

Organization Information

Organization Name: Mercy Medical Center
Address: 271 Carew St. P.O. Box 9012
City, State, Zip: Springfield, Massachusetts 01102-9012
Website: www.mercycares.com
Contact Name: Sean D. Fallon
Contact Title: Regional Manager, Community Benefit
Contact Department (Optional): Community Benefit & Health
Phone: (413) 748-9427
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Contact Address: 271 Carew St.
(Optional, if different from above)
City, State, Zip: Springfield, Massachusetts 01102-9012
(Optional, if different from above)

Organization Type: Hospital
For-Profit Status: Not-For-Profit
Health System: Not Specified
Community Health Network Area (CHNA): Community Health Connection (Springfield)(CHNA 4),
Regions Served: County-Hampden,

Mission and Key Planning/Assessment Documents

Community Benefits Mission Statement:

Our Mission:

To serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities. Guided by our charitable mission and core values, our work extends far beyond hospital or clinic walls. We continually invest resources into our communities to meet the health needs of underserved and vulnerable community members, bringing them healing, comfort and hope. Through our community benefit initiatives, we help to make our communities healthier places to live.

Our Core Values:

Reverence - We honor the sacredness and dignity of every person.

Commitment to Those Who are Poor - We stand with and serve those who are poor, especially those most vulnerable.

Justice - We foster right relationships to promote the common good, including sustainability of Earth.

Stewardship - We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Integrity - We are faithful to who we say we are.

Target Populations:

Name of Target Population	Basis for Selection
Pregnant Women with Addictions	Bureau of Substance Abuse Priority Population
Addicted Persons Referred by Criminal Justice System	Bureau of Substance Abuse Priority Population
Homeless Persons Addicted to Drugs and/or Alcohol	Bureau of Substance Abuse Priority Population
Patients Challenged by Illness and/or Disability	Need for Free Support Groups
Nursing Students and Emergency Medical Technicians	Clinical practice settings for practicums, internships

	and ongoing educational requirements
Pregnant Teens	Numerous community needs assessments and reports
Persons Addicted to Opiates	Numerous community needs assessments and reports
Individuals and Families Who Are Homeless	Numerous community needs assessments and reports
Children in Psychiatric Distress	Numerous community needs assessments and reports
Adults in Psychiatric Distress	Numerous community needs assessments and reports
Non-English-speaking Mothers	Numerous community needs assessments and reports
Mothers in Low Income Households	Numerous community needs assessments and reports
Vietnamese Immigrants	Language and cultural barriers for health services
High Utilizers of Mercy Medical Center and Area Hospital EDs	Area-Wide Task Force on High Utilizers of Hospital EDs

Publication of Target Populations:

Website

Community Health Needs Assessment:

Date Last Assessment Completed:

June 27, 2019

Data Sources:

Community Focus Groups, Community Health Network Area, Consumer Groups, Hospital, Interviews, MA Population Health Information Tool (PHIT), Public Health Personnel, Surveys,

CHNA Document:

[MERCY-CHNA-AND-APPENDICES-6.27.19-1.PDF](#)

Implementation Strategy:

Implementation Strategy Document:

[MERCY-CHIP.PDF](#)

Key Accomplishments of Reporting Year:

- Mercy Medical Center is a founding member of the Coalition of Western Massachusetts Hospitals. The Coalition participated in joint planning efforts to target the pervasive issues related to the region and collectively garnered talent and resources to produce a combined Community Health Needs Assessment (CHNA).

- Mercy Medical Center's Health Care for the Homeless (HCH) Program served over 1,800 homeless persons. Mercy Medical Center continued to partner with the City of Springfield and Friends of the Homeless (FOH) at the homeless resource center at the Worthington Street Shelter, as part of a comprehensive approach to eliminate homelessness. The facility contains a 2,200 square foot medical/dental clinic. The medical clinic is a partnership with FOH, Mercy Medical Center and the City of Springfield Health Service for the Homeless. Dental services, four exam rooms, laboratory room, and on-site mental health services are available at this site.

- The Vietnamese Health Project served 748 clients in over 2,000 medical encounters, providing an array of health services to this vital immigrant population in Greater Springfield. Services included interpretive services for physician appointments and for patients in the hospital, medical translation, case management, health insurance enrollment, health education programs, maternal health visits, flu clinics and health screenings.

- Provided over 1,300 community health outreach service encounters to high-end utilizers of hospital emergency departments in the region.

- To help youth in crisis due to behavioral health and/or substance use, Mercy provided 167 latency-age children and 259 adolescents with inpatient psychiatric treatment while also providing 653 families with home-based counseling and family-strengthening services.

- In our efforts to curtail substance abuse, and especially with the Opioid epidemic, Mercy provided 2,606 people with inpatient substance abuse treatment and provided 1,391 people with Methadone Maintenance treatment.

- Mercy Medical Center was instrumental in helping the Live Well Springfield Transforming Communities Initiative Partnership to be awarded a grant of up to \$500,000 per year over five years to improve the health and well-being of the residents of Springfield. The funds are being used to provide services and improve policies that target low-income adults and children disproportionately impacted by health conditions related to poor diet, inactivity, tobacco use, and other social determinants. Specific strategies include enhancing early education and care sites through nutrition and physical activity, school nutrition improvements, Complete Streets infrastructure and tobacco use/vaping prevention. The core partners are Mercy Medical Center and Live Well Springfield, a multi-sector community based coalition that includes over 26 organizations working in the city.

Plans for Next Reporting Year:

Mercy will continue its historic legacy and mission of Community Benefit along with our efforts with our Community Health Improvement Plan (CHIP). Mercy will also continue its collaborative achievements with the Coalition of Western Massachusetts Hospitals (Coalition). The Coalition is a partnership between eight non-profit hospitals/health plan in Western Massachusetts: Baystate Medical Center, Baystate Franklin Medical Center, Baystate Mary Lane Hospital, Baystate Noble Hospital, Baystate Wing Hospital, Cooley Dickinson Hospital, Mercy Medical Center, Shriners Hospitals for Children - Springfield, and Health New England, a local health insurer whose service area covers the four counties of Western Massachusetts. The Coalition formed in 2012 to bring hospitals within Western Massachusetts together to share resources and work in partnership to conduct their Community Health Needs Assessments (CHNA) and address regional needs. Mercy plans, with its involvement in the Coalition, to address shared intervention strategies derived from our joint CHNA.

Self-Assessment Form: [Hospital Self-Assessment Update Form - Years 2 and 3](#)

Community Benefits Programs

Health Care for the Homeless

Program Type	Direct Clinical Services
Program is part of a grant or funding provided to an outside organization	No
Program Description	The Health Care for the Homeless team provides primary care, case management, disease management, health screening, community health outreach and mental health services at various shelters, soup kitchens and transitional living centers.
Program Hashtags	Community Education, Health Screening, Prevention,
Program Contact Information	Doreen Fadus, Executive Director of Community Health & Well-Being, Mercy Medical Center, 271 Carew Street, Springfield, MA 01104

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Provide at least 1,200 MassHealth enrollment encounters	Provided 1,252 MassHealth enrollment encounters	Outcome Goal	Year 2019 of 1
Provide over 1,000 community health outreach service encounters to high-end utilizers of the areas hospital emergency departments	Provided community 1,392 health outreach service encounters to high-end utilizers of the areas hospital emergency departments	Outcome Goal	Year 2019 of 1
To provide homeless services to at least 1,500 homeless persons	Provided homeless services to 1,812 homeless persons	Outcome Goal	Year 2019 of 1

EOHHS Focus Issues	Housing Stability/Homelessness,
DoN Health Priorities	, Housing,
Health Issues	Access to Health Care,
Target Populations	<ul style="list-style-type: none"> • Regions Served: Springfield, • Environments Served: Urban, • Gender: All, • Age Group: Adult, Adult-Elder, • Race/Ethnicity: All, • Language: All,

Partners:

Partner Name and Description	Partner Website
City of Springfield Department of Health and Human Services	springfield-ma.gov/hhs
City of Springfield Homeless Initiative	springfieldcityhall.com/housing/homelessness
Open Pantry Community Services	openpantry.org
Friends of the Homeless	csoinc.org/housing-homeless-services

Mental Health Safety Net for Adults in Severe Psychiatric Distress

Program Type	Direct Clinical Services
Program is part of a grant or funding provided to an outside organization	No
Program Description	Providence Behavioral Health Hospital plays a pivotal role in maintaining the safety net for vulnerable adult populations in Western Massachusetts. The payer mix reveals a significant reliance on government revenue, accounting for nearly 90% of gross patient service revenue. Historically, government reimbursement rates have been significantly less than actual expenses. Medicaid funding accounts for more than 50% of revenue. There are two specialized psychiatric units at the hospital for adults, the Adult Unit and the Older Adult Unit. The Older Adult Unit is the larger of only two such units in the region. Minority populations account for nearly 40% of the adults discharged. This safety net program has consistently run at a negative margin and Mercy Medical Center continues to fund it as a community benefit program because it provides vital services to a largely poor and vulnerable population for whom there would be no comparable alternative treatment option in the region, if the hospital were to discontinue the program on a purely financial basis.
Program Hashtags	Community Education, Health Screening, Prevention,
Program Contact Information	Robert J. Roose, MD, MPH, FASAM, Chief Medical Officer, Mercy Medical Center and its affiliates, 271 Carew St., Springfield, MA 01102-9012

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To provide inpatient psychiatric treatment to at least 1,300 adults	Provide inpatient psychiatric treatment to 1192 adults	Outcome Goal	Year 2019 of 1
To provide inpatient psychiatric treatment to at least 225 older adults	Provided inpatient psychiatric treatment to 172 older adults	Outcome Goal	Year 2019 of 1

EOHHS Focus Issues	Mental Illness and Mental Health,
DoN Health Priorities	Not Specified
Health Issues	Mental Health,
Target Populations	<ul style="list-style-type: none"> • Regions Served: Springfield, • Environments Served: All, • Gender: All, • Age Group: Adult, Adult-Elder, Adult-Young, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
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Behavioral Health Network	bhninc.org
Mercy Medical Center Emergency Department	mercycares.com/er
River Valley Behavioral Health Services	rvbh.com
ServiceNet, Inc.	servicenetinc.org
Valley Psychiatric Services	vpsi-ma.com

Protecting Vulnerable Children in Crisis

Program Type	Total Population or Community-Wide Interventions
Program is part of a grant or funding provided to an outside organization	No
Program Description	A range of children's services that included, in home therapy, therapeutic mentoring, counseling, and wrap-around support services and short-stay, inpatient psychiatric treatment for children and adolescents in crisis, due to behavioral health disorders, substance use and other causes.
Program Hashtags	Community Education, Health Screening, Prevention,
Program Contact Information	Robert J. Roose, MD, MPH, FASAM, Chief Medical Officer, Mercy Medical Center and its affiliates, 271 Carew St., Springfield, MA 01102-9012

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To provide home-based counseling and family-strengthening services to at least 550 families	Provided home-based counseling and family-strengthening services to 653 families	Outcome Goal	Year 2019 of 1
To provide inpatient psychiatric treatment to at least 150 latency-age children	Provided inpatient psychiatric treatment to 167 latency-age children	Outcome Goal	Year 2019 of 1
To provide inpatient psychiatric treatment to at least 250 adolescents	Provided inpatient psychiatric treatment to 259 adolescents	Outcome Goal	Year 2019 of 1

EOHHS Focus Issues	Mental Illness and Mental Health,
DoN Health Priorities	Not Specified
Health Issues	Mental Health, Other: Alcohol and Substance Abuse,
Target Populations	<ul style="list-style-type: none"> • Regions Served: Springfield, • Environments Served: All, • Gender: All, • Age Group: Child-Teen, • Race/Ethnicity: All, • Language: English, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Behavioral Health Network	behavioralhealthnetwork.net
Center for Human Development	chd.org
Gandara Center	gandaracenter.org
Holyoke Public Schools	hps.holyoke.ma.us
Springfield Public Schools	sps.springfield.ma.us

The Key Program	key.org
West Springfield Public Schools	wsps.org
Westfield Public Schools	westfield.ma.us

Substance Abuse Treatment for Vulnerable Populations

Program Type	Community-Clinical Linkages
Program is part of a grant or funding provided to an outside organization	No
Program Description	A broad range of substance use disorder prevention and treatment programs are provided through Mercy Medical Center and Providence Behavioral Health Hospital, including outreach and intervention through our Mercy ED, two opioid treatment programs, inpatient detoxification with focus on priority populations, such as pregnant women who are addicted, IV drug users, minorities, persons who are opiate-dependent, criminal justice offenders, and persons who are homeless, a clinical stabilization service, as well as outpatient treatment venues that include individual and group counseling, couple/family counseling, psychoeducational groups for the Hampden County Sheriff's Department, second offender services for individuals convicted of their second DUI offense, and intensive day treatment groups conducted at Providence Behavioral Health Hospital and at the Hampden County Corrections Pre-Release Center.
Program Hashtags	Community Education, Health Screening, Prevention,
Program Contact Information	Robert J. Roose, MD, MPH, FASAM, Chief Medical Officer, Mercy Medical Center and its affiliates, 271 Carew St., Springfield, MA 01102-9012

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To achieve an average 5.2 days length of stay for inpatient substance abuse treatment	Actual length of stay: 5.4 days	Outcome Goal	Year 2019 of 1
To provide at least 2,000 persons with inpatient substance abuse treatment	Provided 2,606 persons with inpatient substance abuse treatment	Outcome Goal	Year 2019 of 1
To provide Driver Alcohol Education(DAE) to at least 200 persons	Provided Driver Alcohol Education(DAE) to 161 persons	Outcome Goal	Year 2019 of 1
To provide Methadone Maintenance Treatment to at least 800 persons	Provided Methadone Maintenance Treatment to 1391 persons	Outcome Goal	Year 2019 of 1

EOHHS Focus Issues	Substance Use Disorders,
DoN Health Priorities	Not Specified
Health Issues	Substance Abuse,
Target Populations	<ul style="list-style-type: none"> • Regions Served: Springfield, • Environments Served: All, • Gender: All, • Age Group: Adult-Young, All, All Adults, All Children, • Race/Ethnicity: All, • Language: All, • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Carlson Recovery Center	bhn.org/carlson-recovery-center
Centers for Human Development	chd.org

Federal Bureau of Prisons	bop.gov
Gandara Mental Health Center	gandaracenter.org
Hampden County Sheriff's Department	hcsdmass.org
Holyoke Health Center	hhcinc.org
Mercy Medical Center Emergency Department	mercycares.com/er
Mercy Medical Center Health Care for the Homeless	mercycares.com/health-care-for-the-homeless
New North Citizens' Council	newnorthcc.org
Providence Prenatal Clinic	mercycares.com
Tapestry Health	tapestryhealth.org

Vietnamese Health Project

Program Type	Access/Coverage Supports
Program is part of a grant or funding provided to an outside organization	No
Program Description	The Vietnamese Health Project helps Vietnamese families and individuals through interpretive services, educational programs, case management, access to health insurance enrollment services and post-enrollment services. Bilingual/bicultural case managers help caregivers and patients overcome language and cultural barriers and take clients to physician appointments and hospital visits.
Program Hashtags	Community Education, Health Screening, Prevention,
Program Contact Information	Doreen Fadus, Executive Director of Community Health & Well-Being, Mercy Medical Center, 271 Carew Street, Springfield, MA 01104

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To provide at least 2,000 medical and health encounters	Provided 2,213 medical and health encounters	Outcome Goal	Year 2019 of 1
To provide services to at least 700 Vietnamese clients	Provided services to 748 Vietnamese clients	Outcome Goal	Year 2019 of 1

EOHHS Focus Issues	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Housing Stability/Homelessness, Mental Illness and Mental Health, Substance Use Disorders,
DoN Health Priorities	Not Specified
Health Issues	Access to Health Care,
Target Populations	<ul style="list-style-type: none"> • Regions Served: County-Hampden, • Environments Served: All, • Gender: All, • Age Group: All, • Race/Ethnicity: Asian, • Language: Vietnamese, • Additional Target Population Status: Refugee/Immigrant Status,

Partners:

Partner Name and Description	Partner Website
Springfield Immigrant and Refugee Coalition, Jewish Federation of Western MA	jewishwesternmass.org

Stavros Center for Independent Living	stavros.org
City of Springfield, Department of Elder Affairs	springfieldcityhall.com
Commonwealth Care Alliance	commonwealthcare.org

Expenditures

Total CB Program Expenditure **\$3,765,276.00**

CB Expenditures by Program Type	Total Amount	Subtotal Provided to Outside Organizations (Grant/Other Funding)
Direct Clinical Services	\$1,146,247.00	Not Specified
Community-Clinical Linkages	\$117,714.00	Not Specified
Total Population or Community-Wide Interventions	\$192,525.00	\$14,283.00
Access/Coverage Supports	\$1,933,598.00	Not Specified
Infrastructure to Support CB Collaborations Across Institutions	\$375,192.00	Not Specified

CB Expenditures by Health Need

CB Expenditures by Health Need	Total Amount
Chronic Disease with a Focus on Cancer, Heart Disease, and Diabetes	\$480,408.00
Mental Health/Mental Illness	\$323,747.00
Housing/Homelessness	\$995,214.00
Substance Use	\$93,772.00
Additional Health Needs Identified by the Community	\$1,872,135.00

Other Leveraged Resources \$450,000.00

Net Charity Care Expenditures

Net Charity Care Expenditures	Total Amount
HSN Assessment	\$2,506,900.00
HSN Denied Claims	Not Specified
Free/Discount Care	\$5,734,231.00
Total Net Charity Care	\$8,241,131.00

Total CB Expenditures: \$12,456,407.00

Additional Information

Net Patient Service Revenue: \$308,394,589.00

CB Expenditure as Percentage of Net Patient Services Revenue: 4.04%

Approved CB Program Budget for FY2020: \$3,162,831.00

Comments (Optional): Not Specified

Optional Information

Hospital Publication Describing CB Initiatives: [Download/View Report](#)

Bad Debt: \$6,691,653.00

Bad Debt Certification: Certified

Optional Supplement:

As an anchor institution in our community, and as part of the national Trinity Health system, we are using local economic power and human capital intentionally to drive toward health equity in making people's lives better.

Our anchor mission is a commitment to intentionally apply our institution's long-term, place-based economic power and human capital in partnership with the community to mutually benefit the long-term well-being of both.

There are four components of our anchor work:

1-Environmental stewardship: our multi-disciplined approach advances environmental stewardship in our business practices and our advocacy to make Earth a better place for people to live.

2-Local, inclusive sourcing: intentionally using our purchasing power to source as much as possible with diverse and local suppliers (people who employ people) in our communities.

3-Local inclusive hiring: creating opportunities with inclusive hiring and workforce development for people who live in the communities we serve.

4-Community investing: committing capital to "community economic development" investments that improve the community infrastructure so that people can live better lives.