## Executive Summary

| Organization: | Baystate Medical Center  
759 Chestnut Street  
Springfield, MA 01199  
413-794-0000  
www.baystatehealth.org |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Service Area:</td>
<td>Hampden County</td>
</tr>
<tr>
<td>Facility Type:</td>
<td>Not-for-profit</td>
</tr>
<tr>
<td>Total Licensed Beds:</td>
<td>710</td>
</tr>
<tr>
<td>Number of Employees:</td>
<td>5,582 FTE’s</td>
</tr>
<tr>
<td>Year Established:</td>
<td>1883</td>
</tr>
<tr>
<td>Ethnic Mix of Patients:</td>
<td>48.08% White; 36.21% Hispanic; 11.45% Black; 1.29% Asian, 0.09% Native American, 2.88% Other</td>
</tr>
</tbody>
</table>
| Payer Mix of Patients: | 40,569 Inpatient Discharges  
42.82% Medicare; 28.70% Medicaid; 24.78% Managed Care; 1.23% Non-Managed Care; 2.47% Other |
| Annual Emergency Services Statistics: | 75,211 Emergency Service Visits  
42.45% Medicaid; 1.84% Free Care; 10.78% Healthnet; 0.27% Commonwealth Care; 44.66% Other |
| President/CEO: | Nancy Shendell-Falik, RN  
President, Baystate Medical Center  
Senior Vice President of Hospital Operations, Baystate Health  
Baystate Health  
759 Chestnut Street  
Springfield, MA 01199  
Telephone: 413-794-5516 |
| Community Benefit Contact: | Annamarie Golden  
Manager, Public Health and Community Relations  
Office of Community Relations and Public Health  
280 Chestnut Street, 6th floor  
Springfield, MA 01199  
413-794-7622  
nannamarie.golden@baystatehealth.org |
| Hospital Services: | BMC is a Level I Trauma Center with Pediatric Designation, Baystate Children’s Hospital, including Level III Neonatal Intensive Care Unit and a Level II Pediatric Trauma Center, the only Pediatric Trauma Center in western Massachusetts, Baystate Regional Cancer Program, including the Baystate Breast and Wellness Center, Baystate Regional Heart Attack Program, Baystate Regional Sleep Program, Adult Heart and Vascular Services: Cardiac Surgery and Interventional Services, Minimally Invasive and Robotic Surgery, Hip and Knee Replacement Program, and Kidney Transplantation Program. |
| DHCFP ID: | 2339 |
| Health System: | Baystate Health, Inc. |
| Community Health Network Area (CHNA) | #4 Community Health Connection (Springfield) |

Based on FY 2015 data
COMMUNITY BENEFITS MISSION STATEMENT

As part of Baystate Health (BH), an integrated health care system, Baystate Medical Center (BMC) carries out the Baystate mission “to improve the health of the people in our communities every day with quality and compassion.” It does so by providing a range of community benefits, including support groups, financial counseling and assistance, and other health and wellness programs. As an integrated delivery system BH provides further benefits to the hospital’s community by coordinating within and among its various entities.

In addition, BMC supports the Baystate Health Community Benefit Mission Statement1 “to reduce health disparities, promote community wellness and improve access to care for vulnerable populations.” At BH, we extend the traditional definition of health to include economic opportunity, affordable housing, quality education, safe neighborhoods, food security, arts/culture, and racism and homophobia free communities – all elements that are needed for individuals, families and communities to thrive.

Baystate Medical Center is committed to creating healthier communities by working with affiliated providers and community partners to meet the identified health and wellness needs of constituencies and the communities served - beyond the walls of the hospital. We aim to improve the health status of our communities by focusing on some of the social, economic and political obstacles that prevent people from attaining optimal health.

To fulfill this commitment Baystate Medical Center will continue to:
• focus on prevention and increasing access to health and wellness care;
• focus on amelioration of root causes of health disparities, including related economic development, job training, and education;
• measure improvements in community health status that result from our efforts; and
• invest the time, talent, and resources necessary to accomplish these goals.

<table>
<thead>
<tr>
<th>Target Population</th>
<th>Basis for Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children and adolescents at risk for preventative injury and death.</td>
<td>2013 community health needs assessment</td>
</tr>
<tr>
<td>Transgender individuals, their allies and all persons from the broader community that identify as LGBT.</td>
<td>2013 community health needs assessment</td>
</tr>
<tr>
<td>Children and adolescents (age two years to twenty-one years) with a diagnosis of obesity (BMI &gt; 95% for age).</td>
<td>2013 community health needs assessment</td>
</tr>
<tr>
<td>Uninsured or underinsured residents</td>
<td>2013 community health needs assessment</td>
</tr>
<tr>
<td>Children/adolescents at risk and/or victims of violence and/or sexual abuse.</td>
<td>2013 community health needs assessment</td>
</tr>
</tbody>
</table>

1 Baystate Health’s Board of Trustees adopted a community benefit mission statement on July 13, 2010.
Baystate Medical Center • Community Benefits Report • FY 2015

| Persons/family members of victims of homicide. | 2013 community health needs assessment |
| Broader community and non-English speaking immigrants who are high risk for exposure and diagnosis of Tuberculosis | 2013 community health needs assessment |
| Vulnerable, low-income, ethnic populations across the lifespan health disparities. | 2013 community health needs assessment |
| Springfield Public School students | 2013 community health needs assessment |

Baystate Medical Centers’ target populations are publicized on the hospital website at www.baystatehealth.org and the MA Attorney General Website.

**KEY ACCOMPLISHMENTS OF REPORTING YEAR**

Baystate Medical Center offered more than **$23 million** in community benefit expenditures with over **$8 million** going directly to support community benefits programs and initiatives.

A little over **$800,000** of the $13 million community benefits expenditures were related to community health initiatives funded through BMC’s Determination of Need related to the Hospital of the Future and Emergency Department upgrade.

Baystate Medical Center is a member of the Coalition of Western MA Hospitals. The Coalition is a partnership between ten (10) non-profit hospitals/health plan in western Massachusetts; Baystate Medical Center, Baystate Franklin Medical Center, Baystate Mary Lane Hospital, Baystate Noble Hospital, Baystate Wing Hospital, Cooley Dickinson Hospital, Holyoke Medical Center, Mercy Medical Center (a member of Sisters of Providence Health System), 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 bring hospitals within western Massachusetts together to share resources and work in partnership to identify and address the health needs of their communities through regional community health assessments (CHNA’s). The Coalition engaged Verité Healthcare Consulting to conduct community health needs assessments that identified priority health needs of the communities served by Coalition hospitals.

Following the completion of the community health needs assessment, BMC convened a community benefit implementation strategy task force (Task Force) to provide input into the prioritization of the identified health needs in the CHNA and development of the hospital’s Implementation Strategy. Task Force membership included internal and external stakeholders. The charge of the Task Force was to collect and share information about existing hospital and community programs/services and other assets; apply expertise to prioritizing health needs; generate approaches to address priority health needs; provide input into the development of a Hospital community benefit implementation strategy; and advise the Hospital in carrying out key aspects of the implementation strategy.
For the period of 2014-2016, with input from the Task Force, BMC identified four (4) high-priority health needs that will be the focus of future hospital grant-funded community benefit and in-kind resources. These strategic priority health needs, as identified through the 2013 CHNA and subsequent prioritization process are:

1. **NEED FOR CARE COORDINATION/CULTURALLY SENSITIVE CARE**: the region has a great need for better coordination between patients, the hospital, and primary and specialty care providers. In addition, the hospital recognizes with the growing diversity of the community and the prevalence of health disparities there is a need to enhance cultural competency of health care providers.

2. **LACK OF ACCESS TO MENTAL HEALTH SERVICES AND POOR MENTAL HEALTH STATUS**: the hospital recognizes an urgent need for improved access to mental health services and increased resources for improving mental health status in the Hospital’s service area.

3. **PREVALENT INFANT HEALTH RISK FACTORS**: the hospital recognizes an urgent need for improved maternal/child health. A healthy mother leads to healthy children, healthy children make healthy families, and healthy families make healthy communities.

4. **HIGH RATES OF DIET AND EXERCISE-RELATED DISEASES AND MORTALITY**: the hospital recognizes the importance of committing resources to reduce the high rates of diet and exercise-related diseases and mortality in the hospital’s service area, especially in urban, poorer communities where there are greater health care disparities among persons of color.

BMC’s 2013 CHNA, 2014-2016 Implementation Strategy, inclusive of the four health priorities were reviewed and adopted by the Baystate Health Board of Trustees on September 10, 2013.

**Key FY 2015 accomplishments of BMC’s community benefit programs include:**

In its after school programs, the **Baystate Springfield Educational Partnership (BSEP)** worked with over 265 students in grades 9-12 enrolled in over 18 different career exploration, academic enrichment, work and internship placements, and 21st Century Community Learning Centers (CCLC) programs over the fall, spring and summer semesters. BSEP continued its participation in the Tufts University School of Medicine Teachers and High School Students Program (TAHSS) for the 8th year with three students participating in the program in FY 2015. One BSEP alumni worked for the Pioneer Valley Life Sciences Institute supporting research that had been conducting by students the previous 4 summers. The work resulted in a published article in the journal *Phytomedicine*.

BSEP trained seven (7) students as certified nursing assistants, one (1) lab assistant, five (5) phlebotomists, two (2) Operating Room Assistants, and one (1) in Sterile Processing. We placed 21 graduating 12th graders and BSEP alumni in internship programs. Thirteen students were involved in work experiences through the Workforce Innovation and Opportunity Act (WIOA) program at Baystate Medical Center, Mercy Medical Center, and the Caring Health Center. An additional ten (10) students were placed through the Youth Works program at New England Farm Workers Council. Placements
included the 21st CCLC program and multiple Baystate entities. Sixty Putnam students participated in at least 80 hours of health-related, after-school programming during the school year and 20 additional students engaged in an intensive summer leadership program involving nutrition, urban gardening, and hydroponics.

**Partners for a Healthier Community (PHC)** is working on multiple strategies to address “Social Determinants of Health” in our community to enhance the quality of life and positive health outcomes for residents who live in areas with low opportunity in the Hampden, Hampshire and Franklin Counties. We have specific projects that address healthy eating and physical activity (Live Well Springfield) as well as asthma (Pioneer Valley Asthma Coalition), teen pregnancy (YEAH! Network) and preschool health outcomes (vision, nutrition and oral health) (Live Well Springfield ~Kids).

Our LWS~Kids piloted EyeSEE. EyeSEE (Early Screening, Education, Exams) has partnered with Prevent Blindness, Children’s Vision MA Coalition (CVMA), Department of Early Education and Care (DEEC), the Lions Club District Y33 to launch a six month early vision screening pilot EyeSEE in January, 2015 at five Springfield early education & care centers (preschools): YMCA Learning Center, New North Citizen’s Council Childcare Center, Square One King St, Children’s House Wilbraham Rd, and Springfield Partners for Community Action New Beginnings. EyeSEE (early Screening, Education, Exams) is modeled after the BEST Oral Health program and is a systems change approach to children’s vision services that assures all children have the opportunity to develop and retain their best possible vision to support healthy development and academic achievement.

In three months, the Lions used the SPOT Vision Screener to screen over four hundred preschool children 36-72 months of age. Fourteen percent were referred for a comprehensive eye exam due to screening results. We continue to work on creating comprehensive system for screening, exams and referrals for this important age group.

Through Live Well Springfield, our community-wide effort to increase healthy eating and physical activity, we worked with partners to create a Complete Streets Plan which, was passed by Springfield City Council in October 2015. This plan will increase pedestrian and bike access as well as create better connectivity to bike and walking paths and parks. In FY 15 PHC increased sales from the Go Fresh Mobile Market which provided fresh locally grown produce at cost. We moved over 27,000 pounds of fresh produce over the summer season June to October. We provide access to over 10,000 vulnerable residents. Our LWS survey showed in increase purchasing and consumption of fresh produce in two of our priority neighborhoods, Mason Square and the South End/Metro Center. We also continued to build strong partnerships with economic development partners and community stakeholders to bring a full line grocery store to Mason Square, a neighborhood in Springfield deemed a “food desert”.

Our work in asthma has moved into several innovative areas such as the healthy homes collaborative that addresses environmental triggers in the home through community education, asthma home visiting, and home repair resources. In addition, we were selected by Green & Healthy Homes Initiative and Calvert Foundation to receive technical assistance and have done a feasibility study for a Pay for Success initiative to provide asthma home visiting and home remediation in partnership with Baystate Health. This effort is funded by the federal Corporation for National & Community Service. Lastly, in 2015 we continued our effort to increase usage of green cleaning products. The City of Springfield
purchased over $75,000 worth of green cleaning products for their schools and city buildings in 2015. The next highest amount purchased by a city in MA was $9000. The amount of ER visits for asthma has been reduced as was reported by Health New England and Baystate Health.

Our YEAH! Network effort (Youth Empowered Adolescent Health) convenes service providers and clinical partners to better serve teens and create more opportunities for access with regard to sexual health. Although, the overall rates of teen pregnancy across the state are down, we still find significant disparities in this health indicator. We are pleased to announce, that in 2013, for the first time ever, there was a decrease in teen births in both Holyoke and Springfield specifically in teens who are either Hispanic and of African descent. Our Springfield Pregnant and Parenting Teen Project is a collaborative effort to change the system of care that young parents receive when they are pregnant or have children. It provides wrap around services for between 54-74 teens to support teens staying in school, getting early intervention services and employment. We also support 21 youth at Putnam High School in leadership training and strategic actions pertaining to adolescent sexual health awareness campaigns.

Goals for FY16

- For the Pioneer Valley Asthma Coalition pilot the process for our Pay for Success initiative in partnership with Baystate Health, Revitalize CDC, Springfield Partners for Community Action and the City of Springfield Office of Housing. Benchmarks include: 25-30 families receive asthma home visiting intervention, 55 Square One staff trained on asthma management and education, 30-40 family members and residents participate in asthma management and education workshop and pilot intervention tools for the Springfield Pay for Success initiative.
- Continue our Live Well Springfield campaign and ensure sustainable model for 6th Go Fresh Mobile Market season; another season reaching 10,000 residents and hope to increase sales by 10,000 pounds.
- For Live Well Springfield~Kids - Baystate140 High St Pediatrics will implement early vision screening Standard of Practice to ensure 100% of patients are SPOT screened for vision by 36 months of age and referred for comprehensive eye exams due to screening results. Caring Health Center will apply for approval to implement early vision screening in their clinic and early vision professional development and SPOT Vision Screening implemented in three Springfield Public School Preschool Programs reaching two hundred children 36-72 months of age by December 2016.

Financial Counselors assisted over 8,500 patients and processed and completed over 3,800 applications in FY 2015 for MassHealth, Health Safety Net, and Baystate’s own Financial Assistance Program. Financial Counselors have all been trained and certified by the state as Certified Account Counselors to assist patients in applying for available state and federal programs.

Safe Kids of Western Massachusetts coordinated a successful child pedestrian safety campaign in October 2014. It included well-attended events for International Walk to School Day at the Alice E Beal School in Springfield and Halloween Safety events at the Holyoke Fire Department and at the local mall. Safe Kids received two grants and materials to enhance those events. Pre- and Post-tests were
given to the elementary students who participated in Walk to School Day and the results showed an increased awareness of pedestrian safety after the event and class education. Safe Kids worked on the second year of the grant from the MA Executive Office of Public Safety and Security to coordinate the National Child Passenger Safety Technician Training for the state and provided 7 National Child Passenger Safety Technician Courses and 7) National Child Passenger Safety Technician Renewal Courses, one training on Safe Travel for All Children: Transporting Children with Special Needs, and 5 Kidz in Motion Child Passenger Safety CEU Update courses. Safe Kids of Western MA also received a grant from the Kohl's Cares Foundation to create the Kohl's Cares Safety Crew, primarily a social media and radio education campaign. PSAs on child safety were placed on Facebook, Google AdWords and Pandora, reaching new audiences with child safety information. Monthly PSAs were also placed on several radio stations in the Springfield area, including the Spanish language stations and on a Country station in Albany. Safe Kids staff was involved in 60 plus community events including health fairs, community chats, educational sessions, parent groups, car seat checks, and etc. Safe Kids relies on partnerships with community organizations and police and fire departments to successfully deliver programs to parents and caregivers. Some of our community partners include, but are not limited to: Women, Infant and Children Program, MA Office of Early Childhood Education and Care, BMC HealthNet Plan, Health New England, HCS Head Start, Holyoke Fire Department, Springfield Fire Department, Greenfield Fire Department, South Hadley Police Department, Westfield Police Department, and Pittsfield Police Department.

BMC is committed to reducing health disparities in Springfield and has invested significant resources in three community-based health centers and pediatric clinic located in Springfield’s low-income neighborhoods that have both HPSA and MUA/MUP designation. BMC health centers are primary care first-contact sites for thousands of underserved, low-income people. In FY15, these community training sites for our Medical Residency Program provide continuity of care for 27,083 unduplicated patients and over 118,360 patient encounters/visits annually, most of whom 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.

The Community Liaison & Outreach Specialist at the Baystate Mason Square Neighbor Health Center worked collaboratively with city officials, neighborhood councils, local businesses, and other health organizations to identify individuals in the Mason Square and surrounding areas who did not have access to high quality and affordable health care. The outreach specialist held various health forums ranging in topics from breast cancer, diabetes and heart disease. They also participated in various community health fairs and met with individuals of all ages, many who did not have access to health care and/or insurance, to discuss the importance of screenings and maintaining a healthy lifestyle. The community liaison was instrumental in helping create the Health Center’s Community Advisory Board (CAB). The purpose of the CAB is to be a liaison between the health center and the community to ensure that services provided meet the expectations of the community, while improving the health of patients it serves.

Community Provider Integration Programs: The Community Program Manager, an APRN, develops purposeful, innovative, health care frameworks that build institutional continuity and support capacity
building infrastructure for healthier communities. Programs, initiatives and services are focused on the health needs of the community, align with movements throughout the region and have the potential to impact policy, system and environmental change. The APRN works collaboratively with city teams, state staff, regional managers and other initiative partners to integrate and improve the health of the population. The following programs/initiatives have been created, supported and/or managed by the Community Provider Program Manager to reduce health disparities, promote community wellness and improve access to care for the vulnerable populations.

1. **Safe Routes to School Regional Alliance**: the Community Program Manager serves as Director for a consortium of local, state and national organizations with a focus on safety, health and wellness, physical activity or the environment as it pertains to children, families and the surrounding school districts. The Community Program Manager has initiated/supported a SRTS movement that has impacted many school systems throughout the State of Massachusetts (impacting well over 10,000 students). She developed an award winning **Walking School Bus Program** at Brightwood School that has become nationally known as a strategy to impact policy, system and environmental change. The Community Program Manager founded a pioneering framework to align SRTS efforts throughout the region in order to impact population health. This new regional focus helps to align and organize collaboration throughout the Baystate Health System (Eastern, Western and Northern Regions).

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

3. **C3 Initiative**: A Nationally recognized strategy between Massachusetts State Police and The City of Springfield Police Department, founded in Counterinsurgency tactics that focus on effective leadership combined with community partnerships to increase problem-solving techniques that proactively address public safety issues. The Community Program Manager has garnered global recognition of the WSB program, **60 Minutes and The NY Times**, through this initiative. A partner since inception, The Community Program Manager sits on the Leadership team of the Byrne Grant and has helped develop the non-profit health sector training as part of the C3 Leadership team to expand this initiative City wide. **HUB+COR/HOPE Project**, a social service umbrella that will respond to the acutely elevated risk community, identified through the C3 network.

4. **Project Coach Program**: The Community Program Manager serves as Health Director for an after school program based in the North End, servicing 350+/year, that uses sports as a
means to engage, connect, and empower adolescents and youth. The major objectives of the program are youth leadership development, community capacity building and mentorship. This program, with results such as 100% high school graduation rate and an average 1.5 increase in GPA, provides an excellent medium through which leadership qualities can be developed, while also teaching and reinforcing the importance of positive health and social behavior. The Community Program Manager serves as the research coordinator for the formalized Research IRB protocol between Baystate Research and Smith College.

5. **Baystate/ Mobile Food Bank Initiative:** The Community Program Manager joined with the Western Mass Food Bank to engage and align resources in 2013. The Mobile Food Bank Pilot was brought to the North End of Springfield, May 2014, to increase resources for the patient population. This model was developed as a community collaboration, in a defined “food desert” to increase access to healthy nutrition for the residents. This fiscal year, we were able to dispense #69,817 Lbs. of food to over 6,600 people.

6. **Baystate Innovative Health Project:** Community Program Manager developed a practice framework, designed to transform our care systems by expanded care coordination in strategic partnerships aligned through the common agenda of enhancing health services, reducing health disparities, promoting community wellness and improving access to care. This health proposal is transforming patient care by applying best practices with innovative strategies to promote collaboration between the community and our providers in chronic health care management. See report: Innovative Health Partnerships: Impacting Population Health Proposal 2015. This framework was highlighted in the National Association of Chronic Disease Directors in the State Health Department Leadership in Addressing Chronic Conditions in School 2015 Report.

7. **Brightwood Clinic Healthy Prescription Program:** A collaboration between Baystate Brightwood Health Center and Pioneer Valley Rowing Club (PVRC) that enables Brightwood Health Providers the dedicated resources for prescribing regular physical activity to families in our Springfield Community. This collaboration is based upon the medical expertise of the Brightwood Health Center Practitioner’s to combat the sedentary lifestyles of overstressed and overscheduled families. Understanding that our community suffers from the highest rates of diabetes and obesity in the Commonwealth of MA, we were pleased to align our shared vision of increasing health activities through PVRC boathouse resources, access to the Connecticut River, River Walk and Bike Way in this innovative program.

**Baystate Transgender Support Group**, a partnership with UNITY of Pioneer Valley, continues to be a primary and critical link for transgender individuals in western Massachusetts. As the only transgender support group in the region, UNITY has been active for over 10 years. It provided participants access to information on services such as mental health services, social and spiritual support networks as well as links to primary health care within Baystate Health. Support group participants and UNITY of Pioneer Valley increased public awareness of transgender needs by participating in educational community events, health fairs, and open forums that promote education.
of transgender care and services. Some of these events included Springfield Pride Flag Raising, Transgender Day of Remembrance, Noho Pride and Parade, Springfield Gay Straight Alliance Day, and a Career Training Seminar for Transwomen. The support group is looking to start a transgender support group specifically for teens and adolescents to meet a growing need in our community.

The Baystate Regional Tuberculosis Program (BRTP) served 793 patients in FY 2015. The clinic is staffed by a team of dedicated professionals and support staff, including community and Baystate Medical Practices physicians. In addition, area public health nurses provide support to our patients within their community. TB Clinic is held every Tuesday morning at Baystate Mason Square Neighborhood Health Center. Care is provided to adult patients weekly and pediatric patients are seen one session per month. In addition to providing on-site medical care our providers serve as consultants to community providers caring for patients with suspected tuberculosis and active TB cases. The TB Clinic registered nurses began to actively manage medication management for a cadre of patients who could not be supported by their local Board of Health nurses. It is anticipated that this number will increase in 2016. We are still noting the challenge of more patients presenting with underlying diseases and a greater number of patients needing coordination of care for suspect, latent, or active tuberculosis. We have noted within the last year many new refugee patients needing HIV care and continuations of HIV medications management. These patients are recommended to follow up with the local Infectious Diseases providers.

There were a higher number of active and suspected cases which required hospitalization during 2014-2015 and currently we have 4 new active TB cases as of 2016. The majority of our patients are immigrants who recently arrived in the United States. We continue to see a larger number of patients arriving from Nepal, Burma, Somalia, and Congo many with significant health care and psychiatric needs. Most of these patients have been under the care of a medical team prior to their arrival in the United States. We have also experienced an increase in arrival of patients from Iran, Iraq, Nepal, Kenya and various regions of Africa during 2014-2015. In addition, there are many barriers to care. Few medical interpreters or outreach workers speak these languages, however, the DPH program is working to assist in obtaining outreach workers to meet these patient’s needs. It is often difficult to have skilled translators available to support the public health nurses providing education and medication management in the home, creating challenges with adherence. Because these patients are sicker, they often need additional diagnostic testing and have difficulty arranging transportation to these important appointments. The no-show rate is high and we are working to decrease this yearly. Our staff makes every effort to partner with the public health nurses, regional TB Division staff, and local sponsoring agencies to coordinate appropriate care for these patients, in helping patients manage their disease, and ensure this disease is not spread within communities.

The Family Advocacy Center (FAC) of Baystate Children’s Hospital experienced another busy year. Overall, we saw increases in volumes for all of the services that we provide to our community. Outpatient medical assessments increased from 316 to 466, a 32% increase over 2014 and inpatient/emergency room consultations increased from 61 to 81, a 25% increase over 2014. Our Mental Health Team experienced a very busy year and saw an increase in therapy visits from 2,859 to 4,317, a 34% increase over 2014. The volume for the forensic interviews remained very high at 356 in 2015, compared to 193 in 2012, just three years prior. 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 985 adults, children and their families, a 34% increase over 2014. A majority of this increase is attributed to the addition of a new Homicide Bereavement Program in 2013, which provides trauma-centered bereavement services to co-victims of homicide.

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

The FAC was awarded our second SAMHSA/NCTSN Grant in October 2013. It is a four-year, 1.6 million dollar grant which funds ‘Therapy House Calls: Effective Treatment in the Home for Families Experiencing Trauma and Loss’. The purpose of the project is to improve access to care for children and families in Hampden and Hampshire Counties struggling with the effects of psychological trauma through the development of specialized home-based psychotherapy resources. The Baystate team is partnering with community mental health providers; Behavioral Health Network and Clinical & Support Options, in the delivery of a highly effective form of psychotherapy known as Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). While this therapy was originally designed to be delivered in an office setting, the team at Baystate has created an application of the therapy for delivery in the home setting. The home-based form of therapy is expected to not only be more accessible but also to provide the opportunity for therapists to address the impact of traumatic experience on the entire family unit. In addition to focusing on the trauma related to child abuse, community violence and other adverse childhood experiences, the program also includes strategies to address the special needs of families who have experienced severe stress related to parental military service. We have submitted for a new grant, to begin in October 2016. This grant, if awarded, will expand the reach of the FAC throughout the state.

The Victims of Crime Act (VOCA) grants continue to provide best practice evidenced-based psychotherapies to children and their families impacted by sexual abuse, child witness to violence, community violence, homicide, and physical abuse. Over the last year, we offered several school-based groups as well as several parent support groups. The VOCA funded, Homicide Bereavement Program, continues to strengthen its presence in the community. The primary focus of this program is to serve co-victims of homicide. These services include individual and group therapy, education and support to families of victims, as well as the greater community. We recently began a very successful support group for individuals impacted by homicide and will continue to grow this program. Funding for this program will expire in June 2018. It has filled such a gap in the community and has been so well received by those served.

The FAC in collaboration with Baystate’s High Street Primary Care Clinic was selected by NCTSN to participate in Strengthening the Role of Primary Care for Families with Young Children Experiencing Trauma or Chronic Stress, A Change Framework for a Breakthrough Series Collaborative. The
Breakthrough Series Collaborative (BSC) worked with families, trauma professionals, and primary care providers to find practical, sustainable ways to integrate early childhood trauma/chronic stress prevention, detection, and early intervention into pediatric primary care. Its main product was the creation of a “tool kit” setting out sustainable ways in which primary care practices and specialized facilities can collaborate to expand the reach and effectiveness of care for traumatized or stressed families. Through collaboration with the FAC and High St primary care providers they may be able to expand their abilities to prevent, detect, and deliver first-line interventions for trauma and chronic stress, potentially improving their ability to prevent long-term mental health and medical problems. Although this project ended in 2015, changes initiated by this project continue to develop at the 140 High St Pediatric clinic. Dr. Boos is working with Smith College and the 140 High St Pediatric Clinic to further this work, and build on the gains made in 2014-2015.

In addition, the FAC has been collaborating with DCF and the District Attorney’s office in creating a multi-disciplinary team to meet the unique needs of commercially sexually exploited children (CSEC). An advisory board has been created consisting of representation from a variety of agencies including the juvenile justice system, the police department, schools, FBI, and emergency room staff. The goals are to increase awareness and identification of CSEC as well as create a trauma-informed response to victims after identification. Trainings in prevention and treatment specific to CSEC victims are being conducted regularly.

Pediatric and Psychiatric Grand rounds will feature training in CSEC for physicians and mental health providers throughout the medical center, and the 2016 annual victim’s rights conference will train community members throughout the region in this topic.

The FAC continues to support our community in many other ways. FAC members sit on the county Child Fatality Review Board, often chaired by our Co-Medical Director, Dr. Stephen Boos. Together with a group of community volunteers, we have delivered about half a dozen talks on child sexual abuse prevention in the community. Dr. Boos meets with the Juvenile Court Judges to talk about issues related to child abuse about four times a year. He also participates on the Head Start Medical Advisory Board. He attended the Resiliency in Action inter-agency planning sessions and the meetings of the resiliency in action sustainability committee. Dr. Boos is acting as faculty in a collaborative course/project for five Smith College students. Lastly, he presented at the Hampshire/Franklin County DA’s office course on child maltreatment at Greenfield Community College.

Jessica Wozniak, PsyD, also conducts multiple trainings on trauma-informed care, vicarious trauma, and Trauma-Focused Cognitive Behavioral Therapy, for which she is a national consultant and will be a national trainer in April 2016. She is also on the core team of the Resiliency in Action project which focuses on addressing toxic stress in early childhood. This past year alone she has trained the following groups in trauma informed care and trauma 101: school nurse leaders, school nurses for Springfield and Holyoke, High St pediatrics, pediatric residents, pediatric emergency department, Gandara’s Systems of Care, South Hadley public school teachers K-12, Springfield schools special needs professionals, the Department of Youth Services, the committee for public counsel services; juvenile division, Head Start, and Square One. Dr. Wozniak also conducted a statewide, training for all CBHI providers on the effect of vicarious trauma.
In FY 2015, the Consumer Health Library (CHL) served 825 patients and family members at the Tolosky Center, located at 3300 Main Street in Springfield, MA. Our Community Outreach Librarian handled 266 health information questions. The most frequently requested topics are anatomy, heart disease, cancer, diabetes, and allergies. For each question, 3-5 documents are selected and printed out by the librarian. Of the people who visited CHL, 136 looked at reading material, 169 looked at anatomy models, and 263 helped themselves to free health information brochures.

In addition, the Community Outreach Librarian performed 79 in-depth searches for information, mailing or emailing 3-5 documents for each request. Many of those searches are for chronic conditions, such as heart failure, migraines, and diabetes. Others are for mental health conditions like dementia and eating disorders. Requests for information on drugs, supplements and alternative medicine are also common.

Health Sciences Library’s Collaborative Health Classes and Fairs served approximately 487 community members through 27 health classes and fairs in the communities of Amherst, Chicopee, Greenfield, Longmeadow, Northampton, Orange, South Hadley and Springfield. Community partners included the Chicopee Public Library, The Literacy Project, Massachusetts Department of Public Health, Massachusetts Library Association, Massachusetts Library System, National Network of Libraries of Medicine, Simmons College, Springfield City Libraries, Springfield Department of Elder Affairs, Springfield Jewish Community Center, Springfield Parents Academy, Springfield Technical Community College, Stone Soul Festival, Storrs Public Library (Longmeadow), University of Massachusetts/Amherst, Western Massachusetts Health Consortium, and the Westover Job Corps.

Our Community Outreach Librarian continues to participate in monthly meetings of the Medical Home Workgroup for Families of Special Needs Children in Western Massachusetts (http://sncwma.org ). She wrote 7 blog posts for the group, viewed by 1,096 people. She currently serves on the Springfield Food Policy Council (SFPC), working on the Development Committee to sustain SFPC’s work in food justice.

Our Community Outreach Librarian shared Baystate Health accomplishments in community outreach through a presentation at the Massachusetts Library Association Annual Conference in May 2015. She authored an article for the Journal of Consumer Health Information on the Internet, as well as a book chapter for The Medical Library Association Guide to Answering Questions about the Affordable Care Act, 2015.

MIGHTY (Moving, Improving and Gaining Health Together at the Y) is a community-based multi-disciplinary pediatric obesity treatment program. It is held at the Springfield YMCA and includes 14 - 2 hour sessions which include physical activity, nutrition and behavior modification. It targets children and adolescents age 5-21. Sessions are augmented by weekly phone calls, monthly group activities, cooking classes and a gardening experience. In addition participants and their families are given a free six-month long membership to their local YMCA. Ongoing monthly maintenance groups are available to all previous program participants. In FY 2015 the MIGHTY program had a very successful and busy year, enrolling and serving over 200 obese children and their families, and has expanded with several new programmatic options. Our new initiatives for 2015 included monthly
family based events, focus groups for feedback, separate summer intensive groups, increased cooking classes, collaboration with interns from University of Massachusetts, and increased support from psychology. Our goals for FY 2016 include expansion to other regional YMCA sites, increased gardening and cooking programs, groups tailored to specific family and age-group needs, and increased behavioral health support.

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

According to the Centers for Disease Control and Prevention (CDC), falls are the leading cause of fatal and nonfatal injuries in people age 65 and older. Common injuries due to falls are head injuries, shoulder and forearm fractures, spine fractures, pelvic fractures, and hip fractures and rob this population of their independence. We offer a Fall’s Prevention Program with collaboration from Baystate Rehabilitation Care, Baystate Home Infusion & Respiratory Services. Each attendee is given a balance screening with the Biodex Balance System, a discussion about the results with a physical therapist, instruction for specific exercises information about environmental safety and equipment, a falls-prevention checklist and a lecture about injuries that can be sustained as a result of a fall. Pre and Post tests were sent to the group with the potential to submit an abstract in the near future. Each participant was asked to participate in a follow-up survey on their progress and changes that they have made in their home. In addition we also provided an education session on Understanding Your Medication taught by one of our BMC pharmacist.

TIP joined Governor Deval Patrick’s Safe and Successful Youth Initiative (SSYI) with the goal of working with young men of color whose lives have been tragically impacted by violence and poverty. These 17-to-24 year old young are the same men who fuel our nations skyrocketing incarceration rate and fill our prisons at levels that are disproportionate to their white counter parts. SSYI provides education and support groups. Elms College RN-BSN students have provided education on topics like Empowerment, Challenging Children’s Behavior. A local suicide prevention advocate holds classes with the youth. She works with the youth using the Beck Hopelessness Scale with great success. It is a questionnaire used to determine how likely it is that a person will commit suicide. We learned there was a greater demand for these classes so they were expanded to three times per week with an added peer-to-peer component. We found that 75% of the youth in our groups have been directly affected by a suicide. 100% of the youth have been affected by some extraordinary trauma. Through peer to peer education we have open communication and support for the youth. This reinforces healthy living, build self-esteem and personal growth. The youth also have the opportunity to get CPR/First Aid Certified due to OSHA requirements for their employment. We have added Health Education classes weekly. The youth and youth workers have chosen topics ranging STI, HIV, Tattoos, the cost of raising a
child, Self Esteem. Our very own BMC social workers have been holding sessions with the youth on Emotional and Psychosocial Trauma.

TIP held its third annual successful Pediatric Trauma Conference with 100 over attendees. Topics covered included Gun Violence on Adolescence, Distracted Driving, Case Studies in Pediatric Trauma-A Simulation Experience, The Effects of Pediatric Trauma on Parents Siblings and Health Care Workers, Pediatric Death and School Shootings. We participated in Katelyn’s Ride by providing a table of education on concussions along with Safe Kids of Western MA. In collaboration with the Springfield Fire Department Community Outreach program we were invite to provide education to the live in seniors at Costello House in Springfield on burns and the negative impact smoking and wearing oxygen has. John Santos respiratory therapist participated as well. Two performance improvement projects resulted in bringing in a new burn dressing called Mepilex. It has been utilized in the ED, PICU, the OR and the pediatric floors minimizing pain for burn dressing changes in children. The second bought us a new cervical collar for infant called the Pappose. It was utilized in the ED, PICU and the floors. We were invited to speak on the topic of filing a 51A when child abuse is suspected for Hampshire County EMS Meeting.

Healthy Relationship Assembly at West Springfield High school. This involved a collaboration between the D/A’s office, West Springfield High School, YWCA and the Sheriff Office. We sponsored the Yellow Dress, a dramatic play based on the stories of young women who were victims of dating violence. We are collaborating with the Hampden County D/A’s office Youth Advisory Board. Members of the advisory committee include high school seniors and juniors from Hampden County. They have been charged to choosing important issues surrounding high school students and provide education to these students on how to make better choices. The topics that they have chosen are substance abuse, social media and interpersonal violence. Videography is the media platform that they have been tasked with. They will be writing, producing and staring in a video that we at BMC will be sponsoring. The title of the video is It Takes One. The video will be produced by Focus Springfield Community Television.

**Plans for Next Reporting Year**

In Fiscal Year 2016, Baystate Medical Center will continue to deliver current community benefits programs and actively work to expand its outreach to vulnerable populations. We will kick-off a BMC Community Benefit Advisory Council (CBAC), made up of internal and community stakeholders. We will continue to engage and partner with our community to collectively address unmet health care needs of residents in Hampden County. BMC will continue its participation in the Coalition of Western MA Hospitals. The Coalition identified a shared regional health priority – behavioral health which they will address in partnership and with other community partners.

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 partner to develop and implement additional programs to meet the existing and newly identified needs of our target populations. BMC will expand its efforts to communicate to the general public about our community benefit programs and partnerships – through press coverage, social media and other means as appropriate.
Baystate Medical Center  •  Community Benefits Report  •  FY 2015

Baystate Health continues to research best practices as related to community benefits. As a result of this ongoing research, Baystate plans to adopt a system-wide community benefits and social impact policy, upgrade our community benefits website, begin planning for a 2016 community health needs assessment, and explore a deeper partnership with Partners for a Healthier Community to better evaluate our DoN community health initiatives and hospital specific community benefit programs and initiatives.

COMMUNITY BENEFITS PLANNING PROCESS

Community Benefits Leadership Team
Baystate Health’s Board of Trustees is actively involved in overseeing community benefit programs and expenditures. In July 2010, the Baystate Health Board of Trustees assigned oversight of community benefits to the Board’s Governance Committee. Through its regular board meetings, internal hospital meetings and leadership activities, Baystate Health is actively involved in shaping community benefits provided by the system. For FY 2015 the system’s Vice President for Public Health and Community Relations, under the direction of the Sr. Vice President for Strategy & External Relations, supervised the Manager, Public Health and Community Relations. Additionally, the Manager worked collaboratively with the Baystate Health Northern Region CBAC and leadership team and the Public Relations & Community Relations Manager for the Baystate Health Eastern Region to oversee the systems community benefits planning, community health needs assessments, annual program data collection, and state and federal reporting of community benefits.

Community Benefits Team Meetings
The Baystate Health Board Governance Committee meets minimally two times per year and is charged with advocating for community benefits at the Board level and throughout the health system; integrating the five (5) hospital-specific community benefit plans into the health system’s strategic plan; periodic review of community health needs assessment data; approval of a community benefit mission statement and health priorities; review impact of community benefit programs in promoting health of the community; and ensure community benefits programs are in compliance with guidelines established by the MA Attorney General and IRS. Bi-annually, Baystate Health’s Vice President for Public Health and Community Relations present a system-wide community benefit update to the Board of Trustees.

Baystate Medical Center is in the planning phase of kicking-off a formal Community Benefit Advisory Council (CBAC). A CBAC brings a community lens and filter for interpreting findings of a community health needs assessment and priority setting process. The CBAC provides a community perspective on how to increase wellness and resilience opportunities for optimal health for an entire population; guidance in matching Baystate Medical Center 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 a CBAC for Baystate Medical Center will represent employees, community benefits program managers and Hampden County constituencies and communities that the hospital serves. CBAC members will be
responsible for reviewing community needs assessment data and use this analysis as a foundation for providing the hospital with input on its community benefits planning process.

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

1. AIDS Foundation of Western MA
2. Alzheimer’s Association
3. American Foundation of Suicide Prevention
4. American Heart Association
5. American Lung Association
6. Baystate Child Protection Team
7. Baystate Medical Center Behavior Health/Neuropsychology Department
8. Baystate Medical Practices
9. Baystate Office of Diversity and Inclusion
10. Behavioral Health Network
11. Best Buddies of Western MA
12. Caring Health Center (FQHC)
13. CHNA #4, Community Health Connections
14. Community Outreach Worker Networking Organization
15. Dunbar Y Family and Community Center
16. Elms College RN to BSN Program
17. Gandara Mental Health Center
18. Gardening the Community
19. Hampden County Child Fatality Review Team
20. Hampden County District Attorney's Office
21. Hampden County Postpartum Depression Coalition
22. HCS Head Start
23. Health New England
24. Healthcare for the Homeless
25. Holyoke Fire Department
26. Local Boards of Health (Springfield, West Springfield, Agawam, Holyoke, Chicopee, Amherst, Northampton)
27. MA Latino Chamber of Commerce
28. MA Prevent Injuries Now Network
29. Martin Luther King, Jr. Family Services
30. Mason Square Health Task Force
31. Mass in Motion
32. Massachusetts Association of Community Health Workers
33. Massachusetts Department of Children and Families - Western Regional Office
34. Massachusetts Dept of Public Health - TB Division
35. Medical Home Work Group for Children with Special Needs
36. MotherWoman
37. New North Citizens’ Council
38. North End Campus Coalition  
39. North End Housing Initiative  
40. Partners for a Healthier Community  
41. Pioneer Valley Asthma Coalition  
42. Project Baby Springfield  
43. Puerto Rican Cultural Center  
44. ROCA  
45. Springfield City Library  
46. Springfield Dept of Health and Human Services  
47. Springfield Fire Department  
48. Springfield Girls' Club Family Center  
49. Springfield Police Department  
50. Springfield Pregnant & Parenting Teen Project  
51. Springfield Public Schools  
52. Supplemental Nutrition Application Program (SNAP)  
53. UNITY of Pioneer Valley  
54. YEAH! Network  
55. YMCA of Greater Springfield  

COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA)

In partnership with the Coalition of Western MA Hospitals, Baystate Medical Center conducted its most recent community health needs assessment (CHNA) in 2013 of the geographic areas served by the hospital pursuant to the requirements of the MA Attorney General’s Community Benefit Guidelines and Section 501(r) of the Internal Revenue Code (“Section 501(r)”). The CHNA findings were made available on the hospital’s website in September 2013.  

Organizational Policy  
Per the Internal Revenue Service (IRS) and the Massachusetts Office of the Attorney General, each non-profit hospital must conduct a formal community health needs assessment (CHNA) every three-years in partnership with community organizations and individuals across the hospital’s service area. The aim is to identify community assets as well as the critical gaps/needs in public health resources and the weak connections between medical care and community care. This “gaps analysis” assists Baystate Health’s Board of Trustees and senior managers in developing community benefit policy, which targets our charitable resources in focused areas. These areas frame existing community benefit programs, assist in transforming community service activities to comply with the IRS and MA Attorney General’s criteria, and set priorities in the design of new programs.  

---

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.  

3 Review BMC’s 2013 CHNA at www.baystatehealth.org/
Program Results
The CHNA is the basis for developing accountable community benefit programs. In an ideal situation, an effective and large scale community benefit program will demonstrate measurable community impacts on the health status and quality of life for residents - effectively closing gaps when current data is compared to initial CHNA baseline indicators. At a more practical program level, the CHNA guides a “theory of change” – linking health needs to community benefit efforts to desired program and community outcomes.

Date of Last Assessment Completed, and Current Status
In partnership with Coalition of Western MA Hospitals, Baystate Medical Center conducted its most recent community health needs assessment (CHNA) in 2013 of the geographic areas served by the Hospital pursuant to the requirements of the MA Attorney General’s Community Benefit Guidelines and Section 501(r) of the Internal Revenue Code (“Section 501(r)”). The CHNA findings were made available on the hospital’s website in September 2013.

Community Health Needs Assessment Findings
BMC’s CHNA began by identifying the communities served by the hospital. Findings are based on various quantitative analyses regarding health-related needs in those areas, a review of health assessments conducted by other organizations in recent years, information obtained from interviews, and findings from a community survey. Preliminary assessment findings were discussed with community stakeholders during a series of “listening sessions” and feedback from participants helped validate findings. Finally, Verité applied a ranking methodology to help prioritize the community health needs identified by the assessment. Including multiple data sources and stakeholder views is important when assessing the level of consensus that exists regarding priority community health needs. If alternative data sources including interviews support similar conclusions, then confidence is increased regarding the most problematic health needs in a community. Further information about the analytic methods and prioritization process and criteria can be found in the CHNA report.

The list that follows describes the health needs identified throughout the assessment as priorities in the community served by Baystate Medical Center. These needs are presented in alphabetical order, by category. The prioritized list identifies the 15 most problematic community health needs found by this assessment. Needs were determined by synthesizing findings from multiple data sources.

Access to Care
- Lack of Affordable and Accessible Medical Care
- Need for Care Coordination and Culturally Sensitive Care

Dental Health
- Lack of Access to Dental Care

Health Behaviors
- High Rates of Alcohol, Tobacco, and Drug Use
- High Rates of Unsafe Sex, Teen Pregnancy, and Chlamydia
Maternal and Child Health
Prevalent Infant Health Risk Factors (e.g., smoking during pregnancy, lack of prenatal care)
Pediatric Disability

Mental Health
Lack of Access to Mental Health Services and Poor Mental Health Status Use

Morbidity and Mortality
High Rates of Diet and Exercise-Related Diseases and Mortality
High Rates of Asthma
Racial and Ethnic Disparities in Disease Morbidity and Mortality

Physical Environment
Poor Community Safety (e.g., homicide and other violent crimes)
Poor Built Environment and Environmental Quality (e.g., air quality, presence of food deserts)

Social and Economic Factors
Basic Needs Insecurity: Financial Hardship, Housing, and Food Access
Low Educational Achievement

Additional CHNA highlights include, but are not limited to:

- Projected population change (2012-2017): Growth of about 1% overall; 11% increase in the 65+ population
- 11% of Baystate’s discharges for ambulatory care sensitive conditions (ACSC)
- Discharges for ACSC most frequent among Medicare patients
- High poverty rates in 6 Springfield ZIP codes
- Higher crime rates than the commonwealth
- Disparities for Black and Hispanic (or Latino) residents: More likely to be living in poverty and
  Higher stroke, heart disease, diabetes, and cancer mortality rates
- Growing diversity: Growing Asian, Black, and Hispanic (or Latino) populations, 14% non-White in
  2012; 16% non-White by 2017

Consultants/Other Organizations
Baystate Medical Center is a member of the Coalition of Western Massachusetts Hospitals, a partnership between ten (10) not-for-profit hospitals/health plan in western Massachusetts that includes: Baystate Medical Center, Baystate Franklin Medical Center, Baystate Mary Lane Hospital, Baystate Noble Hospital, Baystate Wing Hospital, Holyoke Medical Center, Cooley Dickinson Hospital (a Massachusetts General Hospital affiliate), Mercy Medical Center (a member of Sisters of Providence Health System), 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 bring hospitals within western Massachusetts together to share resources and work in partnership to identify and address the health needs of their communities
through regional community health assessments (CHNA’s). The Coalition, formed in 2012, put competition aside to conduct a regional community health needs assessment while sharing limited resources and enhancing the quality of data collection to benefit the community as a whole. The Coalition engaged Verité Healthcare Consulting to conduct community health needs assessments (CHNA) that identified priority health needs of the communities served by Coalition hospitals.

The following organizations/community stakeholders were interviewed:

**Public Health Experts**
- Tracy Osbahr, Director, Massachusetts Department of Public Health, Early Intervention Program
- Ben Wood, Healthy Community Design Coordinator, Massachusetts Department of Public Health, Division of Prevention and Wellness
- Donna Salloom, Community Liaison, MA Department of Public Health, Division of Prevention and Wellness
- Ruth Jacobson-Hardy, Regional Manager, Massachusetts Department of Public Health, Substance Abuse Services
- Molly Butler, Program Coordinator, Massachusetts Department of Public Health, Rural Health
- Barbara Coughlin, Advisor, Massachusetts Department of Public Health, STD Program
- Charles Kaniecki, District Health Officer, Massachusetts Department of Public Health, Western Mass Region
- Ronnie Rom, Coordinator, Massachusetts Department of Public Health, Rural Hospital Program
- Amy Waldman, Project Director, Massachusetts Department of Public Health, Rural Domestic and Sexual Violence Project
- Cathy O’Connor, Director, Massachusetts Department of Public Health, Office of Healthy Communities
- Helen Caulton-Harris, Director, City of Springfield, Dept. of Health and Human Services
- Ben Cluff, Assistance Regional Manager, Bureau of Substance Abuse Services

**Health or Other Departments or Agencies**
- Michael Ashe, Hampden County Sheriff, Hampden County Corrections
- Andrew Morehouse, Executive Director, Food Bank of Western Massachusetts
- Ann Awad, President/CEO, Caring Health Center (FQHC)
- Bill Miller, Executive Director, Friends of the Homeless
- Delaney McGoffin, Executive Assistant, Community Affairs at YMCA of Greater Springfield, YMCA of Greater Springfield
- Dora Robinson, President/CEO, United Way of Pioneer Valley
- Elaine Massery, Executive Director, Greater Springfield Senior Services
- Janet Denney, Director, City of Springfield, Elder Affairs
- Jeanne Clancy, Nursing Supervisor, Springfield Public Schools
- John Roberson, Vice-President of Children and Family Services, Center for Human Development
- Juan Campbell, Vice-President of Sales, Health New England
- Kathy Wilson, President/CEO, Behavioral Health Network
- Kristina Chapell, Development Officer, Alzheimer’s Association
• Mary Walachy, Project Director, Davis Foundation
• Nanyamka Hales, Director for Health Initiatives, American Cancer Association
• Nikki Burnett, Regional Vice President for Health Equity, American Heart Association
• Pamella Wells, Resident Services Manager, Springfield Housing Authority
• Robert Marmor, President/CEO, Jewish Family Services
• Sally Fuller, Executive Director, Davis Foundation
• Soloe Dennis, Emergency Preparedness Planner, Pioneer Valley Planning Commission
• Sr. Mary Caritas, Vice President, Sisters of Providence Health System
• Vickie Nelson, Associate Director of Development, YMCA of Greater Springfield
• William Abrashkin, Judge, Springfield Housing Authority

Community Leaders or Representatives Interviewed

• Jay Minkarah, President/CEO, Develop Springfield
• Sarah Perez-McAdoo, Director, Youth Empowerment Adolescent Health (YEAH)
• Bill Ward, Executive Director, Regional Employment Board
• Carlos Gonzalez, President/CEO, MA Latino Chamber of Commerce
• Cindy Miller, Hampden County Health Services Manager, Tapestry Health, CHNA #4, Community Health Connections
• Giang Phan, Professor, University of Massachusetts Amherst, Vietnamese American Civic Association
• Henry Thomas, President, Urban League of Springfield
• Maly Son, Executive Director, Springfield Vietnamese American Civic Association
• Mike Suzor, Assistant to the President, Springfield Technical Community College
• Mila Dubinchik, Regional Director, Russian Community Association of MA
• Sr. Maxyne Schneider, President, Sisters of St. Joseph
• Rev. Talbert Swan, Pastor, Spring of Hope Church
• Theresa Glenn, CHNA #4, Community Health Connections
• Timothy Paul Baymon, Ph.D., Archbishop, Council of Churches of Greater Springfield
• Vanessa Otero, Director, North End Campus Coalition
• Wanda Givens, Director, Mason Square Health Task Force

Other Interviewees Representing the Broad Interests of the Community

• Patrick McCarthy, Clinical Director, Hampden County Sheriff’s Dept.
• Shannon Giordano, Legislative Aide, Office of Rep. Coakley-Rivera
• Domenic Sarno, Mayor, City of Springfield
• Jeff Ciuffreda, President, Affiliated Chambers of Commerce of Greater Springfield
• John Barberi, Sergeant, City of Springfield Police Department
• Kate Kane, Managing Director, Northwestern Mutual Financial Services
• Nicholas Fyntrilakis, Vice-President of Community Responsibility, MassMutual
• Shawn Sullivan, Communications and Infectious Control Officer, City of Springfield Police Department
• William Messner, President, Holyoke Community College
CHNA data sources included:
Quantitative analysis (secondary data from DPH, Mass CHIP, BMC Inpatient/ED Discharge, and Ambulatory Care Sensitive Conditions), review of health assessments conducted by other organizations in recent years, key informant interview, and findings from a community survey. Preliminary assessment findings were also discussed with community stakeholders during a series of “listening sessions” and feedback from participants helped validate findings.

Community Definition
Baystate Medical Center, located in Springfield, Massachusetts, is an academic, research, and teaching hospital that serves as the western campus of Tufts University School of Medicine. The Hospital is a 716-bed facility with 57 bassinets and is the only Level 1 trauma center in western Massachusetts, treating the most critical and urgent cases in the region. The hospital is also home to the second-busiest emergency department in Massachusetts. The primary community served by the hospital is defined based on the geographic origins of the hospital’s discharges. The hospital’s primary community is comprised of 51 ZIP codes in 21 cities and towns: Agawam, Blandford, Brimfield, Chester, Chicopee, East Longmeadow, Granville, Hampden, Holland, Holyoke, Longmeadow, Ludlow, Monson, Palmer, Russell, Southwick, Springfield, Wales, West Springfield, Westfield, and Wilbraham. The 51 ZIP codes collectively and essentially are equivalent to Hampden County. In 2012, about 76 percent of the community’s population was White. Non-White populations are expected to grow faster than White populations in the community. The Asian, American Indian, Black, and Other4 are expected to have the fastest growth. The growing diversity of the community is important to recognize, given the presence of health disparities. Community input is needed, in order to enhance the cultural competency of hospital health care providers.
The following table depicts the population of the 51 Zip codes in 21 cities/towns that comprise Hampden County:

<table>
<thead>
<tr>
<th>Town/City*</th>
<th>Total Population 2012</th>
<th>Total Population 2017</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agawam</td>
<td>28,516</td>
<td>28,707</td>
<td>0.7%</td>
</tr>
<tr>
<td>Blandford</td>
<td>1,320</td>
<td>1,354</td>
<td>2.6%</td>
</tr>
<tr>
<td>Brimfield</td>
<td>3,844</td>
<td>3,994</td>
<td>3.9%</td>
</tr>
<tr>
<td>Chester</td>
<td>1,277</td>
<td>1,301</td>
<td>1.9%</td>
</tr>
<tr>
<td>Chicopee</td>
<td>55,453</td>
<td>55,684</td>
<td>0.4%</td>
</tr>
<tr>
<td>East Longmeadow</td>
<td>15,723</td>
<td>16,250</td>
<td>3.4%</td>
</tr>
<tr>
<td>Granville</td>
<td>2,085</td>
<td>2,130</td>
<td>2.2%</td>
</tr>
<tr>
<td>Hampden</td>
<td>5,191</td>
<td>5,268</td>
<td>1.5%</td>
</tr>
<tr>
<td>Holland</td>
<td>2,512</td>
<td>2,587</td>
<td>3.0%</td>
</tr>
<tr>
<td>Holyoke</td>
<td>40,073</td>
<td>40,222</td>
<td>0.4%</td>
</tr>
<tr>
<td>Longmeadow</td>
<td>16,044</td>
<td>16,075</td>
<td>0.2%</td>
</tr>
<tr>
<td>Ludlow</td>
<td>21,197</td>
<td>21,445</td>
<td>1.2%</td>
</tr>
<tr>
<td>Monson</td>
<td>8,493</td>
<td>8,579</td>
<td>1.0%</td>
</tr>
<tr>
<td>Palmer</td>
<td>12,174</td>
<td>12,017</td>
<td>-1.3%</td>
</tr>
<tr>
<td>Russell</td>
<td>1,605</td>
<td>1,620</td>
<td>0.9%</td>
</tr>
<tr>
<td>Southwick</td>
<td>9,629</td>
<td>9,919</td>
<td>3.0%</td>
</tr>
<tr>
<td>Springfield</td>
<td>152,998</td>
<td>153,160</td>
<td>0.1%</td>
</tr>
<tr>
<td>Wales</td>
<td>1,691</td>
<td>1,791</td>
<td>5.9%</td>
</tr>
<tr>
<td>West Springfield</td>
<td>28,292</td>
<td>28,484</td>
<td>0.7%</td>
</tr>
<tr>
<td>Westfield</td>
<td>42,044</td>
<td>42,566</td>
<td>1.2%</td>
</tr>
<tr>
<td>Wilbraham</td>
<td>14,255</td>
<td>14,491</td>
<td>1.7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>464,416</strong></td>
<td><strong>467,644</strong></td>
<td><strong>0.7%</strong></td>
</tr>
</tbody>
</table>


*Data were available by ZIP code and are presented by each ZIP code’s associated town name.
The following map depicts the primary community served by BMC. It also shows the location of the hospital as well as the other hospitals in the area that are part of the BH system as well as non-BH hospitals that are part of the Coalition within Hampden County.

To learn more about findings from BMC’s community health needs assessment and the hospital’s implementation strategy to address the identified health needs please visit our website at www.baystatehealth.org and search for community benefits. All documents are available for FREE in PDF downloadable format. To request a FREE hard copy of the CHNA please contact the Office of Public Health and Community Relations at 413-794-1016.
## COMMUNITY BENEFITS PROGRAM PROFILES

### Baystate Community Health Centers

| Brief Description or Objective | BMC is committed to reducing health disparities in the Springfield and has invested significant resources in our three community health centers and pediatric clinic located in Springfield’s low-income neighborhoods that have both HPSA and MUA/MUP designation. BMC health centers are primary care first-contact sites for thousands of underserved, low-income people. In FY15, these community training sites for our Medical Residency Program provide continuity of care for 27,083 unduplicated patients with 118,360 patient encounters/visits annually, most of who reside in an MUA/MUP. Through the various sponsored programs (grants), BMC is able to provide enhanced services such as HIV/STI/Hep C screening and treatment to high risk, vulnerable populations, who share a disproportionate burden of certain diseases; infrastructure and capacity to health centers; complex care management of high risk ED utilizers; supported referrals to needed social services; treatment to incarcerated and linkages to care upon release; food vouchers/gift cards to food insecure patients; emergency preparedness readiness to our staff, patients, and community residents; and office-based opiate treatment. |
| Program Type | Direct Services, Health Professional/Staff Training, Outreach to Underserved, Complex Care Management |
| Target Population | **Regions Served:** County-Hampden  
**Health Indicator:** All  
**Sex:** All  
**Age Group:** All  
**Ethnic Group:** All  
**Language:** All, Spanish |
| Goals | **Statewide Priority:**  
- Address Unmet Health Needs of the Uninsured  
- Chronic Disease Management in Disadvantaged Populations  
- Promoting Wellness of Vulnerable Populations  
- Reducing Health Disparities  

**Goal 1**  
**Description:** Increase access to primary care for the underserved residents of Springfield.  
**Status:** In progress |
| Partners | New North Citizen’s Council  
River Valley [www.rvcc-inc.org](http://www.rvcc-inc.org)  
Holyoke Health Center [www.hhcinc.org](http://www.hhcinc.org)  
Gandara [gandaracenter.org](http://gandaracenter.org) |
| Contact Information | Thomas Lombardo, Administrative Director, Baystate Health Community Health and Geriatric/Palliative Acute Care. Main office is located at 11 Wilbraham Road, Springfield, MA 01109, (413) 794-2693/2860, [thomas.lombardo@baystatehealth.org](mailto:thomas.lombardo@baystatehealth.org). |
# Baystate Family Advocacy Center

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

**Program Type**
Health Professional/Staff Training, Outreach to Underserved, Prevention, Support Group

**Target Population**

<table>
<thead>
<tr>
<th>Regions Served:</th>
<th>County-Berkshire, County-Franklin, County-Hampden, County-Hampshire</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Indicator:</td>
<td>Injury and Violence, Mental Health, Other: Domestic Violence, Other: Rape, Other: Sexually Transmitted Diseases, Co-victims/Families of Homicide Victims</td>
</tr>
<tr>
<td>Sex:</td>
<td>All</td>
</tr>
<tr>
<td>Age Group:</td>
<td>All Children</td>
</tr>
<tr>
<td>Ethnic Group:</td>
<td>All</td>
</tr>
<tr>
<td>Language:</td>
<td>All</td>
</tr>
</tbody>
</table>

**Goals**

<table>
<thead>
<tr>
<th>Statewide Priority:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promoting Wellness of Vulnerable Populations</td>
</tr>
<tr>
<td>Reducing health disparities</td>
</tr>
</tbody>
</table>

**Goal 1**

**Description:** 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.

**Status:** In progress

**Goal 2**

**Description:** 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.

**Status:** In progress

**Partners**

| Hampden County District Attorney's Office | www.mass.gov |
| Massachusetts Department of Children and Families - Western Regional Office | www.mass.gov |
| Massachusetts Children’s Alliance | www.machildrensalliance.org |
| National Children’s Alliance | www.nationalchildrensalliance.org |

**Contact Information**

Stephen Boos, MD, Medical Director Family Advocacy Center 50 Maple Street, 3rd Floor, Springfield, MA 01199 (413) 794-6626, stephen.boos@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. We also see patients who are US born or from other countries that have a Positive T-Spot and QuantiFERON lab tests, abnormal chest x-rays and abnormal CAT scan findings. The TB Clinic serves both adult and pediatric patients. Our patients continue to arrive from Nepal, Burma, and Somalia in large numbers. We also have an increase in arrival of patients from Iran, Iraq, Kenya, Russia, Vietnam and various regions of Africa several times during the year.

**Program Type**
Community Education, Direct Services, Medications Management, Health Screening, Outreach to Underserved, and Prevention

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

**Goals**
**Statewide Priority:**
- Chronic Disease Management in Disadvantaged Populations  
- Promoting Wellness of Vulnerable Populations  
- Reducing Health Disparities

**Goal 1**
**Description:** To screen for and assist in the treatment and prevention of tuberculosis in western Massachusetts.  
**Status:** In progress

**Partners**
- Massachusetts Dept. of Public Health - TB Division  
  [www.mass.gov](http://www.mass.gov)  
- Local Boards of Health (Springfield, West Springfield, Agawam,Holyoke, Chicopee, Amherst, Northampton, South Hadley,  
  Ludlow, Longmeadow, East Longmeadow, and Wilbraham)  
  [www.mercycares.com](http://www.mercycares.com)  
- Healthcare for the Homeless  
  [www.springfield-ma.gov/hhs](http://www.springfield-ma.gov/hhs)  
- Lutheran Services  
  [www.lssne.org](http://www.lssne.org)

**Contact Information**
Areatha Lawson, RN, MPA, Clinical Nurse III, TB Clinic Nurse, Baystate High Street Health Center,  
140 High Street, Springfield, MA, 413-794-5435, Areatha.Lawson@baystatehealth.org
### Baystate Springfield Educational Partnership (BSEP)

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

**Program Type**
Mentorship/Career Training/Internship, School/Health Center Partnership

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

**Goals**
- **Statewide Priority:**
  - Promoting Wellness of Vulnerable Populations
  - Reducing health disparities

  **Goal 1**
  - **Description:** Increase the enrollment of Springfield students in the BSEP program.
  - **Status:** In progress

  **Goal 2**
  - **Description:** Increase the number of BSEP students that are accepted to college programs and graduate from college programs.
  - **Status:** In progress

**Partners**
- Roger L. Putnam Vocational Technical High School
  - [www.sps.springfield.ma.us](http://www.sps.springfield.ma.us)
- Springfield Technical Community College (STCC)
  - [www.stcc.edu](http://www.stcc.edu)
- Holyoke Community College (HCC)
  - [www.hcc.edu](http://www.hcc.edu)
- Pioneer Valley Life Sciences Institute
  - [www.pvlsi.org](http://www.pvlsi.org)
- Regional Employment Board of Hampden County
  - [www.rebhc.org](http://www.rebhc.org)
- Tufts University School of Medicine
  - [www.medicine.tufts.edu](http://www.medicine.tufts.edu)
- Mercy Medical Center
  - [www.mercycares.com](http://www.mercycares.com)
- Caring Health Center
  - [www.caringhealth.org](http://www.caringhealth.org)

**Contact Information**
Peter Blain, Program Manager, Baystate Springfield Educational Partnership, 55 Pratt Street, Springfield MA, 413-794-1671, [peter.blain@baystatehealth.org](mailto:peter.blain@baystatehealth.org)
Community Provider Integration Programs

**Brief Description or Objective**

The Community Provider Program Manager, an APRN, develops purposeful, innovative, health care frameworks that build institutional continuity and support capacity building infrastructure for healthier communities. Programs, initiatives and services are focused on the health needs of the community, align with movements throughout the region and have the potential to impact community through policy, system and environmental change. The APRN works collaboratively with city teams, state staff, regional managers and other initiative partners to improve the health of the population by reducing health disparities, promoting community wellness and improving access to care for the vulnerable populations.

**Program Type**

Direct Services, Health Screening, Healthy Communities Partnership, Capacity building initiative, Mentorship/Career Training/Internship, Outreach to Underserved, Prevention, School/Health Center Partnership

**Target Population**

Regions Served: County-Hampden, County – Franklin, County - Hampshire

Health Indicator: Access to Health Care, Immunization, Injury and Violence, Mental Health, Other: Diabetes, Other: Education/Learning Issues, Other: First Aid/ACLS/CPR, Other: Homelessness, Other: Language/Literacy, Other: Nutrition, Other: Parenting Skills, Other: Pregnancy, Other: Public Safety, Other: Safety, Other: Safety - Auto/Passenger, Other: Safety - Home, Other: Safety - Sports, Overweight and Obesity, Physical Activity

Sex: All

Age Group: Child-Primary School, General Community

Ethnic Group: All

Language: English, Spanish

**Goals**

Statewide Priority:

- Address Unmet Health Needs of the Uninsured
- Chronic Disease Management in Disadvantage Populations
- Promoting Wellness of Vulnerable Populations
- Reducing Health Disparities

**Goal 1**

Description: Increase health care access, health education and health programs to the underserved population, especially children and youth.

Status: In progress

**Goal 2**

Description: Work collaboratively with the City, School System, Department of Health and Human Services, Department of Health and other regional partners to improve health care policies, procedures and programs that positively impact the health of the community.

Status: In progress

**Partners**

Baypath University
City of Springfield Health and Humans Services
City of Springfield: Mass in Motion
City of Springfield: Planning and Economic Development
City of Springfield Police Department
EPA: Care Initiative
Harvard University
North End Campus Coalition
New North Citizen’s Council
Massachusetts Department of Public Health
Massachusetts State Police
Mass Rides: Massachusetts Department of Transportation
<table>
<thead>
<tr>
<th>Partners for a Healthier Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pioneer Valley Planning Commission</td>
</tr>
<tr>
<td>Pioneer Valley Rowing Club</td>
</tr>
<tr>
<td>Robert Wood Johnson Foundation</td>
</tr>
<tr>
<td>Rails to Trails Conservancy</td>
</tr>
<tr>
<td>Safe Routes to School: National Center</td>
</tr>
<tr>
<td>Smith College</td>
</tr>
<tr>
<td>Springfield City Council</td>
</tr>
<tr>
<td>Springfield College</td>
</tr>
<tr>
<td>Springfield Housing Authority</td>
</tr>
<tr>
<td>Springfield Public Schools</td>
</tr>
<tr>
<td>Springfield Public Schools: City Connects</td>
</tr>
<tr>
<td>United Way of Pioneer Valley</td>
</tr>
<tr>
<td>University of Massachusetts</td>
</tr>
<tr>
<td>YMCA of Greater Springfield</td>
</tr>
</tbody>
</table>

**Contact Information**

Karen Pohlman, MSN, APRN, FNP-BC, Community Provider Program Manager, Baystate Brightwood Health Center, 380 Plainfield Street, Springfield, MA 01199, (413) 695-6541, karen.pohlman@baystatehealth.org
### Consumer Health Library

**Brief Description or Objective**

In 1998, the Consumer Health Library was established by Baystate Health. Located in the Tolosky Center at 3300 Main Street, Springfield, MA, the Consumer Health Library was designed to offer library resources and services to patients and their families. The Consumer Health Library is open Monday-Friday from 12:00-5:00 pm. Our Community Outreach Librarian is available by appointment during morning, evening and Saturday hours.

The Consumer Health Library is staffed by a librarian or trained library assistant to handle requests for information about health topics. The library has standard drug and medical reference books, current newsletters from Harvard, Mayo Clinic, Johns Hopkins, and UC Berkeley and free pamphlets on general health topics. Visitors have access to subscription databases through the use of two PCs and a wireless connection. Visitors look at anatomical models and medical images to gain greater understanding about anatomy and physiology.

A medical librarian performs searches for anyone interested in more detailed information on a personal health topic. Requests are taken in-person, over the phone, via email, or forwarded from the web form on [www.baystatehealth.org](http://www.baystatehealth.org). All resources and services are offered free of charge.

**Program Type**

Community Education, Health Screening, Healthy Communities Partnership, Outreach to Underserved, Prevention, Support Group

**Target Population**

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

**Goals**

**Statewide Priority:**

- Address Unmet Health Needs of the Uninsured
- Promoting Wellness of Vulnerable Populations
- Reducing Health Disparities
- Chronic Disease Management in Disadvantage Populations

**Goal 1**

**Description:** To provide patients, their families and the general public free library resources and services.

**Status:** In progress

**Goal 2**

**Description:** To respond to a minimum of 250 readily answered questions; conduct 50 in-depth searches for information; develop 25 community classes and exhibits; and prepare 5 professional articles and presentations to disseminate the story of our work at Baystate Health.

**Status:** In progress

**Partners**

- Chicopee Public Library
- Literacy Project
- Massachusetts Department of Public Health
- Massachusetts Library Association,
• Massachusetts Library System,
• Medical Home for Special Needs Children in Western MA
• National Network of Libraries of Medicine
• Simmons College
• Springfield City Libraries
• Springfield Department of Elder Affairs
• Springfield Food Policy Council
• Springfield Jewish Community Center
• Springfield Parents Academy
• Springfield Technical Community College
• Stone Soul Festival
• Storrs Public Library (Longmeadow)
• University of Massachusetts/Amherst
• Western Massachusetts Health Consortium
• Westover Job Corps

Contact Information
Margot Malachowski, MLS, Health Sciences Library, Community Outreach Librarian, 759 Chestnut Street, Springfield, MA 01199, 413-794-1862, margot.malachowski@baystatehealth.org
## Financial Assistance & Counseling

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

### Program Type
Health Coverage Subsidies or Enrollment

### Target Population
**Regions Served:** County-Franklin, County-Hampden, County-Hampshire

**Health Indicator:** Access to Health Care

**Sex:** All  
**Age Group:** All  
**Ethnic Group:** All  
**Language:** All, English, Spanish

### Goals
**Statewide Priority:**
- Address Unmet Health Needs of the Uninsured and Underinsured  
- Supporting Healthcare Reform

**Goal 1**  
**Description:** Provide financial counseling services and secure insurance sponsorship for uninsured or underinsured individuals requesting our support.  
**Status:** In progress

**Goal 2**  
**Description:** Screen all individuals and provide assistance in completing and submitting applicable applications.  
**Status:** In progress

### Partners
- Community Outreach Worker Networking Organization Massachusetts Association of Community Health Workers  
  www.machw.org  
- Supplemental Nutrition Application Program (SNAP)  
  www.fns.usda.gov/snap  
- Live Well Springfield  
  www.partnersforahealthiercommunity.org

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

<table>
<thead>
<tr>
<th>Brief Description or Objective</th>
<th>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 health forums and fairs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Type</td>
<td>Community Education, Outreach to Underserved, Prevention</td>
</tr>
</tbody>
</table>
| Target Population              | **Regions Served:** Springfield  
**Health Indicator:** All  
**Sex:** All  
**Age Group:** All  
**Ethnic Group:** All, Black/African American, Hispanic/Latino  
**Language:** All, English, Spanish |
| Goals                          | **Statewide Priority:**  
- Address Unmet Health Needs of the Uninsured  
- Chronic Disease Management in Disadvantage Populations  
- Promoting Wellness of Vulnerable Populations  
- Reducing Health Disparity |
| **Goal 1**                     | **Description:** To increase overall health in the Mason Square community.  
**Status:** In progress |
| **Goal 2**                     | **Description:** Educate Mason Square residents so they can advocate for their own health care needs.  
**Status:** In progress |
| Partners                       | Springfield Girls' Club Family Center  
Springfield Department of Health & Human Services  
Safe Kids of Western MA  
HCS Headstart  
Massachusetts Association of Community Health Workers  
Dunbar Community Center  
Martin Luther King, Jr. Family Services  
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)

<table>
<thead>
<tr>
<th>Brief Description or Objective</th>
<th>MIGHTY is community-based multi-disciplinary pediatric obesity treatment program. It is held at the Springfield YMCA and includes 14 - 2 hour sessions which include physical activity, nutrition and behavior modification. It targets children and adolescents age 5-21. Sessions are augmented by weekly phone calls, monthly group activities, cooking classes and a gardening experience. In addition participants and their families are given a free six-month long membership to their local YMCA. Ongoing monthly maintenance groups are available to all previous program participants. This program enrolls over 300 obese children and their families per year.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Type</td>
<td>Community Education, Health Screening, Healthy Communities Partnership, Outreach to Underserved, Prevention, Support Group</td>
</tr>
</tbody>
</table>
| Target Population | **Regions Served:** County-Hampden, County-Hampshire; County-Franklin  
**Health Indicator:** Other: Diabetes, Other: Hypertension, Other: Nutrition, Overweight and Obesity, Physical Activity  
**Sex:** All  
**Age Group:** All Children  
**Ethnic Group:** All  
**Language:** All, English, Spanish |
| Goals | **Statewide Priority:**  
- Address Unmet Health Needs of the Uninsured  
- Promoting Wellness of Vulnerable Populations  
- Reducing Health Disparities  
- Chronic Disease Management in Disadvantage Populations  

**Goal 1**  
**Description:** 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.  
**Status:** In progress |
| Partners | YMCA of Greater Springfield  
Springfield College  
University of Mass, Amherst campus  
Live Well Springfield  
Mass In Motion |
| Contact Information | Chrystal Wittcopp, MD, Baystate General Pediatrics, 3300 Main Street, Springfield, MA 01107, (413) 794-7455, chrystall.wittcopp@baystatehealth.org |
### Partners for a Healthier Community (PHC)

| Brief Description or Objective | Founded as a not-for-profit organization in 1996 by Baystate Health, the City of Springfield and other key local stakeholders, PHC has partnered with over 100 organizations in various community benefit projects since its creation. BMC supports the core infrastructure of the PHC by donating $250,000 annually plus additional in-kind services. PHC’s mission is to build measurably healthy communities for all with equitable opportunities and resources through civic leadership, collaborative partnerships and policy advocacy. PHC does not provide direct services; rather it takes the role of neutral facilitator to promote community collaborations. In this role, PHC provides multipurpose support including, convening and partnering, health policy development, population based health program delivery and research and evaluation. |
| Program Type | Community Participation/Capacity Building Initiative, Grant/Donation/Foundation/Scholarship, Healthy Communities Partnership, Outreach to Underserved, Prevention |
| Target Population | **Regions Served:** County-Hampden; County-Hampshire; County-Franklin  
**Health Indicator:** Access to Health Care, Environmental Quality, Immunization, Injury and Violence, Other: Asthma/Allergies, Other: Dental Health, Other: Education/Learning Issues, Other: Teen sexual health, Other: Nutrition, Other: Parenting Skills, Other: Uninsured/Underinsured, Overweight and Obesity, Physical Activity  
**Sex:** All  
**Age Group:** All  
**Ethnic Group:** All  
**Language:** All |
| Goals | **Statewide Priority:**  
• Promoting Wellness of Vulnerable Populations  
• Reducing Health Disparities  

**Goal 1**  
**Description:** Health Access/Public Policy: Ensure that all Springfield families and children have equal access to quality medical, dental and mental health services.  
**Status:** In progress  

**Goal 2**  
**Description:** Public Education for a Healthier Community: Increase public understanding about the impact of health disparities and shared community responsibility for reducing health disparities.  
**Status:** In progress |
<p>| Partners | Other non-profit agencies, schools, preschools, farmers, state associations and departments, city government, oral health professionals, faith-based institutions and higher education. |
| Contact Information | Jessica Collins, MS, PO Box 4895, Springfield MA, 01101-4895, (413) 794-2520, <a href="mailto:jcollins@partnersforahealthiercommunity.org">jcollins@partnersforahealthiercommunity.org</a> |</p>
<table>
<thead>
<tr>
<th><strong>Safe Kids of Western Massachusetts</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Brief Description or Objective</strong></td>
<td>Safe Kids of Western MA strives to prevent accidental childhood injuries and death through public awareness, safety education and distribution of safety devices. Program activities include car seat safety education and inspections, bicycle safety workshops and parent seminars.</td>
</tr>
<tr>
<td><strong>Program Type</strong></td>
<td>Community Education, Prevention</td>
</tr>
</tbody>
</table>
| **Target Population** | **Regions Served:** County-Berkshire, County-Franklin, County-Hampden, County-Hampshire  
**Health Indicator:** Injury and Violence, Other: Public Safety, Other: Safety, Other: Safety - Auto/Passenger, Other: Safety - Home, Other: Safety - Sports  
**Sex:** All  
**Age Group:** All  
**Ethnic Group:** All  
**Language:** All |
| **Goals** | **Statewide Priority:**  
- Promoting Wellness of Vulnerable Populations  
  **Goal 1**  
  **Description:** Create and maintain prevention programs that are based on local injury data and target children who are at high risk.  
  **Status:** In progress  
  **Goal 2**  
  **Description:** Reduce childhood death and injury associated with motor vehicle, bike and suffocation by 1%.  
  **Status:** In progress |
| **Partners** | Springfield Fire Department www.springfieldfirema.org  
Holyoke Fire Department www.holyoke.org  
Westfield Police Department www.cityofwestfield.org  
HCS Head Start www.hcsheadstart.org  
BMC HealthNet Plan www.bmchp.org  
WIC www.mass.gov |
| **Contact Information** | Mandi Summers, Safe Kids Co-Coordinator, Baystate Children’s Hospital, 50 Maple Street, Springfield, MA 01102, (413) 794-6510, mandi.summers@baystatehealth.org |
**Transgender Support Group**

| **Brief Description or Objective** | In partnership with UNITY of Pioneer Valley, this support group is a peer lead and psychosocial support group for Transgender individuals, their allies and all GLBTs. The confidentiality of the meeting provides a safe environment in which to address issues related to transition, such as relationships, family, spirituality and the workplace. |
| **Program Type** | Support Group |
| **Target Population** | **Regions Served:** County-Hampden  
**Health Indicator:** Other: Cancer - Breast, Other: Cancer - Cervical, Other: Hepatitis, Other: HIV/AIDS, Other: Sexually Transmitted Diseases  
**Sex:** Transgender  
**Age Group:** Adult  
**Ethnic Group:** All  
**Language:** All, Spanish |
| **Goals** | **Statewide Priority:**  
- Promoting Wellness of Vulnerable Populations  
**Goal 1**  
**Description:** To be a resource and support for transgender individuals and the broader community.  
**Status:** In progress  
**Goal 2**  
**Description:** To provide a safe space for transgender individuals and their partners to meet and provide support to each other.  
**Status:** In progress |
| **Partners** | UNITY of Pioneer Valley |
| **Contact Information** | Annamarie Golden, Manager, Community Relations & Community Benefit, Baystate Health, 280 Chestnut Street, Springfield, MA 01199, 413-794-7622, annamarie.golden@baystatehealth.org |
### Trauma and Injury Prevention (TIP)

<table>
<thead>
<tr>
<th>Brief Description or Objective</th>
<th>Trauma centers have an important role in reducing the impact of injury by participating in prevention efforts. These efforts are based on identification of specific injuries and risk factors in patients, families and the community. For many injuries, prevention is often the only, if not the best, means of dealing with this health care problem. Examples of our programs include; Brains at Risk, The Balancing Act, Drowsy Driving Campaign, Gun Buy Back Program, Governor Patrick’s Safe and Successful Youth Initiative. Currently there are several programs that are in development.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Type</td>
<td>Community Education, Prevention</td>
</tr>
</tbody>
</table>
| Target Population             | Regions Served: County-Hampden, Hampshire, Franklin  
Health Indicator: Injury & Violence; Other: Drunk Driving; Other: Elder Care; Other: Public Safety; Other: Safety; Other: Safety – Auto/Passenger; Other: Safety – Home; Other: Safety – Sports; Other: Stress Management; Other: Vision  
Sex: All  
Age Group: All  
Ethnic Group: All  
Language: English |
| Goals                         | Statewide Priority:  
- Promoting Wellness of Vulnerable Populations  
- Reducing Health Disparities  
  
**Goal 1**  
Description: Develop and implement prevention programs that are based on trauma registry data, which is local data. This is to identify the pattern, frequency, and risk for injury within the community. Target infant to adults that are at high risk.  
Status: In progress |
| Partners                      | Baystate Medical Center Behavior Health/ Neuropsychology Department  
Elms College RN to BSN Program  
Baystate Child Protection Team  
Katelynn’s Ride  
MA Prevent Injuries Now Network  
Safe Kids of Western MA  
ROCA/SSYI  
Springfield Police Department  
Hampden County District Attorney  
Baystate Health Senior Class  
Baystate Rehabilitation Care  
Baystate Visiting Nurse Association and Hospice  
www.baystatehealth.org  
www.elms.edu  
www.kride.org  
www.masspin.org  
www.baystatehealth.com/safekids  
www.rocainc.org  
www.springfieldpolice.net  
www.hampdenda.com |
Ida Konderwicz RN, BSN,CEN, Department of Surgery, Pediatric Trauma/Injury Prevention Coordinator, 759 Chestnut Street, Springfield, MA 01199, 413 794-8982, Ida.Konderwicz@baystatehealth.org
# Community Benefits Expenditures

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Estimated Total Expenditures for FY 2015</th>
<th>Approved Program Budget for FY 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Community Benefit Programs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct Expenses</td>
<td>$8,864,460</td>
<td>$7,000,000</td>
</tr>
<tr>
<td>Associated Expenses</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Determination of Need Expenditures</td>
<td>$821,706</td>
<td>*Excluding expenditures that cannot be projected at the time of the report.</td>
</tr>
<tr>
<td>Employee Volunteerism</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Other Leveraged Resources</td>
<td>$4,163,701</td>
<td></td>
</tr>
<tr>
<td><strong>Total CB Programs</strong></td>
<td><strong>$13,849,867</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Net Charity Care</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HSN Assessment</td>
<td>$6,303,829</td>
<td></td>
</tr>
<tr>
<td>HSN Denied Claims</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Free/Discount Care (BMC Financial Assistance Program)</td>
<td>$2,947,473</td>
<td></td>
</tr>
<tr>
<td><strong>Total Net Charity Care</strong></td>
<td><strong>$9,251,302</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Corporate Sponsorships</strong></td>
<td>$250,000</td>
<td></td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>$23,351,169</strong></td>
<td></td>
</tr>
<tr>
<td>Net Patient Service Revenues for FY 2015</td>
<td><strong>$1,020,047,288</strong></td>
<td></td>
</tr>
<tr>
<td>Total Patient Care Related Expenses for 2015</td>
<td><strong>$900,187,680</strong></td>
<td></td>
</tr>
</tbody>
</table>

## Optional Information

- **Bad Debt:** $10,296,460  
  Certified: **YES**

- **IRS 990 Schedule H:** $76,746,355  
  2013 Tax Return (FY 2014)