. Sturdy is committed to the people it serves and the communities where they reside. Healthy communities lead to lower health care costs, robust community partnerships, and an overall enhanced quality of life. CHNA Components

- ? Secondary Data Research
- ? Key Informant Surveys

Key Community Health Issues

Sturdy Memorial Hospital, in conjunction with community partners, examined the findings of the Secondary Data and Key Informant Surveys to highlight Key Community Health Issues. The following issues were identified (presented in alphabetical order):

- ? Cancer
- ? Diabetes
- ? Mental Health/Suicide
- ? Overweight/Obesity
- ? Substance Abuse/Alcohol Abuse

Prioritized Community Health Issues

Based on feedback from community partners, including health care providers, public health experts, health and human service agencies, and other community representatives, Sturdy Memorial Hospital plans to focus community health improvement efforts on the following health priorities over the next three-year cycle:

- ? Cancer

? Cancer

? Diabetes

? Mental Health/Suicide

? Overweight/Obesity

? Substance Abuse/Alcohol Abuse

Previous CHNA and Prioritized Health Issues

Sturdy Memorial Hospital conducted a comprehensive CHNA in 2013 to evaluate the health needs of individuals living in the hospital service area within Bristol and Norfolk counties. The purpose of the assessment was to gather information about local health needs and health behaviors. The assessment helped Sturdy Memorial Hospital to identify health issues and develop a community health implementation plan to improve the health of the surrounding community. The prioritized health issues include:

? Access to Primary Care Physicians

? Cancer Prevention Education and Screening

? Diabetes Management

? Heart Disease Prevention Education

? Obesity/Nutrition

? Wellness and Physical Activity

Major outcomes from the priority areas included:

? An expansion of the Hospital's care model to include the hiring of Nurse Practitioners, Physician Assistants and Emergency Technicians to increase access to primary care in the community.

? The Radiology Department at Sturdy was named a Designated Lung Cancer Screening Center by The American College of Radiology. In addition, the Hospital invested in a 3D Mammography service line to assist with early detection of Breast Cancer.

? The strategic development of Sturdy's Wellness Weight Loss Program, a comprehensive program that offers access to specialists in obesity medicine and addresses the health needs related to not only Obesity/Nutrition, but also Wellness and Physical Activity, Diabetes Management, and Heart Disease Prevention Education.

? The certification of the Hospital's diabetes program by the American Diabetes Association.

? A two-year initiative focused on the education of women about the signs and symptoms of heart disease.

? Continued collaboration with local community leaders on health education related to the identified priorities.

? Community education through physician written columns focused on the identified priorities published online and through local newspapers.

The CHNA was comprised of both quantitative and qualitative research components. A brief synopsis of the research components is included below with further details provided throughout the document:

? A Statistical Secondary Data Profile uses existing data from local and national sources depicting population and household statistics, education and economic measures, morbidity and mortality rates, incidence rates, and other health statistics for the primary and secondary service areas, or Bristol and Norfolk counties, were compiled and compared to state and national level data, where applicable.

? Key Informant Surveys were conducted with a total of 58 key informants in April 2016. Key informants were defined as community stakeholders with expert knowledge, including public health and health care professionals, social service providers, non-profit leaders, business leaders, faith-based organizations, and other community leaders.

COMMUNITY BENEFITS PLAN

The process for developing Sturdy Memorial Hospital's Community Benefits Plan, as well as defining target populations and priorities, is described above. Program effectiveness and outcomes are reviewed and evaluated annually so that subsequent year plans can be modified accordingly. Priorities defined via the aforementioned needs assessment, the statewide priorities identified by the Attorney General's Office (Supporting Health Care Reform, Chronic Disease Management in Disadvantaged Populations, Reducing Health Disparities, and Promoting Wellness of Vulnerable Populations), as well as Sturdy's own priorities include:

? Increase the availability of nutrition information and education to help reduce the growing obesity rate.

? Bolster efforts related to diabetes management by educating patients how to prevent diabetes by offering scholarships to the local YMCA for their diabetes prevention program and/or by helping them better manage their diabetes.

? Promote wellness and the importance of staying physically active, at any age, through continued collaboration with area YMCAs.

? Enhance consumer knowledge of cardiac disease risks and prevention through screening and education.

? Continue to promote stroke education and awareness – know the signs and how to respond – and offer support programs.

? Enhance access to cancer prevention education and screenings offered by the Hospital, with emphasis on colorectal screening, breast health, skin cancer, and smoking cessation. Sturdy also sponsors an annual Cancer Survivors Day offered at no cost to participants.

? Continue to ensure members of the Sturdy communities have access to primary care and specialty physicians in the service area, as area needs suggest.

? Continue to facilitate getting consumers enrolled in health plans and educated about their options under Health Care Reform.

? Continue to educate the public on palliative care and the importance of discussing and planning end of life care.

? Continue to increase consumer awareness and understanding of antibiotic resistance and the appropriate use of antibiotics. Reinforce the importance of hand washing among consumers, and effect change in establishing good hand washing habits.

? Continue to offer general education and support programs based on patients' needs and/or clinical significance to the Sturdy community.

? Continue to work with town health officials and participate in and promote programs to improve overall public safety.

? Continue to sponsor and/or participate in family oriented programming to promote healthy families.

Consultants/Other Organizations

Holleran Consulting, community stakeholders with expert knowledge, including public health and health care professionals, social service providers, non-profit leaders, business leaders, faith-based organizations, and other community leaders.

Data Sources

Not Specified

Select Community Benefits Programs

Healthy Choices

Brief Description or Objective	School-based health "fair" education programs for elementary age children to educate them about healthy living and making the right choices.
Program Type	Community Education, Prevention
Target Population	<ul style="list-style-type: none">• Regions Served: Attleboro, Foxborough, Mansfield, North Attleboro, Norton, Plainville, Rehoboth, Seekonk• Health Indicator: Other: Nutrition, Other: Safety, Overweight and Obesity, Physical Activity• Sex: All• Age Group: Child-Preteen• Ethnic Group: All• Language: All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
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Not Specified

Partners

Partner Name, Description	Partner Web Address
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Area elementary schools,
hospital nurses, dieticians, and
other clinicians

Contact Information	fiogf49gjkf0dKathi Hague, Manager Public & Community Relations, 508-236-8020, khague@sturdymemorial.org
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Detailed Description	Not Specified
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School Based Health Center

Brief Description or Objective	Promote good health for better learning by facilitating access to adolescent health care and education/resources for the students.
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Program Type	Prevention,School/Health Center Partnership
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Target Population	<ul style="list-style-type: none">• Regions Served: Attleboro• Health Indicator: Access to Health Care• Sex: All• Age Group: Adult-Young• Ethnic Group: All• Language: All
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Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
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Not Specified

Partners

Partner Name, Description	Partner Web Address
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Attleboro High School, MA
Department of Public Health,
area pediatric physician and
nurses

Contact Information	fiogf49gjkf0dBrian Kelly, MD, Vice President for Medical Affairs, Medical Director & Chief Quality Officer 508/236-7900, bkelly@sturdymemorial.org
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Detailed Description	Not Specified
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Heart Health Fair

Brief Description or Objective	Promote good heart health by providing free blood pressure screenings, stroke screenings, nutritional information, and cholesterol, diabetes, and body fat analyses. Includes an educational component to improve patients' understanding of the disease and how to prevent it. Hold health fair in conjunction with AHA Go Red for Women Day.
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Program Type	Health Screening,Prevention
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Target Population	<ul style="list-style-type: none">• Regions Served: Attleboro• Health Indicator: Other: Hypertension, Other: Nutrition, Other: Smoking/Tobacco, Overweight and Obesity• Sex: All• Age Group: Adult• Ethnic Group: All• Language: All
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Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description **Goal Status**
Not Specified

Partners

Partner Name, Description **Partner Web Address**
Hospital-affiliated
cardiologists, vascular
surgeon, and cardiac
rehabilitation and nutrition
departments

Contact Information fiogf49gjkf0dSue Nordstrom, RN, Director of Cardiac Rehabilitation, 508-236-7344,
snordstrom@sturdymemorial.org

Detailed Description Not Specified

Emergency Planning and Education

Brief Description or Objective 1) Educate first responders and coordinate communications initiatives related to local and regional disaster and emergency planning; 2) Educate the public about how to avoid potential health and safety issues.

Program Type Community Education,Health Professional/Staff Training,Prevention

Target Population • **Regions Served:** Attleboro, Foxborough, Mansfield, Norfolk, North Attleboro, Norton, Plainville, Rehoboth, Seekonk, Sharon, Walpole, Wrentham
• **Health Indicator:** Other: Public Safety
• **Sex:** All
• **Age Group:** All
• **Ethnic Group:** All
• **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description **Goal Status**
Not Specified

Partners

Partner Name, Description **Partner Web Address**
Area fire and police officials,
health officers, Hospital
employees, and multiple state
agencies

Contact Information dBrian Kelly, MD, Vice President for Medical Affairs, Medical Director & Chief Quality Officer 508/236-7900; Brian Patel, MD, Chief of Emergency and Occupational Health Service and Associate Chief Quality Officer 508/236-7040; David Denneno, APRN-BC, MSN, MED,CEN, Director of Emergency Services Resource Specialist and Emergency Preparedness Coordinator, 508/236-7046, ddenneno@sturdymemorial.org

Detailed Description Not Specified

Wellness, Education, Screenings, and Support

Brief Description or Objective Includes general health, wound, and cancer screenings; educational programs and support groups for diabetes, multiple sclerosis, stroke, pulmonary disease, and cancer patients; CPR training; babysitter training; poison prevention; medical profile cards; women's wellness programming; childbirth education; and parenting programs based on patients' needs and/or clinical significance in our communities.

Program Type Community Health Needs Assessment,Health Screening,Prevention,Support Group

Target Population

- **Regions Served:** Attleboro, Foxborough, Mansfield, North Attleboro, Norton, Plainville, Rehoboth, Seekonk, Walpole, Wrentham
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All

Goals
Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Not Specified	

Partners

Partner Name, Description	Partner Web Address
American Cancer Society	
American Heart Association	
National Multiple Sclerosis Society	
American Stroke Association	
Hospital emergency nursing, nursing education, laboratory, physical therapy, cardiac rehabilitation, respiratory care, oncology, volunteer and medical staffs	
Area YMCAs	

Contact Information	fiogf49gjkf0dKathi Hague, Manager Public & Community Relations, 508-236-8022, khague@sturdymemorial.org
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Detailed Description	Not Specified
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Stroke Awareness Public Service Campaign

Brief Description or Objective	Hospital-initiated and financed media campaign involving newspaper ads, flyers, bill inserts, radio advertising, public relations, stroke screening, and more to promote awareness of one of the nation's leading killers and the importance of early intervention.
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Program Type	Community Education,Prevention
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Target Population	<ul style="list-style-type: none"> • Regions Served: Attleboro, Foxborough, Mansfield, Norfolk, North Attleboro, Norton, Plainville, Rehoboth, Seekonk, Sharon, Walpole, Wrentham • Health Indicator: Other: Stroke • Sex: All • Age Group: Adult • Ethnic Group: All • Language: All
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Goals
Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Not Specified	

Partners

Partner Name, Description	Partner Web Address
American Stroke Association,	

area medical practices, cardiac rehabilitation department, and area newspapers

Contact Information fiogf49gjkf0dBrian Patel, MD, Chief of Emergency and Occupational Health Service and Associate Chief Quality Officer 508/236-7040; Kathi Hague, Manager Public & Community Relations, 508/236-8022, khague@sturdymemorial.org

Detailed Description Not Specified

Health Care Reform/Financial Assistance Counseling

Brief Description or Objective Educate people about access to health care in the state and their options under the law. Enroll those eligible in a health plan and find providers that meet their needs.

Program Type Health Coverage Subsidies or Enrollment

Target Population

- **Regions Served:** Attleboro, Foxborough, Mansfield, Norfolk, North Attleboro, Norton, Plainville, Rehoboth, Seekonk, Sharon, Walpole, Wrentham
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Supporting Healthcare Reform

Goal Description	Goal Status
Not Specified	

Partners

Partner Name, Description	Partner Web Address
Hospital financial counselors and area medical practices	

Contact Information fiogf49gjkf0dMatt Feid, Director of Patient Accounts, 508-236-8110, mfeid@sturdymemorial.org

Detailed Description Not Specified

Colorectal Screening Education and Awareness

Brief Description or Objective Emphasize the importance of good colorectal health and screening according to guidelines through Hospital-initiated and financed media campaign.

Program Type Community Education,Prevention

Target Population

- **Regions Served:** Attleboro, Foxborough, Mansfield, Norfolk, North Attleboro, Norton, Plainville, Rehoboth, Seekonk, Sharon, Walpole, Wrentham
- **Health Indicator:** Other: Cancer - Colo-rectal
- **Sex:** All
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** English

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Not Specified	

Partners

Partner Name, Description	Partner Web Address
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Area Gastroenterologists, primary care physicians' offices, and Hospital's cancer care team

Contact Information fiogf49gjkf0dKathi Hague, Manager Public & Community Relations, 508-236-8022, khague@sturdyhospital.org

Detailed Description Not Specified

Cancer Care Navigator

Brief Description or Objective Ensure efficient and expeditious cancer care following diagnosis. Navigator assists patients throughout the continuum of care from diagnosis to survivorship.

Program Type Direct Services

Target Population

- **Regions Served:** Attleboro, Foxborough, Mansfield, Norfolk, North Attleboro, Norton, Plainville, Rehoboth, Seekonk, Sharon, Walpole, Wrentham
- **Health Indicator:** Other: Cancer
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations

Goal Description	Goal Status
Not Specified	

Partners

Partner Name, Description	Partner Web Address
Hospital oncologists, surgeons, radiologists, oncology nurses, radiation oncologists, and other medical specialists	

Contact Information fiogf49gjkf0dKaren Messier, RN, BSN, OCN, Oncology Clinical Manager, 508-236-7010, kmessier@sturdyhospital.org

Detailed Description Not Specified

Senior Meals Dinner Program

Brief Description or Objective Work in partnership with area Councils on Aging and town health officials to promote affordable, nutritious meal program for the elderly in Hospital's cafeteria. Three nights per week.

Program Type Not Specified

Target Population

- **Regions Served:** Attleboro, Mansfield, Norton, Rehoboth
- **Health Indicator:** Other: Elder Care, Other: Nutrition
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Not Specified	

Partners

Partner Name, Description	Partner Web Address
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Not Specified

Contact Information	fiogf49gjkf0dChris Stoves, Director of Food Services, 508/236-8030, cstoves@sturdymemorial.org
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Detailed Description	Not Specified
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Diabetes Education and Management

Brief Description or Objective	Collaborate to provide education regarding how to prevent diabetes and/or ways to better manage it through proper nutrition and exercise.
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Program Type	Community Health Needs Assessment, Direct Services, Prevention
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Target Population	<ul style="list-style-type: none">• Regions Served: Attleboro, Foxborough, Mansfield, Norfolk, North Attleboro, Norton, Plainville, Rehoboth, Seekonk, Sharon, Walpole, Wrentham• Health Indicator: Other: Diabetes• Sex: All• Age Group: Adult• Ethnic Group: All• Language: All
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Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations

Goal Description	Goal Status
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Not Specified

Partners

Partner Name, Description	Partner Web Address
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Area physicians, Hospital staff, nurse educators, dietitians, and area YMCAs.

Contact Information	fiogf49gjkf0dKathi Hague, Manager Public & Community Relations, 508/236-8022; Peg Flocco, RN, Diabetes Educator, 508/236-7166; Glenn Tucker, MD, Chief Medical Officer Sturdy Memorial Associates, khague@sturdymemorial.org
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Detailed Description	Not Specified
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Palliative Care/End of Life Planning

Brief Description or Objective	Public initiative in conjunction with area medical professionals, Community VNA/Hospice, and The Conversation Project to educate the public about palliative care and the importance of end of life planning to ensure people's end of life wishes are met.
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Program Type	Community Education
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Target Population	<ul style="list-style-type: none">• Regions Served: Attleboro, Foxborough, Mansfield, Norfolk, North Attleboro, Norton, Plainville, Rehoboth, Seekonk, Sharon, Walpole, Wrentham• Health Indicator: Other: Cancer, Other: Hospice• Sex: All• Age Group: Adult• Ethnic Group: All• Language: All
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Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
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Not Specified

Partners

Partner Name, Description	Partner Web Address
Area medical professionals, Hospital staff, Community VNA/Hospice, and The Conversation Project.	
Contact Information	fiogf49gjkf0dMarita Prater, Vice President for Patient Services, 508/236-8150; Kathi Hague, Manager Public & Community Relations, 508/236-8022, khague@sturdymemorial.org
Detailed Description	Not Specified
Mentoring Programs	
Brief Description or Objective	Provide on-site emergency training opportunities and practical experience to area EMT students as well as internships and mentoring opportunities to students interested in the health care field from more than 30 area schools/colleges.
Program Type	Mentorship/Career Training/Internship
Target Population	<ul style="list-style-type: none">• Regions Served: Attleboro, Foxborough, Mansfield, Norfolk, North Attleboro, Norton, Plainville, Rehoboth, Seekonk, Sharon, Walpole, Wrentham• Health Indicator: All• Sex: All• Age Group: Adult, Adult-Young• Ethnic Group: All• Language: English

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Not Specified	

Partners

Partner Name, Description	Partner Web Address
Area EMT programs, Hospital emergency department physicians and nursing staff, Wheaton College, area high schools and vocational schools, post-secondary schools.	
Contact Information	fiogf49gjkf0dBrian Kelly, MD, Vice President for Medical Affairs, Medical Director & Chief Quality Officer 508/236-7900; Brian Patel, MD, Chief of Emergency and Occupational Health Service and Associate Chief Quality Officer 508/236-7040; Anne Messier, Director of Volunteer and Student Services, 508/236-8800, bkelly@sturdymemorial.org; amessier@sturdymemorial.org
Detailed Description	Not Specified

Mental Health/Suicide and Substance Abuse

Brief Description or Objective	Increase proper identification of mental health issues and refer to appropriate, quality mental health services. • Work to reduce suicide rate by ensuring high risk patients are obtaining proper mental health care. • Increase patient and community education on opioid prescriptions, their addictive nature and alternative therapies.
Program Type	Community Health Needs Assessment
Target Population	<ul style="list-style-type: none">• Regions Served: Attleboro, Foxborough, Mansfield, Norfolk, North Attleboro, Norton, Plainville, Rehoboth, Seekonk, Sharon, Walpole, Wrentham• Health Indicator: All

- Health Indicator: All
- Sex: All
- Age Group: All
- Ethnic Group: All
- Language: All

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
<ul style="list-style-type: none"> • Develop educational brochures for Associates Practices and waiting areas to highlight the dangers of opioid use as well as provide education on alternatives available for managing pain. 	<p>Developed April 2017, Ordered in May and distributed to practices, hospital departments and community organizations.</p>
<p>Develop a comprehensive pain stewardship program to ensure proper internal controls to appropriately manage our patient populations.</p>	<p>A formal Pain Stewardship policy and team was developed and approved through Pharmacy and Therapeutics. First meeting was held October 2016 and meets quarterly.</p>
<p>Provide patients with standard patient fact sheets that outline the risks associated with the use of prescription opioids as well as guidance on safe storage and proper disposal of unused prescription medications.</p>	<p>The hospital Pain Management Policy was revised to reflect the key educational topics to be reviewed with patients, key components of the assessment and plan of care as well as the WHO clinical guidelines for pain management interventions that goes from non-opioid strategies to low dose opioid use and chronic pain management. Discharge instructions detailing this information is provided to ECC patients discharged with opioid prescriptions</p>
<p>Develop an internal process to better assure communication and sharing of information about patients' pain management treatment plans following acute level of care to ensure continuity of care.</p>	<p>Post discharge plans of care, including pain management, are included in the discharge summaries along with medical record access by the SMA practices. This is ongoing.</p>
<p>Increase public awareness of how to dispose of unused medications, consider development of a program to collect unused medications in a safe and controlled environment.</p>	<p>The Hospital utilized the standardized State Developed Patient Fact Sheets along with an in-house Developed Opioid Education and Overdose Prevention Brochure that includes medication information, safe storage and proper disposal of unused prescription medications.</p>
<p>Collaborate with appropriate community organizations to</p>	<p>Chief of Emergency and Occupational Health Service and Associate Chief Quality</p>

provide community members with resources. Officer is a member of the Norton Opioid Taskforce and works with the taskforce in identifying and disseminating resources to the town of Norton

Collaborate with community partners as part of the Healthy Living Consortium to increase education and awareness in the community. President and CEO of Sturdy Memorial Hospital services on the consortium.

Partners

Partner Name, Description **Partner Web Address**

Not Specified

Contact Information Chelsey Boyle 211 Park Street Attleboro, MA 02703 508-236-8020, cboyle@sturdymemorial.org

Detailed Description [Download/View Attachment](#)(1237.32 KB)
File Name: Opioid Education Prevention Brochure Revised 5.15.17.pdf

Expenditures

Program Type	Estimated Total Expenditures for FY2017	Approved Program Budget for 2017
Community Benefits Programs	Direct Expenses \$821,238 Associated Expenses Not Specified Determination of Need Expenditures \$0 Employee Volunteerism Not Specified Other Leveraged Resources \$0	\$825,000 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$765,492 HSN Denied Claims \$2,670 Free/Discount Care \$534,104 Total Net Charity Care \$1,302,266	
Corporate Sponsorships	Not Specified	
	Total Expenditures \$2,123,504	
Total Patient Care-Related Expenses for FY2017		\$164,633,067
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	