

Baystate Medical Center - FY2010

Community Benefits Mission Statement

The charitable mission of Baystate Medical Center, a member hospital of Baystate Health (BH), is to improve the health of the people in our communities every day, with quality and compassion. Baystate Health's Community Benefits Mission is to reduce health disparities, promote community wellness and improve access to care for vulnerable populations. Baystate Medical Center is committed to meeting the identified health and wellness needs of constituencies and communities served through the combined efforts of Baystate Health's member organizations, affiliated providers, and community partners.

Target Populations

Name of Target Population	Basis for Selection
Children and adolescents at risk for preventative injury and death.	Community needs assessment
Transgender individuals, their allies and all persons from the broader community that identify as LGBT.	Community needs assessment
Children and adolescents (age two years to twenty-one years) with a diagnosis of obesity (BMI > 95% for age).	Community needs assessment
Uninsured or underinsured residents	Community needs assessment
Children/adolescents at risk and/or victims of violence and/or sexual abuse.	Community needs assessment
Broader community and non-English speaking immigrants who are high risk for exposure and diagnosis of Tuberculosis	Community needs assessment
Vulnerable, low-income, ethnic populations across the lifespan health disparities.	Community needs assessment
Springfield Public School students	Community needs assessment

Publication of Target Populations

Website, Other- MA Attorney General Website

Hospital/HMO Web Page Publicizing Target Pop.

www.baystatehealth.org

Key Accomplishments of Reporting Year

In FY2010 Baystate Medical Center offered more than \$23 million in Community Benefit expenditures. Despite the current health care environment and decreases in state funding as a result of the economic downturn BMC provided more than \$7.1 million directly to Community Benefits programs.

In 2010, Baystate Medical Center, in collaboration with Baystate Franklin Medical Center, Baystate Mary Lane Hospital and various internal and external representatives from the communities served, completed a Community Health Needs Assessment. Data and information was gathered and reviewed, then prioritized and presented to Baystate Health's Board of Trustees. In July 2010 the Board of Trustees approved Baystate Health's Community Benefits Plan including a Community Benefits Mission Statement, new Community Benefits oversight structure and community benefit health priorities.

Key FY2010 accomplishments of some of BMC's community benefit programs include:

Baystate Springfield Educational Partnership (BSEP) expanded program exposure to include Imaging Technicians and Research in the Life Sciences, expanding to twelve different areas that students have been placed. BSEP sent out a survey to program alumni and received forty-three responses. All but one of the students surveyed was enrolled in post-secondary education. Three BSEP alumni are currently enrolled in medical school and one is currently in the application process.

Partners for a Healthier Community (PHC) has doubled the number of preschool agencies participating in its Farm to Preschool and Families project under the Live Well Springfield Initiative. The Farm to Preschool project has enhanced the nutritional quality of fruits and vegetables that over 2,000 preschoolers are eating everyday, as well as generating over \$40,000 for local businesses and farmers in the region. Through PHC's FIT+ program under the Live Well Springfield Initiative, six resident based "Prevention Teams" in Mason Square are addressing neighborhood infrastructure issues that will help daily lifestyle choices become easier such as pedestrian safety, community gardens and a "rails to trails" project to create a path whereby folks can be physically active. The BEST Oral Health program continues to serve over 5,000 preschool and early elementary aged children with education, screening and comprehensive restorative dental care.

Financial Assistance Counselors processed and completed over 6,000 applications FY 2010 for MassHealth, Health Safety Net and Baystate's Financial Assistance Program. Our approval rate was over 95%. Over 50,000 patients were assisted in some capacity throughout the Baystate Health system.

Safe Kids of Western Massachusetts' Safe Kids Buckle Up Program checked 711 car seats teaching parents and caregivers the proper way to install car seats. This included an outreach event to the Russian community in Westfield. Car seats were provided to parents and caregivers who had unsafe car seats or were unable to afford one. Safe Kids Walk this Way secured a grant to make improvements to two intersections in Holyoke that are used by school children. The grant added pedestrian signals and an audible beacon countdown timer. Safe Kids of Western Massachusetts also provided pedestrian safety education to approximately 500 children of Holyoke who attended Walk to School Day and Halloween Safety events.

The Brightwood School Based Health Clinic was established in FY2010 through the support of Baystate Brightwood Health Center and the Springfield Public School System. The school clinic has one nurse practitioner that provides acute care health services as well as health education and promotion. Throughout the course of the year, the nurse practitioner was able to provide acute episodic care which enhanced educational learning by returning 72% of the children seen, back to class to continue their school day. Over the course of the year the nurse practitioner established connections within the community that supported prevention programs for the children of Brightwood, including Career Outreach Day. The nurse practitioner guided tours through the Baystate Brightwood Health Center for the Brightwood school children to highlight and promote various medical careers. This field trip reinforced how educational success, strong academics and staying in school could lead to a successful career and job security. The Brightwood School Based Health Clinic also joined with the Pioneer Valley Asthma Coalition and the American Lung Association to provide Tobacco Education for the Children of Brightwood School. Through various educational booths located in the school and a poster contest focusing on the dangers of tobacco products, they were able to educate all 400 Brightwood school children on the health risks of smoking.

Baystate's Transgender Support Group, in partnership with UNITY of Pioneer Valley continued to be a critical link for transgender individuals in western Massachusetts. As the only transgender support group in the region, it provided participants access to information on services such as mental health services and links to primary health care within Baystate Health. Support groups 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.

Plans for Next Reporting Year

In Fiscal Year 2011, Baystate Medical Center will continue to deliver current community benefits programs and actively work to expand its outreach to vulnerable populations. We will continue efforts to grow and re-focus our Community Benefits Advisory Council. Baystate Medical Center will continue the roll-out and implementation of our community benefits software to better collect and track current community benefit programs. We will continue to engage and partner with our community to collectively address unmet health care needs of residents in the greater Springfield area. We will continue to seek grant funding to allow us to develop and implement additional programs to meet the existing and newly identified needs of our target populations.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

Baystate Medical Center's Leadership and the Baystate Health Board of Trustees are actively involved in overseeing community benefit programs and expenditures. In July 2010, the Baystate Health Board of Trustees approved oversight of Community Benefits to the Board Governance Committee. Through its regular board meetings, internal hospital meetings and leadership activities, Baystate Health is actively involved in shaping the Community Benefits planned and provided by the system. For 2010 Baystate's Vice President for Government and Community Relations and Public Affairs, under the direction of the Sr. Vice President for Strategy & External Relations, supervised the Director of Community Health Planning. The Director managed the daily activities of the Community Health Planning department and drafted and implemented the Community Benefit Plan for the 2010 fiscal year.

Community Benefits Team Meetings

The Board Governance Committee meets minimally two times per year with a Community Benefits charge of advocating for Community Benefits at the Board level and throughout the health system; integrating the Community Benefits Plan into the health systems strategic plan; periodic review of community health needs assessment data; approval of a Community Benefits Mission Statement and health priorities; review impact of community benefit programs in promoting health of the community; and ensure MA Attorney General and IRS community benefits compliance. Annually, the System Vice President for Government and Community Relations and Public Affairs and Director of Community Health Planning present a system-wide Community Benefits update to the full Board of Trustees. Through participation on the Baystate Medical Center Community Benefits Advisory Council, community members have a key role in helping the hospital identify community health needs, developing strategies to address these needs, and evaluating the effectiveness of the strategies and interventions that were implemented. Participants on the CBAC for Baystate Medical Center include internal and external stakeholders and other representatives of constituencies and communities that the hospital serves. CBAC members are responsible for reviewing community needs assessment data and use this analysis as a foundation for decision-making.

Community Partners

1. AIDS Foundation of WMASS
2. Alzheimer's Association

3. American Cancer Society
4. American Diabetes Association
5. American Heart Association
6. Association for Community Living
7. Behavioral Health Network
8. Caring Health Center
9. Center for Human Development
10. CHNA #4, Community Health Connections
11. Dunbar Community Center
12. Gandara Mental Health Center
13. Greater Springfield Senior Services
14. Healthy Start Planning Group
15. Holyoke Health Center
16. Holyoke/Chicopee Head Start
17. Jewish Education Resource Center
18. Jewish Family Services
19. Jewish Geriatric Services (Nursing Home)
20. Lutheran Social Services
21. Martin Luther King Jr Family Services
22. Mason Square Health Task Force
23. Mass in Motion
24. Men's Resource Center
25. Men's Resource International
26. New North Citizens' Council
27. North End Campus Coalition
28. North End Housing Initiative
29. Partners for a Healthier Community - BEST Oral Health
30. Pioneer Valley Asthma Coalition
31. Planned Parenthood
32. Puerto Rican Cultural Center
33. Regional/State Public Health Department
34. Russian Community Association of Massachusetts
35. School Departments
36. Springfield Adolescent Health Project
37. Springfield Dept of Health & Human Services
38. Springfield Partners for Community Action
39. Springfield Police Department
40. Springfield Vietnamese American Civic Association
41. Square One
42. Tapestry Health
43. Valley Opportunity Council
44. Western MA Hispanic Foundation
45. YEAH Network
46. YMCA & YWCA

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

In FY 2004, BMC completed a thorough planning and community needs assessment process based on "A Planned Approach to Community Health," which matches the six-step model outlined by the Association for Community

Health Improvement, which was used to complete the FY 2010 community needs assessment process. There was particular emphasis on community engagement in this process according to the most recent upgrade to the AG's Community Benefit guidelines.

1. Establishing the assessment infrastructure
2. Defining the purpose and scope
3. Collecting and analyzing data
4. Selecting priorities (engage the community)
5. Documenting and communicating results
6. Planning for action and monitoring progress

The FY 2010 community needs assessment process gathered information and reviewed data from a number of sources, including:

1. Healthy People 2010 indicators collected by the Massachusetts Department of Public Health and the Centers for Disease Control and Prevention were major sources of data for community health needs assessment and planning information.
2. The Massachusetts Department of Public Health, several of its websites, MassCHIP, and key MDPH staff provided county-level and locality-based data for municipal and neighborhood geographic areas.
3. Morbidity and mortality data was drawn from internal Baystate Health hospital discharge data and statewide data sources. These data, which generally include reason for hospitalization and length of stay, can contribute to measuring the burden and cost of illness and disability in the community.
4. Both by internal and external respondents in the health care, human service and public health field and unaffiliated stakeholders (community residents) participated in focus groups.
5. The Community Benefits Advisory Council, hospital advisory board members, and local community coalitions and task forces played a key role in helping the hospital identify community health needs.
6. Existing community needs assessment data (United Way, Pioneer Valley Planning Commission, and Community Action Programs) was included in this assessment.
7. Surveys of community stakeholders - expert testimony and resident (lay) opinions – were use to identify and prioritize community health needs.

Consultants/Other Organizations

The following organization/community stakeholders were surveyed:

1. AIDS Foundation of WMASS
2. Alzheimer's Association
3. American Cancer Society
4. American Diabetes Association
5. American Heart Association
6. Association for Community Living

7. Behavioral Health Network
8. Caring Health Center
9. Center for Human Development
10. Gandara Mental Health Center
11. Greater Springfield Senior Services
12. Healthy Start Planning Group
13. Holyoke Health Center
14. Holyoke/Chicopee Head Start
15. Jewish Education Resource Center
16. Jewish Family Services
17. Jewish Geriatric Services (Nursing Home)
18. Lutheran Social Services
19. Martin Luther King Jr Family Services
20. Mason Square Health Task Force
21. Mass in Motion
22. Men's Resource Center
23. Men's Resource International
24. New North Citizens' Council
25. Partners for a Healthier Community - BEST Oral Health
26. Pioneer Valley Asthma Coalition
27. Planned Parenthood
28. Regional/State Public Health Department
29. School Departments
30. Springfield Dept of Health & Human Services
31. Springfield Partners for Community Action
32. Springfield Police Department
33. Springfield Vietnamese American Civic Association
34. Square One
35. Tapestry Health
36. Valley Opportunity Council
37. YEAH Network
38. YMCA & YWCA

Data Sources

Hospital, Interviews, MassCHIP, Surveys

Select Community Benefits Programs

Partners for a Healthier Community

Brief Description

Baystate Health is the primary funding partner for Partners for a

or Objective

Healthier Community. Partners for a Healthier Community is committed to building a measurably healthier Springfield through civic leadership, collaborative partnerships, and advocacy.

Program Type

Community Participation/Capacity Building Initiative, Grant/Donation/Foundation/Scholarship, Healthy Communities Partnership, Outreach to Underserved, Prevention

Target Population

- **Regions Served:** County-Hampden
- **Health Indicator:** Access to Health Care, Environmental Quality, Immunization, Injury and Violence, Other: Asthma/Allergies, Other: Dental Health, Other: Education/Learning Issues, Other: HIV/AIDS, 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 Disparity

Goal Description	Goal Status
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Health Access/Public Policy: Ensure that all Springfield families and children have equal access to quality medical, dental and mental health services.	In progress
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Public Education for a Healthier Community: Increase public understanding about the impact of health disparities and shared community responsibility for reducing health	In progress
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disparities.

Partners

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

Contact Information

Frank Robinson, PhD, PO Box 4895, Springfield MA, 01101-4895, (413) 794-7740, frank.robinson@baystatehealth.org

Detailed Description

Not Specified

Family Advocacy Center

Brief Description or Objective

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

Program Type

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

Target Population

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

Goals

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

Goal Description	Goal Status
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To provide immediate and ongoing mental health assessment, treatment and crisis support to child abuse victims and their non-offending caretakers.

In progress

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.

In progress

Partners

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

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

Detailed Description Not Specified

Baystate Springfield Educational Partnership

Brief Description or Objective Through a series of enrichment and career development programs, BSEP aims to provide a health career pipeline for disadvantaged Springfield students.

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: Reducing Health Disparity

Goal Description Goal Status

Increase the enrollment of Springfield students in the BSEP program.

On target

Increase the number of BSEP students that are accepted to college programs and graduate from college programs.

On target

Partners

Partner Name, Description Partner Web Address

Roger L Putnam Vocational Technical High School www.sps.springfield.ma.us

Contact Information Peter Blain, Director, Baystate Springfield Educational Partnership, 140 High Street, Springfield MA, 413-794-1671 , peter.blain@baystatehealth.org

Detailed Description Not Specified

Baystate Brightwood Community School Health Center

Brief Description The Baystate Brightwood Community School Health Center,

or Objective

located in Brightwood Elementary School, is a satellite for the Brightwood Community Health Center. This program is collaboration between Baystate providers and other area providers as well as community services to ensure cohesive health care for school aged children and the broader community.

Program Type

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

Target Population

- **Regions Served:** County-Hampden
- **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
- **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 Disparity

Goal Description Goal Status

Increase health care access to the residents of the North End Community, especially children and youth. On target

Decrease school absenteeism. On target

Partners

Partner Name, Description	Partner Web Address
Springfield	www.sps.springfield.ma.us

Public Schools
 North End Campus Coalition
www.elpuntonorte.com
 Pioneer Valley Asthma Coalition
www.pvasthmacoalition.org
 Springfield Dept of Health and Human Services
www.springfield-ma.gov/hhs

Contact Information Karen Pohlman, FNP, Baystate Brightwood Health Center, 380 Plainfield Street, Springfield, MA 01199, (413) 787-7067, karen.pohlman@baystatehealth.org

Detailed Description Not Specified

Safe Kids of Western Massachusetts

Brief Description or Objective 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.

Program Type Community Education, Prevention

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 Description	Goal Status
Create and maintain	In progress

prevention programs that are based on local injury data and target children who are at high risk.

Reduce childhood death and injury associated with motor vehicle, bike and suffocation by 1%. On target

Partners

Partner

Name, Description **Partner Web Address**

Springfield Fire Department www.springfieldfirema.org

Holyoke Fire Department www.holyoke.org

Westfield Police Department www.cityofwestfield.org

HCS Head Start www.hcsheadstart.org

Preschool Enrichment Team www.preschoolenrichmentteam.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

Detailed Description

Not Specified

Mason Square Community Outreach and Education

Brief Description or Objective

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

Program Type Community Education, Outreach to Underserved, Prevention

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

Goals

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

Goal Description Goal Status

To increase overall health in the Mason Square community. In progress

Educate Mason Square residents so they can advocate for their own health care needs. In progress

Partners

Partner

Name, Partner Web Address

Description

Springfield Girls' Club Family Center www.springfieldgirlsclub.org

Safe Kids of Western MA www.baystatehealth.org/safekids

HCS Headstart www.hcsheadstart.org

Massachusetts Association of Community Health Workers www.machw.org

Dunbar Community www.dunbarma.org

Center

Martin Luther www.mlkjrfamilyservices.org

King, Jr.

Family

Services

Contact Information

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

Detailed Description

Not Specified

Transgender Support Group

Brief Description or Objective

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

Program Type

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: Not Specified

Goal Description Goal Status

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

To provide a safe space for transgender individuals and their In progress

partners to meet and provide support to each other.

Partners

Partner Name, Description	Partner Web Address
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UNITY of the Pioneer Valley

Contact Information

Sandy Ortega, Social Work Advocate, Baystate Brightwood Health Center, 380 Plainfield Street, Springfield, MA 01107, (413) 794-9414, sandy.ortega@baystatehealth.org

Detailed Description

Not Specified

Baystate Community Health Centers

Brief Description or Objective

Baystate Medical Center operates three Springfield-based community health centers including Baystate Brightwood Health Center, Baystate High Street Health Center (Adult and Pediatric Medicine) and Baystate Mason Square Neighborhood Health Center. Our health centers are comprehensive primary care medical practices that offer Adult and Pediatric Ambulatory Services, staffed by physicians, nurse practitioners, nurse-midwives, and many other health care professionals.

Program Type

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

Target Population

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

Goals

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

Goal Description	Goal Status
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Increase access to primary care for the underserved

On target

residents of
Springfield.

Partners

Partner Name, Description	Partner Web Address
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Not Specified

Contact Information

John Koomson, Director, Baystate Health Community Health Centers, 11 Wilbraham Road, Springfield, MA 01109, (413) 794-2693/2860, john.koomson@baystatehealth.org

Detailed Description

Not Specified

Tuberculosis Clinic

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 or with a history of TB exposure in their native country. It serves both adult and pediatric patients.

Program Type

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

Target Population

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

Goals

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Reducing Health Disparity

Goal Description	Goal Status
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To screen for and assist in the treatment and prevention of tuberculosis in

In progress

western
Massachusetts.

Partners

Partner Name, Description	Partner Web Address
Massachusetts Dept of Public Health - TB Division Local Boards of Health (Springfield, West Springfield, Agawam, Holyoke, Chicopee, Amherst, Northampton)	www.mass.gov
Healthcare for the Homeless	www.mercycares.com
Springfield Dept of Health and Human Services	www.springfield- ma.gov/hhs
Lutheran Services	www.lssne.org

Contact Information

Linda Yelinek, Practice Manager, Baystate High Street Health Center, 140 High Street, Springfield, MA 01105 (413) 794-2769, linda.yelinek@baystatehealth.org

Detailed Description

Not Specified

Indigent Pharmacy Program

Brief Description or Objective

Prescription drug assistance for uninsured patients. Program staff assist low-income patients access free prescription medications who might not otherwise have access to necessary medications.

Program Type

Health Coverage Subsidies or Enrollment, Outreach to Underserved

Target Population

- **Regions Served:** County-Hampden
- **Health Indicator:** Access to Health Care, Other: Uninsured/Underinsured
- **Sex:** All

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

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
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Provide access to medications for low-income and uninsured patients.	In progress
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Partners

Partner Name, Description	Partner Web Address
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PDA USA, a non-profit organization dedicated to opening access to medications for low-income patients.	www.pdausa.org
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Contact Information

John Koomson, Director, Baystate Health Community Health Centers, 11 Wilbraham Road, Springfield, MA 01109, (413) 794-2693/2860, john.koomson@baystatehealth.org

Detailed Description

Not Specified

Financial Assistance Counseling

Brief Description or Objective

For over ten years, Baystate Health has provided financial counseling services to inpatient and outpatient individuals who have concerns about how to pay for care. 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 charity care or for Baystate's Financial Assistance Program.

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, Supporting Healthcare Reform

Goal Description	Goal Status
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Provide financial counseling services and secure insurance sponsorship for uninsured or underinsured individuals requesting our support.	In progress
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Screen all individuals and provide assistance in completing and submitting applicable applications; achieve a 95% approval rate.	On target
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Partners

Partner Name, Description	Partner Web Address
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Community Outreach Worker Networking Organization Massachusetts Association of Community Health Workers	www.machw.org
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Supplemental Nutrition Application Program (SNAP)

www.fns.usda.gov/snap

Live Well Springfield

www.partnersforahealthiercommunity.org

Contact Information

Andrea Riendeau, Director, Access Services, Baystate Health, 361 Whitney Ave, Holyoke MA 01040, (413) 322-4507, andrea.riendeau@baystatehealth.org

Detailed Description

Not Specified

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

Brief Description or Objective

MIGHTY is community-based multi-disciplinary pediatric obesity treatment program. It is held at the Springfield YMCA and includes 14 - 2 hour sessions which include physical activity, nutrition and behavior modification. It targets children and adolescents age 5-21. Sessions are augmented by weekly phone calls, monthly group activities, cooking classes and a gardening experience. This program enrolls approximately 250 children per year.

Program Type

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

Target Population

- **Regions Served:** County-Hampden
- **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: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal 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

Goal Status

In progress

promoting healthy nutrition, healthy activity and a healthy lifestyle.

Partners

Partner

Name, Partner Web Address

Description

YMCA of Greater Springfield www.springfieldy.org

Greater Springfield

Gardening the Community <http://gardeningthecommunity.blogspot.com/>

the

Community

Contact Information

Chrystal Wittcopp, MD, Baystate General Pediatrics, 3300 Main Street, Springfield, MA 01107, (413) 794-7455, chrystall.wittcopp@baystatehealth.org

Detailed Description

Not Specified

Expenditures

Program Type	Estimated Total Expenditures for FY2010	Approved Program Budget for 2010
Community Benefits Programs	Direct Expenses \$7,188,852	\$7,188,852 *Excluding expenditures that cannot be projected at the time of the report.
	Associated Expenses \$0	
	Determination of Need Expenditures \$1,498,381	
	Employee Volunteerism \$0	
	Other Leveraged Resources \$2,853,087	
Net Charity Care	HSN Assessment \$7,871,169	
	HSN Denied Claims \$396,121	
	Free/Discount Care \$3,789,172	
	Total Net Charity Care \$12,056,461	

Corporate Sponsorships	\$274,000	
	Total Expenditures	\$23,870,782
Total Patient Care-Related Expenses for FY2010		\$709,259,517
Comments: None		

Optional Information

Expenditures	Amount
Community Service Programs	Direct Expenses Not Specified
	Associated Expenses Not Specified
	Determination of Need Expenditures Not Specified
	Employee Volunteerism Not Specified
	Other Leveraged Resources Not Specified

Total Community Service Programs	Not Specified
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Bad Debt:	\$9,790,269 Certified
IRS 990:	\$78,108,457 2010