

Nashoba Valley Medical Center

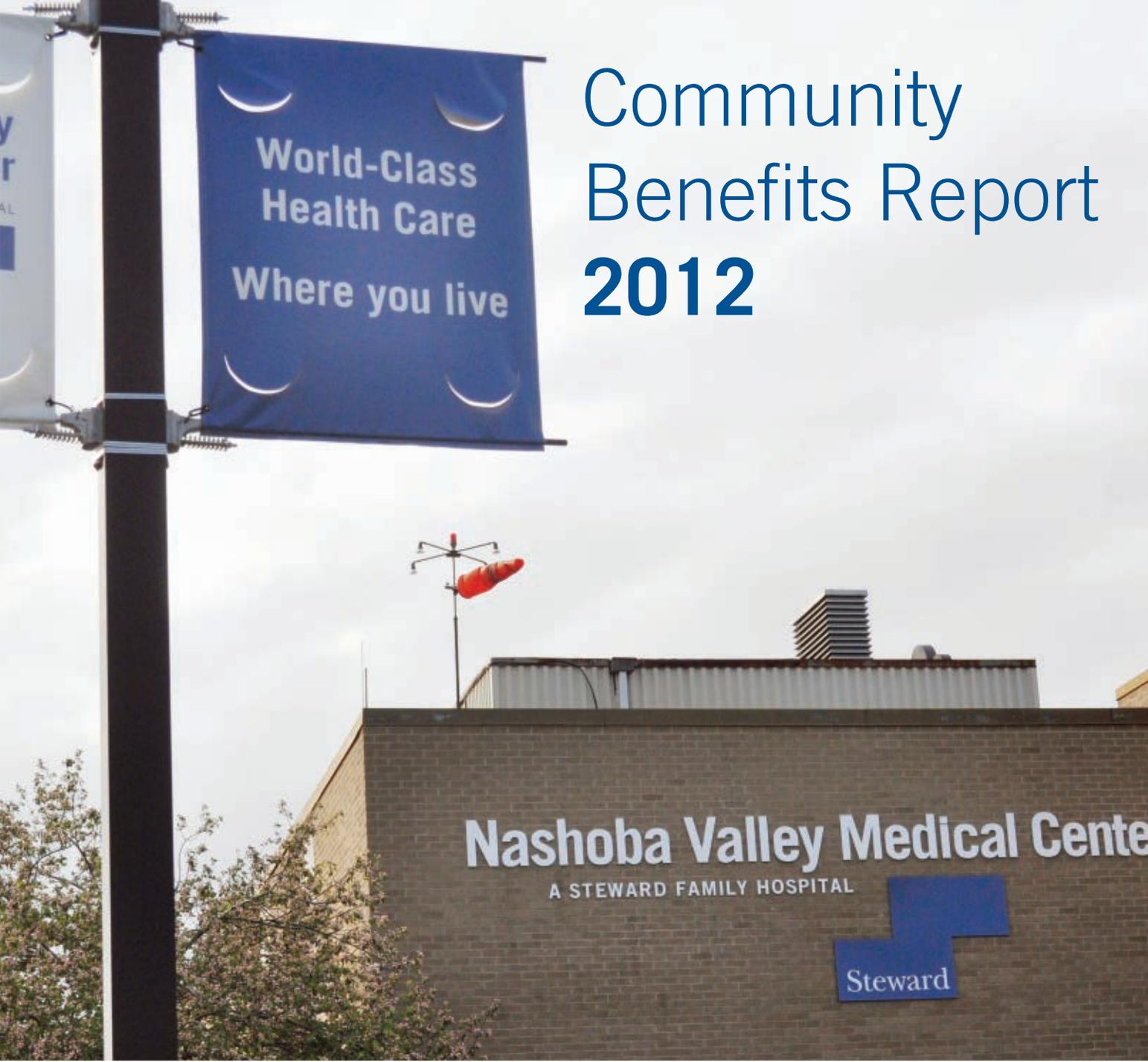
A STEWARD FAMILY HOSPITAL

Steward

Community Benefits Report **2012**



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Health Care
Where you live



Nashoba Valley Medical Center

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I. Overview

Nashoba Valley Medical Center (NVMC) was founded in 1964 and on May 1, 2011, became part of the eleven-hospital system known as Steward Health Care System, LLC, New England's largest community hospital network. Steward is a comprehensive, fully-integrated health care delivery network, providing community-based medicine and tertiary care throughout eastern and central Massachusetts, southern New Hampshire, and Rhode Island.

NVMC is recognized as an Essential Community Provider. Through continuous assessment of unmet community health needs and participation on local action committees, the hospital is able to respond to low-income, under or uninsured populations, providing access to comprehensive care across North Central Massachusetts - primarily Ayer, Pepperell, Groton, Townsend, Shirley, Littleton, Lunenburg, Harvard, Ashby, Dunstable, and Ayer-Devens.

NVMC is licensed for fifty-seven beds (four pediatric, six ICU and forty-seven medical-surgical/telemetry). Approximately 10% of the hospital business is in-patient with 90% of services being out-patient diagnostic, preventative care, rehabilitation, chronic care, occupational health, and acute care serving a primary service base of thirteen towns.

The Hospital fosters an internal environment that encourages involvement in community benefit activities and includes in its mission and goals the development of organization-wide cultural diversity programming addressing the cultural needs of our community.

Our clinical distinctions include the following:

- Cardiac Rehabilitation program certified by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR);
- Accredited stroke facility that provides potential stroke patients with 24/7 access to rapid neurological evaluations by local neurological experts and neurologists utilizing Neuro Call, an e-neurology system;
- State-of-the-art sleep disorder diagnostic and treatment options are available;
- Diabetes & Endocrine Center certified by the American Diabetes Association;
- Breast Imaging Center of Excellence Award from American College of Radiology with accreditation in Mammography, Stereotactic Breast Biopsy, Breast Ultrasound & Ultrasound Guided Breast Biopsy;
- Accreditation through the American College of Radiology for general services;
- ICAEL Certification for Cardiac Ultrasound (ECHO);

- Occupational Health Center with Travel Medicine Clinic;
- CAP certified laboratory services.

As men and women working in healthcare, we have the privilege of effecting change every day. It is our way of offering service that makes us different. Our identity is reflected in who we serve and how we care for those we serve. It is reflected in how we treat one another, and it is reflected in how we contribute to the common good. Our identity and our integrity are a result of using our time, our talents, and our compassion and making concrete efforts to work for the dignity of every person. Together, we have the remarkable opportunity and responsibility to care for the families of the Nashoba Valley area. Achieving quality, service, and access one patient at a time is not difficult when C.A.R.E is close to our hearts.

II. Mission & Values

Mission Statement:

Steward Health Care is committed to serving the physical and spiritual needs of our community by delivering the highest quality care with compassion and respect.

Values:

Compassion:

Providing care with empathy in such a way that the person experiences acceptance, concern, hopefulness, and sensitivity

Accountability:

Accepting responsibility for continuous performance improvement, embracing change and seeking new opportunities to serve

Respect:

Honoring the dignity of each person

Excellence:

Exceeding expectations through teamwork and innovation

Stewardship:

Managing our financial and human resources responsibly in caring for those entrusted to us

Guiding Principles Statement:

- NVMC will strive to be patient-centered, providing ease of access, convenience, and caring to all who seek its services.
- NVMC will provide the highest quality of care by managing medical outcomes through excellence in clinical programs and centers of excellence. We will exceed expectations of patients and referring physicians.
- NVMC will provide leadership in collaboration with its colleagues in Steward Health Care to strengthen clinical and network integration as one health care system.
- NVMC, as a major employer, strives to be the best place to work in health care.

- NVMC will enhance community health and well-being through education and outreach programs.
- NVMC is committed to serving the entire community, including the uninsured, underinsured, poor, and disadvantaged.
- NVMC is dedicated to providing accessible, high-quality health care services to all within its culturally diverse community; particularly in its host community of Ayer and surrounding communities.
- NVMC is dedicated to maintaining the well being of its community by providing excellence in health care through preventative health, education, and wellness services.
- NVMC is dedicated to collaborating with our community to identify and respond to issues by fulfilling the physical, emotional and social needs of the people it services.

III. Internal Oversight and Management of Community Benefits Program

In recognition of the need to include a community benefits mission statement into the overall mission of the hospital, the President and senior leadership team have a vested interest in the activities of a Community Benefits Program, which includes:

- Identification of unmet health care needs in the community;
- Collaboration with community representatives to improve health status;
- Recommendation of a particular course of action to the Hospital's senior leadership team in order to address specific unmet needs in a timely fashion.

Implementation and enhancement of the Community Benefits Program is the responsibility of both the hospital's senior leadership team, advisory board, Friends of Nashoba (a non-profit group that provides funding for special groups), and the accounting/finance department.

Information about NVMC's Community Benefits initiatives and all health and wellness-related activities is shared via the hospital's web site. Articles highlighting such activities are frequently shared with local news media.

IV. Leadership

The following members of hospital leadership team also serve as members of the Hospital's Community Benefits Advisory Committee:

Steve Roach, President
Doreen Thomas, CNO, COO
Wanda Edwards, Director of Human Resources
Kathy Benson, Social Worker, NVMC
Korry Dow, Finance, NVMC
Norma Garvin, Volunteer Coordinator, NVMC
Kim Young, HR Administrator
Stacey Jones, Outreach Coordinator, Nashoba Valley
Carol Horgan, Board of Health
Pam Massucco, Manager of Diabetes Center
Barbara Norton, CHNA9
Cindy Thomas, Representative of Loaves and Fishes
Karen Bernhardt, Nashoba Nursing and Hospice
Margaret Perras, Rep from River Court Assisted Living
Melissa Fetterhoff, Nashoba Valley Chamber of Commerce

In addition to numerous informal small group meetings and discussions throughout the year, the Community Benefits Advisory committee in its entirety met four times in 2012: February 8, April 24, August 22, and October 23.

V. Community Overview

Nashoba Valley Medical Center's primary service area is located in North Central Massachusetts, approximately thirty-five miles northwest of Boston, and includes the towns of: Ayer, Dunstable, Groton, Harvard, Pepperell, Townsend, Shirley, Littleton, Lunenburg and Westford. According to data from 2009, the primary population served by aggregate ethnicity is the following: 87.7% (non-Hispanic) Caucasian; 7.5% Hispanic/Latino; 4.1% Black; 2.7% Asian; and 5.5% other. Median household income for the town of Ayer is estimated at \$55,529.

VI. Community Needs Assessment

Nashoba Valley Medical Center is an active member of the Community Health Network Area (CHNA #9). The CHNA has advised NVMC to continue to assess the needs of our service areas and get direct input from our community about what the focus of our community benefits program would include in 2012-2013. Demographic data show that 4.1% of Ayer's population identifies as black while hospital demographics show a largely white, English speaking patient population of 87.7%. This past year, our patient populations showed a significant geriatric population. The elderly represent our most vulnerable population. Sources of information and needs were identified from the "Compilation of Nashoba/Ayer Data - Community Health Assessment of North Central, MA October 2011.

Community participation in developing and implementing Nashoba Valley Medical Center's Community Health Network Area CHNA #9, is a group composed of local health and human services providers and representatives from a variety of state health and human services agencies, local town and city agencies, civic organizations, and community activists.

Additionally, the Hospital receives input and guidance on community benefits-related programs from the Patient and Patient Advisory Council (PAC), a committee formed in 2006 comprised of a few select Hospital employees and executive leadership members, several local community organization representatives, and former and current patients of the Medical Center. The group is a credible voice in recognizing community needs and helping to develop new services that best meet the expectations of patients and their families, as well as the community at large.

Finally, in 2012, NVMC conducted a Community Health Needs Assessment to help more clearly define the critical health needs and concerns of our surrounding communities and to investigate the root causes of those needs. Nashoba Valley Medical Center will use the information found in this assessment to drive our community benefits programming between 2013 and 2015.

VII. Community Benefits Programs

The Nashoba Valley Medical Center Community Benefits Plan is a strategic, community partnership-based plan aimed at demonstrating measurable outcomes and reflecting a change in designated target populations. Through a collaborative process that encompasses feedback from the community, external agencies and NVMC staff, we are provided with an ongoing assessment of the needs of the North Central Massachusetts community. This ongoing assessment enables us to focus on the community's health care priorities through our community benefits programs.

After comprehensive review of the data found in the community needs assessment, state and local data, and after thoughtful discussion, the Nashoba Valley Medical Center Community Benefits Advisory Committee determined that the FY2012 Community Benefits Plan would chiefly address diabetes education, cancer prevention (including breast and lung), chronic disease prevention, and access to primary and preventive health care for uninsured and MassHealth insured residents.

Throughout the course of the year, NVMC implemented several programs aimed at improving access to healthcare, combating chronic disease, increasing education on chronic disease prevention and management. These comprehensive programs included a diabetes support group, a series of community cardiovascular and other screening programs.

Some highlights from our 2012 programs included:

Diabetes Education Programs

Several indicators pointed to diabetes management as a concern in the hospital service towns, especially in Ayer. High rates of diabetes-related emergency department visits and hospitalizations can indicate poor disease management or insufficient primary care, or both. In Ayer, the rate of diabetes-related emergency visits was higher than the state average in 2009. Emergency room visits rates increased for residents of Groton, Harvard, Littleton, Pepperell, Shirley and Townsend from 2007-2009. In order to address the rising rates a number of programs were implemented.

NVMC Diabetes Patient Educators facilitated the Hospital's Diabetes Support Group, which met twice a month. Through community outreach efforts, diabetics were given information on managing their disease and reducing their dependence on medication through improving diet and exercise trends. The Diabetes Educator also provided training to the Nashoba Nursing Services. The NVMC Diabetes and Endocrine Center hosts a "survivor recognition" program, free "Insulin Pumping 101" education programs, and diabetes screenings.

Health and Wellness Programs

Combating chronic disease requires education and modification of health behavior. Promoting healthy behaviors such as an active life, healthy eating, and disease self-management are important to chronic disease maintenance. Throughout 2012, NVMC held blood drives, chronic disease screenings, and health fairs.

Nashoba Valley Medical Center sponsored its 7th annual "Ladies Night Out" on November 14th, 2012 at the Devens Crossing in Devens, MA. The event focused on Women's Health. With over 350 women in attendance the health event highlighted the following services:

- Audiology
- Cardiac Services
- Diabetes & Endocrine Center
- Oncology-Hematology
- Physician Related Services
- Physical and Occupational Therapies
- Sleep Center
- Stroke Center
- Stress Management
- Women's Health

Participants received health and wellness-related educational materials, as well as on-site screenings and special lectures provided by physicians from specific specialties provided at NVMC.

Nashoba Nursing Services

Steward Home Care provides comprehensive home health care services to homebound people of all ages. Home Care utilizes a care management team of nurses, social workers, certified home health aides, and physical, occupational, and speech therapists to provide care in the home. Also provided is disease management for conditions such as congestive heart failure, diabetes, and chronic obstructive pulmonary disease. In addition to skilled clinician visits, home health aides provide assistance with personal care and activities of daily living.

Comprehensive and multidisciplinary patient focused plan of care is developed to address the needs of patients and their families. The goal is to transition patients to independent living. Interpreter services are available to provide optimal care to patients who do not speak English.

Teen Anxiety and Depression Solutions (TADS)

Survey respondents and participants of the focus group identified mental health as a concern for young people living in the hospital's community. For young people, lack of support in dealing with depression and anxiety and difficulty accessing outpatient mental health services were cited as important issues.

Through partnership with Teen Anxiety and Depression Solutions (TADS) and the MSPP Interface Referral Service, the community should expand the number and reach of educational events and resources in local public schools and other venues that empower individuals to recognize signs of mental health issues and to seek help for themselves and others. TADS (Teen Anxiety and Depression Solutions) is a local organization that offers presentations and workshops to help people to recognize signs of mental illness and to seek care, such as "Signs of Suicide Training" and "Removing Obstacles to Help and Treatment." Other related resources that should be engaged are the Gardner Coalition for Suicide Prevention and the Gardner Suicide Prevention Task Force.

Additional Programs:

- Educational Classes
- Physician and Health Services Referral Line
- Steward Doctor Finder
- Volunteer Services Program
- Rev It Up
- Look Good, Feel Better

VIII. Community Participation

Nashoba Valley Medical Center offers a number of free support groups that are open to the public. In addition, the hospital provides local organizations with access to our facility, offering a range of support groups.

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The Hospital has an active working partnership with the community, recognizing the value of productive collaboration. During CY 2012, Nashoba Valley Medical Center maintained working relationships with the following organizations:

Alcoholics Anonymous, Adcare, Alanon, American Heart Association, American Cancer Society, American Stroke Association, Herbert Lipton, Ayer Public School, American Academy of Family Physicians, Department of Health & Human Services, National Heart, Lung & Blood Institute, National Institute of Health, National Women's Health Information Center, Blue Cross Blue Shield of Massachusetts, Ayer Elder Services, Groton Council on Aging, Mass Department of Public Health, Massachusetts Cancer Registry, Med Flight, New Hope for Battered Women, Loaves and Fishes, Nashoba Valley Chamber of Commerce, Ayer Police and Fire Departments, Ayer, Shirley, Groton, Townsend and Pepperell Emergency Management Association and Pepperell Senior Center.

IX. Community Benefits

Expenditures for FY2012

Community Benefits Programs

Direct Expenses:	\$20,489
Associated Expenses:	\$9,379
Determination of Needs:	\$0
Employee Volunteerism:	\$30,673
Other Leveraged Resources:	\$2,500
Corporate Sponsorship:	\$4,925

Net Charity Care

Total Net Charity Care:	\$1,018,785
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Total Expenditures:	\$1,086,751
Total Revenue:	\$34,877,912
Total Patient Care-Related Expense:	\$36,320,625

Additional Considerations:

In addition to all of the services that NVMC provides to the community, NVMC also provided:

- \$854,508 in unreimbursed Medicare Services
- \$732,235 in unreimbursed Medicaid Services

XI. Contact Information

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