

Good Samaritan Medical Center

A STEWARD FAMILY HOSPITAL



The premier regional choice
for health care services,
one patient at a time.

2015 Community Benefits Annual Report



Welcome

It is my distinct privilege to welcome you to Good Samaritan Medical Center. We know you have options for health care services and there are many reasons why patients and their families choose our Medical Center.

In 2015, as the health care industry continues to transform, we understand the importance of providing community and patient-centered care. We take our responsibility to the needs of our community seriously. Each situation is unique and our goal is to provide personalized care with empathy. It is important that we build and maintain a strong relationship with you and with the communities we serve, as you have entrusted us with your care.



With over 600 members of our medical staff representing 50 specialties, and a staff of more than 1800 employees trained in state-of-the-art technology, we are well equipped to offer you safe, high quality care that meets all of your medical and personal needs.

Good Samaritan Medical Center strives to be the premier regional choice for health care services, one patient at a time. We thank you for choosing our Medical Center and will work tirelessly to provide you with the high quality health care you deserve, right here in your community.

Numerous awards, accolades, and recognitions confirm that Good Samaritan meets local, state and national standards of excellence. However, what is most important are the people who live out our CARES values – Compassion, Accountability, Respect, Excellence and Stewardship – and bring their hearts to work to make a positive impact on the lives of our patients.

Thank-you, we look forward to serving you for many more years to come.

Sincerely,

A handwritten signature in black ink, which appears to read "John A. Jurczyk". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

John A. Jurczyk, FACHE
President, Good Samaritan Medical Center

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I. Overview

Good Samaritan Medical Center (GSMC) is an acute-care, 267-bed hospital providing comprehensive inpatient, outpatient, and emergency services to Brockton and 22 neighboring communities. The hospital offers Centers of Excellence care in oncology and cardiology, specialized care in surgery, family-centered obstetrics with level-two nursery, substance abuse treatment, and advanced diagnostic imaging. Good Samaritan Medical Center is part of Steward Health Care System. Additional information is available at www.goodsamaritanmedical.org.

Key Services

- Cancer Program accredited by the American College of Radiology-American Society for Radiation Oncology
- A full range of cardiology services including primary angioplasty, cardiac rehabilitation, and elective angioplasty
- Specialized care in surgery
- Family-centered obstetrics with Special Care Level II nursery staffed by Brigham and Women's
- Newborn Care Physicians and expert providers from Boston Maternal Fetal Medicine
- Behavioral health services along with a 16 bed senior behavioral health unit
- Substance abuse treatment (NORCAP Lodge)
- Center for Wound Care and Hyperbaric Medicine
- Advanced diagnostic imaging including 64-slice CT scanner and digital mammography
- Newly renovated Angiography Suite
- *da Vinci* Robotic Surgical System
- Emergency care services with 42 private rooms, six fast track rooms, nine ambulance bays, a dedicated imaging suite, EMS room, decontamination room, double trauma room and 2-bay cardiac care room

Good Samaritan Medical Center – A Hospital of Distinction

- Top 20 Best Hospitals in Massachusetts from U.S. News & World Report®, 2-years in a row
- Leapfrog 'A' Grade for Patient Safety, 8 consecutive times
- Top 10% in the nation for Patient Safety Excellence from Healthgrades®
- Award for Hip and Knee Replacement Care as Blue Distinction Center® + from Blue Cross Blue Shield of Massachusetts, 3rd time in a row
- Five Star Recipient for Total Knee Replacement Surgery from Healthgrades®, 2nd year in a row
- Award for Maternity Care as Blue Distinction Center® from Blue Cross Blue Shield of Massachusetts
- Baby-Friendly® Hospital Designation, one of only eight in Massachusetts
- Breast Imaging Center of Excellence from the American College of Radiology
- Outstanding Achievement Award from American College of Surgeons Commission on Cancer



Key Annual Statistics – CY 2015

The Good Samaritan Medical Center service area includes Brockton and the following neighboring communities: Abington, Avon, Bridgewater, Canton, East Bridgewater, Easton, Hanson, Holbrook, Mansfield, Middleborough, Norton, Randolph, Raynham, Stoughton, Taunton, West Bridgewater, and Whitman.

Employees	1,800
Medical Staff	665
Registered Nurses	455
Discharges	17,287
Number of Beds	267
Well Baby Bassinets	17
Special Care Nursery Bassinets	10
Emergency Room Visits	61,660



II. Mission and Values



Mission Statement

Steward Health Care is committed to providing the highest quality care with compassion and respect.

We dedicate ourselves to:

- *Delivering affordable health care to all in the communities we serve*
- *Being responsible partners in the communities we serve*
- *Serving as advocates for the poor and underserved in the communities we serve*

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.

Community Benefits Statement of Purpose:

Good Samaritan Medical Center, in compliance with The Massachusetts Attorney General's Guidelines, is committed to our community and government; as such, we put forth our community benefits purpose:

- Improve the overall health status of people in our community,
- Provide accessible, high quality care and services to all those in our community, regardless of their ability to pay,
- Collaborate with staff, providers and community representatives to deliver meaningful programs that address statewide health priorities and local health issues,
- Identify and prioritize unmet needs and select those that can most effectively be addressed with available resources,
- Contribute to the well-being of our community through outreach efforts including, but not limited to, reducing barriers to accessing health care, preventive health education, screening, wellness programs and community-building,
- Regularly evaluate our community benefits program.

III. Internal Oversight and Management of Community Benefits Program

GSMC maintains a Community Health Department that focuses on integrating care across the spectrum of hospital, primary, and community-based care. A Community Benefits Advisory Council comprised of hospital leadership, representatives of local health and human service organizations, and other agencies guide the development and implementation of our community health initiatives.

IV. Leadership

John A. Jurczyk, FACHE, President, Good Samaritan Medical Center

Paulo Gomes, MSHS, Director of Community Health, Good Samaritan Medical Center
Community Benefits Manager

Kerry Whelan, Vice President of Government Relations and Community Benefits, Steward Health Care System LLC.

Benefits Advisory Council

Amanda Voysey, Patient Advocate, Good Samaritan Medical

Amy Kopchell, Manager Interpreter Services, Good Samaritan Medical Center

Debbie Mayer, Director Mission Services, St. Joseph's Manor

Faith Frazier, Helpline, Brockton Area Multi-Services, Inc.

Gerald Paciello, Director Spiritual Care, Good Samaritan Medical Center

Jane Boulet, Director of Development, Trinity Catholic Academy

Jerilyn Thomas, V.P. Patient Care & Chief Nursing Officer, Good Samaritan Medical Center

Jessica DeLoureiro, JD, Medical Legal Partnership

John Learnard, Member, Good Samaritan Medical Center Board of Directors

John Messia, Public Safety Committee Chair, Brockton Interfaith Community

Juliana Langille, Community Connections, Brockton / Steering Committee Member of the CHNA 22

Laura Raymond, RN, Patient Care Director, Emergency Department, Good Samaritan Medical Center

Leo McNeil, SVP, Community Relations & Community Reinvestment Act (CRA), HarborOne Bank

Linda Frenette, Obstetrical Patient Advocate, Good Samaritan Medical Center

Monique Aleman, VP Women's Health Services, Physician Relations, Good Samaritan Medical Center

Nancy Gustafson, Vice Chairperson, The Charity Guild

Rev. Rachel Treat, Good Samaritan Medical Center

Rev. Sharon Williams, Triage Manager, Father Bill's & Mainspring

Shah Hossain, MD, Chief of Neonatology, Good Samaritan Medical Center

Thomas Hannigan, Community Relations NORCAP, Good Samaritan Medical Center

Meeting dates: February 25, 2015; May 20, 2015; August 19, 2015; November 17, 2015

V. Community Overview

Good Samaritan Medical Center is located in Brockton, one of the largest cities in the Massachusetts south shore region. The GSMC service area includes Brockton and various neighboring communities including: Abington, Avon, Bridgewater, Canton, East Bridgewater, Easton, Hanson, Holbrook, Mansfield, Middleborough, Norton, Randolph, Raynham, Stoughton, Taunton, West Bridgewater, and Whitman.

The majority of patients seen at GSMC are Brockton residents. Brockton is the largest city in Plymouth County. According to the latest U.S. Census estimates, the population within Plymouth County continues to grow. The population, percent change - April 1, 2010 (estimates base) to July 1, 2015, is estimated to have grown by 3.1%. In Brockton the population, percent change - April 1, 2010 to July 1, 2014 also increased by 1%. Similarly, in adjacent Norfolk County, the population is growing at an even faster rate of 2.5% from 2010 to 2013.¹ Stoughton, Randolph and Canton, located within Norfolk County, also contribute a large number of patients that frequent Good Samaritan Medical Center.

Good Samaritan Medical Center is a proud member of the Community Health Network Area (CHNA) 22 and is represented in its steering committee. Community Health Network Areas (CHNAs) are DPH-designated coalitions composed of organizations in the public, non-profit, and private sector working together to build healthier communities in Massachusetts through community-based health promotion and education. The mission of the CHNA is to work toward healthier communities by promoting collaboration between CHNA partners, providing support to local health initiatives and prevention programs, educating and increasing awareness of local identified health issues throughout the region. Similarly, through its community benefits program, GSMC strives to have a positive impact on public health issues identified in our service area. To accomplish this task, GSMC actively collaborates with various community partners to provide the best care and support possible to all, particularly for those most vulnerable to health inequities.

As noted in our *2012-2013 Population Health Improvement Report (PHIR)*, when working to improve the health outcome of a community and population, it is important to understand what is going on within that community and what types of health issues are present. A thorough data analysis presented in our report identified priorities for which we have developed programs with the aim of improving patient experience, population health and reduce per capita health care costs. A data-driven approach allows GSMC to investigate the needs of the community in order to better streamline resources to support community initiatives. Information from the *Population Health Improvement Report (PHIR)* guided the development of population health improvement strategies.²

¹ U.S. Census Bureau (<http://www.census.gov/>)

² Good Samaritan Medical Center- Steward Family Hospital (<http://www.steward.org/Community-Health/Good-Samaritan-Medical-Center/Good-Samaritan-Medical-Center-Community-Health>)

VI. Community Needs Assessment

Good Samaritan Medical Center published the *2012-2013 Population Health Improvement Report (PHIR)*. The purpose of developing this report was to use a thorough data analysis to identify the major health priorities within the hospital's service area. Through this analysis, GSMC was able to identify emerging health issues that require public health intervention. Equipped with the results of the PHIR, including feedback from a diverse group of community residents, GSMC has endeavored to enhance access to care, patient experience, improve population health, and reduce per capita health care costs.

Given the diversity of the populations within some of the largest cities and towns in the GSMC service area, a focus on culturally and linguistically appropriate services remains of the utmost importance. These populations, which at times lack access to comprehensive health care, benefit from services designed to increase enrollment in public health insurance programs. Those who qualify will benefit greatly from a vast array of services made available through the Affordable Care Act.

Other familiar themes emerged from the PHIR. **Cancer** continues to be a disease in the community that requires ongoing attention. Much of the hospital's primary service area reported rates of cancer mortality above the state benchmark. **Circulatory mortality rates** in more than half of the hospital's service area are above the state average.

In examining hospital services data for **substance abuse**, it was apparent that more urbanized communities within our service area have greater need of support services. Several of these cities have alcohol and other drug-related hospitalizations well above the state rate. These are underserved areas that our community benefits program works to address.

Other areas of focus include **obesity and nutrition**. Obesity rates are alarmingly high nationwide, with all available data within the hospital's service area showing that over twenty-five percent of children qualify as overweight or obese. Rates among adults are no better, with most towns reporting between twenty and twenty-five percent of adults as obese.

In short, there is tremendous opportunity to affect public health outcomes through evidence based approaches aimed at addressing the issues brought to light in the PHIR. Changes in the health sector brought on by public policy advances provide a framework for the development of well coordinated community based care. Through our clinical and social service partnerships, GSMC is well positioned to remain a leader in the community, in developing and implementing community health programming that can, and will truly benefit the health of our citizenry.

Good Samaritan Medical Center continues to improve access to health education and care. In 2015, along with making strides to increase access to health care, our community benefits program worked to increase prevention, awareness and screenings on various health issues, in particular:

- chronic Diseases (Cancer, Cardiac, Stroke),
- behavioral health,
- substance abuse,
- nutrition & obesity prevention.

We maintain our commitment to collaborating with community partners to improve the health status of community residents. We accomplish this by:

- addressing root causes of health disparities,
- educating community members around prevention and self care, particularly for chronic diseases such as diabetes and cancer,
- addressing social determinants of health.

Good Samaritan Medical Center has focused efforts toward individuals and families who are most vulnerable due to unemployment, poverty, substance abuse, mental health illness, chronic disease, and issues related to accessing primary health care or health insurance for manageable conditions. Our data indicate that race and ethnicity play a role in disease susceptibility. GSMC has leveraged resources toward implementing programs that may reverse this occurrence.



VII. Community Benefit Programs

Good Samaritan Medical Center is proud to be able to report key community benefits accomplishments of 2015. Through the guidance and support of our community benefits advisory council and our various community partners, GSMC implemented community health programming focused on addressing the most pressing public health issues of our community which include chronic disease, substance abuse, obesity and lack of access to comprehensive health care.

GSMC is proud of the many lives that were touched through the efforts of our oncology department, which provided much needed cancer prevention education and screenings. We are equally thankful to our physicians, nurses and support staff that worked tirelessly to provided heart health awareness and education in partnership with local schools systems and other community organizations.

Our Behavior Health Navigator program continues to play a significant role in our community as part of our system-wide integrated behavior health and substance abuse treatment coordination initiative. GSMC has observed the growing need for more substance abuse prevention and has responded in kind as partners in various community coalitions such as the Brockton Area Opioid Abuse Prevention Collaborative and the Brockton Inter-faith Community.

What began as a conversation around promoting nutrition education and obesity prevention grew into a full-fledged partnership with the local neighborhood health center as the GSMC Steward Farmers Market Voucher Program got underway in early spring. Through our combined community efforts GSMC was able to increase access to healthy foods and promote better health outcomes.

GSMC's Medical Legal Partnership (MLP) program is staffed with an attorney that specializes in advocating for patients' legal and social needs that may hinder their access to appropriate levels of care and a safe living environment. Together with the work of our Certified Application Counselors, thousands of community members and patients gained access to much needed health insurance coverage which opened the door to vital comprehensive and regular health care.

This past year was truly a memorable one. GSMC is eager to continue to expand community-building and enrichment initiatives that focus on addressing social, economic and wellness needs of the community we serve.

Chronic Disease: Cancer Education and Screenings

Cancer-related community outreach is a vital part of the Comprehensive Community Cancer Program at Good Samaritan Medical Center. Cancer screening programs apply screening guidelines to detect cancers at an early stage, which improves the likelihood of increased survival and decreased morbidity. Cancer prevention programs identify risk factors and use



GSMC partnered with community volunteers to host a Breast Cancer Forum.

strategies to modify attitudes and behaviors to reduce the chance of developing cancer. Both types of outreach programs are intended to help the members of our community maintain a healthy lifestyle. Many of our programs have been developed based on identified needs within the Greater Brockton area. Some programs are developed in response to specific requests from our numerous community partners.

Based upon the needs assessment, the Cancer Program has focused education programs on breast cancer, prostate cancer, lung cancer, colorectal cancer, and skin cancer. Included in prevention programs is additional information on nutrition and wellness, smoking cessation and support that is available through Good Samaritan Medical Center. The free cancer screenings provided to the community focused on skin cancer and oral, head, and neck cancer.

In 2015, GSMC offered 3 free screening events, 9 community education events and maintained 4 support group programs. Through our community partnerships and support from our Oncology department 574 community members benefited from cancer prevention education programs, over 130 received support and assistance from our support programs, another 61 were able to take advantage of free cancer screenings.

Of note was the GSMC partnership with the Brockton Public High School. There, GSMC staff provided education on skin cancer prevention and the warning signs of melanoma (ABCDE Rule) to 450 students at Brockton High School's 2015 Wellness Fair. The students completed a fill-in-the-blanks quiz after learning the ABCDE Rule in order to demonstrate learning. Over 3,000 students attended the event throughout the day.

Throughout the year GSMC partnered with local churches with large numbers of high priority populations, a historically African American sorority -Alpha Kappa Alpha, and the Brockton Housing Authority Senior Living Centers.

Cardiovascular and Stroke Education

At Good Samaritan Medical Center for Cardiac and Vascular Care, we offer patients high quality advanced technology, compassionate care and skilled, knowledgeable staff trained in heart failure treatment, the prevention, diagnosis and treatment of heart conditions, circulatory problems, and cardiovascular disease.

Our multidisciplinary cardiovascular services team provides an array of diagnostic tests and treatment options for patients with a wide range of cardiac and vascular conditions, including coronary artery disease, congestive heart failure, arrhythmia, peripheral vascular disease and stroke. We also offer 24/7 emergency primary angioplasty, which allows patients having a heart attack due to a clot in a coronary immediate treatment. Good Samaritan Medical Center's primary angioplasty team specializes in re-opening blocked arteries quickly and is available around the clock.

Good Samaritan's state-of-the art catheterization lab and electrophysiology (EP) clinics are staffed by specially-trained registered nurses and technicians. Our newly renovated angiography suite offers the most current technology to treat patients with peripheral vascular disease, those on dialysis and other illnesses. Good Samaritan Medical Center continues to be recognized for excellence in cardiac care, both in the industry and in the community.

In 2015, GSMC participated in 7 community programs addressing cardiovascular disease and stroke. Over 205 community members benefited from the education. GSMC offered 5 tobacco cessation workshops throughout the year in the hospital for patients and community members. A total of 18 individuals participated in the workshops. Additionally, 43 community members benefited from blood pressure screenings that were offered in the community. Stroke was the topic of discussion at various events geared towards seniors, due to their increased risk for stroke.



Pictured above: A Good Samaritan Medical Center sponsored Senior Supper Program, held in partnership with the Brockton Housing Authority, The Charity Guild Inc. and various community volunteers.

Behavior Health and Substance Abuse Care Coordination:

Behavioral Health

In 2015, the Good Samaritan Medical Center behavior health navigator program continued to make strides toward improving care coordination and identification of comprehensive treatment for our patients. Through this program, which was successfully integrated into our Emergency Department, behavior health navigators trained to assist in placement of such patients, work together within a network to coordinate care that best meet the needs of our patients. In the past year alone, The Navigators performed 338 evaluations. A total of 231 resulted in patient admissions and an additional 107 were referred to outpatient treatment organizations.

GSMC continues to promote organizational collaborations by gathering and distributing information to key hospital departments and community organizations on treatment resources available in our service area. GSMC collaborated with Brockton Area Multi-Service Institute and Community Connections of Bristol County, among other organizations, to ensure patients and community members were aware of appropriate services in the community.

GSMC was honored to be able to host the Youth Mental Health First Aid program on its campus. About 20 regional health and social service providers were involved. The course introduces common mental health challenges for youth, reviews typical adolescent development, and teaches a 5-step action plan for how to help young people in both crisis and non-crisis situations. Topics covered include anxiety, depression, substance use, disorders in which psychosis may occur, disruptive behavior disorders (including AD/HD), and eating disorders.³

Substance Abuse

Regrettably, rates of substance abuse continue to remain high in certain communities within the Good Samaritan Medical Center service area. Substance abuse is associated with a range of destructive social conditions, including family disruptions, financial problems, lost productivity, failure in school, domestic violence, child abuse, and crime. Moreover, both social attitudes and legal responses to the consumption of alcohol and illicit drugs make substance abuse one of the most complex public health issues.

GSMC remains steadfast in continuing to provide comprehensive services to patients requiring substance abuse services. Through NORCAP Lodge, our substance abuse treatment facility in Foxboro, GSMC provides individualized, multidisciplinary substance use disorder services to help men and women improve the quality of their lives. At NORCAP Lodge, our alcohol and drug rehabilitation programs offer inpatient and outpatient services guided by a team of highly qualified professionals. Patients can expect to receive high quality care in a safe, confidential environment. NORCAP's admissions experts are available 24 hours a day to talk with potential patients and assess their immediate needs.

Our team is comprised of professionals with many years of addiction experience and treatment, and includes licensed physicians, experienced nurses, psychologists, counselors, and social workers. Each member of this team offers a unique perspective and has a compassionate understanding of addiction.

³ <http://www.mentalhealthfirstaid.org/cs/take-a-course/course-types/youth/>

Substance Abuse, Cont.

Along with the clinical services we provide, GSMC also partners with the Brockton Area Opioid Abuse Prevention Collaborative. As members of that coalition GSMC is partnering with other community organizations working towards implementing strategies for early screening and intervention for those that may be at risk for becoming substance dependent. GSMC was also a participant in the Brockton Police Department Jail Diversion Program supporting pathways to treatment rather than incarceration.

Obesity Prevention and Nutrition Education

GSMC had another reason to celebrate in 2015, with the continued success of the Steward Farmers' Market Voucher program in partnership with the Brockton Neighborhood Health Center.

Healthy eating is an essential part of managing health; however, it is not always the most convenient – or most affordable - option. So, in partnership with the Mass Farmers Markets, a 501 (c) 3 non-profit charitable organization, Good Samaritan Medical Center maintained the “Steward Farmers’ Market Voucher Program,” an innovative approach to managing wellness through healthier eating.

The program supports the purchase of fresh produce at local farmers markets at no cost to program participants. All BNHC patients who choose to participate in the “Farmers Market Voucher Program” receive “Steward Bucks” to help supplement their purchases of fruits and vegetables at local markets. These Steward Bucks are designed to help community members, eat fresh fruits and vegetables at every meal throughout the week.

Through this nutrition support program, a total of 3408 vouchers were distributed by our partners at the local health center. In total, 265 of our community members were able to benefit from the program.

Our nutritional department continues to engage our community through various outreach events aimed at providing obesity prevention and nutrition education to those who need it most. In 2015, GSMC dietitians offered 2 nutrition education workshops at the Boys & Girls Club of Brockton. In total 22 children participated. Also, 4 obesity prevention seminars were offered in partnership with Councils on Aging in Easton, Randolph and West Bridgewater, a total of 64 seniors benefited from these seminars.

GSMC maintained its support for the YMCA, on the national Healthy Kids Day campaign. About 50 children and their family members received health and nutrition information during Healthy Kids Day commemorations in Brockton. GSMC provided educational materials based on the MyPlate national campaign of the United States Department of Agriculture. GSMC also provided fitness equipment to promote an active lifestyle.

Increase Access to Care

According to the Massachusetts Department of Public Health, underserved populations include individuals that have limited access to primary care services, which may include groups of people who face economic, cultural or linguistic barriers to health care and reside in a specific geographic area. Many of these barriers to care can be characterized as social determinants of health. Social determinants of health, including social, behavioral and environmental influences have become increasingly prevalent factors in addressing population health. Literature recommends linking health care and social service agencies in addressing social determinants of health. In particular, services related to housing, nutritional assistance, education, public safety, and income supports are areas for cross sector collaboration with health services in the community.⁴ Multicultural communities face particularly complex issues when accessing and receiving treatment in their daily lives.

GSMC continues to identify and support uninsured patients and/or community members to provide assistance with health insurance enrollment. The Community Health Advocates (CHA), who are fluent in 4 languages, assist patients in English, Portuguese, Spanish and Cape Verdean Creole. Interpretation services are made available to all others using GSMC internal resources. In 2015, The CHA team linked 103 patients and/or community members to a PCP, in partnership with the Brockton Neighborhood Health Center. The team also provided assistance to 1,673 individuals seeking MassHealth health insurance enrollment. Furthermore, 190 shared patients had 174 appointments made with a PCP, of those 190 patients, 90 were connected with other specialty providers.

Our ongoing partnership with the Justice Center of Southeast Massachusetts, through the Medical-Legal Partnership Boston program, continues to support our community. The program provides legal assistance, advice and counsel to Good Samaritan Medical Center (GSMC) patients that meet qualifying Federal Poverty Level (FPL) minimum income guidelines for assistance. In 2015, a total of 24 patients were referred to the program resulting in various positive outcomes, including housing issues resolved for three homeless families with young children as well advocating for better health insurance coverage for those needing access to other levels of care. Patients who do not meet the eligibility criteria for intake and legal representation are supplied with information about the regional legal advice hotline and/or other appropriate services in the community.

Additional Programs:

- Diabetes Prevention and Management Education
- Maternal-Child Services and Support
- Speakers Bureau
- Community Donations
- Support Groups, Classes, and Donated Space
- Public Safety Partnerships
- Financial Counseling
- Continuing Education for Health Professionals
- Workforce Development

⁴ Taylor, L. A., Coyle, C. E., Ndumele, C., Rogan, E., Canavan, M., Curry, L. & Bradley, E. H. (2015). *Leveraging the Social Determinants of Health: What Works?* Retrieved from Blue Cross Blue Shield of Massachusetts Foundation website http://www.bluecrossfoundation.org/sites/default/files/download/publication/Social_Equity_Report_Final.pdf

Community Partners:

Alcoholic Anonymous
Alpha Kappa Alpha Sorority
American Cancer Society
American Heart Association
American Hospital Association
Brockton Area Multi-Service Institute, Inc.
Brockton Neighborhood Health Center
Boys & Girls Club of Brockton
Bridgewater Business Association
Bridgewater State University
Brockton 21st Century Corporation
Brockton | Training Resources of America, Inc.
Brockton Area Branch NAACP
Brockton Christian Men's Alliance
Brockton City Hall
Brockton Day Nursery
Brockton Housing Authority
Brockton Knocks Down Diabetes
Brockton Police Department
Brockton's Promise
Brockton Public Schools
Caffrey Towers Tenant Association
Catholic Charities
Charity Guild
Children's Museum of Easton
City of Brockton/Downtown Business Association
Community Connections of Brockton
Coyle Cassidy High School
Easton Council on Aging
Easton Girls Softball League (EGSL)
Father Bills Mainspring
FEEE (Foundation for Excellence for Education for Easton)

Friends of Brockton Multi Service
Full Gospel Tabernacle of Brockton
Girls Inc. Taunton
Greater Brockton Health Alliance (CHNA 23)
Horses for Heroes
John Waldron Memorial
Lions Club of Easton
Massasoit Community College
Metro South Chamber of Commerce
My Brother's Keeper
New Life Church of Brockton
Old Colony YMCA
Oliver Ames Softball Boosters
Partnership for Safer Communities
Randolph Chamber of Commerce
Randolph Community Partnerships Inc.
Randolph Senior Center
School on Wheels
South Shore Haitians United For Progress, Inc. (SSHUP)
St. Joseph Manor Health Care
Stonehill College
Stoughton Chamber of Commerce
Summerfest 2015
The House of Possibilities (HOPE)
Trinity Catholic Academy
United Way of Greater Plymouth County
West Bridgewater Council on Aging
Whitman-Hanson Regional High School
YMCA Brockton
YMCA Easton
YMCA Stoughton
YMCA East Bridgewater



VIII. Community Participation

Community Engagement

GSMC maintains a Community Health Department that focuses on integrating care across the spectrum of hospital, primary, and community-based care. Additionally, GSMC has a Community Benefits Advisory Committee comprised of hospital leadership, representatives of local health and human service organizations, faith-based organizations, a local community health center, and other agencies. This committee guides the planning and implementation of our community health initiatives.

Through community-oriented best practices, GSMC collaborates with community partners to improve the health status of residents within our service area. We accomplish this by: addressing root causes of health disparities; educating community members on prevention and self care, particularly for chronic diseases such as cancer, heart disease, diabetes, obesity, substance use disorder; and addressing social determinants of health. GSMC continually seeks to maintain a community benefits program that aligns with the Triple Aim model developed by the Institute for Healthcare Improvement of; improving patient experience, improving population health, and reducing per capita cost.

A key take away from this year of service in our community is that, collaboration on health promotion and chronic disease prevention among health and social services organizations is critical to the success of population health improvement strategies. In 2015 we undertook efforts to:

- promote access to affordable health care,
- create a stable positive economic environment in the region,
- ensure that those most at-risk have access to basic needs such as healthy food choices and housing,
- create access to a Community Health Worker (CHW) to assist in coordinating health and social services.

With these strategies in place, GSMC is well poised to promote and implement community benefits programs that support our community members.

GSMC is committed to providing the highest quality care with compassion and respect. We strive to do so by delivering affordable health care to all in the communities we serve, by being responsible partners in the communities, and by serving as advocates for the poor and underserved in our region.

IX. Community Benefits Expenditures for CY 2015

Community Benefits Programs

Direct Expenses	\$1,109,580
Associated Expenses	Not Specified
Determination of Need Expenditures	Not Specified
Employee Volunteerism	\$3,263
Other Leveraged Resources	\$19,486
Corporate Sponsorships	\$11,700

Net Charity Care

Total Net Charity Care	\$3,291,155
Total Expenditures	\$4,435,184
Total Patient Care-Related Expenses	\$227,403,876
Total Revenue	\$254,662,082

Community Service Programs

Direct Expenses	Not Specified
Associated Expenses	Not Specified
Determination of Need Expenditures	Not Specified
Employee Volunteerism	\$8,894
Other Leveraged Resources	Not Specified
Total Community Service Programs	\$8,894

Additional Considerations:

In 2015, in addition to services provided by Good Samaritan Medical Center to the community, GSMC provided:

- \$953,898 in unreimbursed Medicaid Services
- \$1,182,794 in unreimbursed Medicare Services

X. Contact Information

Paulo Gomes, MSHS, Community Benefits Manager

Director of Community Health

Good Samaritan Medical Center

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**Good Samaritan
Medical Center**

A STEWARD FAMILY HOSPITAL



goodsamaritanmedical.org