

Baystate Medical Center - FY2016

Community Benefits Mission Statement

Baystate Medical Center (“BMC”) based in Springfield, Massachusetts (MA) carries out Baystate Health’s (“Baystate”) mission “to improve the health of the people in our communities every day with quality and compassion.” In keeping with this commitment to improve health, BMC provides many valuable services, resources, programs, and financial support - beyond the walls of the hospital and its facilities and into the communities and homes of the people we serve. As BMC is part of Baystate’s integrated health care system it is able to provide further benefits to communities served through coordination within and among the system’s various entities.

The BMC shares and supports Baystate’s Community Benefits Mission Statement “to reduce health disparities, promote community wellness and improve access to care for vulnerable populations.” Baystate embraces the definition of health to include social determinants, such as economic opportunity, affordable housing, education, safe neighborhoods, food security, social and racial justice, and arts/culture – all elements that are needed for individuals, families, and communities to thrive.

Baystate and BMC aim to improve the health status of communities by focusing our limited community benefits and charitable resources on upstream, population-based initiatives and interventions. In 2016, Dr. Mark Keroack, President and CEO of Baystate, signed the American Hospital Association’s #123Equity Pledge. With support from the Office of Diversity and Inclusion and Office of Public Health and Community Relations, Baystate is investing resources to increase awareness and build capacity among our 12,000 team members and community partners on related topics including, cultural humility, health equity, social determinants of health, and implicit bias in health care.

Baystate and BMC are committed to applying a health equity lens to current and all future community health planning and improvement efforts. This will be demonstrated by future hospital community benefits and social impact investments supporting projects/initiatives that are intentional in how they plan to address health equity (health disparities and inequities). We stand ready to share our health equity journey through annual status reports filed and posted electronically on the Equity of Care website, including the actions taken to date, challenges faced, and results from our efforts, and lessons learned that may be helpful for other organizations.

To fulfill Baystate’s Community Benefits Mission BMC will:

- Focus on prevention and increasing access to quality, cultural competent health care;
- Focus on amelioration of root causes of health disparities and inequities, including related social and economic determinants;
- Measure improvements in community health status that result from our efforts; and
- Invest the time, talent, and resources necessary to accomplish these goals.

Target Populations

Name of Target Population	Basis for Selection
Children and youth	2016 CHNA
Older adults	2016 CHNA
LGBTQ youth	2016 CHNA
Communities of color, particularly Latinos and Blacks	2016 CHNA
Individuals living in poverty	2016 CHNA
Individuals who are homeless	2016 CHNA
Individuals with low income levels	2016 CHNA
Individuals with mental health and/or substance use conditions	2016 CHNA
Refugees, both documented and undocumented	2016 CHNA

Publication of Target Populations

Website, Other- Community Benefits Implementation Strategy; MA Attorney General Website

Hospital/HMO Web Page Publicizing Target Pop.

www.baystatehealth.org/communitybenefits

Key Accomplishments of Reporting Year

In March 2016 BMC kicked off its Community Benefits Advisory Council (CBAC). The CBAC meets monthly, 2nd Thursday and provided oversight to Baystate's Better Together Grant Program Request for Proposal (RFP). Membership includes hospital team members and community stakeholders.

The BMC is a member of the Coalition of Western Massachusetts Hospitals and Insurer ("Coalition"), a partnership between nine (9) not-for-profit hospitals and an insurer in western Massachusetts that includes: Baystate Medical Center, Baystate Franklin Medical Center, Baystate Noble Hospital, Baystate Wing Hospital (including Baystate Mary Lane Outpatient Center), Holyoke Medical Center, Cooley Dickinson Hospital, Mercy Medical Center (part of Sisters of Providence Health System, a member of Trinity Health - New England), 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 unite hospitals in western Massachusetts, share resources, and work in partnership to conduct their community health needs assessments (CHNA) and address regional health needs. The BMC worked in collaboration with the Coalition to conduct their 2016 CHNA. This assessment was conducted to update the findings of the 2013 CHNA so BMC could better understand the health needs of the communities served and meet its fiduciary requirement as a tax-exempt hospital.

The Coalition engaged Partners for a Healthier Community ("PHC"), based in Springfield, MA, as the lead consultant to conduct the CHNA's. PHC was supported by two other consultant teams; Community Health Solutions, based in Northampton, MA and Pioneer Valley Planning Commission (PVPC), based in Springfield, MA.

Following the CHNA, BMC developed an Implementation strategy ("Strategy"), also required by Section 501(r), which documents the efforts of BMC to prioritize and address health needs identified in the 2016 CHNA. For the period of 2017-2020, BMC, in partnership with its CBAC, identified four (4) high-priority health needs to be the focus of current and future hospital community health planning efforts, through existing hospital resources, programs, services and grant investments, as well as future grant investments and in-kind resources. These strategic priority health needs, as identified through the 2016 CHNA and prioritization process are:

1. **MENTAL HEALTH AND SUBSTANCE USE:** BMC recognizes an urgent need for improved access to mental health services and increased resources for substance use treatment and prevention.
2. **BASIC NEEDS, INCLUDING HOUSING:** In Hampden County, many residents struggle with poverty and low levels of income. The connections between poor health and poverty, low levels of income, and access to fewer resources are well established.
3. **PHYSICAL ACTIVITY & HEALTHY EATING:** BMC recognizes the need for increased physical activity and consumption of fresh fruits and vegetables for Hampden County residents, as well as, the need for increased youth programming that encourages physical activity, among other program area needs.
4. **MATERNAL, INFANT, CHILD HEALTH:** BMC recognizes the need for increase maternal, infant and child health services and resources. Pre-term birth and low-birth weight are among the leading causes of infant mortality and morbidity in the United States, especially among women and infants of colors, and can lead to health complications throughout the life span.

Key FY 2016 accomplishments included milestones and outcomes related to hospital-based and funded community benefit programs, in addition to organizations support by BMC that address issues identified in the CHNA, including:

Baystate Springfield Educational Partnership (BSEP):

- In 2016 BSEP ran two program cycles for 243 (unique number of participants is smaller) high school students coming from all Springfield High Schools and several charter and private schools. It also offered a limited number of opportunities to students from surrounding communities pending capacity.
- BSEP ran four pathology-based workshops during the summer for 48 students.
- For graduating seniors from Springfield, BSEP coordinated 18 internships at Baystate Medical Center over the summer. BSEP also placed 13 students in work experience during the year ranging from 80-100 hours as part of the Workforce Innovation and Opportunity Act (WIOA) program, of which BSEP is a vendor.
- For the tenth summer in a row, BSEP coordinated the participation and research experience for Springfield students in the Teacher and High School Students (TAHSS) program at Tufts Medical School.
- After a year on hiatus, the summer research program at Pioneer Valley Life Science Institute (PVLSI) ran again for three rising seniors, who worked on breast cancer research.
- BSEP coordinated with Academic Affairs to host the 5th annual Springfield Science Showcase which involved the presentation of seven high school science projects from three Springfield high schools.
- Partnered with Holyoke Community College to support a pathway into community health work for incumbent employees, BSEP alum, and current BSEP participants.
- The BSEP 21st Century Community Learning Center at Putnam Vocational Technical Academy completed its sixth successful year of out of school time (OST) programming, this year as an exemplary program as recognized by the Massachusetts Department of Elementary and Secondary Education (DESE). During the academic year the program served 49 students with a minimum of

100 program hours in courses related to public and personal health. The 21st CCLC program also ran the JVinvent Team, a grant-funded STEM program sponsored by the Lemelson Foundation and the Massachusetts Institute of Technology (MIT). The team focused on the topic of the mechanics of an automatic opening door.

- BSEP help support the field work for multiple school expeditions at Springfield EL schools:
 - o The Springfield Renaissance School's 10th grade expedition focused on antibody resistance. 80 students completed two half day experiences at Pioneer Valley Life Science Institute (PVLISI) and Baystate Reference Laboratories in Holyoke.
 - o The ninth grade at the Baystate Academy Public Charter School (BACPS) conducted an expedition on genetics and the concept of self-identity. Arranged a presentation of a geneticist and a tour of the genetics lab in Holyoke.
 - o Provided guest speakers for the Baystate Academy Charter Public School (BACPS) expedition on cancer.
- Coordinated summer observation experiences for 13 alumni of the BSEP program.
- BSEP awarded 22 former BSEP participants \$38,000 in scholarships to support their pursuit of undergraduate and graduate education. The six year total of scholarships awarded now exceeds \$598,000.
- One BSEP alum completed a fourth year clinical rotation at Baystate Medical Center and is scheduled to do one more rotation in the Spring of 2017. Three former BSEP students started or completed the nurse residency program at Baystate during the fiscal year. Additional alumni profiles can be viewed at www.mybsep.com.
- BSEP trained seven (4) students as certified nursing assistants, one (2) lab assistant, five (2) phlebotomists, two (2) Operating Room Assistants, and one (1) in Sterile Processing. We placed 15 graduating 12th graders and BSEP alumni in internship programs.
- Six students were involved in work experiences through the Workforce Innovation and Opportunity Act (WIOA) program at Baystate Medical Center. An additional four (4) students were placed through the Youth Works program at New England Farm Workers Council.
- Sixty Putnam students participated in at least 80 hours of health related, after school programming during the school year and 20 additional students engaged in an intensive summer leadership program involving nutrition, urban gardening, and hydroponics.

Partners for a Healthier Community (PHC), the public health institute of western Massachusetts, is a key partner of Baystate Health and BMC. In addition to providing an unrestricted grant to PHC, Baystate also contracts with them for additional capacity building, technical assistance, and evaluation as related to grantees awarded funding through the system's Better Together grant Program.

PHC is working on multiple strategies to address "Social Determinants of Health" in our community to enhance the quality of life and positive health outcomes for residents who live in areas with low opportunity in the Hampden, Hampshire and Franklin Counties.

- Live Well Springfield ~ KIDS: the EyeSEE program continued in 2016 and screened over 80 preschoolers with a failure rate of 11% up from 9.5% in 2015 during the pilot phase. Our statewide collaboration effort we identified significant gaps in the state's pediatric eye care delivery system. These gaps are especially severe for children living in low income communities, urban areas, Western Massachusetts and the Cape and Islands. Consequently LWS~KIDS collaborated with Children's Vision MA (CVMA) to organize the 2016 Summit Vision and Learning Making the Connection hosting two events, one in Boston and one in Holyoke.
- Live Well Springfield: a community-wide effort to increase healthy eating and active living, PHC facilitated a collaborative process that includes policy and advocacy work on increasing breastfeeding, reducing obesity in pre-K environments through nutrition and exercise, improving nutrition standards in the school environment, increasing opportunities for physical activity in the school environment, reducing tobacco use among young people under 21, and advancing the implementation of the Complete Street Policy in school environments with a particular emphasis on elementary schools with a pre-k program. In 2016, PHC increased the sales from the Go Fresh Mobile Farmer's Market for the 6th year in a row, providing fresh, locally grown produce at cost. We moved 38,000 lbs, (up from 27,000) in the previous year, providing access to fresh, local, affordable produce to 25,000 vulnerable residents.
- Pioneer Valley Asthma Coalition: work in asthma has moved into several innovative areas such as the healthy homes collaborative that addresses environmental triggers in the home through community education, asthma home visiting, and home repair resources. In addition, PHC completed the feasibility planning stage with technical assistance from Green & Healthy Homes Initiative and Calvert Foundation. The Pay for Success initiative will provide asthma home visiting and home remediation in Hampden County in partnership with Baystate Health, Baystate Medical Center Pulmonary Rehabilitation, the City of Springfield Office of Housing and Revitalize CDC. In addition, PHC will be leading the City of Springfield's Healthy Homes outreach and referral program with the City's HUD National Disaster Resilience funding.
- YEAH! Network: the Springfield Pregnant and Parenting Teens project provided wrap around services to over 100 young people in 2016. A youth summit was held in the spring highlighting five mentors and mentees and positive relationships with adults as poster stories highlighted on the YEAH! Network website. The YEAH! Network spent time connecting with other groups to understand the gaps in services and prevalence of sexual violence and the role that plays as a root cause of teen pregnancy. A

grant was submitted for funding to support an assessment on sexual violence toward girls.

Financial Counselors assisted over 7,600 patients and processed and completed over 3,200 applications in FY 2016 for MassHealth, Health Safety Net, and Baystate's own Financial Assistance Program. Financial Counselors have all been trained and certified by the state as Certified Account Counselors to assist patients in applying for available state and federal programs. Safe Kids of Western Massachusetts coordinated a successful child pedestrian safety campaign. It included well-attended events for International Walk to School Day at a local elementary school in Springfield and Halloween Safety events at the Holyoke Fire Department and at the local mall. Safe Kids received two grants and materials to enhance those events. Pre- and Post-tests were given to the elementary students who participated in Walk to School Day and the results showed an increased awareness of pedestrian safety after the event and class education. Unfortunately, due to Baystate Health's unprecedented fiscal challenges, Safe Kids of Western Massachusetts program ended in September 2016.

BMC is committed to reducing health disparities in Springfield and has invested significant resources in three community-based health centers and a pediatric clinic located in Springfield's low-income neighborhoods that have both HPSA and MUA/MUP designation. BMC health centers are primary care first-contact sites for thousands of underserved, low-income people. In FY 2016, these community training sites for our Medical Residency Program provide continuity of care for 28,036 unduplicated patients and over 121,244 patient encounters/visits annually. Through the various sponsored programs (grants), BMC is able to provide enhanced services such as HIV/STI/Hep C screening and treatment to high risk, vulnerable populations, who share a disproportionate burden of certain diseases.

Community Liaison & Outreach Specialist at the Baystate Mason Square Neighbor Health Center worked collaboratively with city officials, neighborhood councils, local businesses, and other health organizations to identify individuals in the Mason Square and surrounding areas who did not have access to high quality and affordable health care. The outreach specialist identifies unmet community health needs and provides outreach to underserved residents of the Mason Square community via the coordination of health education focus groups, community advisory board, community health forums and fairs. The community liaison serves on the Mason Square Health Center's Community Advisory Board (CAB). The purpose of the CAB is to be a liaison between the health center and the community to ensure that services provided meet the expectations of the community, while improving the health of patients it serves.

Community Provider Integration Programs: The Community Program Manager, an APRN, develops purposeful, innovative, health care frameworks that build institutional continuity and support capacity building infrastructure for healthier communities. Programs, initiatives and services are focused on the health needs of the community, align with movements throughout the region and have the potential to impact policy, system and environmental change. The APRN works collaboratively with city teams, state staff, regional managers and other initiative partners to integrate and improve the health of the population. The following programs/initiatives have been created, supported and/or managed by the Community Provider Program Manager to reduce health disparities, promote community wellness and improve access to care for the vulnerable populations. Unfortunately, due to Baystate Health's unprecedented fiscal challenges, the Program Manager for Community Provider Integration position was eliminated in September 2016. Baystate Health continues to be appreciative of all the work the Program Manager accomplished, including, but not limited to:

1. Safe Routes to School Regional Alliance: a consortium of local, state and national organizations with a focus on safety, health and wellness, physical activity or the environment as it pertains to children, families and the surrounding school districts. The Community Program Manager developed an award winning Walking School Bus Program at Brightwood School that has become nationally known as a strategy to impact policy, system and environmental change. The Community Program Manager founded a pioneering framework to align SRTS efforts throughout the region in order to impact population health.

2. The Brightwood Community School-Based Health Clinic was established in FY 2010 through the support of Baystate Brightwood Health Center and the Springfield Public School System. This Community Health Center served as a satellite for Baystate Brightwood Health Center and was a hub for a broad range of services through an integrated, collaborative framework to ensure cohesive health care for school aged children and the broader community. Throughout the course of the year, the Advanced Practitioner was able to provide acute episodic care which enhanced educational learning by returning 88% of the children seen, back to class to continue their school day.

3. C3 Initiative: A Nationally recognized strategy between Massachusetts State Police and The City of Springfield Police Department, founded in Counterinsurgency tactics that focus on effective leadership combined with community partnerships to increase problem-solving techniques that proactively address public safety issues. The Community Program Manager garnered global recognition of the WSB program, 60 Minutes and The NY Times, through this initiative.

4. Baystate/ Mobile Food Bank Initiative: The Community Program Manager joined with the Western Mass Food Bank to engage and align resources in 2013. The Mobile Food Bank Pilot was brought to the North End of Springfield, May 2014, to increase resources for the patient population. This model was developed as a community collaboration. in a defined "food desert" to

increase access to healthy nutrition for the residents. This fiscal year, we were able to dispense #69,817 Lbs. of food to over 6, 600 people.

5. Brightwood Clinic Healthy Prescription Program: A collaboration between Baystate Brightwood Health Center and Pioneer Valley Rowing Club (PVRC) that enables Brightwood Health Providers the dedicated resources for prescribing regular physical activity to families in our Springfield Community. This collaboration is based upon the medical expertise of the Brightwood Health Center Practitioner's to combat the sedentary lifestyles of overstressed and overscheduled families.

Baystate Transgender Support Group, a partnership with UNITY of Pioneer Valley, continues to be a primary and critical link for transgender individuals in western Massachusetts. As the only transgender support group in the region, UNITY has been active for over 11 years. It provided participants access to information on services such as mental health services, social and spiritual support networks as well as links to primary health care within Baystate Health. Support group participants and UNITY of Pioneer Valley increased public awareness of transgender needs by participating in educational community events, health fairs, and open forums that promote education of transgender care and services. Some of these events included Springfield Pride Flag Raising, Transgender Day of Remembrance, Noho Pride and Parade, Springfield Gay Straight Alliance Day, and a Career Training Seminar for Transwomen.

The Baystate Regional Tuberculosis Program (BRTP) served 768 patients in FY 2016. The clinic is staffed by a team of dedicated professionals and support staff, including community and Baystate Medical Practices physicians. In addition, area public health nurses provide support to our patients within their' community. TB Clinic is held every Tuesday morning at Baystate Mason Square Neighborhood Health Center. Care is provided to adult patients weekly and pediatric patients are seen one session per month. In addition to providing on-site medical care our providers serve as consultants to community providers caring for patients with suspected tuberculosis and active TB cases. The TB Clinic registered nurses began actively manage medications management for a cadre of patients who could not be supported by their' local Board of Health nurses. This numbers have increased in 2016. Patients are still presenting with underlying diseases and a greater number of patients need coordination of care for suspect, latent, or active tuberculosis. We have noted within the last year many new refugees patients are needing HIV care and the continuations of HIV medications management. These patients are recommended to follow up with the local Infectious Diseases providers. Several are following up and placed on antivirals medications while they are on Latent TB medications. These patients requires additional monitoring during their' treatment process.

There were a higher number of active and suspected cases which required hospitalization during 2015-2016. There were 19 patients during this time frame. Currently, we have 5 new active TB cases as of January 2017. The majority of our patients are immigrants who recently arrived in the United States. We continue to see a larger number of patients arriving from Nepal, Burma, a Somalia and the Congo. Many patients have significant health care and psychiatric needs. Most of these patients have been under the care of a medical team prior to their arrival in the United States. We have a continued experiencing an increase in arrival of patients from Iran, Iraq, Nepal, Kenya and various regions of Africa during 2015-2016.

In addition, there are many barriers to care for these patients. Few medical interpreters or outreach workers speak their' languages. However, the DPH program is working to assist in obtaining outreach workers to meet these patient's needs. It is often difficult to have skilled translators available to support the public health nurses providing education and medications management in the home, creating challenges with adherence. Currently we are obtaining more educational materials from DPH to assist with this process. Because these patients are sicker, they often need additional diagnostic testing and we have difficulty arranging transportation to these important appointments. The no-show rate is high and we are working to decrease this yearly. Currently DPH and community case managers are assisting the clinic more in providing transportation based on the additional studies needed.

Our staff makes every effort to partner with the public health nurses, regional TB Division staff, and local sponsoring agencies to coordinate appropriate care for patients, who need help managing TB disease and ensure this disease is not spread within communities.

The Family Advocacy Center (FAC) of Baystate Children's Hospital provides care to over 250 children and families for outpatient medical assessments and inpatient/emergency room consultations continue at about 80 visits per year. Our Mental Health Team continued to experience a very busy year and saw a total of 4,490 visits in 2016 compared to 4,317 in 2015; a 4% increase. The volume for the forensic interviews continues to rise at 431 in 2016, compared to 356 in 2015; a 21% increase. Additionally, in 2017, FAC expansion plans increase the interview space from one interview room to two which will further increase in the number of forensic interviews. The FAC provides significant case management services to families participating in forensic interviews, which are performed by the District Attorney's forensic interviewer as well as local police officers in the FAC's own forensic interviewing facility. Altogether the FAC provided direct services to over 900 adults, children and their families.

The Family Advocacy Center continues to strengthen its presence in the community as a dynamic, trauma-focused Children's Advocacy Center. It is of paramount importance to us to provide trauma-focused, culturally sensitive services to our patients. their

families and our community. As a result of grant resources over the years, we've been able to not only ensure that our staff is fully trained to provide these services but we've also been able to extend these training opportunities to the community as well.

In FY 2016, the Consumer Health Library (CHL) served 1,647 walk-in persons, including 967 members of the community and general public, patients and family members at the Tolosky Center, located at 3300 Main Street in Springfield, MA. Our Community Outreach Librarian handled 521 health information questions, comprised of: walk-in requests: 233; Patient Portal: 131; and consumer health information searches: 157. The most frequently requested topics are anatomy, the major causes of mortality such as heart disease and cancer, and chronic disease and illness such as diabetes and allergies. For each question, 3-5 documents are selected and printed out by the librarian. Of the people who visited CHL, 118 looked at reading material, 204 looked at anatomy models, and 244 helped themselves to free health information brochures. In addition, the Community Outreach Librarian sent via regular mail or emailing 3-5 documents for each of the in-depth searches for information. Many of the searches focused on common chronic illness or covered topics such as heart failure and cancer. Other searches pertained to a wide range of mental health conditions. Requests for information on drugs, supplements and alternative medicine are also common.

Health Sciences Library's outreach to public and the community served approximately 696 community members through a variety of health classes and fairs in the communities of greater Springfield and surrounding counties. Community partners included the Chicopee Public Library, The Literacy Project, Massachusetts Department of Public Health, Massachusetts Library Association, Massachusetts Library System, National Network of Libraries of Medicine, Simmons College, Springfield City Libraries, Springfield Department of Elder Affairs, Springfield Jewish Community Center, Springfield Parents Academy, Springfield Technical Community College, Stone Soul Festival, Storrs Public Library (Longmeadow), University of Massachusetts/Amherst, Western Massachusetts Health Consortium, and the Westover Job Corps.

Our Community Outreach Librarian participated in monthly meetings of the Medical Home Workgroup for Families of Special Needs Children in Western Massachusetts (<http://sncwma.org>). She wrote several blog posts for the group, viewed by over 1,000 people. She also served on the Springfield Food Policy Council (SFPC), working on the Development Committee to sustain SFPC's work in food justice.

Our Community Outreach Librarian was active in leadership roles for a few professional librarian organizations such as the Massachusetts Library Association, the Medical Library Association's (MLA) Consumer and Patient Health Information Section (CAPHIS), and Western Massachusetts Health Information Consortium. She attended MLA annual conference in Toronto, and other local seminars and meetings. She presented on the topic of finding reliable health information to many groups for Senior Class at Baystate and played a leadership role for the Springfield Food Policy Council planning in support of a local National Network of Libraries of Medicine grant project. She was active with Baystate's Plain Language Committee and participated in several consumer health information related teleconferences.

Unfortunately, due to Baystate Health's unprecedented fiscal challenges, the Community Outreach Librarian was eliminated in September 2016. Baystate Health is extremely appreciative of the Community Outreach Librarian and their years of service to patients and communities served by Baystate.

MIGHTY (Moving, Improving and Gaining Health Together at the Y) is community-based multi-disciplinary pediatric obesity treatment program. It is held at the Springfield YMCA and includes 14 - 2 hour sessions which include physical activity, nutrition and behavior modification. It targets children and adolescents age 5-21. Sessions are augmented by weekly phone calls, monthly group activities, cooking classes and a gardening experience. In addition participants and their families are given a free six-month long membership to their local YMCA. Ongoing monthly maintenance groups are available to all previous program participants. In FY 2016 the MIGHTY program had a very successful and busy year, enrolling and serving over 200 obese children and their families, and continues to expand with several new programmatic options. Almost 50% of our participants decreased their body mass index during the program this year. Our new initiatives for 2016 included meeting with additional YMCA's to plan for future programming, increased emphasis on family based events, a new teen cooking class and separate parenting groups. Our goals for FY 2017 include expansion to Westfield YMCA, educational series to be held weekly at Baystate General Pediatrics 140 High Street location, and a 2-5 year old focused program.

The Trauma and Injury Prevention (TIP) Program staff coordinated and participated in many community events. The Drowsy Driving Campaign, in partnership with the Baystate Sleep Lab raised awareness about the dangers of drowsy driving as 60% of Americans have driven while feeling drowsy and it contributes to 100,000 collisions each year. Brains at Risk raised awareness about TBI and promoting responsible driving practices. The curriculum combines video, graphics, and group discussions to demonstrate the importance of choices made behind the wheel. The program is the only one in Western MA. Judges, district attorneys, clerk magistrates, probation officers, and defense attorneys make referrals to the program and may require it as a condition of probation or as an alternative to formal sentencing.

According to the Centers for Disease Control and Prevention (CDC), falls are the leading cause of fatal and nonfatal injuries in people age 65 and older. Common injuries due to falls are head injuries, shoulder and forearm fractures, spine fractures, pelvic

fractures, and hip fractures and rob this population of their independence. We offer a Fall's Prevention Program called the Balance Act. With collaboration from Baystate Senior Class, Baystate Rehabilitation Care, Baystate Home Infusion & Respiratory Services, TIP partnered with Health New England Medicare members. Each attendee is given a balance screening with the Biodex Balance System, a discussion about the results with a physical therapist, instruction for specific exercises information about environmental safety and equipment, a falls-prevention checklist and a lecture about injuries that can be sustained as a result of a fall. Pre and Post tests were sent to the group with the potential to submit an abstract in the near future. Each participant was asked to participate in a follow-up survey on their progress and changes that they have made in their home.

TIP continues to participate in Governor Deval Patrick's Safe and Successful Youth Initiative (SSYI) with the goal of working with young men of color whose lives have been tragically impacted by violence and poverty. These 17-to-24 year old young are the same men who fuel our nations skyrocketing incarceration rate and fill our prisons at levels that are disproportionate to their white counter parts. SSYI provides education and support groups. We learned there was a greater demand for these classes so they were expanded to three times per week with an added peer-to-peer component. We found that 75% of the youth in our groups have been directly affected by a suicide. 100% of the youth have been affected by some extraordinary trauma. We have added Health Education classes weekly. The youth and youth workers have chosen topics ranging STI, HIV, Tattoos, the cost of raising a child, Self Esteem. BMC social workers have been holding sessions with the youth on Emotional and Psychosocial Trauma.

TIP collaborated with the Northwestern District Attorney's office in offering schools an opportunity to screen the informative video, "Athletes, Opioids and Addiction," featuring local physician and addiction specialist, Dr. Ruth Potee. The video is a 17-minute film that will help student athletes, their parents and their coaches understand the issues of concern when opioids are prescribed for things like sports injuries or dental surgery. Baystate Health, provided physicians who presented the state-mandated concussion training for coaches, athletes and parents. These are important steps to take as we work together to keep young people safe and drug free.

Formerly referred to as the "DoN Grant Program," Baystate's system-wide Better Together Grant Program unites health care and community-based nonprofit organizations across Baystate Health's service areas to shape future health care and human services. The aim is to develop approaches that, by targeting the social determinants of health (SDH), will improve people's overall well-being and make our communities healthier places to live. Better Together is a system-wide grant program, yet each hospital entity convenes their own annual application process, in partnership with the hospital CBAC, and with support from the Office of Public Health and Community Relations.

Better Together is funded with hospital community benefits investment dollars and hospital Determination of Need (DoN) funding to address community health needs. DoN funding is required by Massachusetts Department of Public Health when a hospital invests in a capital project (facilities and equipment). Better Together awards outcomes-based grants (1-3 years), pilot/mini-grants (1-2 years), and community education and training grants (1 year) to eligible non-profit organizations with current IRS designated 501(c)(3) status that have projects directly benefiting residents of the communities served by the hospital, with a focus on underserved and vulnerable populations.

BMC's CBAC is currently funding through the Better Together Grant Program, the following community-based organizations and community health initiatives:

- Way Finders (formerly HAP Housing) Healthy Hill is an outcome-based, multi-year initiative to improve the health and wellbeing of residents in the Old Hill neighborhood in Springfield through youth engagement, walking clubs, resident empowerment. Funding ends in 2019.
- Project Coach is an outcome-based initiative that works to bridge the economic, educational and social divisions facing Springfield youth by empowering and employing inner-city teens to coach, teach, and mentor elementary school students in their neighborhoods. Funding ends in 2019.
- Revitalize Community Development Corporation (CDC) Healthy Homes is an outcome-based initiative that provides home repair and health self-management education that improves the health and quality of life for low-to-moderate families living in substandard housing in Springfield. Funding ends in 2019.
- Men of Color Health Awareness (MOCHA) Ludlow County Jail Project was awarded a mini-grant to deliver the MOCHA program of education, skills building, and support to men of color to improve their physical, mental, emotional and spiritual health upon their release from jail. Funding ends in 2017.
- Prison Birth Project Doula Training Program was awarded a mini-grant to provide support and education to women & trans people at the intersection of the criminal justice system and parenthood. The Doulas and support groups provide emotional & practical support so that they may build healthy lives and nurture children. Funding ends in 2017.

- MA Public Health Association was awarded a community education and training grant for Stronger Together Hampden County, which will develop and strengthen the skills of 10 Hampden County community-based not-for-profits to advocate for policies, systems and environmental changes that will improve physical, economic and social determinants of health. Funding ends in 2017.
- River Valley Counseling Center awarded a community education and training grant for Transgender Conference held in November 2016. The goal of the conference was to inform, educate, and empower area mental health providers to practice competent, appropriate care to the transgender community, thus making it easier for individuals to live healthy lives in healthier, accepting communities. Funding ends in 2017.
- Springfield Food Policy Council awarded a community education and training grant to implement What is Policy?, an initiative that will focus on actionable activities in addressing the lack of access to affordable, culturally appropriate, healthy foods in Springfield. Funding ends in 2017.

Plans for Next Reporting Year

In FY 2017, BMC will evolve its CBAC, by identifying co-chairs and recruiting hospital team members and community stakeholders to broaden the membership.

BMC in partnership with its CBAC will continue to engage and partner with the community to address unmet health care needs of residents. In addition to supporting local community-based efforts, BER will continue to pursue grant funds from outside sources in support of collaboration between the hospital and its community partners to enhance current or implement additional programs to meet the existing and newly identified needs of our target populations. BER will expand efforts to communicate to the general public about our community benefits activities, investments, and partnerships – through press coverage, social media and other means as appropriate.

The BER with support from the Office of Public Health and Community Relations will identify training opportunities to build capacity among our community partners on related topics including, but not limited to: cultural humility, health equity, and social determinants of health, implicit bias in health care, data (qualitative/quantitative), and program evaluation. We intend to engage Partners for a Healthier Community (PHC), the public health institute of western MA to facilitate and implement these capacity building trainings.

In an effort to increase accessibility and ability to communicate on a more timely basis, Baystate is implementing a system-wide upgraded online sponsorship request and grants management system (Foundant). Among many benefits our community partners will appreciate is the ability to control organizational contact information; to draft, save and submit online applications; and to upload documents and reports. All requests for BER funding (community benefits, social impact, marketing, and event sponsorships) will be required to apply online via this upgraded system. Another key change for 2017 is our transition from rolling funding requests to cycles (3 per year).

The BMC CBAC, with support from the Office of Public Health and Community Relations will release a Better Together Request for Proposal (RFP) and award funding to local community-based organizations with initiative community health initiatives that address BMC's health priorities identified in the 2016 CHNA.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

The BMC CBAC and Baystate Board of Trustees are actively involved in overseeing community benefits activities and investments. In July 2010, the Baystate Board of Trustees assigned oversight of community benefits to the Baystate Governance Committee. Through regular board meetings, internal hospital meetings and leadership activities, Baystate Health is actively involved in shaping community benefits activities and investments provided throughout the system. For FY 2016 the system's Vice President for Public Health and Community Relations, under the direction of the Sr. Vice President for Strategy & External Relations, supervised the Manager for Public Health and Community Relations.

Community Benefits Team Meetings

The Baystate Board Governance Committee meets twice a year and is charged with advocating for community benefits at the Board level and throughout the health system and community; aligning the system's four (4) hospital-specific community benefits implementation strategies into the health system's strategic plan; periodic review of CHNA data; approval of a community benefits mission statement and health priorities; review impacts of community benefits activities and investments; and ensure Baystate's community benefits are in compliance with guidelines established by the MA Attorney General and IRS. Annually, the Office of Public Health and Community Relations provides updates to the Baystate Board of Trustees, Baystate President's Cabinet, and other Baystate leadership teams, as requested.

The BMC CBAC continues to bring a community lens and filter for the hospital's health priorities. The CBAC provides a community perspective on how to increase wellness and resilience opportunities for optimal health for an entire population; guidance in matching BER resources to community resources, thus making the most of what is possible with the goal to improve health status and quality of life; and policy advocacy to assure and restore health equity by targeting resources for residents.

Participants on the BMC CBAC represent the constituencies and communities served by the hospital and are responsible for reviewing community needs assessment data and use this analysis as a foundation for providing the hospital with input on its community health planning efforts and community benefits investments.

Community Partners

Baystate Medical Centers' community partners include, but are not limited to:

1. Alzheimer's Association
2. American Foundation of Suicide Prevention
3. American Heart Association (AHA)
4. American International College (AIC)
5. Baystate Mason Square Health Center Community Advisory Board
6. Behavioral Health Network (BHN)
7. Caring Health Center (FQHC)
8. Center for Human Development (CHD)
9. CHNA #4, Community Health Connections
10. Coalition of Western MA Hospitals/Insurer
11. Community Outreach Worker Networking Organization
12. Develop Springfield
13. Dunbar Y Family and Community Center
14. Food Bank of Western MA
15. Gandara Mental Health Center
16. Gardening the Community
17. Hampden County District Attorney's Office
18. Hampden County Health Coalition
19. Healing Racism Institute of Pioneer Valley
20. Health New England (HNE)
21. Local Boards of Health (Springfield, West Springfield, Agawam, Holyoke, Chicopee, Amherst, Northampton)
22. MA Department of Public Health (MA DPH)
23. MA Public Health Association (MPHA)
24. Martin Luther King, Jr. Family Services/Mason Square Health Task Force
25. Mass in Motion
26. Massachusetts Association of Community Health Workers
27. Medical Home Work Group for Children with Special Needs
28. Men of Color Health Awareness (MOCHA)
29. MetroCare of Springfield
30. MotherWoman
31. New North Citizens' Council (NNCC)
32. Partners for a Healthier Community (PHC)
33. Perinatal Support Coalition of Hampden County
34. Pioneer Valley Asthma Coalition
35. Pioneer Valley Planning Commission (PVPC)
36. Prison Birth Project
37. Project Baby Springfield
38. Project Coach
39. Revitalize CDC

40. ROCA
41. Smart Transit to HealthCare
42. Springfield Boys and Girls Club Family Center
43. Springfield Dept. of Health and Human Services
44. Springfield Food Policy Council
45. Springfield Police Department/C3 Initiative
46. Springfield Pregnant & Parenting Teen Project
47. Springfield Public Schools
48. Springfield Public Schools
49. Supplemental Nutrition Application Program (SNAP)
50. UNITY of Pioneer Valley
51. Way Finders (formerly known as HAP Housing)
52. Wellspring Cooperative
53. West Springfield Department of Public Health
54. Western MA Health Equity Network (WMHEN)
55. YMCA of Greater Springfield

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

In partnership with the Coalition of Western MA Hospitals, in 2016 BMC conducted a community health needs assessments (“CHNA”) pursuant to the requirements of Section 501(r) of the Internal Revenue Code (“Section 501(r”). The CHNA report and findings were published on the hospital’s website in 2016.

Community Health Needs Assessment Findings

Poor health status is due to a complex interaction of challenging social, economic, environmental and behavioral factors, combined with a lack of access to care. Addressing the “root” causes of poor community health can improve quality of life and reduce mortality and morbidity.

The 2016 CHNA was conducted using a determinant of health framework as it is recognized that social and economic determinants of health contribute substantially to population health. It has been estimated that less than a third of our health is influenced by our genetics or biology . Our health is largely determined by the social, economic, cultural, and physical environments that we live in and healthcare we receive.

Among these “modifiable” factors that impact health, social and economic factors are estimated to have the greatest impact. The County Health Rankings model, developed by the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute, estimates how much these modifiable factors contribute to health, based on reviews of the scientific literature and a synthesis of data from a number of national sources.

It is estimated that social and economic factors account for 40% of our health, followed by health behaviors (30%), clinical care (20%), and the physical environment (10%). Many health disparities occur as a result of inequities in these determinants of health. According to the County Health Rankings, among Massachusetts’ counties, Hampden County ranked last out of 14 counties in the state for both health factors and health outcomes in 2016. Worcester County ranked somewhat higher at seventh in health outcomes and eleventh in health factors. Hampshire County was ranked higher at fifth in health outcomes and third in health factors.

The BMC service area of Hampden County, Massachusetts continues to experience many of the same prioritized health needs identified in BMC’s 2013 CHNA. Social and economic challenges experienced by the population in the service area contribute to the high rates of chronic conditions and other health conditions identified in this needs assessment. These social and economic factors also contribute to the health disparities observed among vulnerable populations, which include children, older adults, Latinos, Blacks, LGBTQ youth, refugees, low-income individuals, homeless persons and those living in poverty. Additional data is needed to better understand the needs of these populations in order to reduce inequities. The BMC service area population continues to experience a number of barriers that make it difficult to access affordable, quality care, some of which are related to the social and economic conditions in the community, and others which relate to the healthcare system. Mental health and substance use disorders were consistently identified as top health conditions impacting the community, and the inadequacy of the current systems of care to meet the needs of individuals impacted by these disorders arose as an important issue that needs to be addressed. The opioid crisis has emerged as a top issue impacting the health of the community. Progress has been made to address some of the prioritized health needs previously identified, such as teen pregnancy and childhood obesity; however, rates

some of the prioritized health needs previously identified, such as teen pregnancy and childhood obesity, however, rates remain high and work needs to be continued.

Below is a summary of the prioritized community health needs identified in BMC's 2016 CHNA.

COMMUNITY LEVEL SOCIAL AND ECONOMIC DETERMINANTS THAT IMPACT HEALTH

- Lack of resources to meet basic needs
- Housing needs
- Transportation
- Lack of community safety
- Food insecurity and food deserts
- Environmental concerns
- Institutional racism

BARRIERS TO ACCESSING QUALITY HEALTH CARE

- Limited availability of providers
- Insurance related challenges
- Lack of transportation
- Lack of care coordination
- Health literacy, language barriers, and cultural humility

HEALTH

- Chronic health conditions
- Need for increased physical activity and healthy diet
- Mental health and substance use disorders
- Infant and perinatal health risk factors
- Sexual health

Consultants/Other Organizations

BMC is a member of the Coalition of Western Massachusetts Hospitals and Insurer ("Coalition"), a partnership between nine (9) not-for-profit hospitals and an insurer in western Massachusetts that includes: Baystate Medical Center, Baystate Franklin Medical Center, Baystate Noble Hospital, Baystate Wing Hospital (including Baystate Mary Lane Outpatient Center), Holyoke Medical Center, Cooley Dickinson Hospital, Mercy Medical Center (part of Sisters of Providence Health System, a member of Trinity Health - New England), Shriners Hospitals for Children – Springfield, and Health New England, a local health insurer whose service areas covers the four counties of western Massachusetts.

The Coalition formed in 2012 to unite hospitals in western Massachusetts, share resources, and work in partnership to conduct their community health needs assessments (CHNA) and address regional health needs. BMC worked in collaboration with the Coalition to conduct their 2016 CHNA. This assessment was conducted to update the findings of the 2013 CHNA so BMC could better understand the health needs of the communities it serves and to meet its fiduciary requirement as a tax-exempt hospital.

The Coalition engaged Partners for a Healthier Community ("PHC"), based in Springfield, MA, as the lead consultant to conduct the CHNA's. PHC was supported by two other consultant teams; Community Health Solutions, based in Northampton, MA and Pioneer Valley Planning Commission (PVPC), based in Springfield, MA.

The following organizations/community stakeholders were interviewed:

Public Health Experts

- Caulton-Harris, Helen, Commissioner of Public Health, City of Springfield
- Dennis, Soloe, Western Region Director, Massachusetts Department of Public Health (MDPH)
- Garcia, Luz Eneida, Care Coordinator, MDPH Division for Perinatal, Early Childhood and Special Needs, Care Coordination Unit
- Hyry-Dermith, Dalila, Supervisor, MDPH Division for Perinatal, Early Childhood and Special Needs, Care Coordination Unit
- Merriam, Carolyn, Public Health Nurse, Town of Ware
- Metcalf, Judy, Director, Quabbin Health District
- O'Leary, Meredith, Director, Northampton Health Department
- Steinbock, Lisa, Public Health Nurse, City of Chicopee

- Walker, Phoebe, Director of Community Services, Franklin Regional Council of Governments (FRCOG)
- White, Lisa, Public Health Nurse, Franklin Regional Council of Governments (FRCOG)

Community Leaders or Health or Other Agencies Interviewed

- Azeez, Robert, Medicaid Behavioral Health Manager, Health New England
- Balder, Dr. Andrew, Director, Mason Square Neighborhood Health Center and Health Care for the Homeless
- Beck-Brewer, Joni, Vice President, Patient Services, Square One
- Benjamin, Dr. Evan, Chief Quality Officer and Sr. VP of Quality and Population Health, Baystate Health
- Boos, Dr. Stephen, Medical Director, Baystate Family Advocacy
- Durkin, Dr. Louis, Director of Emergency Medicine, Mercy Medical Center
- Hettler, Dr. Joeli, Chief, Pediatric Emergency Medicine, Baystate Health
- Johnson, Yolanda, Executive Officer for Student Services, Springfield Public Schools
- LaBounty, Kerry, Medicaid Program Manager, Health New England
- Rathlev, Dr. Niels, Chair, Emergency Medicine, Baystate Health
- Roose, Dr. Robert, Chief Medical Officer, Addiction Services for the Sisters of Providence Health System; Member of the Governor’s Task Force on Opioid Abuse
- Russo-Appel, Dr. Maria, Chief Medical Officer, Providence Behavioral Health Hospital (PBHH)
- Shendell-Falik, Nancy, President, Baystate Medical Center and Sr. VP, Hospital Operations, Baystate Health
- Silva, David, Medicaid Community Leader, Health New England
- Spain, M.D., Jackie, Medicaid Program Medical Director, Health New England

Data Sources

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

Select Community Benefits Programs

Partners for a Healthier Community (PHC)

Brief Description or Objective	Founded as a not-for-profit organization in 1996 by Baystate Health, the City of Springfield and other key local stakeholders, PHC has partnered with over 100 organizations in various community benefits projects since its creation. BMC supports the core infrastructure of the PHC by donating \$250,000 annually plus additional in-kind services. PHC’s mission is to build measurably healthy communities for all with equitable opportunities and resources through civic leadership, collaborative partnerships and policy advocacy. PHC does not provide direct services; rather it takes the role of neutral facilitator to promote community collaborations. In this role, PHC provides multipurpose support including, convening and partnering, health policy development, population based health program delivery and research and evaluation.
Program Type	Community Health Needs Assessment,Community Participation/Capacity Building Initiative,Outreach to Underserved,Prevention,Research
Target Population	<ul style="list-style-type: none"> • Regions Served: County-Franklin, County-Hampden, County-Hampshire • Health Indicator: Access to Health Care, Environmental Quality, Immunization, Injury and Violence, Other: Asthma/Allergies, Other: Dental Health, Other: Education/Learning Issues, Other: Nutrition, Other: Parenting Skills, Other: Uninsured/Underinsured, 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, Reducing Health Disparity

Goal Description	Goal Status
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HEALTH ACCESS/PUBLIC POLICY:
 Ensure that all Springfield families and children have equal access to quality medical, dental and mental health services. In progress

Public Education for a Healthier Community:
 Increase public understanding about the impact of health disparities and shared community responsibility for reducing health disparities. In progress

Partners

Partner Name, Description Partner Web Address

Other non-profit agencies, schools, preschools, farmers, state associations and departments, city government, oral health professionals, faith-based institutions and higher education.

Contact Information Jessica Collins, MS, PO Box 4895, Springfield MA, 01101-4895, 413-794-2520., jcollins@partnersforahealthiercommunity.org

Detailed Description Not Specified

Baystate Family Advocacy Center

Brief Description or Objective The Baystate Family Advocacy Center provides assessment, treatment and crisis support to child abuse victims and their non-offending caretakers affected by child abuse, domestic violence and homicide in western Massachusetts.

Program Type Direct Services, Health Professional/Staff Training, Prevention, Support Group

Target Population

- **Regions Served:** County-Berkshire, County-Franklin, County-Hampden, County-Hampshire
- **Health Indicator:** Injury and Violence, Mental Health, Other: Domestic Violence, Other: Rape, Other: Sexually Transmitted Diseases
- **Sex:** All
- **Age Group:** All Children
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description Goal Status

To provide immediate and ongoing mental health assessment, treatment and crisis support to victims and non-offending caretakers of child sexual and physical abuse, witnesses to domestic violence, as well as co-victims of homicide. In progress

To provide immediate assessment and support services for victims of child abuse and their non-offending In progress

caretakers who are involved in a multidisciplinary forensic interview process.

Partners

Partner Name, Description	Partner Web Address
Hampden County District Attorney's Office	www.mass.gov
Massachusetts Department of Children and Families - Western Regional Office	www.mass.gov
Massachusetts Children's Alliance	www.machildrensalliance.org
National Children's Alliance	www.nationalchildrensalliance.org

Contact Information Stephen Boos, MD, Medical Director Family Advocacy Center 50 Maple Street, 3rd Floor, Springfield, MA 01199, 413-794-6626. , stephen.boosMD@baystatehealth.org

Detailed Description Not Specified

Baystate Springfield Educational Partnership (BSEP)

Brief Description or Objective Baystate Springfield Educational Partnership (BSEP) is a community benefits initiative of Baystate Health that provides career pathway programming to Springfield students with an expressed interest in the health care professions. BSEP courses and activities are available to high school students during the fall, spring and summer semesters. Fall and winter semesters are eight weeks in duration each and are scheduled during after-school hours. Summer semester workshops are offered throughout the summer in two or three day long sessions.

Program Type Mentorship/Career Training/Internship,Physician/Provider Diversity

Target Population

- **Regions Served:** County-Hampden
- **Health Indicator:** Other: Education/Learning Issues
- **Sex:** All
- **Age Group:** Adult-Young, Child-Preteen, Child-Primary School, Child-Teen
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description	Goal Status
Increase the enrollment of Springfield students in the BSEP program.	In progress
Increase the number of BSEP students that are accepted to college programs and graduate from college programs.	In progress

Partners

Partner Name, Description	Partner Web Address
Roger L Putnam Vocational Technical High School	www.sps.springfield.ma.us
Pioneer Valley Life Sciences Institute	www.pvlsi.org
Regional Employment Board of Hampden County	www.rebhc.org

Tufts University School of Medicine	www.medicine.tufts.edu
Mercy Medical Center	www.mercycares.com
Caring Health Center	www.caringhealth.org
Springfield Technical Community College (STCC)	www.stcc.edu
Holyoke Community College	www.hcc.edu

Contact Information Peter Blain, Director, Baystate Springfield Educational Partnership, 55 Pratt Street, Springfield MA, 413-794-1671., peter.blain@baystatehealth.org

Detailed Description Not Specified

Baystate Mason Square Community Outreach and Education

Brief Description or Objective Identify unmet community health needs and provide outreach to underserved residents of the Mason Square community via the coordination of health education focus groups, community advisory board, community health forums and fairs.

Program Type Community Education, Outreach to Underserved, Prevention

Target Population

- **Regions Served:** Springfield
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All, Black/African American, Hispanic/Latino
- **Language:** All , English , Spanish

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To increase overall health in the Mason Square community.	In progress
Educate Mason Square residents so they can advocate for their own health care needs.	In progress

Partners

Partner Name, Description	Partner Web Address
Springfield Girls' Club Family Center	www.springfieldgirlsclub.org
Safe Kids of Western MA	www.baystatehealth.org/safekids
HCS Headstart	www.hcsheadstart.org
Massachusetts Association of Community Health Workers	www.machw.org
Dunbar Community Center	www.dunbarma.org
Martin Luther King, Jr. Family Services	www.mlkjrfamilyservices.org
Springfield Department of Health & Human Services	www.springfield-ma.gov/hhs/

Contact Information Mable Sharif, Community Liaison/Outreach Specialist, Baystate Mason Square Neighborhood Health Center, 11 Wilbraham Road, Springfield, MA 01109, (413) 794-9663. , mable.sharif@baystatehealth.org

Detailed Description Not Specified

Transgender Support Group

Brief Description or Objective In partnership with UNITY of Pioneer Valley, this support group is a peer lead and psychosocial support group for Transgender individuals, their allies and all GLBTs. The confidentiality of the meeting provides a safe environment in which to address issues related to transition, such as relationships, family, spirituality and the workplace.

Program Type Community Education, Outreach to Underserved, Support Group

Target Population

- **Regions Served:** County-Hampden
- **Health Indicator:** Other: Cancer - Breast, Other: Cancer - Cervical, Other: Hepatitis, Other: HIV/AIDS, Other: Sexually Transmitted Diseases
- **Sex:** Transgender
- **Age Group:** Adult
- **Ethnic Group:** All
- **Language:** All , Spanish

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description **Goal Status**

To be a resource and support for transgender individuals and the broader community. In progress

To provide a safe space for transgender individuals and their partners to meet and provide support to each other. In progress

Partners

Partner Name, Description **Partner Web Address**

UNITY of Pioneer Valley

Contact Information Annamarie Golden, Manager, Public Health and Community Relations, Baystate Health, 280 Chestnut Street, Springfield, MA 01199, 413-794-7622. ,
annamarie.golden@baystatehealth.org

Detailed Description Not Specified

Baystate Community Health Centers

Brief Description or Objective BMC is committed to reducing health disparities in the Springfield and has invested significant resources in our three community health centers and pediatric clinic located in Springfield's low-income neighborhoods that have both HPSA and MUA/MUP designation. BMC health centers are primary care first-contact sites for thousands of underserved, low-income people. In FY16, these community training sites for our Medical Residency Program provide continuity of care for 28,036 unduplicated patients with 121,244 patient encounters/visits annually, most of who reside in an MUA/MUP. Through the various sponsored programs (grants), BMC is able to provide enhanced services such as HIV/STI/Hep C screening and treatment to high risk, vulnerable populations, who share a disproportionate burden of certain diseases; infrastructure and capacity to health centers; complex care management of high risk ED utilizers; supported referrals to needed social services; treatment to incarcerated and linkages to care upon release; food vouchers/gift cards to food insecure patients; emergency preparedness readiness to our staff, patients, and community residents; and office-based opiate treatment.

Program Type Direct Services, Health Professional/Staff Training, Outreach to Underserved

Target Population

- **Regions Served:** County-Hampden
- **Health Indicator:** All
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description	Goal Status
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Increase access to primary care for the underserved residents of Springfield.	In progress
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Partners

Partner Name, Description	Partner Web Address
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River Valley	www.rvcc-inc.org
Holyoke Health Center	www.hhcinc.org
Gandara	gardaracenter.org
New North Citizens' Council	

Contact Information

Thomas Lombardo, Administrative Director, Baystate Health Community Health and Geriatric/Palliative Acute Care. Main office is located at 11 Wilbraham Road, Springfield, MA 01109, 413-794-2693/2860, thomas.lombardo@baystatehealth.org

Detailed Description

Not Specified

Baystate Regional Tuberculosis Program**Brief Description or Objective**

The Tuberculosis Clinic provides TB diagnosis and treatment to patients throughout Western Massachusetts. It has been providing services for over 25 years. The majority of patients served are non-English speaking immigrants who have been referred for examination and treatment after receiving a positive PPD test, positive blood lab test (T-spot or QuantiFERON) or with a history of TB exposure in their native country. We also see patients who are US born or from other countries that have a Positive T-Spot and QuantiFERON lab tests, abnormal chest x-rays and abnormal CAT scans findings. The TB Clinic serves both adult and pediatric patients. Our patients continue to arrive from Nepal, Burma, and Somalia in large numbers. We also have an increase in arrival of patients from Iran, Iraq, Kenya, Russia, Vietnam and various regions of Africa several times during the year.

Program Type

Community Education, Direct Services, Health Screening, Outreach to Underserved, Prevention

Target Population

- **Regions Served:** County-Franklin, County-Hampden, County-Hampshire
- **Health Indicator:** Environmental Quality, Immunization, Other: Pulmonary Disease/Tuberculosis
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

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

Goal Description	Goal Status
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To screen for and assist in the treatment and prevention of tuberculosis in western Massachusetts.	In progress
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Partners

Partner Name, Description	Partner Web Address
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Massachusetts Dept of Public Health - TB Division	www.mass.gov
Healthcare for the Homeless	www.mercycares.com
Springfield Dept of Health and	www.springfield-ma.gov/hhs

human services

Lutheran Services www.lssne.org

Local Boards of Health
(Springfield, West Springfield,
Agawam, Holyoke, Chicopee,
Amherst, Northampton, South
Hadley, Ludlow, Longmeadow,
East Longmeadow, and
Wilbraham)

Contact Information Areatha Lawson, RN, MPA, Clinical Nurse III, TB Clinic Nurse, Baystate High Street Health Center, 140 High Street, Springfield, MA 413-794-5435., areatha.lawson@baystatehealth.org

Detailed Description Not Specified

Baystate Financial Assistance and Counseling

Brief Description or Objective Baystate Health provides financial counseling services to inpatient and outpatient individuals who have concerns about how to pay for their healthcare. Financial Counselors are dedicated to identifying and assisting patients who are unable to pay their estimated care prior to treatments or who have large existing balances. This assistance includes linking patients to available funding sources such as Medicaid and Medicare and determining whether they are eligible for Health Safety Net or Baystate’s Financial Assistance Program. Baystate Health Financial Counselors have all been trained and certified by the state as Certified Account Counselors to assist patients in applying for available state and federal programs.

Program Type Health Coverage Subsidies or Enrollment, Outreach to Underserved

- Target Population**
- **Regions Served:** County-Hampden
 - **Health Indicator:** Access to Health Care, All
 - **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
Provide financial counseling services and secure insurance sponsorship for uninsured or underinsured individuals requesting our support.	In progress
Screen all individuals and provide assistance in completing and submitting applicable applications.	In progress
Utilize the Massachusetts Health Connector for online application submission in an effort to obtain real time application approvals.	In progress

Partners

Partner Name, Description	Partner Web Address
Community Outreach Worker Networking Organization Massachusetts	www.machw.org

Association of
Community Health
Workers

Supplemental Nutrition
Application Program (SNAP)

www.fns.usda.gov/snap

Live Well
Springfield

www.partnersforahealthiercommunity.org

Contact Information Kate Pepoon, Manager, Revenue Cycle Operations, Baystate Health, 361 Whitney Ave, Holyoke, MA 01040 (413) 322-4465., kathryn.pepoon@baystatehealth.org

Detailed Description Not Specified

MIGHTY (Moving, Improving and Gaining Health Together at the Y)

Brief Description or Objective MIGHTY is community-based multi-disciplinary pediatric obesity treatment program. It is held at the Springfield YMCA and includes 14 - 2 hour sessions which include physical activity, nutrition and behavior modification. It targets children and adolescents age 5-21. Sessions are augmented by weekly phone calls, monthly group activities, cooking classes and a gardening experience. In addition participants and their families are given a free six-month long membership to their local YMCA. Ongoing monthly maintenance groups are available to all previous program participants. This program enrolls over 200 obese children and their families per year.

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

Target Population

- **Regions Served:** County-Franklin, County-Hampden, County-Hampshire
- **Health Indicator:** Other: Diabetes, Other: Hypertension, Other: Nutrition, Overweight and Obesity, Physical Activity
- **Sex:** All
- **Age Group:** All Children
- **Ethnic Group:** All
- **Language:** All , English , Spanish

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
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Serve children age two years to twenty-one years with a diagnosis of obesity (BMI > 95% for age) and offer them and their family resources aimed at promoting healthy nutrition, healthy activity and a healthy lifestyle.	In progress
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Partners

Partner Name, Description	Partner Web Address
YMCA of Greater Springfield Live Well Springfield Mass In Motion	www.springfielddy.org
Springfield College	www.springfield.edu
University of Mass, Amherst College	www.umass.edu

Contact Information Chrystal Wittcopp, MD, Baystate General Pediatrics, 3300 Main Street, Springfield, MA 01107, 413-794-7455., chrystal.wittcopp@baystatehealth.org

Detailed Description Not Specified

Trauma and Injury Prevention (TIP)

Brief Description or Objective Trauma centers have an important role in reducing the impact of injury by participating in prevention efforts. These efforts are based on identification of specific injuries and risk factors in patients, families and the community. For many injuries, prevention is often the only, if not the best, means of dealing with this health care problem. Examples of our programs include; Brains at Risk, The Balancing Act, Drowsy Driving Campaign, Gun Buy Back Program, Governor Patrick's Safe and Successful Youth Initiative. Currently there are several programs that are in development.

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

Target Population

- **Regions Served:** County-Franklin, County-Hampden, County-Hampshire
- **Health Indicator:** Injury and Violence, Other: Drunk Driving, Other: Elder Care, Other: Public Safety, Other: Safety, Other: Safety - Auto/Passenger, Other: Safety - Home, Other: Safety - Sports, Other: Stress Management, Other: Vision
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** English

Goals

Statewide Priority: Promoting Wellness of Vulnerable Populations

Goal Description **Goal Status**

Develop and implement prevention programs that are based on trauma registry data, which is local data. This is to identify the pattern, frequency, and risk for injury within the community. Target infant to adults that are at high risk.

In progress

Partners

Partner Name, Description	Partner Web Address
Baystate Medical Center Behavior Health/Neuropsychology Department	www.baystatehealth.org
American Foundation of Suicide Prevention	www.afsp.org
Elms College RN to BSN Program	www.elms.edu
MA Prevent Injuries Now Network	www.masspinn.org
Safe Kids of Western MA	www.baystatehealth.com/safekids
ROCA	www.rocainc.org
Springfield Police Department	www.springfieldpolice.net
Katelynn's Ride	www.kride.org
Hampden County District Attorney	www.hampdenda.com

Contact Information Ida Konderwicz RN, BSN, CEN, Department of Surgery, Pediatric Trauma/Injury Prevention Coordinator, 759 Chestnut Street, Springfield, MA 01199, 413-794-8982., Ida.Konderwicz@baystatehealth.org

Detailed Description

Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2016	Approved Program Budget for 2016
Community Benefits Programs	Direct Expenses \$9,369,245 Associated Expenses \$0 Determination of Need Expenditures \$245,251 Employee Volunteerism \$0 Other Leveraged Resources \$4,235,503	\$200,000 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$6,255,458 HSN Denied Claims \$0 Free/Discount Care \$3,805,325 Total Net Charity Care \$10,060,783	
Corporate Sponsorships	\$0	
	Total Expenditures \$23,910,782	
Total Patient Care-Related Expenses for FY2016		\$930,608,407

Comments: Baystate Medical Center did not provide corporate sponsorships in FY 2016 due to unprecedented system fiscal challenges. For FY 2016 hospital leadership made the difficult decision to freeze sponsorships.

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:	\$15,121,791 Certified
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IRS 990:	\$86,285,512 2015
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