

# Keeping Boston Neighborhoods Healthy

Steward

## Community Needs

Boston neighborhoods, including Dorchester and Brighton, have been hit hard by the substance abuse epidemic. Addressing the problem demands a holistic approach that involves coordination among community agencies, state and local government, and health care providers.

Steward's community assessments have identified substance abuse and the related issue of behavioral health as key areas for focus.

## Key Initiatives: Behavioral Health and Substance Abuse Prevention/Treatment

Steward supports a variety of programs to tackle substance abuse and related behavioral health issues in the community. The **Providing Access to Addictions Treatment, Hope and Support (PAATHS) Program** is a collaboration among the Boston Public Health Commission, community health centers, Carney Hospital, and St. Elizabeth's Medical Center to provide resources and referrals to patients at highest risk for drug overdose.

PAATHS deploys navigators and a real-time electronic resource tracking system to quickly match individuals to the right clinical and non-clinical resources and to alleviate the burden on primary care.

The **Allston-Brighton Substance Abuse Task Force** mobilizes youth, families, and community members to reduce substance abuse among youth. Formed in 2003 in partnership with St. Elizabeth's Medical Center, the task force is a leader in efforts to prevent underage drinking and drug abuse.

## Community Support

*"St. E's and Steward are extraordinarily committed to individuals with substance use disorders. They launched the first hospital-based program in Boston in 1976, and they are the first and only remaining substance abuse inpatient program. Steward did it at a time when no one else was doing it, and they appropriately recognized it as a medical condition. People deserve good treatment, even though it doesn't make the provider any money.*

*St. Elizabeth's basically founded the **Allston-Brighton Substance Abuse Task Force**, which has since become its own independent nonprofit. Steward is still the largest supporter of the task force, paying over \$75,000 in salaries. Everyone is at the table. St. Elizabeth's gave the time and overhead to start this—gaining a \$1.5 million SAMHSA grant with a huge match from the hospital.*

*They have always been incredibly supportive and way ahead of this tsunami in a way that is not widely known and should be recognized and applauded. They have sponsored several forums for school-age children and adolescents and parents called *Above the Influence*, about substance use. Their programming is very good, and they've been the leader."*

**Deirdre Houtmeyers**

President and CEO

St. Mary's Center for Women and Children



## Other Significant Community Sponsorships by Steward Include:



# Keeping Boston Neighborhoods Healthy

Steward

## Description

- St. Elizabeth's Medical Center: 267-bed tertiary referral center
- 1 licensed satellite facility
- Steward network physicians: 140
- 2 urgent care centers

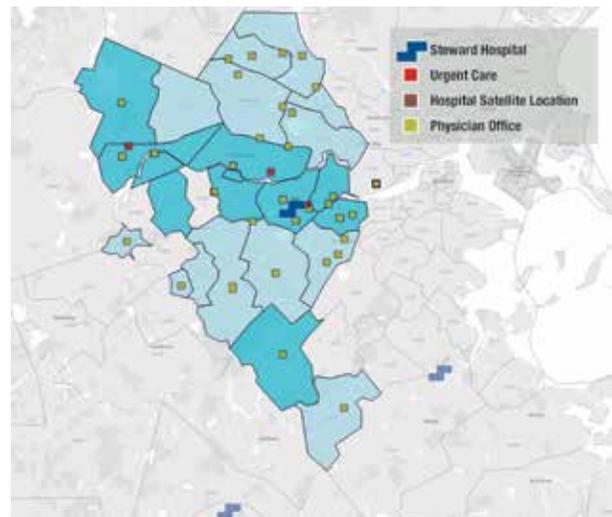
## Community Profile

|                               | Boston   | Massachusetts |
|-------------------------------|----------|---------------|
| Median household income       | \$46,858 | \$67,846      |
| % families below poverty line | 15.1%    | 8.3%          |
| % unemployment                | 3.2%     | 3.3%          |
| % language other than English | 32.5%    | 22.2%         |
| % bachelor degree or higher   | 60.0%    | 40.0%         |

## Brighton Community Impact 2015

- Major capital expenditures since 2010: OR upgrade, cosmetic upgrades, cancer center project, satellite geri-psych unit facility and equipment maintenance
- Taxes paid: \$4.5M
- Medicaid patients: 44%
- Medicare patients: 14%
- Total net charity care and community benefits: \$6.8M

## Primary and Secondary Service Areas



## Steward Community Presence



2015 Toy Drive



NICU Reunion

# Keeping Brockton Area Residents Healthy

Steward

## Community Needs

Many Brockton-area residents face challenges in their everyday lives, including access to adequate housing, educational resources, and healthy food. These “social determinants” are barriers to good health and cannot be addressed by the health care system alone.

The community identified the need to tackle certain issues directly, including self-management of chronic disease and access to fresh fruits and vegetables. In addition, residents may be eligible for a variety of public benefits and legal protections, but often need assistance in navigating various bureaucracies to access those benefits.

## Key Initiatives: Addressing Social Determinants of Health

Good Samaritan Medical Center partners with a variety of community agencies to address social determinants of health.

The hospital offers vouchers that can be redeemed at local farmers markets. The vouchers are paired with a six-week chronic disease self-management program, which encourages healthy eating to manage chronic conditions and improve health.

The **Senior Supper** program works with St. Joseph Manor, Catholic Charities, and The Charity Guild to bring nutritious, warm meals to senior living centers in Brockton. Attendees enjoy a meal and the opportunity to socialize, along with an interactive health-focused presentation.

Good Samaritan works with the Medical-Legal Partnership and South Coastal Legal Services to provide free legal assistance to help patients understand their rights and what benefits are available to them—with a goal of promoting health equity for vulnerable people.

## Community Support

*“Steward’s commitment to Brockton and surrounding communities is impressive in many ways. Good Sam understands that health care is so much more than the 15-minute doctor or ER visit. Yes, those visits are lifesaving, but making good health sustainable requires a community approach. The partnerships are invaluable:*

- 1. The farmers market voucher program is powerful, providing over \$10,000 in vouchers to those enrolled in chronic disease self-management.*
- 2. They provide yearly mammography screenings for our neighborhood health center patients. Good Sam prepares food and offers massages along with mammos to help reduce the barriers for patients. It adds the human touch, especially when 80 percent or more of the patients are non-English speakers.*
- 3. Good Sam and Brockton Neighborhood have partnered on the **REACH** program, which helped launch a chronic disease self-management class in Portuguese.*

*Steward’s cultural competence is incredibly impactful. Without it, there would be huge gaps in access to and delivery of care. Good Sam has robust interpretive services, and they offer training programs to the broader community.”*

**Alexandra Avedisian**  
Program Manager of Community Health and Interpreter Services  
Brockton Neighborhood Health Center



## Other Significant Community Sponsorships by Steward Include:



Trinity Catholic Academy



Brockton Area Multi-Services



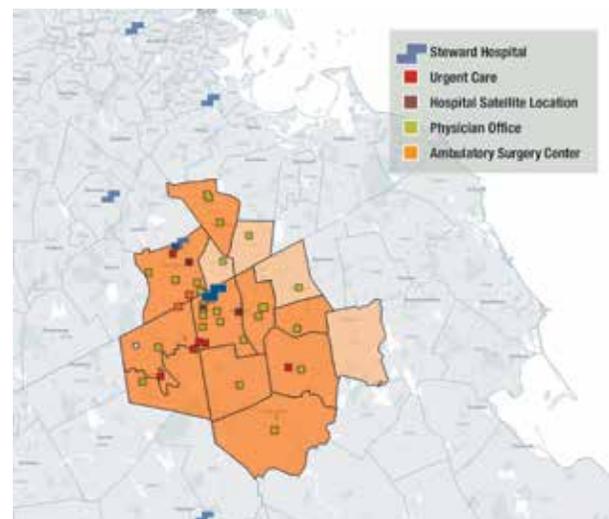
# Keeping Brockton Area Residents Healthy

Steward

## Description

- Good Samaritan: Full-service, acute-care hospital with 245 beds
- 1 ambulatory surgery center
- 6 licensed satellite facilities
- Steward network physicians: 114
- 2 urgent care centers

## Primary and Secondary Service Areas



## Community Profile

|                               | Brockton | Massachusetts |
|-------------------------------|----------|---------------|
| Median household income       | \$48,569 | \$67,846      |
| % families below poverty line | 15.1%    | 8.3%          |
| % unemployment                | 4.7%     | 3.3%          |
| % language other than English | 37.1%    | 22.2%         |
| % bachelor degree or higher   | 18.1%    | 40.0%         |

## Steward Community Presence



Good Sam Celebration

## Greater Brockton Community Impact 2015

- Major capital expenditure since 2010: \$51M, with projects including emergency room, endoscopy renovations, women's imaging center, med/surg patient rooms, hospital licensed surgicenter cosmetic upgrades, facility and equipment maintenance
- Taxes paid: \$2.9M
- Medicaid patients: 44%
- Medicare patients: 19%
- Total net charity care and community benefits: \$7.7M

# Keeping Dorchester Healthy

Steward

## Community Needs

Carney Hospital serves communities that have high rates of obesity and chronic illness. Half of the households in these communities speak a language other than English at home, and the majority of residents are people of color.

Carney Hospital partners with community-based organizations to improve wellness, to provide opportunities for youth, and to address the needs of senior citizens.

## Key Initiatives: Grassroots Events

Working with local schools, civic associations, churches, and community groups, Carney Hospital participated in more than 70 local health fairs, events, and community meetings, providing free health screenings and consumer health education.

Carney Hospital entered into a significant and ongoing partnership with the Dorchester YMCA in 2013 to focus on community health and wellness.

Carney Hospital has provided more than \$40,000 in direct contributions to the YMCA, which supports subsidized memberships, free summer camp for children from qualified families, and general operations.

Educational presentations are a key component of the partnership. Examples include:

- **Safe Fitness Prescription:** Carney Hospital Family Medicine/ Sports Medicine physicians meet with YMCA trainers to review best practices and safety for exercise and weight training.
- **Safety at Home:** Carney Hospital Emergency Department nurses provide tips on prescription management and fall prevention.
- **Healthy Weight Loss:** A Carney Hospital dietitian leads a 12-week healthy eating program at the YMCA.

## Community Support

*"Carney Hospital is the biggest, best, and strongest partner of the Dorchester YMCA. Their work is so cohesive, ranging from substantial financial support for membership subsidies to providing their registered nurses and physician experts to enhance our health/wellness educational programming.*

*With their support, we have run special health programming for elders, diabetes/hypertension education, babysitting training for teens, men's health day retreats, a major flu clinic, and a giveaway of over 500 turkeys.*

*Carney Hospital really shows up for us and enhances our work. They are just a great partner to everyone in the community. We have limited capacity, and our ability to loop in Carney Hospital doctors and nurses who are trusted in our community helps to generate even more trust in the YMCA. Carney Hospital's staff and team are unbelievable. It's a true partnership with great synergy."*

Andrea Baez  
Executive Director  
Dorchester YMCA



## Other Significant Community Sponsorships by Steward Include:



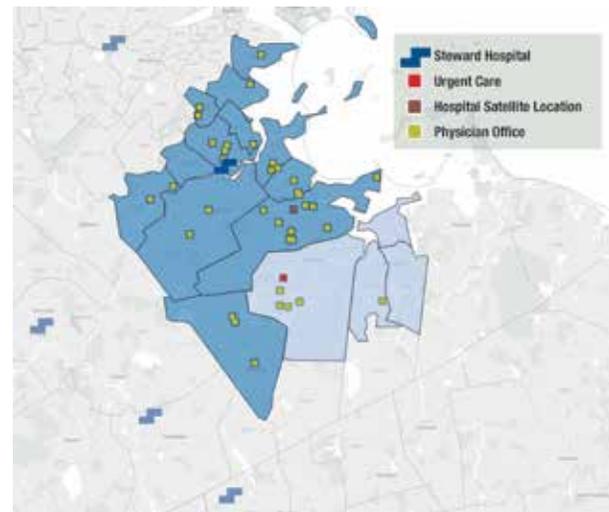
# Keeping Dorchester Healthy

Steward

## Description

- Carney Hospital: 159-bed acute-care hospital has served the City of Boston and neighboring cities and towns since 1863
- 3 licensed satellite facilities
- Steward network physicians: 129
- 1 urgent care center

## Primary and Secondary Service Areas



## Community Profile

|                               | Dorchester | Massachusetts |
|-------------------------------|------------|---------------|
| Median household income       | \$48,581   | \$67,846      |
| % families below poverty line | 26.2%      | 8.3%          |
| % unemployment                | 3.2%       | 3.3%          |
| % language other than English | 50.9%      | 22.2%         |
| % bachelor degree or higher   | 32.2%      | 40.0%         |

## Steward Community Presence



Community Leader Breakfast



August Moon Festival

## Greater Dorchester Community Impact 2015

- Major capital expenditure since 2010: \$34.5M, with projects including OR and PACU renovation, interior/exterior renovations, ED and aesthetics, adolescent psych unit, family medicine hospital clinic, facility and equipment maintenance
- Taxes paid: \$1.5M
- Medicaid patients: 41%
- Medicare patients: 28%
- Total net charity care and community benefits: \$4.2M

# Keeping Fall River Area Residents Healthy

Steward

## Community Needs

Fall River has been hit hard by the opioid epidemic. Despite rising awareness, the problem is at crisis levels, and new approaches are required. All age groups—from youth to adults to seniors—are affected, and there are tremendous needs for prevention, treatment, and follow-up.

## Key Initiatives: Destigmatization of Substance Abuse and Suicide

Starting in 2014, Steward's senior leadership at Saint Anne's Hospital in Fall River adopted an aggressive stance toward the opioid crisis by funding an Addictions Nurse Specialist role with the goal of changing the culture for patients with addiction by framing addiction as a chronic disease and by seeking to remove the stigma associated with addiction patients. Saint Anne's became a pilot site for Narcan (opiate antidote) distribution in 2014.

A team of 12 self-selected RN addiction champions was formed and provided training in opioid overdose prevention/reversal to 52 clinicians, and has promoted clinician engagement through a variety of outreach tools. Former NBA player and Fall River native Chris Herren shared his story of addiction and how an empathetic nurse changed his recovery journey.

A Steward representative co-chairs the local substance abuse task force. Steward has been widely recognized as an outstanding provider of medical and substance abuse treatment by the local EMS, newspapers, and the **International Nurses Society on Addictions**.

## Community Support

"Saint Anne's has always been at the table, and we've had a close working relationship, especially in recent years. They have led our **Substance Abuse Task Force** for a few years. They have led the effort to stem the tide of the opioid epidemic, and bring their perspectives from the front line. They help identify the strategy and helped introduce 'Learn to Cope'—providing support to families whose family members have struggled.

*Their most valuable work is intervening in the community to focus on addiction and suicide. Their certified addictions nurse has received numerous awards, and the hospital allows her to spend more than 50% of her time to do community work and participate in policy issues. Not too many hospitals would do this. It is to the hospital's credit. They have been a great partner on this particular issue."*

## Mike Coughlin

Community Outreach and Education Coordinator  
Greater Fall River Partners for a Healthier  
Community (CHNA25)



*"Steward understands and is willing to support prevention work around substance abuse and suicide. We love the fact that Saint Anne's staff participates to address greater issues that they see through their institution.*

*They do so many wonderful things, and this relationship is very unique and collaborative. The impact has been significant, with the Peace by Piece program running for 8 years, ranging from 200 to 350 kids per year, to working with homeless population living in motels, to staffing an evening event with 60 adults responsible for high-risk kids.*

*The Greater Fall River Partners for a Healthier Community (CHNA) has been recognized by the Robert Wood Johnson Foundation 'Culture in Health' program with noteworthy attention on the level of collaboration, of which Saint Anne's was a valuable contributor."*

## Wendy Garf-Lipp

Executive Director  
United Neighbors of Greater Fall River/  
Community Connections Coalition



## Other Significant Community Sponsorships by Steward Include:



# Keeping Fall River Area Residents Healthy

Steward

## Description

- Saint Anne's Hospital: 175-bed hospital
- 1 ambulatory surgery center
- 4 licensed satellite facilities
- Steward network physicians: 98
- 5 urgent care centers

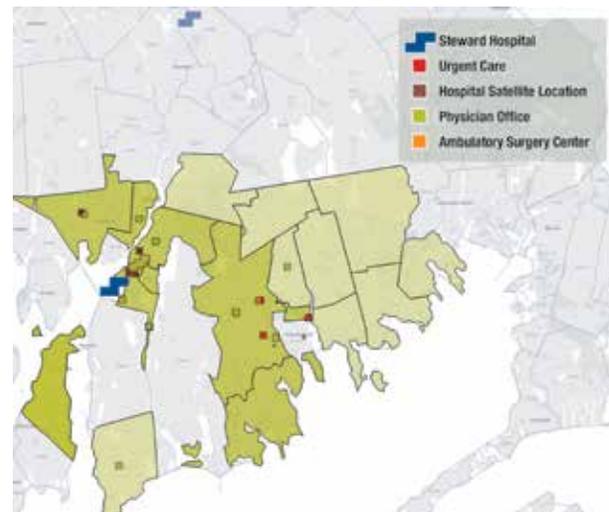
## Community Profile

|                               | Fall River | Massachusetts |
|-------------------------------|------------|---------------|
| Median household income       | \$33,763   | \$67,846      |
| % families below poverty line | 19.6%      | 8.3%          |
| % unemployment                | 5.5%       | 3.3%          |
| % language other than English | 33.9%      | 22.2%         |
| % bachelor degree or higher   | 13.8%      | 40.0%         |

## Greater Fall River Community Impact 2015

- Major capital expenditure since 2010: \$60M, including med/surg patient rooms, OR/ED renovation, vascular lab, satellite geri-psych unit at NESH, facility and equipment maintenance
- Taxes paid: \$1.8M
- Medicaid patients: 49%
- Medicare patients: 17%
- Total net charity care and community benefits: \$6.1M

## Primary and Secondary Service Areas



## Steward Community Presence



Hats and Mittens Drive



Senior Forum



Miles for Smiles Walk



Mission

# Keeping Methuen and Haverhill Area Residents Healthy

Steward

## Community Needs

Domestic violence is a widespread, but little-discussed, public health problem. Holy Family Hospital helps to tackle the issue straight on by fostering partnerships among community agencies, health care providers, and court systems in Massachusetts and New Hampshire.

The community has identified the need for bilingual programs to intervene with batterers, and to protect and respond to the needs of affected spouses, children, and elders.

## Key Initiatives: Family Safety

The nationally acclaimed **Family Safety Project** offers a six-part intervention to provide safety for victims and accountability for abusers. **The Project** is one of only four sites designated by the Commonwealth as a Batterers' Intervention Certification Training Facility. The certification training requires a minimum of 24 hours and is conducted over three days. It is a collaborative effort involving experts from the fields of law enforcement, prosecution, probation, victim services, and batterer intervention. Hundreds of police officers, health care workers, protective services workers, advocates, attorneys, and others have been trained.

**The Family Safety Project** co-founded the **Domestic Violence High Risk Team** in Newburyport which is the first high-risk team in the Commonwealth, and a model for many others.

One Holy Family staff member received a national award for outstanding contributions to the victims' movement. Another was named Advocate of the Year by the Geiger Crisis Center.

## Community Support

*"We are thrilled to talk about **The Family Safety Project**. The Steward program has been a leader and beacon in the field with quality practices and training programs statewide. Their whole staff partners with local stakeholders and has fostered a relationship of trust and respect that is critical for quality service delivery. They have worked to develop a new best-practice standard—the **Batterer Intervention Risk Assessment and Management program**.*

*In FY2015, Steward Holy Family Hospital conducted the intake for over 250 clients into its Intimate Partner Abuse Education Program, representing over 12% of clients in Massachusetts. Over half of these clients completed the over 80 hours of programming as required by the program guidelines. This represents a higher program completion rate than the national average.*

***The Family Safety Project** provides amazing ongoing supervision and training of their facilitators. They have a remarkably stable staff, which we attribute to their leadership, quality, integrity, and dedication.*

*Steward's commitment is clear and vital to a larger community impact. We have had a wonderful collaboration, and Steward is seen as a community partner to assure a network of service providers to create an important safety net."*

**Carlene Pavlos**  
Director of Bureau of Community Health and Prevention  
Massachusetts Department of Public Health



## Other Significant Community Sponsorships by Steward Include:



# Keeping Methuen and Haverhill Area Residents Healthy

Steward

## Description

- Holy Family Hospital
- Merrimack Valley Hospital
- 1 ambulatory surgery center
- 4 licensed satellite facilities
- Steward network physicians: 153
- 3 urgent care centers

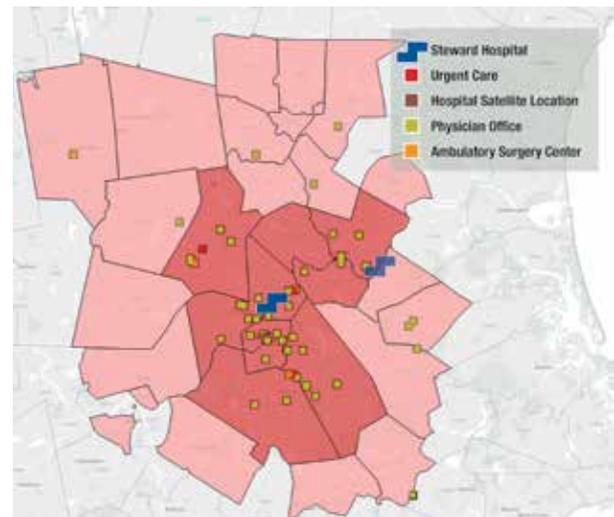
## Community Profile

|                               | Methuen  | Haverhill | Massachusetts |
|-------------------------------|----------|-----------|---------------|
| Median household income       | \$68,587 | \$61,208  | \$67,846      |
| % families below poverty line | 6.7%     | 10.1%     | 8.3%          |
| % unemployment                | 3.9%     | 3.5%      | 3.3%          |
| % language other than English | 10.1%    | 6.9%      | 22.2%         |
| % bachelor degree or higher   | 28.7%    | 28.7%     | 40.0%         |

## Methuen/Haverhill Community Impact 2015

- Major capital expenditure since 2010: \$31M
- Taxes paid: \$1.4M
- Medicaid patients: Methuen: 20%; Haverhill: 16%
- Medicare patients: Methuen: 43%; Haverhill: 55%
- Total net charity care and community benefits: \$6.8M

## Primary and Secondary Service Areas



## Steward Community Presence



Farmers Market

# Keeping the Nashoba Valley Community Healthy

Steward

## Community Needs

Nashoba Valley residents, health care providers, and community leaders have identified greater food security, access to specialty care, and education about chronic illness as key needs for the community. Nashoba Valley Medical Center has forged a variety of partnerships with community organizations throughout the various towns in the region, and outreach to specific population segments, such as the elderly, in order to address these needs.

## Key Initiatives: Healthy Eating and Food Security

Steward specialty and primary care physicians present educational sessions to senior centers and Rotary groups and provide screening and health information services at town health fairs. The Nashoba Valley Medical Center educates community-based physicians on how to access specialty care.

Steward promotes awareness of hunger in the local community through a partnership with the **Loaves & Fishes Food Pantry** and extensive involvement in their Hunger Run. It also supports local towns and **Councils on Aging** with presentations on healthy eating and demonstrations of cooking approaches for individuals living alone.

## Community Support

*"Nashoba Valley Medical Center is an incredible partner, particularly noteworthy as one of our most important contributors for our Hunger Run, with over \$8,000 raised in 2015. Their involvement is beyond financial. They serve as an ambassador for us to really help raise awareness about hunger and food insecurity. We are so grateful for their continued partnership and support."*

**Patricia Stern**  
Chief Executive Officer  
Loaves & Fishes Food Pantry



*"Nashoba Valley Medical Center is a valuable community asset. They are highly involved in the community, find needs where they can help, bring their resources, and make an impact. They have been very active in health education events, such as partnering on a large tasting event with healthy options for over 1,000 people, supporting the food pantry, and hosting speakers' events. They are very proactive in trying to meet community needs."*

**Melissa Fetterhof**  
CEO  
Nashoba Valley  
Chamber of Commerce



# Keeping the Nashoba Valley Community Healthy

Steward

## Description

- Nashoba Valley Medical Center: A community hospital founded in 1964, serving 11 communities in North Central Massachusetts
- Steward network physicians: 41

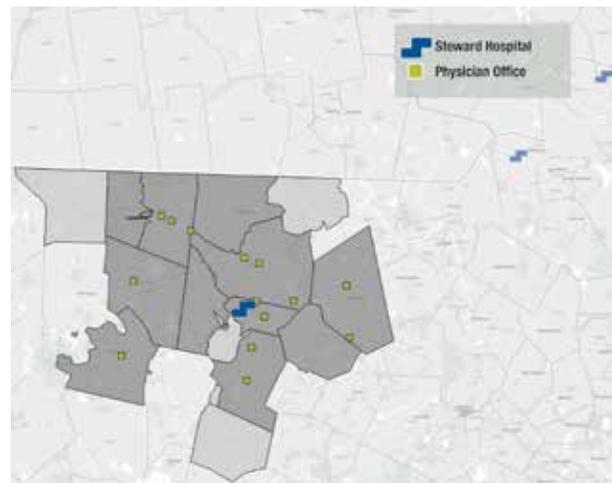
## Community Profile

|                               | Ayer     | Massachusetts |
|-------------------------------|----------|---------------|
| Median household income       | \$67,110 | \$67,846      |
| % families below poverty line | 10.8%    | 8.3%          |
| % unemployment                | 3.8%     | 3.3%          |
| % language other than English | 11.9%    | 22.2%         |
| % bachelor degree or higher   | 36.2%    | 40.0%         |

## Nashoba Valley Community Impact 2015

- Major capital expenditure since 2010: \$51M, with projects including emergency room, endoscopy renovations, women's imaging center, med/surg patient rooms, hospital licensed surgicenter cosmetic upgrades, facility and equipment maintenance
- Taxes paid: \$569K
- Medicaid patients: 48%
- Medicare patients: 11%
- Total net charity care and community benefits: \$1.162M

## Primary and Secondary Service Areas



## Steward Community Presence



Hunger Run

# Keeping Norwood Area Residents Healthy

Steward

## Community Needs

In the Norwood area, cancer, circulatory disease, and respiratory disease are the three top causes of death, and disease rates are higher than state averages. In response, Steward focused its resources on education and preventive interventions.

The needs assessment recommended utilizing community spaces for education on chronic disease management; the use of "small media" such as letters, brochures, and newsletters to inform and remind patients to get screened; and has shared information about chronic disease support groups.

## Key Initiatives: Chronic Disease

Steward has supported prevention and management of cancer as a chronic disease. Its free "Freshstart" smoking cessation support group helps community members address a key cause of cancer. Norwood Hospital supports a variety of community events, including the **American Cancer Society's Relays For Life**, free cancer screenings, and the **Celebration of Life** cancer survivor event.

Norwood Hospital provides space and support for the "Look Good Feel Better" program for patients undergoing cancer treatment, as well as developing individual awareness campaigns for breast and colon cancer, and performing outreach to community health partners in the 20 towns served by the hospital.

## Community Support

*"Steward does a wonderful job identifying community needs and solving those needs collaboratively to have the greatest community impact. The Hockmock Area YMCA loves partnering with Steward. They provide referrals to our LIVESTRONG at the YMCA program and provide the **Celebration of Life** program for cancer survivors."*

**Kimberly Cohen**

Sr. Director of Association Health Innovation  
Hockmock Area YMCA



*"Steward is extremely responsive to our needs, and we have a very strong relationship. They provide tremendous service, and work collaboratively with us on regular drills and day-to-day EMS needs. There is a lot of synergy created between Norwood Hospital and the fire department. The whole is greater than the sum of the parts."*

**Tony Greeley**  
Fire Chief  
Town of Norwood



*"We really appreciate the long-term support and generosity from Norwood Hospital and Foxboro Cancer Center. We work closely together in delivering community programming and support. They are very collaborative with community partners and committed to filling in gaps of care and providing services both at the hospital and into the community. They do a great job."*

**Angela Hall-Jones**

Health Systems Manager, Hospitals  
New England Division, American Cancer Society



# Keeping Norwood Area Residents Healthy

Steward

## Description

- Norwood Hospital: Full-service, 215-bed community hospital
- 1 ambulatory surgery center
- 4 licensed satellite facilities
- Steward network physicians: 124
- 2 urgent care centers

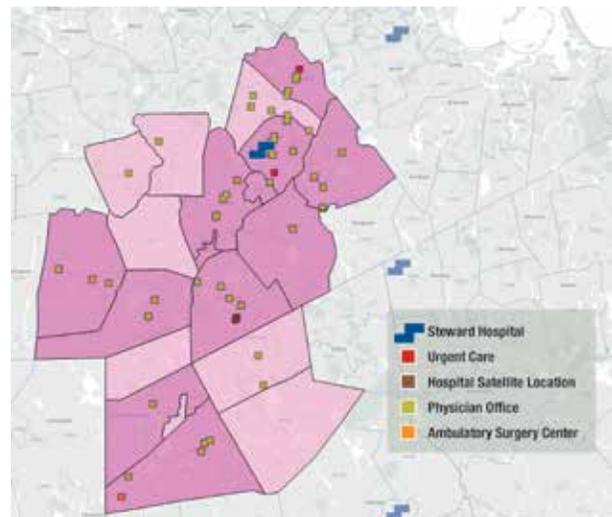
## Community Profile

|                               | Norwood  | Massachusetts |
|-------------------------------|----------|---------------|
| Median household income       | \$79,963 | \$67,846      |
| % families below poverty line | 7.0%     | 8.3%          |
| % unemployment                | 3.1%     | 3.3%          |
| % language other than English | 19.3%    | 22.2%         |
| % bachelor degree or higher   | 42.9%    | 40.0%         |

## Norwood-Area Community Impact 2015

- Major capital expenditure since 2010: \$30M in projects, including med/surg patient rooms, cardiac cath lab, lobby upgrade, geri-psychiatric unit renovation, facility and equipment maintenance
- Taxes paid: \$1.3M
- Medicaid patients: 49%
- Medicare patients: 11%
- Total net charity care and community benefits: \$2.456M

## Primary and Secondary Service Areas



## Steward Community Presence



Toy Drive

# Keeping Stoughton Area Communities Healthy

Steward

## Community Needs

Chronic disease and disparities in social determinants of health are key challenges confronting the Stoughton/Brockton/Randolph region. In particular, the Hispanic, African-American, and elderly populations are more vulnerable to chronic illness and at greater risk for poor outcomes.

Community agencies are active in identifying and addressing these issues, but cannot fully manage the challenges on their own. There is a need for engagement from larger, better-resourced partners.

## Key Initiatives: Diabetes and Nutrition

Steward is very active in the community, focusing resources on initiatives that address the needs of vulnerable populations in a culturally competent manner.

Steward partners with the **Racial and Ethnic Approaches to Community Health (REACH)**, a CDC initiative focusing on African-Americans and Hispanics with chronic disease. Steward endocrinologists and dietitians support **Brockton Knocks Down Diabetes (BKDD)** throughout the city in the week-long **“Defeating Diabetes is a Family Affair”** program.

**Councils on Aging** in Stoughton, Brockton, and Randolph provide venues for education by Steward experts on meal planning and nutritional guidelines.

## Community Support

*“The YMCA is the lead agency for **REACH (Racial and Ethnic Approaches to Community Health)**, a cooperative agreement with the CDC that addresses chronic diseases such as diabetes and heart disease in the African-American and Hispanic populations.*

*With Steward's help, we have trained over 80 providers in cultural competencies, and we have two more upcoming sessions.*

*Steward also has participated in five community health screenings at malls and churches, and offers free chronic disease health management classes with a focus on social determinants of health. They help with screening, translation services, interpreters, and help get press coverage for community health events.*

*We work with Steward to brainstorm ideas to prevent community members from treating the emergency department as a source of primary care.*

*Steward has always been accessible, willing to help and to share their experiences of patient needs. It is very valuable for us to see it from a provider's perspective, and we couldn't get that input without having Steward as a committed partner.”*

Kendall Bennett  
The REACH Program Coordinator  
Old Colony YMCA



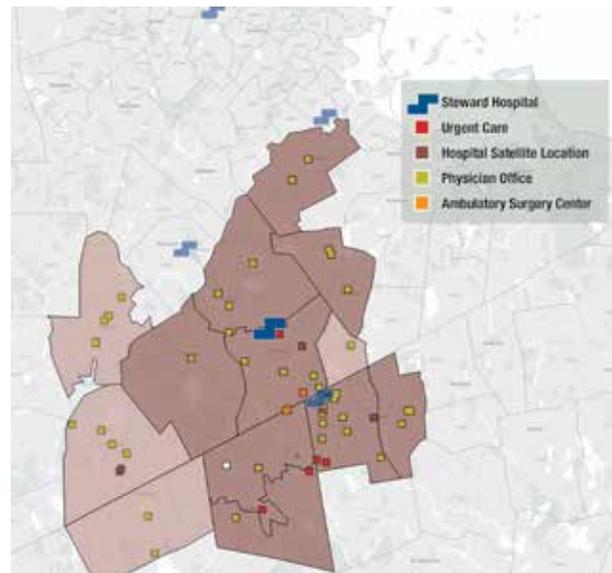
# Keeping Stoughton Area Communities Healthy

Steward

## Description

- New England Sinai Hospital (NESH) operates as a progressive, regional, long-term acute-care hospital (LTACH) providing complex medical care across two campuses
- 1 ambulatory surgery center
- 9 licensed satellite facilities
- Steward network physicians: 131
- 1 urgent care center

## Primary and Secondary Service Areas



## Community Profile

|                               | Stoughton | Massachusetts |
|-------------------------------|-----------|---------------|
| Median household income       | \$74,688  | \$67,846      |
| % families below poverty line | 5.7%      | 8.3%          |
| % unemployment                | 3.3%      | 3.3%          |
| % language other than English | 19.6%     | 22.2%         |
| % bachelor degree or higher   | 34.2%     | 40.0%         |

## Stoughton Area Community Impact 2015

- Taxes paid: \$1.6M
- Medicare patients: 51%
- Medicaid patients: 29%
- Total net charity care and community benefits: N/A

# Keeping Taunton Area Residents Healthy

Steward

## Community Needs

Bristol County, which includes the communities of Taunton, Raynham, and Middleboro, has a high proportion of overweight and obese adults compared to state averages. Obesity rates for school-age children and young adults are also high. A rising number of residents either have diabetes or are at risk.

Community assessments indicated gaps in understanding of diabetes and its link to obesity, eating habits, and activity levels. In addition, lack of access to healthy food among lower-income residents was noted.

## Key Initiatives: Obesity and Diabetes Management

Steward acted on the community assessment by recruiting a diabetes educator and two endocrinologists to a community-based office in Taunton, with a particular emphasis on population-level interventions. Steward has increased community outreach programming, including a **Ways to Wellness** series, blood glucose screenings throughout the community, and establishment of a diabetes support group. Additional initiatives include nutrition and diabetes education at health fairs, the YMCA, and **Councils on Aging**.

Steward has taken direct steps to encourage healthy eating by donating healthy meals to a soup kitchen in Taunton and by enabling diabetes educators to distribute farmers market vouchers to patients with diabetes and those at risk. The voucher program has been successful at enabling people to purchase fresh fruits and vegetables. The number of vouchers distributed has doubled over the past two years, and this year the voucher program will be expanded to include Manet Community Health Center.

## Community Support

*"We work with Steward to talk about health issues in the community, and how Steward and Morton Hospital can help. We have collaborated on several different 'Ask the Expert' sessions at the YMCA for which Steward sends a doctor and nutritionist, often providing health screenings, etc. We love having Morton Hospital there, and it's great to have their staff there as a resource.*

*Our community has high obesity and diabetes rates, and this programming is great for this community. Morton Hospital helps us get the word out to promote our programs, and they provide resources.*

*Morton Hospital is a huge community resource, and we are all working together to help the community. We are so appreciative of them."*

Julie Kennedy  
Executive Director  
Old Colony YMCA of Middleboro



## Other Significant Community Sponsorships by Steward Include:



# Keeping Taunton Area Residents Healthy

Steward

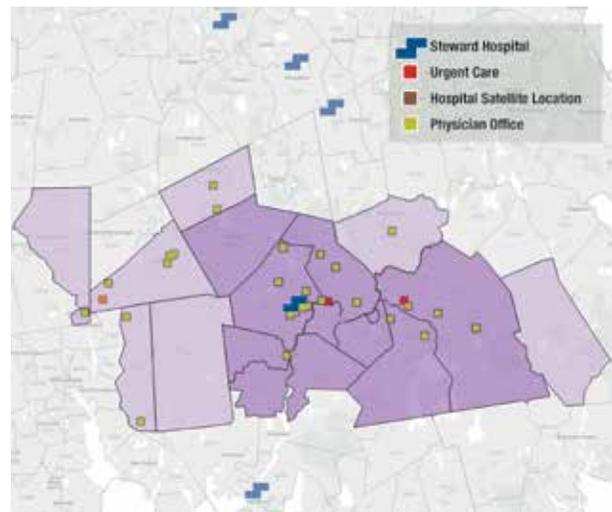
## Description

- Morton Hospital: Full-service, 134-bed community hospital
- 1 surgery center
- Steward network physicians: 69
- 2 urgent care centers

## Community Profile

|                               | Taunton  | Massachusetts |
|-------------------------------|----------|---------------|
| Median household income       | \$52,225 | \$67,846      |
| % families below poverty line | 13.1%    | 8.3%          |
| % unemployment                | 4.1%     | 3.3%          |
| % language other than English | 19.6%    | 22.2%         |
| % bachelor degree or higher   | 18.5%    | 40.0%         |

## Primary and Secondary Service Areas



## Greater Taunton Community Impact 2015

- Major capital expenditure since 2010: \$37M, including emergency room, lobby renovation, pedi and adult observation units, facility and equipment maintenance
- Taxes paid: \$1.6M
- Medicaid patients: 44%
- Medicare patients: 20%
- Total net charity care and community benefits: \$4.8M

## Steward Community Presence

