

Baystate Medical Center
Springfield, Massachusetts

FY 2019 Community Benefits Annual Report
October 1, 2018 – September 30, 2019

As filed with Massachusetts Office of the Attorney General

EXECUTIVE SUMMARY

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| ORGANIZATION | Baystate Medical Center 759 Chestnut Street, Springfield, Massachusetts 01199 413-794-0000 baystatehealth.org |
| PRIMARY SERVICE AREA | Hampden County |
| FACILITY TYPE | Not-for-profit |
| TOTAL LICENSED BEDS | 734 |
| NUMBER OF EMPLOYEES | 5,985.3 FTEs* |
| YEAR ESTABLISHED | 1883 |
| ETHNIC MIX OF PATIENTS INCLUDES INPATIENT & OUTPATIENT (EXCLUDES BAYSTATE REFERENCE LABORATORIES) | 51.2% White; 33.5% Hispanic; 10.6% Black; 1.3% Asian; 0.1% American Indian or Alaskan Native; 0.1% Native Hawaiian or Pacific Islander; 3.2% Other |
| PAYER MIX OF PATIENTS | 42,205 Inpatient Discharges 46.39% Medicare; 26.36% Medicaid; 23.59% Managed Care; 1.26% Non-Managed Care; 2.40% Other |
| ANNUAL EMERGENCY SERVICES STATISTICS | 79,800 Emergency Service Visits 35.33% Medicaid; 2.06% Free Care; 12.00% Healthnet; 0.51% Commonwealth Care; 50.10% 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, Massachusetts 01199 413-794-5516 nancy.shendell-falik@baystatehealth.org |
| COMMUNITY BENEFITS CONTACT | Annamarie Golden Director, Government and Community Relations 280 Chestnut Street, 6 th Floor, Springfield, Massachusetts 01199 413-794-7622 annamarie.golden@baystatehealth.org |
| HOSPITAL SERVICES | Baystate Medical Center is a 734-bed academic medical center based in Springfield, Massachusetts. Baystate Medical is home to western New England's only tertiary care referral medical center, Level I Trauma Center and Level II Pediatric Trauma Center, and neonatal and pediatric intensive care units. The medical center also includes Baystate Children's Hospital and the Wesson Women and Infants' Unit, and is the regional campus of the University of Massachusetts Medical School - Baystate. Baystate Medical is also the community's major referral hospital, providing the highest level of care for conditions such as cancer, acute, and chronic cardiovascular illness, nervous system illness, digestive illness, and other diseases that affect the major organs of the body. |
| DHCFP ID | 2339 |
| HEALTH SYSTEM | Baystate Health, Inc. |
| COMMUNITY HEALTH NETWORK AREA (CHNA) | #4 Community Health Connection (Springfield) |

*Based on FY 2019 data

COMMUNITY BENEFITS MISSION STATEMENT

Baystate Medical Center (BMC), in Springfield, Massachusetts 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 it serves. 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 its limited community benefits and charitable resources on upstream, population-based initiatives and interventions. In 2016, Mark Keroack, MD, MPH, President and CEO, Baystate Health, signed the **American Hospital Association's #123Equity Pledge**. With support from the Office of Government and Community Relations, Baystate is investing resources to increase awareness and build capacity among its 12,000 team members and community partners on related topics including cultural humility, health equity, social determinants of health, and implicit bias in health care.

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). BMC looks forward to sharing its 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 those 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, culturally 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 these 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 PRIORITY POPULATIONS

- Children and youth
- GLBQ+ and transgender youth
- Older adults
- People living on low-or-poverty level incomes
- People living unsheltered/homeless
- People living with disabilities
- People of color, particularly Latinos and Blacks
- People reentering society after incarceration
- People with mental health and/or substance use disorder (especially those with dual diagnoses)
- Refugees, both documented and undocumented

BMC's priority populations are publicized on the hospital website at baystatehealth.org/communitybenefits and the Massachusetts Attorney General's website.

KEY ACCOMPLISHMENTS OF REPORTING YEAR

The BMC Community Benefits Advisory Council (CBAC) continues to meet monthly (2nd Thursday) and provides 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 eight (8) 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), 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 the 2019 CHNA and will continue to do so in the development of the 2022 assessment. The 2019 CHNA was conducted to update the findings of the 2016 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 engaged **Public Health Institute of Western Massachusetts (PHIWM)** based in Springfield, Massachusetts, as the lead consultant to conduct the CHNAs. PHIWM was supported by three other consultant teams: Collaborative for Educational Services, based in Northampton, Massachusetts; Franklin Regional Council of Governments, based in Greenfield, Massachusetts; and Pioneer Valley Planning Commission (PVPC), based in Springfield, Massachusetts.

Following the CHNA, BMC developed a **Strategic Implementation Plan (SIP)**, formally known as the Implementation Strategy, required by Section 501(r), which documents the efforts of BMC to prioritize and address health needs identified in the 2019 CHNA. For the period of 2020-2022, BMC, in partnership with its CBAC, identified five (5) high-priority health needs to be the focus of current and future hospital community health planning efforts. BMC will address the focus areas 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 2019 CHNA and prioritization process are:

1. **EDUCATION:** BMC continues its commitment to increase access to educational and workforce opportunities, especially for priority populations identified in the 2019 CHNA.
2. **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.
3. **BUILT ENVIRONMENT:** Residents of the BMC service area continue to encounter barriers to care caused by many built environment elements including transportation, access to care, and food insecurity.
4. **FINANCIAL HEALTH:** BMC recognizes the importance of economic dignity and wealth creation for low- and moderate-income families as a predictor of health. BMC will continue to lift up and meet this need through its community partnerships and training/education plans.
5. **VIOLENCE AND TRAUMA:** The BMC service area has a great need for increased resources and coordinated care for individuals and families who are at-risk of, or have experienced(ing) various forms of violence and trauma. Gun violence in particular is of interest to BMC and was a sub-focus in the 2019 CHNA.

Key FY 2019 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.

Baystate Springfield Educational Partnership (BSEP): The BSEP program engaged 285 (unique number of participants is smaller) high school students from all Springfield High Schools and several charter and private schools. FY 2019 accomplishments include:

- Coordination of four pathology-based summer workshops for 56 students. The fall 2018 program cycle hosted 103 students and the spring program cycle hosted 116.
- Coordination of summer internships at BMC for 15 graduating seniors from Springfield. BSEP trained (5) students as certified nursing assistants, one (2) lab assistant, five (5) phlebotomists, two (2) operating room assistants, and one (1) pain management office assistant.
- Placement of 14 students in work experience throughout the year as part of the Workforce Innovation and Opportunity Act (WIOA) program. Increases in the minimum wage are beginning to impact the number of students that can have a work experience under the grant.
- Coordinated participation and research experience for two Springfield students in the Teacher and High School Students (TAHSS) program at Tufts Medical School.
- Participation of three rising BSEP seniors in breast cancer research at the Pioneer Valley Life Science Institute (PVLISI).
- Coordination of the Baystate Summer Scholars program for 11 undergraduate students from the local area. Ran a precursor course on research methods for 15 students for 10 weeks over the summer of 2019.
- Awards for 21 former BSEP participants \$25,000 in scholarships to support their pursuit of undergraduate and graduate education. Total Baystate scholarships awarded to date now exceeds \$695,000.
- Creation of a public service announcement (PSA) on distracted driving by the second level public health class. Created in partnership with Baystate's Trauma Services and Focus Springfield (local public access television station), the PSA launched fall 2019 and will be used for a number peer education events.

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 PHIWM 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 the region. PHIWM's 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, Berkshire, and Franklin Counties. Tailored projects address healthy eating and physical activity (Live Well Springfield), asthma (Pioneer Valley Asthma Coalition), and adolescent sadness and depression (YEAH! Network). PHIWM also initiated a new collaboration to bridge healthcare and social services and are part of the Medicaid ACO BeHealthy Partnership. PHIWM continues to build capacity through community based research and evaluation by using data to inform interventions and enhance impact.

FY 2019 accomplishments include:

- The Pioneer Valley Asthma Coalition had success with increasing awareness of air quality, housing strategies to mitigate asthma expanded to Holyoke and continued work with Springfield Public Schools to educate about asthma prevention.
- Live Well Springfield (LWS) initiative had another successful season of the GoFresh Mobile Market with stops in 11 out of the 17 Springfield neighborhoods. LWS created a Resident Advisory Council that is at the center of many strategies including a new effort addressing climate change and health equity funded by the Kresge Foundation. LWS also championed an exciting effort in Age Friendly Place Making and Springfield is the first city in the nation to receive a triple designation of: Age Friendly, Dementia Friendly and Baystate Health received an AgeFriendly Healthcare Designation. Springfield Public Schools embraced the "Breakfast After the Bell" policy that ensures all students can take advantage of breakfast if they wish and there is no time pressure in the morning. Also, advocacy on regional transportation budgets continue and PVTA did adapt their services to meet Age Friendly requests.
- Springfield Healthy Homes took their project to scale and continues to serve 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, PHIWM set up a system for healthcare and community agencies to screen and educate residents, and if they desired, assess and remediate their homes for asthma triggers. Asthma exacerbation incidences decreased and emergency department use continues to be tracked. Feedback from families that received this education and home services were unanimously positive and grateful. The Springfield Healthy Homes work also expanded its focus to lead abatement in 2019. In partnership with the City, PHWM is helping to roll out communications and services to provide lead abatement to any resident of Springfield.
- PHIWM continues to sophisticate the region's access to local data. PHIWM worked with the Coalition for their 2019 CHNA. PHIWM implemented the Youth Health Survey and Youth Risk Behavior Survey in Springfield Public Schools and PHIWM released the second Springfield Health Equity report in 2019, which describes health outcomes through a lens of race and ethnicity. Several indicators show a continued inequity between whites and black and brown people. As described in the report, social determinants of health, as well as current and historic systems and laws, continue to perpetuate inequitable access to basic human needs that create poor health outcomes. PHIWM also created a Status of Women report for the Women's Foundation of Western Massachusetts.

- Bridging healthcare and social services effort continues to deepen. PHIWM administered a regional social service sector assessment and brought and led cross sector efforts with Accountable Care Organizations. In 2019 PHIWM focused on creating a community resource database through the online platform, Aunt Bertha, called **413Cares**. This software allows for anyone to search for resources and also for providers to do “closed referrals” as needed. PHIWM partnered with both the Human Service Forum and many community based organizations as well as healthcare entities. There are several projects at play that are creating links between health centers and basic needs like transportation, food, arts and culture, and housing. Each is being tracked both for program quality and policy/systems change advocacy. Baystate’s CBACs in Hampden County are committed to serve as partners for 413Cares by disseminating and updating resources as able.

Financial Counselors assisted over 23,00 patients and processed and completed over 3,500 applications in FY 2019 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 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 2019, these community training sites for our Medical Residency Program provided continuity of care for 25,194 unduplicated patients and over 96,744 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 (BMSNHC) 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 2019 include:

- **October 2018 HIV/AIDS Awareness Month:** Coordination of a mini HIV/AIDS health fair in on Friday October 5, 2018 from 11am-3pm. Provided information as follows for 60+ people who stopped by the display table: Facts about HIV/AIDS; What is the difference between HIV & AIDS; How to prevent becoming HIV positive; Men & women counseling & testing; Post-test session and what to expect; What a positive HIV test results means; HIV-Am I at RISK?; and HIV Q&A pamphlets.
- **October 2018 Child Health Month:** Coordination of a mini Children’s Health Fair on Friday October 12, 2018 from 11am to 3pm. Liaison was joined by WIC North to provide information to 75+ people. WIC provided nutrition education for women and babies. Liaison provided information

about the importance of pre-natal care, flu and child vaccination, colds and symptoms, and prevention by teaching children to wash their hands often.

- **October 2018 Breast Cancer Prevention:** Coordination of a mini health fair on the "Importance of Early Detection" by having an annual mammogram to prevent breast cancer on Friday October 19, 2018 from 10am-3pm. Forty-two people were engaged at the fair. Three women stated that they were breast cancer survivors and spoke about the importance of early detection via a mammogram. Breast cancer literatures and pins were distributed.
- **November 2018 National Diabetes Awareness Month:** Coordination of a mini diabetes awareness fair on Thursday November 1, 2018 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 and English languages from 10am to 3pm to 70+ 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. Apples and water were distributed.
- **November 2018 The Importance of Colon Cancer Screening:** Coordination of a mini colorectal cancer fair on November 14, 2018. Engaged approximately 45 people ages 40 and older about the importance of colon cancer screening. The first recommendation was having a colonoscopy, but if the patients chose not to, then the liaison gave out information about the stool testing as another option for colorectal cancer screening. Of the 45 participants, three had colonoscopies within the last two years; 1 had been diagnosed with colon cancer and is a survivor; 4 agreed to book an appointment for a colonoscopy; others had relatives who had colon cancer, while 1 stated that he was afraid of the colonoscopy screening process. Booklets on The Importance of Colon Cancer Screening (in Spanish and English) were distributed.
- **November 2018 Great American Smoke Out:** Coordination of an Annual Mini Great American Smoke Out Fair on Thursday November 15, 2018 from 10am-2pm for approximately 60 people. Liaison was joined by Springfield Health & Human Services Tobacco Program. Information displayed included: Before You Light Up, Look Down (at your child and quit for your child if not for self); Secondhand smoke; Over Coming Excuses; Why Quit?; How to Quit Smoking; Preparing to Quit; Facts about Cigarette Smoking; You can quit smoking! Talk with your doctor; Smoking: Facts and Quitting Tips for Black Americans.
- **December 2018 World AIDS Day:** Coordination of a mini health fair in recognition of World AIDS Day. Engaged 13 men and 26 women about the importance of knowing their HIV status. Referred 6 of the men and 10 women to BMSNHC's HIV Counseling Testing Department to get counseling and be tested for HIV.
- **January 2019 Annual Coat Drive:** Collected and distributed over 500 coats; 60 pairs of gloves; 30 hats; 20 scarves; and 25 other items from staff and various community organizations including The Noble Warriors' Old Hill Youth Sports & Mentoring Program (150 men, 60 teen boys and 25 small children coats); Mason Square C-3 Policing (50 coats); Burlington Coat Factory (80 coats); and doctors and other staff of BMSNHC (175 coats).
- **February 2019 Healthy Heart Month:** Coordination of a Healthy Heart Mini Fair for all on Friday February 15, 2019 from 10am-3pm. Information distributed included: The Healthy Heart Diet; Managing Stress; How Heart Disease Develops; The Effects of Heart Disease; Preventing Heart Attacks; Destination Heart Healthy Eating; Quit Smoking; How Smoking Affects the Heart; Second Hand Smoke; Fast Guide to How to Quit Smoking; Eating a Heart Healthy Diet; Your Heart Rate & Hitting Your Target; Women or Men – Who Has a Higher Risk of Heart Attack. Engaged approximately 50 people through the fair.
- **March 2019 Nutrition Awareness Month:** On Friday March 9, 2019 liaison was joined by WIC

North and the health center's Dietician in coordinating a Nutrition Awareness Health Fair in the front lobby. Over 74 patients were engaged. Portioned plates were provided to 50 patients who completed a nutrition survey. Information distributed included: 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 and women serving size; calories intake; limit saturated fats, added sugars and sodium; get enough vitamins, minerals and fiber; other additional nutrients such as protein, carbohydrates and sugar; and check labels on the food we buy.

- **June 2019 National Sickle Cell Disease Awareness Day:** On Wednesday June 19, 2019 the liaison was joined by the CAB in coordinating an annual sickle cell disease fair from 12pm-4pm. One of the goals of the fair was to encourage and promote a bone marrow donor registration drive. Of the 68 people who stopped to talk with us, 21 people registered to become bone marrow donors.
- **July 2019 Annual Mason Square Initiative Community Family Day Fair:** Held on Saturday July, 2019, Hennessey Park in the Bay Area Neighborhood of Mason Square. BMSNHC had a display table with information about the services provided at the clinic. Approximately 500 people attended throughout the day. Liaison was joined by Dr. Andrew Balder and both distributed free give away items such as bags, water bottles, pens, pill boxes, coloring books, stress balls, and blow up soccer balls.
- **August 2019 National Health Center Week:** On Friday August 9, 2019 from 2pm-4pm the liaison took the lead in coordinating the Annual Baystate Mason Square Neighborhood Health Center National Health Center Week Celebration. There were 54 organizations displaying their community resources for the 500+ people who came out to seek information from the resource vendors. The clinic served 200 hot dogs, 200 hamburgers, 50 veggie burgers, 100 ears of corn, tossed salad, 400 bags of chips, and 450 bottles of water. A staff member, Wilfredo Guzman, served as DJ and provided music for the event. Many awards were presented including a Special Proclamation from Springfield Mayor Sarno to Mable Sharif and Dr. Balder, BMSNHC Medical Director; State Representative Bud Williams presented a Citation to BMSNHC; Ward 4 City Council E. Henry Twiggs presented a Recognition Award to BMSNHC via Councilman Jesse Lederman; and School Committee Member Barbara Gresham presented a School Committee Citation to the founding members of the Neighborhood Health Center which is presently BMSNHC.

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 provides 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 1,046 clinic visits in FY 2019. BRTP served the community with 729 physician's visits and 317 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 BRTP patients within the community. TB Clinic is held every Tuesday morning at BMSNHC. Care is provided to adult patients weekly and pediatric patients are seen once a month. In addition to providing

on-site medical care, BRTP providers serve as consultants to community providers caring for patients with latent and active tuberculosis. There is one specific TB Clinic physician, Dr. Sybille Liautaud, that provides special TB Clinics visits 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 to care of patients who could not be supported by their local Board of Health nurses. 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 seen an increase number of patients that are coming from Central America. We continue to see a larger number of patients arriving from Nepal, India, 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 the 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. The FAC Mental Health Team continued to experience a very busy year and saw a total of 5,498 visits in FY 2019 compared to 5,137 in FY 2018. In total, 699 patients were seen, with 178 of those being new to FAC. 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 1,200 adults, children, and their families.

The FAC continues to strengthen its presence in the community as a dynamic, trauma-focused Children's Advocacy Center. It is of paramount importance to provide trauma-focused, culturally sensitive services to patients, their families, and the community. As a result of grant resources over the years, the FAC has been able to not only ensure that their staff is fully trained to provide these services but has also been able to extend these training opportunities to the community.

The Victims of Crime Act (VOCA) grants, Trauma Focused Assessment and Treatment Program, and the Homicide Bereavement Program provided over \$775,000 in FY 2018 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 FY 2019 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. 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 Springfield Republican as well as Masslive for its work.

The Suicide Bereavement Program, which received its funding in FY 2018, continues to meet its main goals 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 and Spanish.

The FAC continues to support the 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, the FAC has 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 Community Advisory Council in Greenfield, and attends the Franklin County Case Review meetings.

The FAC was awarded a third Substance Abuse and Mental Health Services Administration / National Child Traumatic Stress Initiative grant in October 2016, allowing the FAC to expand its training throughout Massachusetts and into Puerto Rico. It is a five -year, \$2 million 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.

The **Baystate Health Sciences Library's Patient and Consumer Health Information Services** continues its 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 procedures, 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 three-dimensional anatomical models. Many community residents, patients, families, and other members of the general public also come to the library to look up general health information or to use the library's personal computers to access health related web sites or licensed resources that the library subscribes to. Most often health consumers require assistance in identifying and locating information and library staff are available weekdays 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 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 its best-known licensed databases, such as UpToDate or Lexicomp, available in multiple languages, and provide current, reliable, and non-commercial information 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, 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 Consumer Health Information subject guide, via the library's website. 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 individuals asked for background information on common medical conditions, both chronic and acute illness, or requests for information on medical therapies or procedures. When individuals 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 care provider.

MIGHTY (Moving, Improving and Gaining Health Together at the Y) is a community-based, multi-disciplinary, pediatric, obesity treatment program. It is held at multiple locations including the YMCA of Greater Springfield, YMCA of Greater Westfield, YMCA in Greenfield, and most recently, the Scantic Valley YMCA located in Wilbraham. MIGHTY includes 14 two hour sessions of physical activity, nutrition, and behavior modification, over a one year period. It targets children and adolescents age 5-21. Sessions are augmented by individual exercise training, weekly phone calls, monthly group activities, cooking classes, free swimming lessons, behavioral health consults, and gardening experience. In addition, participants and their families are given a free six-month membership to their local YMCA. Ongoing monthly maintenance groups are available to all previous program participants. In FY 2019 the MIGHTY program in Springfield had a very successful and busy year, enrolling and serving over 118 obese children and their families, and continues to expand with several new programmatic options and increased staff for both exercise and nutrition. Expansion of MIGHTY to Westfield, Greenfield, and Wilbraham was made possible through a two-year grant from Kohl's Cares.

The **Trauma and Injury Prevention (TIP) Program** staff coordinated and participated in many community events. *Brains at Risk* raised awareness about traumatic brain injury 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 Massachusetts. 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 develops 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. TIP offers two falls prevention programs:

- **Balance Act:** 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 Erin Jarosz, Clinical Supervisor, Baystate Rehabilitation Care. FPI is an offspring of 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 has implemented validated screening questionnaires. Baystate Rehabilitation Department offers both Physical and Occupational Therapy Falls Prevention specialized therapy using standardized assessments and pre/post survey questionnaires. Dr. Susan Kartiko, Baystate Trauma Surgeon, is the principle investigator for a study of fall risk patients. The program has been regionalized at Baystate Franklin Medical Center, Baystate Wing Hospital, and Baystate Mary Lane Outpatient Services. The FPI program won Honorable Mention for the President's Safety Award. It has also lead to a publication in the Journal of Trauma, entitled "*Falls Prevention Initiative: A Fall Screening and Intervention Pilot Study on the ambulatory Setting*". All of Health New England Medicare Advantage enrollees will get their co-pay reimbursed if they complete the eight session physical therapy program.

TIP continues to participate in former state 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. TIP has also collaborated on the Hampden County District Attorney's Victim Rights Conference.

TIP and the Baystate Health 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 drivers 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.

TIP has been educating community members on Stop the Bleed (STB). 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. TIP started a Western Massachusetts STB coalition and has educated approximately 4,000 individuals. TIP received a grant from Western Massachusetts Homeland Security Advisory Council to purchase more STB kits. TIP participated in the first Western Massachusetts National STB day.

TIP collaborated with Pope Francis High School on a Distracted Driving Campaign. The classes were presented with a short Power Point presentation about distracted driving. Students then had to come up with a message using any mode of media. Some of the students came up with a short video. Others came up with a parent's pledge that was distributed to all. TIP also worked with BSEP students and launched: One Notification Can Be Your Final Destination, a public service announcement created by local high school students. Watch what happens when a car fills up with friends and the driver is tempted to read a text while behind the wheel. The impact of distracted driving can have devastating consequences. In collaboration with the Baystate Springfield Educational Partnership, Baystate Health's Injury Prevention,

and Focus Springfield (Springfield Community Access Television), local high students participated in a workshop this past summer that focused on how distracted driving affects young people. Using what they learned, students developed a distracted driving public service announcement to build advocacy and promote community awareness.

Other TIP activities include:

- Collaboration with Hampden County District Attorney's office and the Springfield Police for a Gun Buy Back event.
- Provision of education to BSEP and Pediatric Residents on Sexual Assault Forensic Evidence Collection.
- Provision of education to the BMC ED Residents on their Disaster Day at Six Flags. They were given information on medications to prevent excessive blood loss.
- Coordination of a car seat campaign Don't Hit the Street without the Proper Car Seat. The flyer was placed in all Baystate areas that provide care to children. It was shared with the injury prevention coordinators in the state to use at their facilities. It was successfully shown digitally at all Registry of Motor Vehicles locations across the state. TIP collaborated with the Executive Director and Mandi Summers (Car Seat Technician coordinator) and held two car seat installation sessions at various fire departments.
- Collaboration with TIP Parent Education to redesign their booklet Keep your Child Safe. Plans to distribute this booklet to young women at ROCA.
- Collaboration with Veterans Affairs Central Western Massachusetts Health Care System and One Call Away for our first Veteran Conference: Crisis Intervention and Supporting the Unique Health Care Needs of our Veterans.

TIP Committees and Facilitation of events:

- BMC Community Benefits Advisory Board
- Hampden County Healthy Improvement Plan (HCHIP)
- Child Fatality Team
- MA Prevention Injuries Now Network
- Continuing Education Retreat Planning Committee
- Child Protection Team
- Nurse luncheon Pedi Trauma education classes

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'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 Determination of Need (DoN) funding to address community health needs. DoN funding is required by Massachusetts Department of Public Health (DPH) 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 funded the following community-based organizations and community health initiatives through the Better Together program in FY 2019:

- **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, and resident empowerment. Funding ended 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 ended 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 ended in 2019.

In FY 2019, Baystate's Office of Government and Community Relations offered **Anatomy of a Grant**, a FREE introductory, hands-on, interactive grant writing course to local non-profit organizations. The course took place over eight sessions, 3.5 hours per session. Anatomy of A Grant is designed for those who are relatively new to grant writing, but may also serve as a refresher for those with previous grant writing experience. The ideal participant is a staff person of a local non-profit with serious interest in learning/developing skills in grant writing. Two cohorts completed this course in FY 2019, with a total of 24 participants.

Anatomy of a Grant Course Outcomes:

1. Understand the grant writing process
2. Know the key components of grants "Anatomy of A Grant"
3. Learn to research potential funders/funding sources including foundations, local, state, and federal government
4. Learn to research statistical data, demographic information, etc.
5. Develop program idea into a completed grant proposal

In FY 2019, Baystate Health invested funding to support the **Hampden County Healthy Improvement Plan (HCHIP)**. Pioneer Valley Planning Commission and Public Health Institute of Western Massachusetts are the conveners of the HCHIP, with support from Baystate Health. For the past eight years, Hampden County has ranked 14th in respect to overall health outcomes according to the County Health Rankings and Road Map produced annually by the Robert Wood Johnson Foundation. The HCHIP is a county-wide network aimed at improving Hampden County's health ranking by focusing on the following five domains: Health Equity; Behavioral Health; Primary Care, Wellness, and Preventative Care; Healthy Eating and Active Living; and Public Safety, Violence & Injury Prevention. Quarterly network gatherings and monthly domain meetings are held continuously throughout the year to discuss strategy development and indicator monitoring.

BMC serves on the Action Tank for **MassMutual Foundation's Live Mutual Project (LMP)** serving the North End of Springfield. The LMP brings together community partners and resource to revitalize the North End neighborhood through the lenses of workforce development, community resource sharing, and

financial workshops. New North Citizens Council serves as a lead community organizer for this project. The Action Tank consists of community residents and other partner organizations including Springfield Public Libraries, Way Finders, and Brightwood Health Center.

The University of Massachusetts Medical School – Baystate (UMMS-Baystate) regional campus, home to the **Population-based Urban and Rural Community Health (PURCH)** medical student track, has become a trusted partner to the Baystate Health CBACs. Representatives from the PURCH track are active participants at each group and collaborate with members on initiatives such as recruitment of UMMS-Baystate Community Faculty, Population Health Clerkship preceptors, Standardized Patients, Admissions Committee interviewers, and Poverty Simulation participants. The PURCH track community-based educational experience is framed and informed by the work of CBACs in addressing CHNA priority goals. In the BMC service area, PURCH students have been able to partner with community organizations such as the Martin Luther King Jr. Family Services and Square One.

Plans for Next Reporting Year

In FY 2020, BMC, in partnership with its CBAC, will continue to engage and partner with the community to address unmet health care needs of residents. In addition to supporting local community-based efforts, 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 its target populations. BMC will expand efforts to communicate to the general public about its community benefits activities, investments, and partnerships through press coverage, social media, and other means as appropriate.

Community Engagement

The CBAC, in collaboration with the Coalition of Western Massachusetts Hospitals/Insurer, plans on expanding in the area of community engagement for the 2022 CHNA. Increased opportunity for community engagement will come through the following three strategies:

1. Community conversations - large gathering where the Coalition invites community stakeholders to discuss community health and social needs over a meal.
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
3. Community Forum – the Office of Government and Community Relations, alongside the BMC CBAC, will plan a community forum to share out on the community benefits program at Baystate and engage residents on ways that Baystate can further its community impact.

The Office of Government and Community Relations will integrate these findings in the 2022 CHNA. Community engagement efforts related to the 2019 CHNA will be summarized through a *Community Engagement Report* to be released in 2020, as a supplement to the CHNA.

As part of the new Attorney General 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.

Community Benefits Advisory Council

The BMC CBAC will work with Baystate's Community Benefits Specialist on developing policies and procedures for the CBAC in FY 2020. Collaboratively, they will brainstorm and implement detailed documentation around a community benefits mission and vision statement, a revised CBAC charter, and standardized membership processes across the health system.

The Office of Government and Community Relations intends to convene a system-wide **CBAC retreat** for all internal and community members. This would be the first gathering of its kind for Baystate. The aim of the CBAC retreat is to provide a space for members to network, share updates around their respective hospital's community benefit work, and participate in work groups to build out a community benefit mission and vision statement, as well as revise the current charter and membership processes.

Training and Capacity Building

BMC, with support from the Office of Government and Community Relations, will identify training

opportunities to build capacity among its community partners on related topics including, but not limited to: cultural humility, health equity, social determinants of health, implicit bias in health care, data (qualitative/quantitative), and program evaluation. BMC intends to engage the Public Health Institute of Western Massachusetts to facilitate and implement these capacity building trainings.

Opportunities for Funding

In an effort to increase accessibility and the 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 Baystate's 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 be submitted online via this upgraded system and according to the corresponding funding cycle (three per year). Funding decisions will remain at the local hospital leadership level.

The BMC CBAC, with support from the Office of Government and Community Relations, will release a Better Together Request for Proposal (RFP) in FY 2020 and award funding to local community-based organizations and community health initiatives that address BMC's health priorities identified in the 2019 CHNA. For this RFP, the BMC CBAC voted to seek proposals specifically targeting Education as a social determinant of health.

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 launched a Community Health Worker (CHW) 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 CHWs, 2. Case management/community resource database IT platform, and 3. CHW pilots. Baystate will also be engaging the Massachusetts Community Health Worker Association to launch a western Massachusetts chapter.

Public Health Institute of Western Massachusetts (PHIWM)

Plans for FY 2020 include the following:

- LWS will be holding several community discussions with regard to the Age Friendly Movement and Climate Justice and Health Equity planning.
- Release a Youth Health Survey report based on Springfield Public School student health in grades 8, 10, and 12.
- Release Public Health Issue Brief on violence toward youth and women as a means of galvanizing community discussions and strategizing around interventions that will address both sexual health and mental health indicators.
- Create robust 413Care Community resource database that provides much needed information about basic human needs resources.
- Scale the Pioneer Valley Asthma Coalition Healthy Homes work including remediation for

- elderly falls, lead abatement and asthma prevention work.
- Create regional policy advocacy agenda for policies and resource allocation that addresses regional inequities for services in western Massachusetts.

Community Liaison and Outreach specialist

Plans for FY 2020 include the following:

- 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.

COMMUNITY BENEFITS PLANNING PROCESS

Community Benefits Leadership Team

The BMC CBAC and Baystate Health Board of Trustees are actively involved in overseeing community benefits activities and investments. In July 2010, the Baystate Health Board of Trustees assigned oversight of community benefits to the Baystate Governance Committee. Through regular board meetings, internal hospital meetings, and leadership activities, Baystate is actively involved in shaping community benefits activities and investments provided throughout the system. Throughout FY 2019, the system's Vice President, Government and Community Relations, under the direction of the Sr. Vice President, Marketing, Communications, and External Relations, supervised the Director of Community Relations.

Community Benefits Team Meetings

The Baystate Health 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 Massachusetts Attorney General and IRS. Annually, the Office of Government and Community Relations provides updates to the Baystate Health Board of Trustees, Baystate Health 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. Arise for Social Justice
6. Baystate Mason Square Health Center Community Advisory Board*
7. Behavioral Health Network (BHN)
8. Caring Health Center
9. Center for Human Development (CHD)
10. Coalition of Western Massachusetts Hospitals/Insurer
11. Community Foundation of Western Massachusetts
12. Develop Springfield
13. Dress for Success Foot in the Door
14. Educare*
15. Embrace Race
16. Food Bank of Western Massachusetts
17. Gandara Mental Health Center
18. Gardening the Community
19. Hampden County District Attorney's Office
20. Hampden County Health Coalition
21. Healing Racism Institute of Pioneer Valley
22. Health New England (HNE) *
23. Link to Libraries
24. Local Boards of Health (Amherst, Chicopee, Holyoke, Northampton, Springfield, West Springfield*)
25. Massachusetts Department of Public Health (Massachusetts DPH)
26. Massachusetts Public Health Association (MPHA)
27. Martin Luther King, Jr. Family Services/Mason Square Health Task Force
28. Mass in Motion
29. Massachusetts Association of Community Health Workers
30. MassMutual Foundation
31. Medical Home Work Group for Children with Special Needs
32. Men of Color Health Awareness (MOCHA)
33. MetroCare of Springfield*
34. MotherWoman
35. New North Citizens' Council (NNCC) *
36. Parent Villages
37. Perinatal Support Coalition of Hampden County
38. Pioneer Valley Asthma Coalition
39. Pioneer Valley Planning Commission (PVPC)
40. Project Baby Springfield
41. Project Coach*
42. Public Health Institute of Western Massachusetts (PHIWM) *
43. Revitalize CDC*
44. ROCA

45. Ronald McDonald House
46. Smart Transit to HealthCare
47. Springfield Boys and Girls Club Family Center
48. Springfield Department of Health and Human Services
49. Springfield Food Policy Council
50. Springfield Police Department/C3 Initiative
51. Springfield Pregnant & Parenting Teen Project
52. Springfield Public Schools
53. Square One*
54. Stavros Center for Independent Living*
55. Supplemental Nutrition Application Program (SNAP)
56. Training and Workforce Options*
57. UniTy of Pioneer Valley
58. Way Finders*
59. Wellspring Cooperative
60. Western Massachusetts Health Equity Network (WMHEN)
61. Women, Infants, and Children (WIC)
62. YMCA of Greater Springfield

*BMC CBAC member

COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA)

In 2019, BMC, in partnership with the Coalition, conducted a 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 2016 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 PHIWM as the lead consultant to conduct the CHNAs. PHIWM was supported by three other consultant teams: Collaborative for Educational Services, Franklin Regional Council of Governments, and Pioneer Valley Planning Commission (PVPC).

Organizational Policy

Per the Internal Revenue Service (IRS) and the Massachusetts Office of the Attorney General, each non-profit hospital must conduct a formal 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 and/or 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

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.

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 2019, BMC, in partnership with the Coalition, conducted a CHNA of the combined and shared geographic area served by Baystate Medical Center pursuant to the requirements of Section 501(r) of the Internal Revenue Code (“Section 501(r”).³ The CHNA report and findings were published on the hospital’s website in 2019.

Community Health Needs Assessment Findings

The 2019 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 continues to experience many of the same prioritized health needs identified in BMC’s 2016 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 priority populations, which include children, older adults, Latinos, Blacks, GLBQ+ and transgender 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

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.

and work needs to be continued.

Below is a summary of the prioritized community health needs identified in BMC's 2019 CHNA.

SOCIAL AND ECONOMIC DETERMINANTS THAT IMPACT HEALTH

- Social Environment
- Housing Needs
- Lack of Access to Transportation, Healthy Food, and Places to be Active
- Lack of Resources to Meet Basic Needs
- Need for Financial Health
- Educational Needs
- Violence
- Environmental Exposures

BARRIERS TO ACCESSING QUALITY HEALTH CARE

- Insurance and Health Care Related Challenges
- Limited Availability of Providers
- Need for Culturally Sensitive Care
- Need for Transportation
- Lack of Care Coordination
- Health Literacy and Language Barriers

HEALTH CONDITIONS AND BEHAVIORS

- Mental Health and Substance Use
- Chronic Health Conditions
- Infant and Perinatal Health
- Sexual Health
- Alzheimer's Disease and Dementia

Consultants/Other Organizations

BMC is a member of the Coalition, a partnership between eight (8) 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), 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 2019 CHNA. This assessment was conducted to update the findings of the 2016 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 PHIWM as the lead consultant to conduct the CHNAs. PHIWM was supported by three other consultant teams: Collaborative for Educational Services, Franklin Regional Council of Governments, and Pioneer Valley Planning Commission (PVPC).

The following organizations, community stakeholders, and public health experts were interviewed:

- Adamopoulos, Ava, Program Director, Boys and Girls Club of Springfield
- Avery, Jennifer, Reentry Caseworker, Franklin County Sheriff's Department
- Bakowski, Lisa, Principal, Edward P. Boland School
- Berkowitz-Gosselin, Leah, Clinical Social Worker, Baystate Family Advocacy Center's Homicide Bereavement Program
- Brzezinski, Jen, Reentry Caseworker, Franklin County Sheriff's Department
- Caisse, Edward III, High Risk Reentry Program Coordinator, Hampden County Sheriff's Department
- Calabrese, Jessica, Community Health Center of Franklin County
- Carey, Cameron, Community Health Center of Franklin County
- Caulton-Harris, Helen, Commissioner of Public Health, City of Springfield
- Chartrand, Ken, Reentry Coordinator, Franklin County Sheriff's Department
- Cluff, Ben, Veterans' Services Coordinator, Massachusetts Department of Public Health, Bureau of Substance Use Services
- Ewart, Jared, Community Health Center of Franklin County
- Ferderman, Julie, Health Director, Town of Amherst
- Gonzalez, Joesiah, Director of Youth Services, New North Citizen's Council
- Hamilton, Wes, Community Health Center of Franklin County
- Heidenreich, Maria, Community Health Center of Franklin County
- Hoynoski, Arcey, Community Health Center of Franklin County
- Hyry-Dermith, Dallya, Supervisor, Massachusetts Department of Public Health, Division for Perinatal, Early Childhood and Special Needs, Care Coordination Unit
- Jacobson, Allie, Community Health Center of Franklin County
- Judd, Christine, Director, Roca Springfield and Holyoke
- Kaplan, Lawrence, Developmental Pediatrician, Shriners Hospital for Children-Springfield
- Laurel, Charles, Clinician, Franklin County Sheriff's Department
- LeBlanc, Ashley, Nurse Navigator, Mercy Hospital Cancer Center
- Luippold, Susan, Community Health Center of Franklin County
- Margosian, Alex, LICSW Clinician, Franklin County Sheriff's Department
- Mercado, Reuben, Reentry Caseworker, Franklin County Sheriff's Department
- Nash, Shirin, Pathologist and Cancer Committee Outreach Coordinator, Mercy Hospital Cancer Center
- Neubauer, Deb, Clinician, Franklin County Sheriff's Department
- Petrie, Maegan, Community Health Center of Franklin County
- Phillips, Kelly, Founder and Director, KP Fit
- Pliskin, Ariel, Clinical Intern, Franklin County Sheriff's Department
- Sayer, Ed, Community Health Center of Franklin County
- Schwartz, Levin, Director, Clinical and Reentry Services, Franklin County Sheriff's Department
- Van der Velden, Allison, Community Health Center of Franklin County
- Velis, Stephanie, Oncology Program Coordinator, Mercy Hospital Cancer Center
- Walker, Phoebe, Director of Community Services, Franklin Regional Council of Governments
- Welenc, Susan, Community Health Center of Franklin County
- Wheeler, Felicia, Mother and Advocate

CHNA Data Sources

The primary goals of the 2019 CHNA were to update the list of prioritized community health needs identified in the 2016 CHNA and to the extent possible, identify potential areas of action. The prioritized health needs identified in the 2019 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 five (5) focus groups, forty seven (47) chats, two (2) community conversations, and sixteen (16) key informant interviews conducted for BMC;
- Analysis of findings from an additional seven (7) focus groups and thirty-four (34) key informant interviews conducted for other Coalition members and considered relevant for this CHNA;
- Review of existing assessment reports published since 2016 that were completed by community and regional agencies serving BMC's service area.

To the extent possible given data and resource constraints, priority populations were identified using information from focus groups and interviews as well as quantitative data stratified (or broken down) by race/ethnicity and age. Quantitative analysis (secondary data from DPH, Massachusetts 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 734-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). 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 (270,000 people), and 91% of Hampden County is classified as urban (US Census, 2013-2017). Smaller communities exist to the east and west of this central core area. Many of these communities have populations under 20,000 people. 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. The service area has more racial and ethnic diversity than many other parts of western Massachusetts. County-wide, 24% of the population is Latino, 8% is black, and 2% is Asian (ACS, 2013-2017), though this diversity is not equally spread throughout the region and tends to be concentrated in the urban core.

A substantial proportion of the county's population is from other countries. In 2017, 22% of the state's immigrants came to western Massachusetts. West Springfield has welcomed the highest proportion in Hampden County; 15% of the city's population are foreign-born (US Census, ACS, 2013-2017). The current political climate has exacerbated threats to immigrant health related to the behavioral, cultural, and structural systems that determine individual health decision on a daily basis. According to the MDPH, in the past 5 calendar years (2014-2018), there were 2,314 refugees with health assessments in western Massachusetts. This assessment is the first medical screening provided to refugees; it is their gateway into the medical system.

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. The median household income in the service area is about \$52,000 (\$22,000 less than the state). The poverty rate is more than 60% higher than statewide, and the child poverty rate is an alarming 27%, with more than one out of every four children in Hampden County living in poverty (ACS, 2013-2017). Despite being at the core of the Knowledge Corridor region, only 27% of the population age 25 and over has a bachelor's degree, compared to 43% statewide.

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

| | 2017 Population Estimate |
|---------------------------|-------------------------------------|
| Hampden County | |
| Agawam | 28,849 |
| Blandford | 1,260 |
| Brimfield | 3,745 |
| Chester | 1,380 |
| Chicopee | 55,515 |
| East Longmeadow | 16,291 |
| Granville | 1,624 |
| Hampden | 5,196 |
| Holland | 2,496 |
| Holyoke | 40,341 |
| Longmeadow | 15,864 |
| Ludlow | 21,502 |
| Monson | 8,836 |
| Montgomery | 864 |
| Palmer | 12,279 |
| Russell | 1,793 |
| Southwick | 9,758 |
| Springfield | 154,758 |
| Tolland | 500 |
| Wales | 1,892 |
| Westfield | 41,700 |
| West Springfield | 28,704 |
| Wilbraham | 14,671 |
| Total Service Area | 469,692 |

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 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

| | |
|---------------------------------------|--|
| Brief Description or Objective | <p>BMC is committed to reducing health disparities in the Greater Springfield area and has invested significant resources in its three community health centers and pediatric clinic located in Springfield's low-income neighborhoods that have both Health Professional Shortage Area and Medically Underserved Area (MUA) / Medically Underserved Population (MUP) designation. BMC health centers are primary care first-contact sites for thousands of underserved, low-income people. In FY 2019, these community training sites for BMC's Medical Residency Program provide continuity of care for 25,194 unduplicated patients with 96,744 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 emergency department 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> |
| Program Type | <p>Direct Clinical Services Tags: Community Health Center Partnership; Prevention</p> |
| Target Population | <p>Regions Served: County-Hampden Gender: All Age Group: All Ethnic/Racial Group: All Language: All Environment Served: Suburban; Urban</p> |
| Health Need | <p>DoN Health Priority: Built Environment Focus Issue: All Health Issue: All</p> |
| Goals | <p>Goal 1 <u>Description:</u> Increase access to primary care for the underserved residents of Springfield. <u>Status:</u> In progress</p> |
| Partners | <p>New North Citizens' Council River Valley Counseling Center www.rvcc-inc.org Holyoke Health Center www.hhcinc.org Gandara www.gandaracenter.org</p> |
| Contact Information | <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

| | | |
|---------------------------------------|---|--|
| 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 Clinical Services Tags: Health Professional/Staff Training; Support Group | |
| Target Population | Regions Served: County-Berkshire, County-Franklin, County-Hampden, County-Hampshire Gender: All Age Group: All Ethnic/Racial Group: All Language: All Environment Served: Rural; Suburban; Urban | |
| Health Need | DoN Health Priority: Built Environment; Social Environment Focus Issue: n/a Health Issue: Health Behaviors/Mental Health –Bereavement, Depression; Social Determinants of Health –Domestic Violence, Violence and Trauma | |
| Goals | 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 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 | |
| Partners | Hampden County District Attorney's Office Massachusetts Department of Children and Families - Western Regional Office Massachusetts Children's Alliance National Children's Alliance | www.mass.gov www.mass.gov www.machildrensalliance.org 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

| | | |
|---------------------------------------|--|--|
| Brief Description or Objective | The Tuberculosis Clinic provides TB diagnosis and treatment to patients throughout western Massachusetts. It has been providing services for over 25 years. The majority of patients served are non-English speaking immigrants who have been referred for examination and treatment after receiving a positive PPD test, positive blood lab test (T-spot or QuantiFERON) or with a history of TB exposure in their native country. The clinic 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. | |
| Program Type | Direct Clinical Service Tags: Health Screening | |
| Target Population | Regions Served: County-Franklin, County-Hampden, County-Hampshire Gender: All Age Group: All Ethnic/Racial Group: All Language: All Environment Served: Rural; Suburban; Urban | |
| Health Need | DoN Health Priority: Built Environment Focus Issue: n/a Health Issue: Chronic Disease –Pulmonary Disease; Infectious Disease –Tuberculosis | |
| Goals | 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 | |
| Partners | Massachusetts Dept. of Public Health - TB Division | www.mass.gov |
| | Local Boards of Health (Agawam, Amherst, Belchertown, Chicopee, Easthampton, East Longmeadow, Holyoke, Springfield, West Springfield, Northampton, South Hadley, Ludlow, Longmeadow, and Wilbraham) | |
| | Healthcare for the Homeless | www.mercycares.com |
| | Springfield Dept. of Health and Human Services | www.springfield-ma.gov/hhs |
| | Lutheran Services | www.lssne.org |
| Contact Information | Bethzaida Marrero-, Administrative Coordinator-, TB Clinic, Baystate Mason Square Health Center. 11 Wilbraham Road, Springfield, MA 01109. 413-794-9188. Bethzaida.Marrero@baystatehealth.org | |

BAYSTATE SPRINGFIELD EDUCATIONAL PARTNERSHIP (BSEP)

| | |
|---------------------------------------|--|
| 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 | Total Population or Community-Wide Intervention Tags: Community Education; Mentorship Career Training/Internship |
| Target Population | Regions Served: County-Hampden Gender: All Age Group: Adult-Young, Child-Teen Ethnic/Racial Group: All Language: All Environment Served: Urban |
| Health Need | DoN Health Priority: Education; Employment Focus Issue: n/a Health Issue: Social Determinants of Health –Education/Learning |
| Goals | Goal 1 <u>Description:</u> Increase the enrollment of Springfield students in the BSEP program. <u>Status:</u> Complete 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 |
| Partners | Springfield Public Schools www.sps.springfield.ma.us Springfield Technical Community College (STCC) www.stcc.edu Holyoke Community College (HCC) www.hcc.edu Pioneer Valley Life Sciences Institute www.pvlsi.org MassHire of Hampden County www.rebhc.org Tufts University School of Medicine www.medicine.tufts.edu Focus Springfield www.focusspringfield.com |

**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

| | | |
|---------------------------------------|---|--|
| Brief Description or Objective | <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> | |
| Program Type | <p>Access/Coverage Supports Tags: n/a</p> | |
| Target Population | <p>Regions Served: County-Hampden Gender: All Age Group: All Ethnic/Racial Group: All Language: All, English, Spanish Environment Served: Suburban; Urban</p> | |
| Health Need | <p>DoN Health Priority: Built Environment Focus Issue: n/a Health Issue: Social Determinants of Health –Access to Health Care, Uninsured/Underinsured</p> | |
| Goals | <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> | |
| Partners | <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

www.ssa.gov

Social Security Administration

**Contact
Information**

Cheryl St. John, Manager, Financial Counseling, Baystate Medical Center, 759 Chestnut
St, Springfield, MA 01199. 413-794-3336. Cheryl.stjohn@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 | Total Population or Community-Wide Intervention Tags: Community Education; Community Health Center Partnership; Prevention |
| Target Population | Regions Served: Springfield Gender: All Age Group: All Ethnic/Racial Group: All, Black/African American, Hispanic/Latino Language: All , English , Spanish Environment Served: Urban |
| Health Need | DoN Health Priority: Built Environment; Education Focus Issue: All Health Issue: All |
| Goals | Goal 1 <u>Description:</u> To increase overall health in the Mason Square community. <u>Status:</u> In progress Goal 2 <u>Description:</u> Educate Mason Square residents so they can advocate for their own health care needs. <u>Status:</u> In progress |
| Partners | Springfield Girls' Club Family Center www.springfieldgirlsclub.org Springfield Department of Health & Human Services www.springfield-ma.gov/hhs/ HCS Headstart www.hcsheadstart.org Massachusetts Association of Community Health Workers www.machw.org Martin Luther King, Jr. Family Services www.mlkjrfamilyservices.org Urban League of Greater Springfield www.ulspringfield.org Springfield Partners for Community Action www.springfieldpartnersinc.com New North Citizens' Council Patient Experience Committee |
| 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)

| | | |
|--|--|---|
| <p>Brief Description or Objective</p> | <p>MIGHTY is a community-based, multi-disciplinary, pediatric, obesity treatment program. It is held at multiple locations including the YMCA of Greater Springfield, YMCA of Greater Westfield, YMCA in Greenfield, and most recently, the Scantic Valley YMCA located in Wilbraham. MIGHTY includes 14 two hour sessions of physical activity, nutrition, and behavior modification, over a one year period. It targets children and adolescents age 5-21. Sessions are augmented by individual exercise training, weekly phone calls, monthly group activities, cooking classes, free swimming lessons, behavioral health consults, and gardening experience. In addition, participants and their families are given a free six-month membership to their local YMCA. Ongoing monthly maintenance groups are available to all previous program participants. The Springfield program enrolls over 200 obese children and their families per year.</p> | |
| <p>Program Type</p> | <p>Community-Clinical Linkages Tags: Community Education; Prevention</p> | |
| <p>Target Population</p> | <p>Regions Served: County-Hampden, County-Hampshire; County-Franklin Gender: All Age Group: All Children Ethnic/Racial Group: All Language: All, English, Spanish, ASL, Vietnamese Environment Served: Rural; Suburban; Urban</p> | |
| <p>Health Need</p> | <p>DoN Health Priority: Built Environment; Education; Social Environment Focus Issue: Chronic Disease Health Issue: Chronic Disease – Overweight, Obesity; Social Determinants of Health –Nutrition</p> | |
| <p>Goals</p> | <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, Massachusetts. 413-794-7455. chrystal.wittcopp@baystatehealth.org.</p> | |

PUBLIC HEALTH INSTITUTE OF WESTERN MASSACHUSETTS (PHIWM)

| | |
|--|---|
| <p>Brief Description or Objective</p> | <p>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.</p> |
| <p>Program Type</p> | <p>Infrastructure to Support Community Benefits Collaboration Tags: Community Education; Health Professional/Staff Training; Prevention</p> |
| <p>Target Population</p> | <p>Regions Served: County-Hampden; County-Hampshire; County-Franklin; County-Berkshires Gender: All Age Group: All Ethnic/Racial Group: All Language: All Environment Served: Rural; Suburban; Urban</p> |
| <p>Health Need</p> | <p>DoN Health Priority: All Focus Issue: All Health Issue: All</p> |
| <p>Goals</p> | <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 Goal 2 <u>Description:</u> Public Education for a Healthier Community: Increase public understanding about the impact of health inequities and shared community responsibility for reducing health disparities. <u>Status:</u> In progress</p> |
| <p>Partners</p> | <p>Residents, non-profit agencies, schools, preschools, housing agencies, state associations and departments, city government, behavioral health and healthcare professionals, healthcare institutions, and higher education</p> |
| <p>Contact Information</p> | <p>Jessica Collins, MS, Executive Director, PO Box 4895, Springfield Massachusetts, 01101-4895. 413-794-2520. jcollins@publichealthwm.org</p> |

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 | Total Population or Community-Wide Intervention Tags: Support Group |
| Target Population | Regions Served: County-Hampden Gender: Transgender Age Group: Adult Ethnic/Racial Group: All Language: All , Spanish Environment Served: Suburban; Urban |
| Health Need | DoN Health Priority: Social Environment Focus Issue: Mental Health and Mental Illness Health Issue: n/a |
| Goals | Goal 1 <u>Description:</u> To be a resource and support for transgender individuals and the broader community. <u>Status:</u> In progress 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 |
| Partners | UniTy of Pioneer Valley |
| Contact Information | Annamarie Golden, Director, Government and Community Relations, Baystate Health, 280 Chestnut Street, Springfield, Massachusetts 01199. 413-794-7622. annamarie.golden@baystatehealth.org . |

BAYSTATE TRAUMA AND INJURY PREVENTION (TIP)

| | | |
|--|--|---|
| <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, former state 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, and BSEP education. Currently there are several programs that are in development.</p> | |
| <p>Program Type</p> | <p>Community-Clinical Linkages Tags: Community Education; Health Professional/Staff Training; Prevention</p> | |
| <p>Target Population</p> | <p>Regions Served: County-Franklin, County-Hampden, County-Hampshire Gender: All Age Group: All Ethnic/Racial Group: All Language: English Built Environment: Rural; Suburban; Urban</p> | |
| <p>Health Need</p> | <p>DoN Health Priority: Education; Violence Focus Issue: n/a Health Issue: Social Determinants of Health – Violence and Trauma</p> | |
| <p>Goals</p> | <p>Goal 1 <u>Description:</u> Develop and implement prevention programs that are based on trauma registry (local) data, which is local data to identify the pattern, frequency, and risk for injury within the community. <u>Status:</u> In progress</p> | |
| <p>Partners</p> | <p>Baystate Medical Center Behavior Health/ Neuropsychology Department Brain Injury Association of MA Health New England Baystate Child Protection Team MA Prevent Injuries Now Network ROCA/SSYI Springfield Police Department Hampden County District Attorney Baystate Health Senior Class</p> | <p>www.baystatehealth.org www.biama.org www.hne.org www.masspinn.org www.rocainc.org www.springfieldpolice.net www.hampdenda.com</p> |

**Contact
Information**

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

COMMUNITY BENEFITS EXPENDITURES

| PROGRAM TYPE | ESTIMATED TOTAL EXPENDITURES FOR FY 2019 | | APPROVED PROGRAM BUDGET FOR FY 2020 |
|--|---|----------------------|--|
| COMMUNITY BENEFITS PROGRAMS | Direct Expenses | \$4,956,630 | \$200,000 *Excluding expenditures that cannot be projected at the time of the report. |
| | Other Leveraged Resources | \$5,587,184 | |
| | Total CB Programs | \$ 10,543,815 | |
| NET CHARITY CARE | HSN Assessment | \$ 6,127,209 | |
| | HSN Denied Claims | \$0 | |
| | Free/Discount Care (BMC Financial Assistance Program) | \$ 2,202,442 | |
| | Total Net Charity Care | \$ 8,329,651 | |
| CORPORATE SPONSORSHIPS | \$ 117,700* | | |
| TOTAL EXPENDITURES | \$ 18,991,166 | | |
| Net Patient Service Revenues for FY 2019 | | | \$ 1,235,018,209 |
| Total Patient Care Related Expenses for FY 2019 | | | \$ 1,102,502,045 |

OPTIONAL INFORMATION

| | | |
|--------------------|---------------|---------------------------|
| Bad Debt | \$ 19,677,524 | Certified: YES |
| IRS 990 Schedule H | \$ 94,350,901 | 2017 Tax Return (FY 2018) |

*In the Office of Massachusetts Attorney General FY19 community benefits filing, corporate sponsorships are captured under the "Community Benefits Sponsorships" program.