

## Organization Information

### Organization Address and Contact Information

**Organization Name:** Carney Hospital  
**Address (1):** 2100 Dorchester Avenue  
**Address (2):** Not Specified  
**City, State, Zip:** Dorchester , Massachusetts 02124  
**Web Site:** www.steward.org/carney-hospital  
**Contact Name:** Barbara Couzens  
**Contact Title:** Manager of Community Relations and Patient Advocacy  
**Contact Department:** Community Health  
**Telephone Num:** (617) 506-2197  
**Fax Num:** (617) 474-3847  
**E-Mail Address:** barbara.couzens@steward.org  
**Contact Address (1):** Neeru.gurnani@steward.org  
(If different from above)  
**Contact Address (2):** Not Specified  
**City, State, Zip:** Not Specified , --None- Not Specified

### Organization Type and Additional Attributes

**Organization Type:** Hospital  
**For-Profit Status:** For-Profit  
**DHCFP ID:** Not Specified  
**Health System:** Steward Health Care System  
**Community Health Network Area (CHNA):** Alliance for Community Health (Boston/Chelsea/Revere/Winthrop)(CHNA 19)  
**Regional Center for Healthy Communities (RCHC):** 1  
**Regions Served:** Milton, Quincy, Randolph, Boston-Jamaica Plain, Boston-Dorchester, Boston-West Roxbury, Boston-Roxbury, Boston-South Boston, Boston-Roslindale, Boston-Mattapan, Boston-Hyde Park

## CB Mission

### Community Benefits Mission Statement

Carney hospital is committed to collaborating with community partners to improve the health status of community residents by addressing the root causes of health disparities and educating community members around prevention and self care, particularly the chronic diseases such as diabetes

### Target Populations

Name of Target Population	Basis for Selection
<p>The designated geographic and patient populations focus on the hospital's immediate neighbors in Dorchester, Mattapan, Quincy and extend to communities to the south and southeast of Boston. Target populations identified include a large number of African American, Haitian, Latino and Vietnamese individuals and their families Seniors Immigrants Those at risk for diabetes</p>	<p>Community Health Needs Assessment</p>
<p>The designated geographic and patient populations focus on the hospital's immediate neighbors in Dorchester, Mattapan, Quincy and extend to communities to the south and southeast of Boston. Target populations identified include a large number of African American, Haitian, Latino and Vietnamese individuals and their families Seniors Immigrants Those at risk for diabetes Community Health Needs Assessment delete The designated geographic and patient populations focus on the hospital's immediate neighbors in Dorchester, Mattapan, Quincy and extend to communities to the south and southeast of Boston. Target populations identified include a large number of African American, Haitian, Latino and Vietnamese individuals and their families Seniors Immigrants Those at risk for diabetes</p>	<p>Community Health needs Assessment</p>
<p>Carney SEF will continue to serve the residents of Quincy, Weymouth, Hull, Brain tree and surrounding areas. We will continue to focus on those who are vulnerable due to age, difficulties with transportation and linguistic and/or economic limitations. We also include patients who suffers from or at rick of chronic disease</p>	<p>This is our primary service area</p>

**Publication of Target Populations**

Marketing Collateral, Website

**Hospital/HMO Web Page Publicizing Target Pop.**

<http://steward.org/Community-Health/Carney-Hospital/Carney-Hospital-Community-Health>

**Key Accomplishments of Reporting Year**

Working with local schools, civic associations, churches, and community groups, Carney Hospital participated in more than 40 local health fairs, events and community meetings, providing free health screenings (e.g., blood pressure) and consumer health education (e.g., asthma care, concussion awareness). In June 2016, the hospital along with the Vietnamese Health Collaborative hosted a Community Health, wellness and job fair. Approximately 300 local residents attended. There were free health screenings for asthma, diabetes, mental health education and more. Local employers also set up tables to showcase jobs available and did onsite interviews. The hospital's Emergency Department patient navigation program has continued to grow in capacity and increase access to care and insurance within the Dorchester and the neighboring communities. As of December 2016, the hospital's Community Enrollment Specialists and Nurse Navigator have connected over 1005 people with health insurance. The program also assisted around 304 Emergency Department patients who did not have a primary care physician find a physician and schedule appointments.

We continued to offer Diabetes Education Programs in the community and the hospital. Programs developed included the Carney Community Health Fair and community screenings at local health fairs. In 2016, the hospital's Farmers Market Food Voucher program was expanded. In addition to making vouchers for healthy

foods and produce available to diabetes patients, Carney Hospital partnered with the Dorchester YMCA and Manet Community Health Center to provide vouchers to low-income families in the hospital's service area.

In 2016, we continued to maintain Asian Outreach coordinator position, a chest clinic and the provision and training of volunteer interpreters as well as an annual financial contribution to Manet Community Health Center.

#### **Plans for Next Reporting Year**

Carney Hospital completed a 2015-2016 Population Health Improvement Report. Based upon this report, our goals and program initiatives will focus on obesity and obesity related chronic disease, substance abuse, mental health, addressing health disparities and improving health outcomes for vulnerable residents. We will increase behavioral health programming, and continue to expand our Farmer's Market Voucher program and the Emergency Department Patient Navigation program.

The Carney Satellite Emergency Facility in Quincy will continue to file its community benefits activities in accordance with the Attorney General's guidelines

## **Community Benefits Process**

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#### **Community Benefits Leadership/Team**

Reverend John Ahern, Pastor, Tri Parish Area, Dorchester  
Joseph Burnieika, Director, Catholic Charities of Greater Boston  
James Carmody, Board of Trustees, Carney Hospital  
Barbara Couzens, Community Health/Patient Advocate, Carney Hospital  
Jan Gottler, Kit Clark Senior Services  
Eleni Kontogli, Director of Marketing, Harbor Health Services  
Nancy Mahon, Baycove Human Services  
Cochise Pearson, Community Representative  
Walter Ramos, President, Carney Hospital  
Adalberto Teixeira, Boston Centers for Youth & Families  
Kerry Whelan, Vice President of Government Relations and Community Benefits  
Glory Wideman-Hughes, The Boston Home  
Kym Williams, Blue Hills Community Health Alliance - CHNA 20

#### **Community Benefits Team Meetings**

Advisory Board meets quarterly to discuss community needs and interventions.

**Community Partners**

Dorchester YMCA  
 Viet AID  
 All Dorchester Sports League  
 Neponset Health Center  
 Harvard Street Neighborhood Health Center  
 Quincy Asian Resources, Inc.  
 Asian American Service Association, Inc.  
 St. Mark's Area Main Street  
 Fields Corner Main Street

**Community Health Needs Assessment**

**Date Last Assessment Completed and Current Status**  
 Not Specified

**Consultants/Other Organizations**  
 Not Specified

**Data Sources**  
 Not Specified

**CHNA Document - PDF format**                      Not Specified

**Community Benefits Programs****Diabetes Education Program**

<b>Program Type</b>	Community Education
<b>Statewide Priority</b>	Chronic Disease Management in Disadvantage Populations
<b>Brief Description or Objective</b>	Outreach to community through free blood glucose screenings, education and support groups to promote Diabetes education and awareness.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Boston, Milton, Quincy</li> <li>• <b>Health Indicator:</b>Other: Diabetes</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All</li> <li>• <b>Ethnic Group:</b>All</li> <li>• <b>Language:</b>All</li> </ul>

**Goal Description**

Assist patients and Dorchester residents self-manage their

**Goal Status**

The hospital's diabetes nurse educator leads ongoing support group

diabetes and decrease the risk of future complications open to patients and the community.

## Partners

### Partner Name, Description

Not Specified

### Partner Web Address

### Contact Information

Barbara Couzens Manager of Community Relations and Patient, Advocacy Community Health (617) 506-2197 , barbara.couzens@steward.org

### Detailed Description

Not Specified

## Senior Suppers

### Program Type

Prevention

### Statewide Priority

Promoting Wellness of Vulnerable Populations

### Brief Description or Objective

Carney Hospital invites adults age 60 and older for quarterly senior suppers. On average, over 60 seniors attend each event. Each senior receives a well-balanced meal and a lecture on an elder health-related topic.

### Target Population

- **Regions Served:**Boston-Greater
- **Health Indicator:**Other: Education/Learning Issues
- **Sex:**All
- **Age Group:**Adult-Elder
- **Ethnic Group:**All
- **Language:**All

### Goal Description

Educating Seniors on relevant medical issues and public health concerns

### Goal Status

Events are held quarterly with approximately 60 seniors in attendance. Hospital staff physician presents at each dinner addressing current topics, e.g., COPD care.

## Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
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Various Healthcare  
Providers as Speakers

<b>Contact Information</b>	Barbara Couzens Manager of Community Relations and Patient, Advocacy Community Health (617) 506-2197, barbara.couzens@steward.org
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<b>Detailed Description</b>	Not Specified
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### Support Groups, Classes and Donated Space

<b>Program Type</b>	Support Group
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<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations
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<b>Brief Description or Objective</b>	The Dorchester community has a high incidence of substance abuse, obesity and cancer diagnoses. We offer free community space for Alcohol Anonymous, Breast cancer support, Men's prostate cancer group, National Alliance of Mental Illness(NAMI),Peer Support Group for Mental Health, SMART Recovery Group, Al-Anonymous, Overeaters Anonymous, and various support groups. We have hosted over 500 meetings during the past year.
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<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b>Boston-Greater</li><li>• <b>Health Indicator:</b>All</li><li>• <b>Sex:</b>All</li><li>• <b>Age Group:</b>All</li><li>• <b>Ethnic Group:</b>All</li><li>• <b>Language:</b>All</li></ul>
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<b>Goal Description</b>	<b>Goal Status</b>
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To provide venues for support groups and community meetings	Ongoing
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### Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
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Breast Cancer Support  
Group

AA

Dorchester Park Assn.

Catholic Charities

Lower Mills  
Merchants Assn.  
American Heart Assn.  
Training  
Laboure College  
NAACP

**Contact Information** Barbara Couzens Manager of Community Relations and Patient, Advocacy Community Health (617) 506-2197, barbara.couzens@steward.org

**Detailed Description** Not Specified

### Promoting Cardiovascular Health

**Program Type** Health Professional/Staff Training

**Statewide Priority** Promoting Wellness of Vulnerable Populations

**Brief Description or Objective** Educational programs for CPR certification and other advanced trainings are offered to healthcare providers and the community. We support education and awareness efforts of community partners such as the American Heart Association.

**Target Population**

- **Regions Served:**Boston-Greater
- **Health Indicator:**Other: Cardiac Disease
- **Sex:**All
- **Age Group:**Adult
- **Ethnic Group:**All
- **Language:**All

<b>Goal Description</b>	<b>Goal Status</b>
Educational programs for CPR certification and other advanced trainings are offered to healthcare providers and the community. We support education and awareness efforts of community partners such as the American Heart Association.	Educational classes and training are held monthly.

### Partners

**Partner Name, Description**      **Partner Web Address**

Not Specified

**Contact Information**      Barbara Couzens Manager of Community Relations and Patient, Advocacy Community Health (617) 506-2197, barbara.couzens@steward.org

**Detailed Description**      Not Specified

## Breast Cancer Awareness

**Program Type**      Community Education,Health Screening

**Statewide Priority**      Reducing Health Disparity

**Brief Description or Objective**      To provide free breast cancer screenings to women with a focus on high risk and vulnerable populations.

**Target Population**

- **Regions Served:**Boston-Greater
- **Health Indicator:**Other: Cancer - Breast
- **Sex:**Female
- **Age Group:**Adult
- **Ethnic Group:**All
- **Language:**All

**Goal Description**      **Goal Status**  
Host breast cancer screening and education in conjunction with Breast Cancer Awareness Month.      Conducted over 20 mammograms in one afternoon.

## Partners

**Partner Name, Description**      **Partner Web Address**

Neponset Health Center

American Cancer Society      Cancer.org

**Contact Information**      Barbara Couzens Manager of Community Relations and Patient, Advocacy Community Health (617) 506-2197, barbara.couzens@steward.org

**Detailed Description**      Not Specified



## Healthy Beverage Program

<b>Program Type</b>	Prevention
<b>Statewide Priority</b>	Chronic Disease Management in Disadvantage Populations, Reducing Health Disparity
<b>Brief Description or Objective</b>	Promoting the importance of drinking water and reducing the intake of sugar sweetened beverages.
<b>Target Population</b>	<ul style="list-style-type: none"><li>• <b>Regions Served:</b>Boston, Milton, Quincy</li><li>• <b>Health Indicator:</b>Other: Diabetes, Overweight and Obesity</li><li>• <b>Sex:</b>All</li><li>• <b>Age Group:</b>All</li><li>• <b>Ethnic Group:</b>All</li><li>• <b>Language:</b>All</li></ul>

### Goal Description      Goal Status

Reduce the amount of sugar sweetened beverages sold at Carney Hospital. To educate community members, hospital employees, and patients around the importance of reducing sugar-sweetened beverages in their diet.

Ongoing.

### Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Sodexo	<a href="http://www.sodexousa.com">www.sodexousa.com</a>

<b>Contact Information</b>	Barbara Couzens Manager of Community Relations and Patient, Advocacy Community Health (617) 506-2197, <a href="mailto:barbara.couzens@steward.org">barbara.couzens@steward.org</a>
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<b>Detailed Description</b>	Not Specified
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## Community Health Advocate Program

<b>Program Type</b>	Health Coverage Subsidies or Enrollment, Outreach to Underserved
<b>Statewide Priority</b>	Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

<b>Brief Description or Objective</b>	Carney Hospital's Nurse Case Manager, Community Enrollment Specialists and ED staff assist community members in insurance enrollment, finding a primary care physician, and finding appropriate community resources.
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| <b>Target Population</b> | <ul style="list-style-type: none"><li>• <b>Regions Served:</b>Boston, Milton</li><li>• <b>Health Indicator:</b>Access to Health Care</li><li>• <b>Sex:</b>All</li><li>• <b>Age Group:</b>All</li><li>• <b>Ethnic Group:</b>All</li><li>• <b>Language:</b>All</li></ul> |
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<b>Goal Description</b>	<b>Goal Status</b>
Connect community members with health insurance and/or help them keep coverage. Connect community members with primary care physicians in order to achieve improved health outcomes.	Enrolled more than 1005 individuals in health insurance

### Partners

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Not Specified	

<b>Contact Information</b>	Barbara Couzens Manager of Community Relations and Patient, Advocacy Community Health (617) 506-2197, barbara.couzens@steward.org
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<b>Detailed Description</b>	Not Specified
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### Spring Health Fair

<b>Program Type</b>	Community Education,Health Screening,Outreach to Underserved
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<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
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<b>Brief Description or Objective</b>	In June 2016, Carney hosted a Community health fair with the Vietnamese Collaborative in the hospital's new Center for Primary Care and Family Medicine. Carney hosted over 300 community members, and partnered with local organizations to provide free health screenings, nutritious foods and health information.
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**Target Population**

- **Regions Served:**Boston-Dorchester, Boston-Mattapan, Boston-Roxbury
- **Health Indicator:**Access to Health Care
- **Sex:**All
- **Age Group:**All
- **Ethnic Group:**All
- **Language:**All

**Goal Description**

Goals for the fair/event included community health education (e.g., cancer awareness and healthy nutrition), health screenings (e.g., blood pressure, glucose levels and oral health) and community engagement.

**Goal Status**

Hosted more than 200 visitors for education and free screenings.

**Partners****Partner Name, Description**

Neponsent Health Center  
 Mattapan Food and Fitness Coalition  
 Viet Aid  
 Alzheimer's Association  
 Ashmont Farmers' Market  
 Local restaurants

**Partner Web Address****Contact Information**

Barbara Couzens Manager of Community Relations and Patient, Advocacy Community Health (617) 506-2197, [barbara.couzens@steward.org](mailto:barbara.couzens@steward.org)

**Detailed Description**

Not Specified

**Farmers' Market Voucher Program****Program Type**

Community Education,Prevention

<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
<b>Brief Description or Objective</b>	In 2016, Carney provided diabetic patients and community members with vouchers to buy fruits and vegetables at local Farmer's Markets. The program was also expanded in partnership with a local YMCA and Manet Community Health Center, allowing Carney Hospital to identify low-income families and provide vouchers that allowed families to purchase healthy produce.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>Boston-Dorchester, Boston-Hyde Park, Boston-Mattapan, Boston-Roxbury</li> <li>• <b>Health Indicator:</b>Other: Diabetes</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Adult</li> <li>• <b>Ethnic Group:</b>All</li> <li>• <b>Language:</b>All</li> </ul>

Goal Description	Goal Status
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Program goals include healthy nutrition education for diabetes patients and providing access to fresh produce/healthy foods	Ongoing
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### Partners

Partner Name, Description	Partner Web Address
Manet Community Health Center	

<b>Contact Information</b>	Barbara Couzens Manager of Community Relations and Patient, Advocacy Community Health (617) 506-2197, barbara.couzens@steward.org
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<b>Detailed Description</b>	Not Specified
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### Expenditures

#### Community Benefits Programs

Expenditures	Amount
Direct Expenses	\$1,463,172
Associated Expenses	Not Specified

Determination of Need Expenditures	Not Specified
Employee Volunteerism	\$16,848
Other Leveraged Resources	Not Specified

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### Net Charity Care

Expenditures	Amount
HSN Assessment	\$223,265
HSN Denied Claims	\$1,076,092
Free/Discount Care	\$1,119,176
<b>Total Net Charity Care</b>	<b>\$2,418,533</b>

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Corporate Sponsorships	\$60,915
<b>Total Expenditures</b>	<b>\$3,959,468</b>
<b>Total Revenue for 2016</b>	<b>\$110,895,023</b>

**Total Patient Care-related expenses for 2016** \$127,715,938

**Approved Program Budget for 2017** Not Specified  
 (\*Excluding expenditures that cannot be projected at the time of the report.)

**Comments:** 💡 For calendar year 2016, Carney hospital's Unreimbursed Medicare was \$2,156,475

### Optional Information

#### Community Service Programs

Expenditures	Amount
Direct Expenses	Not Specified
Associated Expenses	Not Specified
Determination of Need Expenditures	Not Specified
Employee Volunteerism	Not Specified
Other Leveraged Resources	Not Specified
<b>Total Community Service Programs</b>	<b>Not Specified</b>

**Full-Text PDF Report:** Not Specified

**Original Full-Text Report:** Not Specified

**Bad Debt:** Not Specified Not Specified

**IRS 990:**

Not Specified

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**Current Status:** In Draft By E-File User

**Data as of:** 4/4/2017 5:38:15 PM

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