

Baystate Medical Center
Springfield, Massachusetts

FY 2018 Community Benefits Annual Report
October 1, 2017 – September 30, 2018

As filed with Massachusetts' Office of the Attorney General

EXECUTIVE SUMMARY

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| ORGANIZATION | Baystate Medical Center 759 Chestnut Street Springfield, MA 01199 413-794-0000 baystatehealth.org |
| PRIMARY SERVICE AREA | Hampden County |
| FACILITY TYPE | Not-for-profit |
| TOTAL LICENSED BEDS | 724 |
| NUMBER OF EMPLOYEES | 5,901.88 FTE's |
| YEAR ESTABLISHED | 1883 |
| ETHNIC MIX OF PATIENTS INCLUDES INPATIENT & OUTPATIENT (EXCLUDES BAYSTATE REFERENCE LABORATORIES) | 52.2% <i>White</i> ; 33.4% Hispanic; 10.6% Black; 1.3% Asian; 0.1% American Indian or Alaskan Native; 0.1% Native Hawaiian or Pacific Islander; 2.3% Other |
| PAYER MIX OF PATIENTS | 42,148 Inpatient Discharges 46.12% Medicare; 21.19% Medicaid; 28.85% Managed Care; 1.22% Non-Managed Care; 2.61% Other |
| ANNUAL EMERGENCY SERVICES STATISTICS | 82,726 Emergency Service Visits 47.17% Medicaid; 2.25% Free Care; 3.08% Healthnet; 0.43% Commonwealth Care; 47.06% Other |
| PRESIDENT/CEO | Nancy Shendell-Falik, RN, MA President, Baystate Medical Center Senior Vice President of Hospital Operations, Baystate Health Baystate Health 759 Chestnut Street Springfield, MA 01199 Telephone: 413-794-5516 |
| COMMUNITY BENEFITS CONTACT | Annamarie Golden Director, Government and Community Relations 280 Chestnut Street, 6 th Floor Springfield, MA 01199 413-794-7622 annamarie.golden@baystatehealth.org |
| HOSPITAL SERVICES | Baystate Medical Center (BMC) is an independent academic medical center. As a major referral care center and the only Level 1 trauma center and pediatric trauma center for western Massachusetts, BMC has one of New England's busiest emergency rooms. In addition, the medical center offers the Baystate Children's Hospital, Baystate Heart & Vascular Program and the Baystate Regional Cancer Program, among other advanced specialty medical, behavioral health, diagnostic, and surgical services. |
| DHCFP ID | 2339 |
| HEALTH SYSTEM | Baystate Health, Inc. |
| COMMUNITY HEALTH NETWORK AREA (CHNA) | #4 Community Health Connection (Springfield) |

Based on FY 2018 data

COMMUNITY BENEFITS MISSION STATEMENT

Baystate Medical Center (“BMC”), 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.

BMC shares and supports **Baystate’s Community Benefits Mission Statement¹ “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.

BMC aims to improve the health status of individuals and 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, Baystate is investing resources to increase awareness and build capacity among our 12,500 team members and community partners on related topics including, cultural humility, health equity, social determinants of health, and implicit bias in health care.

BMC is committed to applying a **health equity** lens to current and all future community health planning and improvement efforts. This will be demonstrated through future hospital community benefits investments that support projects/initiatives that are intentional in how they address health equity (health disparities and inequities). We look forward to sharing 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.

¹ Baystate Health’s Board of Trustees adopted a community benefits mission statement on July 13, 2010.

BMC TARGET POPULATIONS

- Children and youth
- Older adults
- LGBTQ youth
- Communities of color, particularly Latinos and Blacks
- Individuals living in poverty
- Individuals who are homeless
- Individuals with low income levels
- Individuals with mental health and/or substance use conditions
- Refugees, both documented and undocumented

BMC's target populations are publicized on the hospital website at baystatehealth.org/communitybenefits and the MA Attorney General Website.

KEY ACCOMPLISHMENTS OF REPORTING YEAR

The BMC Community Benefits Advisory Council (CBAC) continues to meet monthly (2nd Thursday) and provide oversight to Baystate's Better Together Grant Program. Membership includes hospital team members and community stakeholders.

BMC continues to be 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. BMC worked in collaboration with the Coalition to conduct their 2016 CHNA and will continue to do so in the development of the 2019 assessment. The 2016 CHNA was conducted to update the findings of the 2013 assessment so BMC could better understand the health needs of the communities served and meet its fiduciary requirement as a tax-exempt hospital.

The Coalition re-engaged **Public Health Institute of Western MA (PHIWM)**, formerly known as Partners for a Healthier Community (PHC), based in Springfield, MA, as the lead consultant to conduct the CHNAs. PHC was supported by two other consultant teams; Collaborative for Educational Services, 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 2018 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):

- BSEP program engaged 307 (unique number of participants is smaller) high school students from all Springfield High Schools and several charter and private schools.
- Coordinated four pathology-based summer workshops for 66 students. The fall 2017 program cycle hosted 123 students and the spring program cycle hosted 118.
- Coordinated summer internships at Baystate Medical Center for 13 graduating seniors from Springfield.
- Placed 14 students in work experience throughout the year as part of the Workforce Innovation and Opportunity Act (WIOA) program.
- Coordinated participation and research experience for two Springfield students in the Teacher and High School Students (TAHSS) program at Tufts Medical School.
- Three rising BSEP seniors participated in breast cancer research at the Pioneer Valley Life Science Institute (PVLSI).
- Supported fieldwork expeditions for Springfield Experiential Learning schools, inclusive of topics such as antibody resistance and health disparities.
- Coordinated summer observation experiences for 11 BSEP alumni.
- Coordinated the Baystate Summer Scholars program for 9 undergraduate students from the local area.
- Awarded 18 former BSEP participants \$25,000 in scholarships to support their pursuit of undergraduate and graduate education. Total Baystate scholarships awarded to date now exceeds \$670,000.
- A BSEP alumnus began her residency at BMC. BSEP trained seven (4) students as certified nursing assistants, one (1) lab assistant, five (5) phlebotomists, two (2) Operating Room Assistants, and one (1) in Sterile Processing.

Partners for a Healthier Community, Inc. d/b/a **Public Health Institute of Western Massachusetts**

(PHIWM), is a key partner of Baystate Health. In addition to providing an unrestricted grant to PHIWM, Baystate Health 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.

PHIWM is working on multiple strategies to address health equity in our region. Our work is prioritized to address "Social Determinants of Health" 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. We have specific projects that address healthy eating and physical activity (Live Well Springfield), asthma (Pioneer Valley Asthma Coalition), and adolescent sadness and depression (YEAH! Network). We also initiated a new collaboration to bridge healthcare and social services. We continue to build capacity through community based research and evaluation by using data to inform interventions and enhance impact.

Overview of 2018

- The Pioneer Valley Asthma Coalition had success with supporting the Holyoke Prevention and Wellness Trust Fund to decrease asthma rates.
- Live Well Springfield had another successful season of the GoFresh Mobile Market with stops in 11 out of the 17 Springfield neighborhoods. LWS completed an assessment of physical activity in the Springfield Public School District that will be used for and continue policy advocacy strategies. In 2018 the Springfield School Committee passed a Safe Routes to School Policy to ensure safe access and more physical activity for getting to school. LWS was also effective in advocating for our regional transportation systems for level funding in last year's state budget. Implementation of the City of Springfield's' Complete Streets and Rail to Trail projects continue and both the City of Springfield and Massachusetts passed the Tobacco 21 policy which our LWS youth advocates were very active in advocating.
- Springfield Healthy Homes completed their pilot project and served over twenty families in the Greater Springfield area that had been flagged in the Baystate Health system for having asthma related visits or admittances. Working together with other community based partners we set up a system for healthcare and community agencies to screen and education residents and if they desired assess and remediate their homes for asthma triggers. We will track people to see if their asthma exacerbation incidences decrease.
- PHIWM released an Adolescent Mental Health Report based on Springfield Public School Youth Health Data. We highlighted health inequities for sustained feelings of sadness or hopelessness for females, students identifying as LGBTQ and experienced by race and ethnicity. We are proud to say that that report spawned policy action with in the Springfield Public School district for more training for adults to support students and a behavioral health agency used our data to secure a grant for creating better practices for their clients that identify as LGBTQ.
- Bridging Healthcare and Social Services was a new effort for us in 2018. We administered a regional social service sector assessment and brought and led cross sector efforts with Accountable Care Organizations. We are continuing to create a community resource database which was highlighted by both sectors as critical for providing care to address social determinants of health.

Financial Counselors assisted over 22,520 patients and processed and completed over 3,000 applications in FY 2018 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.

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. BMC is committed to reducing health disparities in Springfield and has invested significant resources in its 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 2018, these community training sites for our Medical Residency Program provide continuity of care for **25,705** unduplicated patients and over **98,574** 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.

The **Community Liaison & Outreach Specialist's** purpose at the Baystate Mason Square Neighborhood Health Center is to reach out and identify unmet community health needs by finding and identifying people who are medically vulnerable and underserved in the Mason Square and surrounding communities, as well as assist patients with how to access affordable, high quality, cost effective 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, a community advisory board, community health forums, fairs and collaboration with various community stakeholders. 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.

Key events from FY 18 include:

- **Oct 2017 Breast Cancer Prevention:** Coordination of a health forum on the "Importance of Early Detection" by doing self-breast exams, and having an annual mammogram to prevent breast cancer on Friday 10/20/17 in the Mason Square NHC community meeting room 3pm-5pm. There were 22 people in attendance. Five of the women stated that they were breast cancer survivors. All five were diagnosed after their mammogram. Two were stage two; one was stage one and two were stage zero breast cancer. All five encouraged all of the women in attendance to get their mammogram screening when due. We served light refreshments.
- **Nov 2017 National Diabetes Awareness Month:** Coordination of a mini diabetes awareness fair on Friday 11/3/17 in the front lobby of the health center in recognition of National Diabetes Awareness Month. Preventing Diabetes or Living Well with Diabetes: Specialist was joined by the health center's dietician. Distributed information in Spanish & English languages from 9am to 2pm to 65+ people as follows; Know your numbers; What is Pre-diabetes?; Diagnosed with Type-2 Diabetes, Now What?; Living with diabetes; Why is managing diabetes important?; Monitoring blood sugar; Balancing your meals; What is diabetes? Diabetes, Are you at risk?; Diabetes easy eating for busy people; Diabetes and your feet & eyes, etc.
- **Jan 2018 Starting The New Year Off With Health In Mind:** Coordination of a mini health fair in the front lobby on 1/19/18 from 10am-3pm for 85 patients who stopped to talk with the outreach specialist. Distributed information about how obesity affect a healthy body; eliminating sugar & starch from your diet; smart snacking; facts about cigarette smoking; how to quit smoking; and you can quit smoking. Advised attendees to talk with their nurse, doctor and/or dietician.

- **19th Annual Coat Drive:** Collected 510 coats; 100 pairs of gloves; 70 caps; 10 pair boots; 100 scarves; and 30 other items from staff and various community organizations such as the; Salvation Army (75 children coats); The Noble Warriors' Old Hill Youth Sports & Mentoring Program (45 men, 60 teen boys and 25 small children coats); Mason Square C-3 Policing (50 coats); Burlington Coat Factory (80 coats); and doctors & other staff of Baystate Mason Square Neighborhood Health Center (175 coats); We gave out all 505 coats and all of the other items. We received 5 coats that were valued @ \$125 each, while several other new coats had various values.
- **Mar 2018 Nutrition Awareness Month:** On Friday March 23rd from 9am to 2pm, outreach specialist was joined by the health center's Dietician and the Men Health Initiative in coordinating a Nutrition Awareness Health Fair in the front lobby. Spoke with 69+ patients, and gave out 35 portion plates to patients who completed a nutrition survey. Shared health information as follows: serving size; calories intake; limit saturated fats, added sugars & sodium; get enough vitamins, minerals & fiber; other additional nutrients such as protein, carbohydrates and sugar. Additionally, information was distributed on Smart Snacking; Food Choices for young Women; Feeding Kids Right Isn't Always Easy; Healthy Foods for Hungry Children; Eating a Healthy Diet; and for adult men & women, Let's Shift to Healthier Choices such as cooking with oils instead of solid fats, eating whole grains, switching to unsweetened drinks & snacks, eating fruit and nutrient-dense snacks instead of high-calorie snacks and how to check labels on the food we buy.
- **July 2018 Progressive Community Baptist Church 19th Annual Harvest 5000 Homeless Fair:** Participation in the Progressive Community Baptist Church 19th Annual Harvest 5000 Homeless Fair on 7/21/18 from 9am-3pm by setting up a BMSNHC display table with information about the services we provide & offer at Mason Square Health Center and other free give away items such as water bottles, pens, pill boxes, bags and children blow up soccer balls. There were approximately 400 people in attendance throughout the day. Joined by Dr. Andrew Balder.
- **August 2018 National Health Center Week:** On Friday 8/17/18 2pm-4pm outreach specialist took the lead in coordinating the Annual Baystate Mason Square NHC National Health Center Week Celebration. There were 35 organizations displaying their community resources for the 200+ people who came out, although we had to bring the activities inside due to the extreme heat. The event went very well. We served 100 hot dogs, 100 burgers, 100 corns on the cob, Tossed Salad, 200 chips and 250 Bottles of water. A staff member, Wilfredo Guzman served as DJ and provided music for the event. Mayor Sarno gave Proclamations to Dr. Balder, Medical Director; Cameron Rice, Practice Administrator; and Tammy Sharif, CAB's Chair.

Transgender Support Group, through a partnership with UniTy of Pioneer Valley, Baystate 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 13 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) had a total of 1,169 clinic visits in FY 2018. We served the community with 706 physician's visits and 463 patients with nurse visits for medications

management. 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 latent and active tuberculosis. The TB Clinic providers provide special TB Clinics if needed for patients strongly suspected of Active TB and do not require hospital admission.

The TB Clinic registered nurses continue to actively manage medications management for a cadre of patients who could not be supported by their local Board of Health nurses. These numbers have increased in 2017-2018. 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. 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, India, Somalia, Congo and other regions of Africa. Many patients have significant health care and psychiatric needs. In addition the TB clinic staff has increasingly assisted the screening and treatment of homeless population in the western Massachusetts area.

The **Baystate Family Advocacy Center (FAC)** of Baystate Children's Hospital provides care to over 300 children and families for outpatient medical assessments and inpatient/emergency room consultations continue at about 60 visits per year. Our Mental Health Team continued to experience a very busy year and saw a total of 5,137 visits in 2018 compared to 4,745 in 2017; a 8% increase. The volume for the forensic interviews remains steady at around 400 per year. Additionally, in 2018, FAC expansion plans increased the interview space from one interview room to two which will further increased 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 1200 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.

The Victims of Crime Act (VOCA) grants, Trauma Focused Assessment and Treatment Program and the Homicide Bereavement Program, provided over \$775,000 in FY18 in funding towards services provided at the FAC to children and families impacted by sexual abuse, physical abuse, and commercial sexual exploitation, child witness to violence, community violence, and homicide. In FY19 the FAC's VOCA funding was increased to over \$1,100,000. These programs continue to provide best practice evidenced-based psychotherapies and case management services to children and their families in Western Massachusetts. Over the last year, we offered several school-based groups as well as several parent support groups. The VOCA funded, Homicide Bereavement Program, continues to strengthen its presence in the community. The primary focus of this program is to serve co-victims of homicide. These services include individual and group therapy, education and support to families of victims, as well as the greater community. This program has grown significantly in the past few years and has been featured in

the Republican as well as Masslive for its work.

In the fall of 2018, the FAC received funding from the New York Life Foundation to provide services to children who have been impacted by suicide. The Suicide Bereavement Programs main goal is to provide individualized, coordinated, evidence-based trauma and grief-focused mental health services to children and adolescents who have lost a loved one to suicide in western Massachusetts. Free services include: culturally sensitive needs assessment, individual and group trauma and grief focused therapy, crisis counseling, peer support, information and referrals, as well as activities for transforming pain into meaning-making and healing. Services are available for children and adolescents in English or Spanish.

The FAC continues to support our community in many other ways. FAC members sit on the county Child Fatality Review Board. Together with a group of community volunteers, called the Prevention Collaborative, we have delivered about half a dozen talks on child sexual abuse prevention in the community. At the request of the Northwest Regional District Attorney's Office, Dr. Boos is now providing medical examinations at the Franklin County CAC in Greenfield, and attends the Franklin County Case Review Meeting. Dr. Boos was asked to be the medical advisor to Project Launch, a SAMHSA funded project to bring prevention and resiliency services to the Baystate 140 High Street Pediatric Clinic.

Jessica Wozniak, PsyD, also conducts multiple trainings on trauma-informed care, vicarious trauma, and Trauma-Focused Cognitive Behavioral Therapy, for which she is now a nationally recognized trainer. This past year she has run 3 yearlong TF-CBT learning collaborative training over 250 mental health therapists in this evidence based therapy. Dr. Wozniak regularly presents at national and international conferences on childhood trauma, TF-CBT and commercial exploitation of children. This past year she was invited to present at the Charleston Trauma Conference and the International Society for Traumatic Stress Studies.

The FAC was awarded our third SAMHSA/NCTSN Grant in October 2016, allowing us to expand our training throughout the state of Massachusetts and into Puerto Rico. It is a five -year, 2 million dollar grant which funds 'Partners in Care: Community-Based Implementation of Evidence-Based Treatment for Childhood Trauma's (Partners in Care). The project's overarching goal is to improve access to and quality of evidence-based trauma-informed care for children and families who experience trauma and loss by addressing health disparities and reducing barriers to treatment throughout Massachusetts. This past year we were awarded an additional million dollar supplement to expand our services in Puerto Rico.

During FY 2018, the **Baystate Health Sciences Library's Patient and Consumer Health Information Services** experienced a period of solidifying and building upon the FY 2017 scaled-down service model in the aftermath of elimination of the Consumer Health Library in late 2016. Instead, information services to the general public are conducted either on site at Baystate's 9,700 sq. ft. physical library space, assisting patients and their families seeking directions to appointments for example, or coming in from the nearby day surgery appointments and wanting to obtain some basic information on their condition or procedure – or, asking how to best help a family member or other loved one in time of health-related concern.

Consumer Health Information space. A corner of the library has been designated as a consumer health information space, where newsletters, popular health-related books, videos and now the Library's new Graphic Medicine collection are all shelved – with graphic medicine, one of the newest and most popular genres in health information that is helpful to both the provider and the health consumer. Materials are all conveniently located close to the library's 3-dimensional anatomical models. Many community residents,

patients and families or other members of the general public also come to the library to look up general health information or to use any one of the library's personal computers to access health related web sites on the Internet or licensed resources that the library subscribes to. Most often health consumers require assistance in identifying and locating information and library staff are available during weekday business hours between 7 am and 5 pm to provide assistance.

Library walk-ins. Since last year, more individual library staff has helped handle the regular inquiries that are presented in person to the service desk, roughly 5% of consumer requests are presented in person at the desk (conservative average 2 – 3 per month) - or by persons who come to the library for directions to their appointment and then return afterwards for some information related to their condition. The Library does not charge anyone for the information provided or for copying or printing costs. The main advantage of walk-in questions is that library staff are able to show consumers the patient information component of some of our best-known licensed databases, such as UpToDate or Lexicomp, available in multiple languages, and provide current, reliable and non-commercial information to them that is written in language that is clear and free of technical terminology, that is easily understood and written for the non-health professional at an appropriate grade level and that is free of advertisements.

"Ask a Librarian" patient portal feature. Many members of the general public living close to Baystate or current and former patients as well as local residents in the larger community continue to contact the Library either via email, phone calls, regular postal mail or through the Baystate patient portal's "Ask a Librarian feature," which is also accessible through the Library web site's Consumer Health Information subject guide. Questions largely fall into one of two categories: The person is likely to either ask for assistance in obtaining test results, copies of medical records or other information contained in the electronic medical record, or to ask for basic health related information. Most of the inquiries asked for background information on common medical conditions, both chronic and acute illness, or requests for information on medical therapies or procedures. When requests seek a resolution on a topic of controversy, the Library limits information to basic, universal background information to assist with patient-provider communication. The Library regularly and consistently reminds the patient or consumer that the Ask a Librarian service does not replace a conversation with their health provider.

In 2018, the Baystate provided literature searches or other information requested by the general public in 214 instances, including prepared and lengthy information packets or by emailing selected lists of reliable web links and PDFs of quality materials from the National Library of Medicine's MedlinePlus and other web sites and databases. Roughly 12% of the Library requests were from walk-ins, but the majority came in through the patient portal's query box.

Collaboration with Interpreter Services. In the fall of 2018, the Library manager collaborated with Baystate's Translation Services' Manager for a formal presentation featured as part of the annual program, "The Patient Experience 2018: Keeping it Personal," up at the Log Cabin in Holyoke. The presentation was titled "Information Across Languages to Empower Patients and their Caregivers," and highlighted the major resources, services and shared strategies of both departments to communicate and access health information in the language of the patient or consumer. Speakers focused on resources and procedures that that effectively impart to patients, families and caregivers access to critical and reliable health information for speakers of other languages. Both speakers presented individual PowerPoints including the library's overview of important tools that are available in a variety of languages – available freely on the Web as well as the licensed database subscriptions across many different languages - including the primary drug information system, Lexicomp. Almost all of the tools presented had impressive resources in Spanish. Attendees also learned about information tools available specifically for interpreters

in a health setting that along with the library material can augment information in the electronic record that is often distributed with discharge instructions. The overarching message was that language barriers need not be an obstacle to being well-informed about procedures, conditions or therapy and that clinicians can help speakers of other languages tap into reliable, comprehensive information sources covering hundreds of topics and in many languages.

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, Greater Westfield YMCA and Greenfield YMCA and includes 14 - 2 hour sessions which include physical activity, nutrition and behavior modification. It targets children and adolescents age 5-21 and lasts for 1 year. Sessions are augmented by individual exercise training, weekly phone calls, monthly group activities, cooking classes, free swimming lessons with the YMCA, behavioral health consults and 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 2018 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 and increased staff for both exercise and nutrition. Almost 50% of our participants decreased their body mass index during the program this year.

In 2017 MIGHTY was fortunate to receive a \$200,000 two-year grant from Kohl's Cares to expand MIGHTY program to Westfield and Greenfield. This grant has allowed us to expand our services to the Westfield and Greenfield areas. It has also allowed us to provide increased education across the entire region regarding childhood obesity. In 2019, with the ongoing support of Kohl's, we are planning to expand to the Scantic Valley YMCA and expand the program offerings at the Greenfield and Westfield YMCA.

The **Trauma and Injury Prevention (TIP) Program** staff coordinated and participated in many community events. *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. Falling is the most common cause of trauma in the geriatric population. Twenty percent of falls results in injuries and are the leading cause of traumatic mortality in the elderly. Fear of falling which develop in 20-39% of people who fall can lead to further limiting activity, independent of the injury. 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 two fall's prevention programs:

- **Balance Act:** We are in collaboration with Baystate Health Senior Class, Baystate Rehabilitation Care, Baystate Home Infusion & Respiratory Services and Health New England. Each attendee is given a balance screening, 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
- **Falls Prevention Initiative (FPI):** is a Quality Improvement Initiative that was developed by Injury Prevention Coordinator Ida Konderwicz RN, BSN, CEN and Rehabilitation Department-Erin

Jarosz. FPI is an offspring of our Balance Act; which is co-sponsored by Health New England. Instructions are given for exercises to improve balance and information about environmental home safety and equipment. FPI also collaborated with Quinnipiac University Physical and Occupational Therapy Doctorate students for their Capstone project. They have started by implementing validated screening questionnaires. Baystate Rehabilitation Department offers both Physical and Occupational Therapy Falls Prevention specialized therapy using standardized assessments, pre/post survey questionnaires. Dr. Susan Kartiko, Baystate Trauma Surgeon, is the principle investigator for a study of Fall Risk patients. We have regionalized this program at BMC Franklin, BMC Wing and BMC Mary Lane. Our FPI program won the Grinspoon Entrepreneurship Award for Innovation.

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. TIP collaborated with the Hampden County District Attorney Office's Youth Advisory Board. Members of the advisory committee include high school sophomores, juniors, and seniors from across Hampden County. The students provided area elementary and middle school students and parents with an Internet Safety Presentation called Net Smartz. We have also collaborated on the Hampden County DA's Victim Rights Conference.

TIP and the BMC Senior class have collaborated with the AARP Senior Driving class. Cars have changed. So have traffic rules, driving conditions and the roads you travel every day. Some driver's age 50-plus have never looked back since they got their first driver's license, but even the most experienced drivers can benefit from refreshing their driving skills. By taking a driver refresher course participants learn the current rules of the road, defensive driving techniques and how to operate their vehicle more safely in today's increasingly challenging driving environment.

BMC TIP has been educating the community members on Stop the Bleed. The members are given information so they can confidently perform life-saving hemorrhage control until pre-hospital personnel can arrive and assume the care of the injured. Providing these basic life-saving techniques that anyone can perform at the scene will save lives. Training kits have been purchased so Baystate can continue to build and grow its training capacity in the region. One of our biggest classes to date was educating the 440 faculty members of Wilbraham/ Hampden School district. To date we have educated approximately 2000 immediate responders. A grant for \$2500 was received from Farmington Bank, through the BH Foundation and presented to the Wilbraham/Hampden School district. This fund will begin to purchase STB kits for each class room. The rest of the funds will be procured and donated through the towns fund raising efforts. We have also established the Western MA STB Coalition that Berkshire Medical Center is participating in.

Screening, Brief Intervention, and Referral to Treatment (SBIRT) is a prevention and early intervention initiative. All admitted Trauma patients are screened for alcohol and drug use. They are administered a brief evidence-based education used to identify, reduce, and prevent problematic use, abuse, and dependence on alcohol and illicit drugs.

TIP collaborated with Pope Francis School High School on a Distracted Driving (D.D.) Campaign. The classes were presented a short Power Point presentation about DD. They then had to come up with a message using any mode of media. Some of the student came up with a short video. Others came up with a parent's pledge that was distributed to all. We also collaborated with BMC Pre Hospital Coordinator and Longmeadow Schools for an end of year "Stop the Swerve" Campaign.

TIP collaborated with Hampden County D/A office and the Springfield Police for a Gun Buy Back in June.

118 weapons were turned in.

TIP provided education to BSEP on Sexual Assault Forensic Evidence Collection. Education was also provided to the BMC ED residents on their Disaster Day at Six Flags. They were given information on medications to prevent excessive blood loss.

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 or bi-annual application process, in partnership with the hospital CBAC, and with support from the Office of Government 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 DPH approved 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 2018.

Plans for Next Reporting Year

In FY 2019, BMC will continue to grow and evolve its CBAC membership and engage and partner with the community to address unmet health care needs of residents. In addition to supporting local community-based efforts, BMC 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. BMC 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 BMC CBAC with support from the Office of Government 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 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 timelier basis, Baystate will continue implementing and increasing awareness (internal and external) about its system-wide 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 BMC funding (community benefits, social impact, marketing, and event sponsorships) will be required to apply online via this upgraded system. Another key change for 2018 is our transition from rolling funding requests to cycles (3 per year).

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

The CBAC, in collaboration with the Coalition of Western MA Hospitals/Insurer, plans on expanding in the area of community engagement for the 2019 CHNA. Increased opportunity for community engagement will come through the following two strategies:

1. Community conversations - large gathering where the Coalition invites community stakeholders to discuss community health and social needs over a meal. There will be one conversation in English and another in Spanish
2. Community chats – smaller gatherings where Coalition members enter into existing meeting spaces to share and facilitate a dialogue around community health and social needs

The Office of Government and Community Relations will integrate these findings in the 2019 CHNA, as well as through a *Community Engagement Report* that will be developed as a supplement to the CHNA. Priority areas for the DoN and system wide RFP will stem from data collected through the community engagement efforts.

As part of the new AG guidelines, BMC will also be completing a yearly self-assessment that measures and tracks community benefit progress. The self-assessment is a tool that helps ensure the hospital and its CBAC are investing resources into the prioritized health needs, as highlighted through the CHNA, as well as aligning these health needs to its implementation strategy.

For FY 19, the Office of Government and Community Relations will increase staff capacity by creating a

new position of Community Benefits Specialist. The Community Benefit Specialist will report to the Director of Office of Government and Community Relations. The role of the new hire will be to work strategically with the Baystate CBACs around agenda setting, prioritization of community needs, implementation strategizing and RFP decision making. Additionally, this individual will have oversight of the grant management system (Foundant) to ensure that all Better Together grantees complete required reporting.

Both the BMC CBAC and Community Benefits Specialist will also work on developing policies and procedures for the CBAC in FY 2019. Collaboratively, they will brainstorm and implement detailed documentation around CBAC mission, vision, membership and leadership roles.

Hampden District Attorney Anthony D. Gulluni along with Baystate Health, Trinity Health of New England, and the Center for Human Development will provide \$70,000 in funding of Narcan to participating municipal police and fire departments throughout Hampden County. Baystate Pharmacy will coordinate the purchasing and distribution (as supplies last) to registered municipal police and fire departments. The goal is for first responders to be able to access free Narcan quickly in the event they run low on supply.

Baystate Health launched a Community Health Worker initiative using DoN CHI funds related to the new Cogeneration Plant. The CHW initiative is Hampden County based, with a focus on Greater Springfield. Three workgroups will explore 1. Workforce development/career ladder opportunities for CHW's, 2. Case management/community resource database IT platform, and 3. CHW pilots. We will also be engaging MA Community Health Worker Association to launch a western MA chapter.

Public Health Institute of Western Massachusetts (PHIWM) Plans for FY 19 include the following:

- LWS will also hold an Age Friendly Summit in June 2019 moving the Age Friendly Initiative forward to an action plan.
- Release a Public Health Issue Brief on sexual violence toward girls as a means of galvanizing community discussions and strategizing around interventions that will address both sexual health and mental health indicators.
- Prioritize regional strategies for policy advocacy by our regional social service and Accountable Care Organizations that will support social determinants of health.
- Show positive outcomes for people living with asthma that have received our Healthy Homes intervention.

Community Liaison and Outreach specialist Plans for FY 19 include the following:

- Assisting with promoting healthy pregnancies by reaching out to pregnant women to increase their knowledge about the importance of contacting their health care provider at the beginning of their pregnancy for pre-natal care for a healthier baby and mom.
- Responding to the monthly health concerns, such as diabetes awareness month, breast cancer awareness month, etc., as well as attend and participate in community health fairs, health forums and other activities where there will be an opportunity to reach some of the vulnerable, underserved and hard to reach people who might be in need of health care, especially in the Mason Square Community. The outreach specialist will do so by maintaining relationships with patients, residents and several community organizations. Most of the service organizations invited to participate in activities that the specialist coordinates provide gifts for the consumers/patients, such as raffling gifts in exchange for the opportunity to display their services at no cost. Some of these activities include the National Diabetes Awareness Fair, National Health Center Week, Colon Cancer Health Forum, Children Health Month, etc.

Baystate Health Sciences Library's Patient and Consumer Health Information Services Plans for FY 19 include the following:

- **Goal I.** To the extent that space and staffing permit, continue to raise the profile of patient and consumer health information resources to offer providers and their patients resources they might otherwise be unaware of and highlight features that demonstrate how these resources contribute to a positive patient experience.
- **Goal II.** Work with both Patient Experience and Patient Relations to identify and strengthen mechanisms for referral so that no questions go unanswered or under-answered and that patients and consumers' inquiries are ultimately a source of increased wellness and healing.
- **Goal III.** Promote and expand the Library's growing collection of material in the popular area of graphic medicine, as an important resource for both providers and patients and the general public. This goal includes assisting public libraries who have questions about graphic medicine materials and referring them to useful and expert services and collections

MIGHTY (Moving, Improving and Gaining Health Together at the Y) Plans for FY 19 include the following:

- Expand the MIGHTY program to Greenfield and Scantic Valley YMCAs through ongoing support from Kohl's

COMMUNITY BENEFITS PLANNING 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 2018 the system's Vice President for Government and Community Relations, under the direction of the Sr. Vice President for Marketing, Communications, and External Relations, supervised the Director of 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 Government 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 BMC 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) Multicultural Health Initiatives
4. American International College (AIC) School of Health Sciences
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 Foundation of Western MA
12. Develop Springfield
13. Dress for Success Foot in the Door
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. Link to Libraries
22. Local Boards of Health (Springfield, West Springfield, Agawam, Holyoke, Chicopee, Amherst, Northampton)
23. MA Department of Public Health (MA DPH)
24. MA Public Health Association (MPHA)
25. Martin Luther King, Jr. Family Services/Mason Square Health Task Force
26. Mass in Motion
27. Massachusetts Association of Community Health Workers
28. Medical Home Work Group for Children with Special Needs
29. Men of Color Health Awareness (MOCHA)
30. MetroCare of Springfield
31. MotherWoman
32. New North Citizens' Council (NNCC)
33. Public Health Institute of Western MA (PHIWM)
34. Perinatal Support Coalition of Hampden County
35. Pioneer Valley Asthma Coalition
36. Pioneer Valley Planning Commission (PVPC)
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. Supplemental Nutrition Application Program (SNAP)
49. UniTy of Pioneer Valley
50. Way Finders
51. Wellspring Cooperative
52. Western MA Health Equity Network (WMHEN)
53. WIC
54. YMCA of Greater Springfield

COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA)

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)").² 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 Public Health Institute of Western MA (PHIWM), based in Springfield, MA, as the lead consultant to conduct the CHNA's. PHIWM was supported by two other consultant teams; Collaborative for Educational Services, based in Northampton, MA and Pioneer Valley Planning Commission (PVPC), based in Springfield, MA.

Organizational Policy

Per the Internal Revenue Service (IRS) and the Massachusetts Office of the Attorney General, each non-profit hospital must conduct a formal community health needs assessment (CHNA) every three-years in partnership with community organizations and individuals across the hospital's service area. The aim is to identify community assets as well as the critical gaps/needs in public health resources and the weak connections between medical care and community care.

Program Results

The CHNA is the basis for developing strategic and accountable community benefits activities and investments. In an ideal situation, an effective and large scale community benefits activity or investment will demonstrate measurable impacts on the health status and quality of life for residents - effectively closing gaps when current data is compared to initial CHNA baseline indicators. At a more practical program level, the CHNA guides a "theory of change" – linking health needs to community benefits efforts to desired program and community outcomes.

Date of 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

² The Patient Protection and Affordable Care Act (Pub. L. 111-148) added section 501(r) to the Internal Revenue Code, which imposes new requirements on nonprofit hospitals in order to qualify for an exemption under Section 501(c)(3), and adding new reporting requirements for such hospitals under Section 6033(b) of the Internal Revenue Code.

Code (“Section 501(r)”)³. 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 remain high and work needs to be continued.

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

³ The Patient Protection and Affordable Care Act (Pub. L. 111-148) added section 501(r) to the Internal Revenue Code, which imposes new requirements on nonprofit hospitals in order to qualify for an exemption under Section 501(c)(3), and adding new reporting requirements for such hospitals under Section 6033(b) of the Internal Revenue Code.

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 Public Health Institute of Western MA (PHIWM), based in Springfield, MA, as the lead consultant to conduct the CHNA's. PHIWM was supported by two other consultant teams; Collaborative for Educational Services, 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

CHNA Data Sources

The primary 2016 CHNA goals were to update the list of prioritized community health needs identified in the 2013 CHNA conducted by Verité Healthcare Consulting and to the extent possible, identify potential areas of action. The prioritized health needs identified in this CHNA include community level social and economic determinants that impact health, barriers to accessing quality health care and specific health conditions and behaviors within the population. Assessment methods included:

- Analysis of social, economic and health quantitative data from Massachusetts Department of Public Health, the U.S Census Bureau, the Centers for Disease Control and Prevention [CDC] Behavioral Risk Factor Surveillance System [BRFSS], the County Health Ranking Reports, Community Commons, and a variety of other data sources;

- Analysis of findings from one (1) focus groups and thirteen (13) key informant interviews specifically conducted for Baystate Wing (Appendix II);
- Analysis of findings from an additional six (6) focus groups and thirteen (13) key informant interviews conducted for other Coalition members and considered relevant for this CHNA (Appendix II);
- Review of ten existing assessment reports published since 2013 that were completed by community and regional agencies serving Baystate Wing's service area.

The assessment focused on county-level data and community-level data as available. In some instances, data constraints related to accessibility and availability limited analyses to highlighted communities chosen by the BER in its service area. In these instances, analyses focused on Palmer and Ware. Other communities were included as data was available and analysis indicated an identified health need for that community.

Given data and resource constraints, vulnerable populations were identified to the extent possible using information from focus groups and interviews as well as quantitative data stratified (or broken down) by race/ethnicity and age with a focus on children/youth and older adults. Quantitative analysis (secondary data from DPH, Mass CHIP, Hospital Inpatient/ED Discharge, and Ambulatory Care Sensitive Conditions), involved review of health assessments conducted by other organizations in recent years, key informant interview, and focus groups. Preliminary assessment findings were also discussed with community stakeholders during a series of "listening sessions" and feedback from participants helped validate findings.

Community Definition

BMC is a 724-bed academic medical center (including Baystate Children's Hospital) based in Springfield, Massachusetts and is Western New England's only tertiary care referral medical center, Level 1 trauma center, and neonatal and pediatric intensive care units. BMC serves as a regional resource for specialty medical care and research, while providing comprehensive primary medical services to the community.

The service area for BMC includes all 23 communities within Hampden County, including the third largest city in Massachusetts -- Springfield (population over 150,000) (Table 1). Three adjacent cities (Holyoke, Chicopee and West Springfield) create a densely-populated urban core that includes over half of the population of the service area (around 270,000 people). Smaller, suburban communities exist to the east and west of this central core area. Many of these communities have populations under 20,000 people. Urban areas, as defined by the U.S. Census Bureau consist of census tracts and/or blocks meeting the minimum population density requirement (2,500-49,999 for urban clusters and over 50,000 for urbanized areas) or are adjacent and meet additional criteria. The service area has more racial and ethnic diversity than many other parts of western Massachusetts. County-wide, 22% of the population identifies as Hispanic or Latino, 9% Black or African American, and 2% as Asian (ACS, 2010-2014). However, this diversity is not equally spread throughout the region and tends to be concentrated in the urban core. The Pioneer Valley Transit Authority, the second largest public transit system in the state, serves 11 communities in the service area and connects suburban areas to the core cities and services. Paratransit service is also available for people with disabilities within ¾ mile of a fixed route to facilitate access to medical care.

Economically, the BMC service area is home to many of the largest employers in the region as well as numerous colleges and universities, and provides a strong economic engine for the broader region. The

largest industries and employers include health care, service and wholesale trade and manufacturing. At the same time, the county struggles with higher rates of unemployment and poverty, lower household incomes and lower rates of educational attainment as compared to the state. The median household income in the service area is about \$50,000 (\$17,000 less than the state) (ACS 2010-2014). The poverty rate is more than 5% higher than that statewide, and the child poverty rate is an alarming 27%, more than 10% higher than the state rate (ACS, 2010-2014). Despite being at the core of the Knowledge Corridor region, only 26% of the population age 25 and over has a bachelor's degree. Unemployment is somewhat higher than the state average. The unemployment rate is based on the number of people who are either working or actively seeking work. The median age for the service area is similar to that of Massachusetts, though the population over 45 years old is growing as a percentage of the total population.

The following table depicts the population of towns that comprises BMC's community definition.

| | 2014 Population Estimate |
|---------------------------|-----------------------------|
| Hampden County | |
| Agawam | 28,772 |
| Blandford | 1,255 |
| Brimfield | 3,723 |
| Chester | 1,365 |
| Chicopee | 55,795 |
| East Longmeadow | 16,123 |
| Granville | 1,620 |
| Hampden | 5,195 |
| Holland | 2,502 |
| Holyoke | 40,124 |
| Longmeadow | 15,882 |
| Ludlow | 21,436 |
| Monson | 8,754 |
| Montgomery | 860 |
| Palmer | 12,174 |
| Russell | 1,787 |
| Southwick | 9,689 |
| Springfield | 153,991 |
| Tolland | 492 |
| Wales | 1,878 |
| Westfield | 41,608 |
| West Springfield | 28,627 |
| Wilbraham | 14,509 |
| Total Service Area | 468,161 |

Source: Population Division, U.S. Census Bureau, <http://www.census.gov/popest/index.html>

To learn more about the findings from BMC's CHNA and its implementation strategy to address the identified health needs please visit our website at www.baystatehealth.org/communitybenefits.

All documents are available for FREE in PDF downloadable format. To request a FREE hard copy of the CHNA please contact the Office of Government and Community Relations at 413-794-1016.

COMMUNITY BENEFITS PROGRAM PROFILES

BAYSTATE COMMUNITY HEALTH CENTERS

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| <p>Brief Description or Objective</p> | <p>BMC is committed to reducing health disparities in the Greater Springfield Area 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 FY18, these community training sites for our Medical Residency Program provide continuity of care for 25,705 unduplicated patients with 98,574 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.</p> |
| <p>Program Type</p> | <p>Direct Services, Health Professional/Staff Training, and Outreach to Underserved</p> |
| <p>Target Population</p> | <p>Regions Served: County-Hampden Health Indicator: All Sex: All Age Group: All Ethnic Group: All Language: All</p> |
| <p>Goals</p> | <p>Statewide Priority:</p> <ul style="list-style-type: none"> • Address Unmet Health Needs of the Uninsured • Chronic Disease Management in Disadvantaged Populations • Promoting Wellness of Vulnerable Populations • Reducing Health Disparities <p>Goal 1 <u>Description:</u> Increase access to primary care for the underserved residents of Springfield. <u>Status:</u> In progress</p> |
| <p>Partners</p> | <p>New North Citizens’ Council River Valley Counseling Center www.rvcc-inc.org Holyoke Health Center www.hhcinc.org Gandara www.gandaracenter.org</p> |
| <p>Contact Information</p> | <p>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.</p> |

BAYSTATE FAMILY ADVOCACY CENTER

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|---|--|---|--|---|--|-----------------------------------|--|------------------------------|--|
| 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, sexual assault or exploitation, exposure to violence and/or homicide or impacted by suicide in western Massachusetts. | | | | | | | | |
| Program Type | Direct Services, Health Professional/Staff Training, Prevention, Support Group | | | | | | | | |
| Target Population | <p>Regions Served: County-Berkshire, County-Franklin, County-Hampden, County-Hampshire</p> <p>Health Indicator: Injury and Violence, Mental Health, Other: Domestic Violence, Other: Rape, Other: Sexually Transmitted Diseases, Co-victims/Families of Homicide Victims, Other: Suicide</p> <p>Sex: All</p> <p>Age Group: All</p> <p>Ethnic Group: All</p> <p>Language: All</p> | | | | | | | | |
| Goals | <p>Statewide Priority:</p> <ul style="list-style-type: none"> • Promoting Wellness Of Vulnerable Populations • Reducing Health Disparities <p>Goal 1 <u>Description:</u> 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 and children impacted by suicide. <u>Status:</u> In progress</p> <p>Goal 2 <u>Description:</u> To provide immediate assessment and support services for victims of child abuse and their non-offending caretakers who are involved in a multidisciplinary forensic interview process. <u>Status:</u> In progress</p> | | | | | | | | |
| Partners | <table border="0"> <tr> <td>Hampden County District Attorney's Office</td> <td>www.mass.gov</td> </tr> <tr> <td>Massachusetts Department of Children and Families - Western Regional Office</td> <td>www.mass.gov</td> </tr> <tr> <td>Massachusetts Children's Alliance</td> <td>www.machildrensalliance.org</td> </tr> <tr> <td>National Children's Alliance</td> <td>www.nationalchildrensalliance.org</td> </tr> </table> | 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 |
| 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 | | | | | | | | |

BAYSTATE REGIONAL TUBERCULOSIS PROGRAM

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| <p>Brief Description or Objective</p> | <p>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.</p> |
| <p>Program Type</p> | <p>Community Education, Direct Services, Health Screening, Outreach to Underserved, Prevention</p> |
| <p>Target Population</p> | <p>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</p> |
| <p>Goals</p> | <p>Statewide Priority:</p> <ul style="list-style-type: none"> ▪ Chronic Disease Management in Disadvantaged Populations ▪ Promoting Wellness of Vulnerable Populations ▪ Reducing Health Disparities <p>Goal 1 <u>Description:</u> To screen for and assist in the treatment and prevention of tuberculosis in western Massachusetts. <u>Status:</u> In progress</p> |
| <p>Partners</p> | <p>Massachusetts Dept. of Public Health - TB Division www.mass.gov</p> <p>Local Boards of Health (Springfield, West Springfield, Agawam, Holyoke, Chicopee, Amherst, Northampton, South Hadley, Ludlow, Belchertown, Longmeadow, Easthampton, East Longmeadow, and Wilbraham)</p> <p>Healthcare for the Homeless www.mercycares.com</p> <p>Springfield Dept. of Health and Human Services www.springfield-ma.gov/hhs</p> <p>Lutheran Services www.lssne.org</p> |

Contact Information Bethzaida Marrero , Administrative Coordinator , TB Clinic, Baystate Mason Square Health Center, 413-794-9188, Bethzaida.Marrero@baystatehealth.org

BAYSTATE SPRINGFIELD EDUCATIONAL PARTNERSHIP (BSEP)

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| Brief Description or Objective | Baystate Springfield Educational Partnership (BSEP) is a community benefits initiative of Baystate Medical Center 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 | <p>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</p> |
| Goals | <p>Statewide Priority:</p> <ul style="list-style-type: none"> ▪ Promoting Wellness Of Vulnerable Populations ▪ Reducing Health Disparities <p>Goal 1 <u>Description:</u> Increase the enrollment of Springfield students in the BSEP program. <u>Status:</u> Complete</p> <p>Goal 2 <u>Description:</u> Increase the number of BSEP students that are accepted to college programs and graduate from college programs. <u>Status:</u> Complete</p> |
| Partners | <p>Springfield Public Schools www.sps.springfield.ma.us</p> <p>Springfield Technical Community College (STCC) www.stcc.edu</p> <p>Holyoke Community College (HCC) www.hcc.edu</p> <p>Pioneer Valley Life Sciences Institute www.pvlsi.org</p> <p>MassHire of Hampden County www.rebhc.org</p> <p>Tufts University School of Medicine www.medicine.tufts.edu</p> |
| Contact Information | Peter Blain, Manager, Baystate Springfield Educational Partnership, 55 Pratt Street, Springfield MA, 413-794-1671, peter.blain@baystatehealth.org . |

BAYSTATE FINANCIAL ASSISTANCE & COUNSELING

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| <p>Brief Description or Objective</p> | <p>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.</p> |
| <p>Program Type</p> | <p>Health Coverage Subsidies or Enrollment, Outreach to Underserved</p> |
| <p>Target Population</p> | <p>Regions Served: County-Hampden, Health Indicator: Access to Health Care Sex: All Age Group: All Ethnic Group: All Language: All, English, Spanish</p> |
| <p>Goals</p> | <p>Statewide Priority:</p> <ul style="list-style-type: none"> ▪ Address Unmet Health Needs of the Uninsured and Underinsured ▪ Supporting Healthcare Reform ▪ Promotion and Utilization of the Massachusetts Health Connector <p>Goal 1 <u>Description:</u> Provide financial counseling services and secure insurance sponsorship for uninsured or underinsured individuals requesting our support. <u>Status:</u> In progress</p> <p>Goal 2 <u>Description:</u> Screen all individuals and provide assistance in completing and submitting applicable applications. <u>Status:</u> In progress</p> <p>Goal 3 <u>Description:</u> Utilize the Massachusetts Health Connector for online application submission in an effort to obtain real time application approvals. <u>Status:</u> In progress</p> |
| <p>Partners</p> | <p>Community Outreach Worker Networking Organization</p> <p>Massachusetts Association of Community Health Workers www.machw.org</p> <p>Greater Springfield Senior Services www.gsssi.org</p> <p>University of Massachusetts Medical School (UMMS) www.umassmed.edu</p> |

Supplemental Nutrition Application Program (SNAP) www.fns.usda.gov/snap

Live Well Springfield www.partnersforahealthiercommunity.org

Massachusetts Health & Hospital Association (MHA) www.mhalink.org

Social Security Administration www.ssa.gov

**Contact
Information**

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

BAYSTATE MASON SQUARE COMMUNITY OUTREACH AND EDUCATION

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| 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 | <p>Regions Served: Springfield Health Indicator: All Sex: All Age Group: All Ethnic Group: All, Black/African American, Hispanic/Latino Language: All , English , Spanish</p> |
| Goals | <p>Statewide Priority:</p> <ul style="list-style-type: none"> ▪ Address Unmet Health Needs of the Uninsured ▪ Chronic Disease Management in Disadvantage Populations ▪ Promoting Wellness of Vulnerable Populations ▪ Reducing Health Disparity <p>Goal 1 <u>Description:</u> To increase overall health in the Mason Square community. <u>Status:</u> In progress</p> <p>Goal 2 <u>Description:</u> Educate Mason Square residents so they can advocate for their own health care needs. <u>Status:</u> In progress</p> |
| Partners | <p>Springfield Girls' Club Family Center www.springfieldgirlsclub.org</p> <p>Springfield Department of Health & Human Services www.springfield-ma.gov/hhs/</p> <p>HCS Headstart www.hcsheadstart.org</p> <p>Massachusetts Association of Community Health Workers www.machw.org</p> <p>Martin Luther King, Jr. Family Services www.mlkjrfamilyservices.org</p> <p>Urban League of Greater Springfield www.ulspringfield.org</p> <p>Springfield Partners for Community Action www.springfieldpartnersinc.com</p> <p>New North Citizens' Council</p> <p>Patient Experience Committee</p> |
| 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 . |

MIGHTY (MOVING, IMPROVING AND GAINING HEALTH TOGETHER AT THE Y)

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| <p>Brief Description or Objective</p> | <p>MIGHTY is community-based multi-disciplinary pediatric obesity treatment program. It is held at the Greater Springfield, Westfield YMCA and Greenfield 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.</p> | |
| <p>Program Type</p> | <p>Community Education, Direct Services, Health Screening, Prevention, Support Group</p> | |
| <p>Target Population</p> | <p>Regions Served: County-Hampden, County-Hampshire; County-Franklin 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, ASL, Vietnamese,</p> | |
| <p>Goals</p> | <p>Statewide Priority:</p> <ul style="list-style-type: none"> ▪ Address Unmet Health Needs of the Uninsured ▪ Promoting Wellness of Vulnerable Populations ▪ Reducing Health Disparities ▪ Chronic Disease Management in Disadvantage Populations <p>Goal 1 <u>Description:</u> 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. <u>Status:</u> In progress</p> | |
| <p>Partners</p> | <p>YMCA of Greater Springfield Springfield College University of Mass, Amherst campus Live Well Springfield Westfield YMCA Area schools and school nurses Pediatricians in Hampden, Franklin, & Hampshire County Mass In Motion</p> | <p>www.springfieldy.org www.springfield.edu www.umass.edu www.livewellspringfield.org www.westfieldy.org</p> |
| <p>Contact Information</p> | <p>Chrystal Wittcopp, MD, Baystate General Pediatrics, 140 High Street, Springfield, MA, 413-794-7455, chrystal.wittcopp@baystatehealth.org.</p> | |

**PARTNERS FOR A HEALTHIER COMMUNITY, INC.
D/B/A PUBLIC HEALTH INSTITUTE OF WESTERN MASSACHUSETTS (PHIWM)**

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| 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, PHIWM has partnered with over 100 organizations in various community benefits projects since its creation. BMC supports the core infrastructure of the PHIWM by donating \$250,000 annually plus additional in-kind services. PHIWM's mission is to build measurably healthy communities for all with equitable opportunities and resources through civic leadership, collaborative partnerships and policy advocacy. PHIWM does not provide direct services; rather it takes the role of neutral facilitator to promote community collaborations. In this role, PHIWM 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 | <p>Regions Served: County-Hampden; County-Hampshire; County-Franklin</p> <p>Health Indicator: Access to Health Care, Environmental Quality, Immunization, Injury and Violence, Other: Asthma/Allergies, Other: Dental Health, Other: Education/Learning Issues, Other: Teen sexual health, Other: Nutrition, Other: Parenting Skills, Other: Uninsured/Underinsured, Overweight and Obesity, Physical Activity</p> <p>Sex: All</p> <p>Age Group: All</p> <p>Ethnic Group: All</p> <p>Language: All</p> |
| Goals | <p>Statewide Priority:</p> <ul style="list-style-type: none"> ▪ Chronic Disease Management in Disadvantage Populations ▪ Promoting Wellness of Vulnerable Populations ▪ Reducing Health Disparities <p>Goal 1 <u>Description:</u> Health Access/Public Policy: Ensure that all Springfield families and children have equal access to quality medical, dental and mental health services. <u>Status:</u> In progress</p> <p>Goal 2 <u>Description:</u> Public Education for a Healthier Community: Increase public understanding about the impact of health disparities and shared community responsibility for reducing health disparities. <u>Status:</u> In progress</p> |
| Partners | Residents, non-profit agencies, schools, preschools, housing agencies, state associations and departments, city government, behavioral health and healthcare professionals, healthcare institutions and higher education |
| Contact Information | Jessica Collins, MS, Executive Director, PO Box 4895, Springfield MA, 01101-4895, 413-794-2520, jcollins@publichealthwm.org . |

TRANSGENDER SUPPORT GROUP

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| Brief Description or Objective | In partnership with UniTy of Pioneer Valley, this peer lead support group is a psychosocial support group for transgender individuals, their allies and all LGBTs. The confidentiality and location of the meeting at a Baystate facility 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 | <p>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</p> |
| Goals | <p>Statewide Priority:</p> <ul style="list-style-type: none"> ▪ Promoting Wellness of Vulnerable Populations <p>Goal 1 <u>Description:</u> To be a resource and support for transgender individuals and the broader community. <u>Status:</u> In progress</p> <p>Goal 2 <u>Description:</u> To provide a safe space for transgender individuals and their partners to meet and provide support to each other. <u>Status:</u> In progress</p> |
| Partners | UniTy of Pioneer Valley |
| Contact Information | Annamarie Golden, Director, Government and Community Relations, Baystate Health, 280 Chestnut Street, Springfield, MA 01199, 413-794-7622, annamarie.golden@baystatehealth.org . |

TRAUMA AND INJURY PREVENTION (TIP)

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| <p>Brief Description or Objective</p> | <p>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, Falls Prevention Initiative, Governor Patrick's Safe and Successful Youth Initiative Youth Advisory Board, AARP Senior Driving Class, Don't Hit the Street with Proper Car, Stop the Bleed, High School Distracted Driving, Hampden County DA/Springfield Police Gun Buy Back , BSEP education. Currently there are several programs that are in development.</p> | |
| <p>Program Type</p> | <p>Community Education, Health Professional/Staff Training, Health Screening, Prevention</p> | |
| <p>Target Population</p> | <p>Regions Served: County-Franklin, County-Hampden, County-Hampshire Health Indicator: Injury & Violence; Other: Drunk Driving; Other: Safety- Elder Driving; Other: Public Safety; Other: Safety; Other: Safety – Auto/Passenger; Other: Safety – Home; Other: Safety – Sports; Other: Adolescent Stress Management Sex: All Age Group: All Ethnic Group: All Language: English</p> | |
| <p>Goals</p> | <p>Statewide Priority: Promoting Wellness of Vulnerable Populations Goal 1 <u>Description:</u> 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. <u>Status:</u> In progress</p> | |
| <p>Partners</p> | <p>Baystate Medical Center Behavior Health/ Neuropsychology Department</p> <p>Brain Injury Association of MA</p> <p>Health New England</p> <p>Baystate Child Protection Team</p> <p>MA Prevent Injuries Now Network</p> <p>ROCA/SSYI</p> <p>Springfield Police Department</p> <p>Hampden County District Attorney</p> <p>Baystate Health Senior Class</p> | <p>www.baystatehealth.org</p> <p>www.biama.org</p> <p>www.hne.org</p> <p>www.masspinn.org</p> <p>www.rocainc.org</p> <p>www.springfieldpolice.net</p> <p>www.hampdenda.com</p> |

**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.

COMMUNITY BENEFITS EXPENDITURES

| PROGRAM TYPE | ESTIMATED TOTAL EXPENDITURES FOR FY 2018 | | APPROVED PROGRAM BUDGET FOR FY 2019 |
|---|---|--------------------|--|
| COMMUNITY BENEFITS PROGRAMS | Direct Expenses | \$5,444,398 | \$165,000 *Excluding expenditures that cannot be projected at the time of the report. |
| | Associated Expenses | \$0 | |
| | Determination of Need Expenditures | \$139,514 | |
| | Employee Volunteerism | \$0 | |
| | Other Leveraged Resources | \$4,408,086 | |
| | Total CB Programs | \$9,991,998 | |
| NET CHARITY CARE | HSN Assessment | \$5,742,016 | |
| | HSN Denied Claims | \$0 | |
| | Free/Discount Care (BMC Financial Assistance Program) | \$2,928,380 | |
| | Total Net Charity Care | \$8,670,396 | |
| CORPORATE SPONSORSHIPS | \$100,000 | | |
| TOTAL EXPENDITURES | \$18,762,394 | | |
| Net Patient Service Revenues for FY 2018 | | | \$1,144,609,219 |
| Total Patient Care Related Expenses for 2018 | | | \$1,018,000,019 |

OPTIONAL INFORMATION

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|--------------------|--------------|---------------------------|
| Bad Debt | \$18,625,048 | Certified: YES |
| IRS 990 Schedule H | \$84,989,821 | 2016 Tax Return (FY 2017) |