

Holy Family Hospital

Methuen • Haverhill

A STEWARD FAMILY HOSPITAL



2016 Community Benefits Report

July, 2017

Holy Family Hospital
70 East Street
Methuen, MA 01844

steward.org/holyfamily-hospital.org

TABLE OF CONTENTS

I.	Overview.....	page 1
II.	Mission & Values	page 2
III.	Internal Management and Oversight of Community Program.....	page 3
IV.	Leadership.....	page 3
V.	Community Overview	page 5
VI.	Community Needs Assessment.....	page 6
VII.	Community Benefits Program.....	page 11
VIII.	Community Partners	page 20
IX.	FY 2016 Community Benefits Expenditures.....	page 25
X.	Contact Information	page 25

I. Overview

Holy Family Hospital with campuses in Methuen and Haverhill. Both full-service hospital locations provide comprehensive inpatient, outpatient and 24/7 emergency services to the greater Merrimack Valley and southern New Hampshire.

The primary service area includes Amesbury, Andover, Bradford, Danville, Georgetown, Groveland, Haverhill, Lawrence, Methuen, Newburyport, North Andover, Rowley, and Ward Hill in Massachusetts; and Atkinson, Derry, Hampstead, Kingston, Londonderry, Merrimack, Newton, Pelham, Plaistow, Salem, and Windham in New Hampshire.

The hospital's strengths include orthopedic care, cancer care, neurology/neurosurgery, general surgery, thoracic and pulmonary care, wound care and hyperbaric medicine, maternity care, and behavioral medicine.

Holy Family Hospital is part of Steward Health Care, a fully integrated national health care services organization committed to providing the highest quality of care in the communities where our patients live. Steward owns and operates 18 community hospitals across four states, serves over 800 communities, and has more than 23,000 employees. The Steward network includes more than 25 urgent care centers, 42 preferred skilled nursing facilities, substantial behavioral health offerings, and more than 3,700 beds under management.

Recognitions

Holy Family Hospital is committed to service excellence and exceptional clinical quality. The hospital is the proud recipient of the Gold Seal of Approval from The Joint Commission—the premier health care quality improvement and accrediting body in the nation—for performance on national standards of safety, quality and efficiency.

Holy Family Hospital is the first hospital in Massachusetts to earn Advanced Certification in Hip and Knee Replacement Surgery by The Joint Commission, and is Nationally Recognized by BlueCross BlueShield of Massachusetts as a Blue Distinction Center® Plus for excellence in hip and knee replacements and as a Blue Distinction Center® for Spine Surgery.

This report covers the fiscal year January 1, 2016 through December 31, 2016.

Key Annual Statistics

Licensed beds:	385
Psychiatric beds:	74 (47 HFH-Methuen; 27 HFH-Haverhill)
Physicians (on staff):	5511
Full-time Employees:	1,750
Discharges (Inpatients):	13,120
Emergency Department Visits:	61,715
Outpatient Visits:	115,800
Births:	1,033

II. Mission & Values

Mission Statement:

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

Values:

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

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

Respect: Honoring the dignity of each person

Excellence: Exceeding expectations through teamwork and innovation

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

Guiding Principles Statement:

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

Community Benefits Statement of Purpose:

- Holy Family Hospital is committed to serving the entire community, especially the uninsured, underinsured, poor, and disadvantaged.
- Holy Family Hospital is dedicated to providing accessible, high-quality health care services to all within its culturally diverse community.
- Holy Family Hospital is dedicated to maintaining the well being of its community by providing excellence in health care through preventative health, education and wellness services, and working to reduce barriers to accessing health care.
- Holy Family Hospital is dedicated to collaborating with the communities we serve to identify and respond to issues affecting population health, which includes their spiritual, emotional and social needs..

Strategic objectives are:

1. Reducing the incidence of specific health problems through education, prevention, support programs, and advocacy, specifically to:
 - Increase awareness and understanding of risk factors for cancer, stroke and heart disease, and other chronic diseases through community health fairs, free screenings, and many other hospital initiatives, some of which are with community partners. The types of screenings offered may include, but are not limited to, head and neck, skin, diabetes, BMI, and blood pressure.

- Address mental health needs of the community by being actively involved with community coalitions, offering community forums, and disseminating information on resources for seeking help.
- Address domestic violence through the nationally recognized The Family Safety Project, which offers programs for victims and perpetrators.
- Encourage healthy nutrition, exercise, and behavior modifications by continuing the farmers market voucher program for patients, and sponsoring major farmers markets in Methuen and Lawrence.
- Continue community lectures and demonstrations on various health topics.
- Offer local emergency preparedness and trauma prevention.
- Help to reduce smoking.
- Continue to offer support for vulnerable populations through employee fund-raising, and food and clothing drives.

2. Increasing access to care for the uninsured and underinsured, specifically to:

- Act as a critical link to connect people in need to the state health insurance programs, especially through Steward's Community Health Advocate program.
- Increase cultural competence among employees, clinicians, and physicians.
- Provide a connection for our community primary care and prenatal care providers.

III. Internal Management and Oversight of Community Benefits Program

At Holy Family Hospital, we operate both as an inpatient, medically-focused hospital and as a community-focused provider with a commitment to public health initiatives. As the business of health care evolves, a major imperative exists for us to align ourselves closely with our community so that we may better improve the health status of the populations we serve.

Our Community Benefits objective reflects this business imperative and complements our long-standing ministry as a Catholic hospital. Holy Family's Community Benefits programming designates Amesbury, Andover, Haverhill, Lawrence, Methuen, Andover, and North Andover, in Massachusetts and Atkinson, Derry, Plaistow, Salem, and Windham in New Hampshire as primary areas of focus.

Planning for Community Benefits is centered on the needs and activities of these communities and involves joint efforts with the area's health and human service agencies, health care providers, schools, churches, and other community-based organizations. The Director of Mission and Community Partnerships is responsible for assessment, development, implementation, review, and administration of our community benefits processes and programs through collaboration with various community partners, coalitions, and health care providers as well as hospital clinical staff. This function reports to the President of Holy Family Hospital and the Steward Health Care System Vice President of Government Relations and Community Benefits.

IV. Leadership

During 2016, the following served as members of the hospital's community benefits advisory committees:

Holy Family Hospital Community Benefits Advisory Committee (CBAC-Methuen)

** **Joseph Roach**, President (through September 30, 2016)

** **Craig Jesiolowski**, President (from October 1, 2016)

- ** **Wil Carpenter**, Vice President, Sales and Service, Merrimack Valley Chamber of Commerce, CBAC co-chair
- ** **Patty Comeau**, RN, School Nurse Coordinator, Methuen Public Schools
- ** **Kimberly Flowers**, MSW, LICSW, Clinical Director, Elder Services of the Merrimack Valley
- ** **Corinne LaCharite**, Executive Director, Methuen Senior Activities Center, CBAC co-chair
- ** **Vilma Lora**, Co-Director of Women's Services, YWCA of Greater Lawrence, and Coordinator of the City of Lawrence Mayor's Task Force
- ** **Lt. Kevin Mahoney**, Community Liaison, Methuen Police Department
- ** **Linda Soucy**, Residential Low Income Program Manager, Columbia Gas of MA and immediate past director of the Safe Haven Computer and Homework Center at Methuen Arlington Neighborhood, Inc.
- ** **Anne Whalen**, Executive Director, Methuen YMCA

Holy Family Hospital Community Benefits Advisory Committee (CBAC-Haverhill)

- ** **Joseph Roach**, President (through September 30, 2016)
- ** **Craig Jesiolowski**, President (from October 1, 2016)
- ** **Carmenza Bruff**, Community Health Educator, Dana-Farber Cancer Institute Center for Community-Based Research
- ** **Mary Connolly**, RN, Director, Haverhill Council on Aging
- ** **Anne-Marie D'Angelo Florent**, MSPA, Member Education Representative, Executive Office of Health and Human Services, MassHealth Operations
- ** **Tracy Fuller**, Executive Director, Haverhill YMCA
- ** **Betsy Goodrich**, Senior Transportation Planner, Merrimack Valley Planning Commission
- ** **Kalister Green-Byrd**, Board of Trustees, Holy Family Hospital and community advocate
- ** **Rene McGuire**, Site Director, YWCA Haverhill
- ** **Dean Mace**, Minister, Somebody Cares New England
- ** **Reverend Robert Murray**, Pastor, St. James Church and St. John the Baptist Church, Haverhill
- ** **Mary O'Neill**, Regional Outreach Director, Serenity at Summit New England, Haverhill
- ** **Megan Shea**, Coordinator, Haverhill chapter, Massachusetts Opioid Abuse Prevention and Collaborative Merrimack Valley Cluster
- ** **Katherine Vozeolas**, BSN, RN, NSCB, Supervisor of Nursing and School Health Services, Haverhill Public Schools
- ** **Reverend Marlene Yeo**, Director, Somebody Cares New England
- ** **Paula Welch**, RN, Somebody Cares New England

Holy Family Hospital Community Benefits Hospital Leadership Team (CBHLT)

- ** **Joseph Roach**, President (through September 30, 2016)
- ** **Craig Jesiolowski**, FACHE, President (from October 1, 2016)
- ** **Michael Cornelius**, RRT, JD, Director of Respiratory Services
- ** **Beth Cronin**, MS, RD, CDE, LDN, Outpatient Dietician, Diabetes Care Program
- ** **Andrew Desrosiers**, Neurology/Orthopedics Service Lines, Steward Health Care
- ** **Cheryl Edwards**, RN, Director, Nursing Operations
- ** **Katharine Ferguson**, MS, RD, LDN, Clinical Nutrition Manager, Sodexo Healthcare
- ** **Michele Penta**, Director, the Family Safety Project
- ** **Jean MacDougall-Tattan**, Director of Physician Relations & Services
- ** **Anthony Slabacheski**, Program Director, Oncology Dept., William Lane Cancer Center
- ** **Eileen Soucy**, Case Management Director, Case Management/Social Services Dept.

Karen Kennedy, Director, Mission and Community Partnerships, oversees the three advisory committees and their meetings. The Board of Directors Appointee to Community Benefits is Anthony Stankiewicz, Esq., Trustee, and Chief Advancement Officer and Chief of Staff, Codman Square Health Center, Dorchester, MA. Steward Health Care's Community Benefits Administrator is Kerry Whalen, Vice President of Government Relations and Community Benefits.

Community Benefits Meetings

Holy Family Hospital Community Benefits Advisory Committee (CBAC-Methuen) met on Thurs. Jan. 21, May 12, Aug. 11, and Nov. 17. All meetings were 8:30 am to 9:30 am in the hospital's Methuen campus Café Conference Room.

Holy Family Hospital Community Benefits Advisory Committee (CBAC-Haverhill) met on Fri. Jan. 29, May 20, Aug. 19, and Nov. 18. All meetings were held in the Board Room.

Holy Family Hospital Community Benefits Hospital Leadership Team (CBHLT) met on Thurs. Jan. 14, May 5, Aug. 4, and Fri. Nov. 11. The January and September meetings were held in the Haverhill campus' Board Room and Atrium Conference Room respectively, and the May and November meetings were held in the Methuen campus' Café Conference Room. All meetings were held from 1:00 pm to 2:00 pm.

V. Community Overview

Holy Family Hospital is located in the Merrimack Valley, comprised of several cities and towns that are approximately twenty-five miles north of Boston and that border on or are in southern New Hampshire. Holy Family is the largest employer in Methuen and in Haverhill. As both cities' largest employer, Holy Family Hospital has been an integral community partner, working closely with the City of Methuen's and City of Haverhill's social service agencies, law enforcement, schools, churches, business, and other civic organizations.

Both Haverhill and Methuen are home to numerous small and medium-sized businesses including law firms, medical practices, banks, pharmacies, car dealerships, a variety of retail stores, supermarkets, restaurants, bars, convenience stores, auto body shops, beauty salons, laundries, and real estate offices, among others. Many residents also commute to Boston for work, either by car or by public transportation.

Other health care facilities in the area include Lawrence General Hospital, Lowell General Hospital, Parkland Hospital in Salem, NH, Anna Jacques Hospital in Newburyport, Greater Lawrence Family Health Center, and Convenient MD urgent care clinic in Salem, NH. Haverhill does not have any health centers or urgent care centers. Holy Family Hospital's Haverhill campus offers the only emergency department in the city.

The community also includes or abuts Merrimack College, Middlesex Community College, University of Lowell, Northern Essex College, Cambridge College, Regis College, Rivier College, and University of New Hampshire campuses.

Methuen, population 47,255, is a middle-income city with a per capita income of \$67,556, slightly below the state average. Methuen, however, has a high percentage of seniors over the age of sixty-five, a group that tends to require significantly more health services than the overall population.

Haverhill, population 62,879, is also a middle-income city with a per capita income of \$60,429. Nearly 88 percent of adult residents are high school graduates, with almost 28% achieving a college degree or higher. The median household income is slightly below the state median income, while 11.9% live in poverty, slightly higher than the state's 11.4%.

Lawrence has a population of 77,014, with a per capita income of \$32,851 (below the state average), and is a gateway community. It has a largely Hispanic population (around 73%). The city has one of the state's highest unemployment rates and one of the state's highest rates for childhood obesity. Nearly one quarter of the residents live in poverty.

Salem, NH, with a population of 28,776, is a middle-income town, with a per capita of \$76,779, significantly above the state average of \$34,362. However, there are few social services available to residents.

Lawrence, Methuen and Haverhill have the highest percentage of children less than five years—above the Massachusetts state average. Lawrence has the highest number of poor families, followed by Haverhill, both of which have poverty rates above the state average.

VI. Community Needs Assessment

As the cost of health care continues to rise, it is imperative for health care and social service providers to prioritize their community outreach and resources based on community health and social welfare needs. A community health needs assessment is a critical tool for understanding population health issues.

Between June and November, 2015, Holy Family Hospital conducted a community health needs assessment within the hospital's service territory. Specifically, the hospital gathered information about Methuen, Haverhill, Lawrence, Georgetown, Amesbury, Andover, and North Andover, and compared data with that of Essex County and the state of Massachusetts. Similarly, and where possible, Salem, NH information was gathered and compared with that of Rockingham County and the state of New Hampshire.

The 2015 Holy Family Hospital Community Health Needs Assessment examined the demographics, health data, and socio-economic data for those living in Methuen, Haverhill, Lawrence, Andover, North Andover, Georgetown, and Amesbury in Massachusetts, and Salem, New Hampshire.

The assessment was carried out in three parts. The first part was the gathering of secondary data including demographics, and epidemiological and socio-economic characteristics of each community. Secondary data came from various Massachusetts, New Hampshire and federal government sources.

Specifically, information includes demographics (i.e. age, gender, race/ethnicity, mortality); health data (i.e. chronic diseases, morbidity); and socio-economic data (i.e. income, education, employment, literacy, transportation, language, insurance status). Every effort was made to provide the most up-to-date information by working with the Department of Public Health to secure MassCHIP information and by using other state, regional and national information sources.

The second part was an online SurveyMonkey survey sent to about 350 community stakeholders, including (but not limited to) health and human service agency directors, schools' administrators, nurses and psychologists, law enforcement, CHNA 11 and CHNA 12 memberships, church leaders, Community Health Advisory committees for the Methuen and Haverhill campuses, and hospital frontline leadership. The survey, available from August through September, was comprised of 15 questions and drew 176 respondents.

The third part consisted of seven focus groups conducted in Methuen, Haverhill, Lawrence, and Salem, NH between Aug. 18 and Oct. 14, 2015. Four focus groups were conducted in English and three were conducted in Spanish. For all focus groups, except those in Haverhill, 15 questions were asked. Haverhill focus groups included

two additional questions around adult education, as part of a community survey by the Haverhill Adult Education Coalition, to which Holy Family Hospital is a member.

Nine health issues were identified:

1. Substance Use Disorder

The Merrimack Valley – mirroring a deadly epidemic across Massachusetts and New Hampshire – is experiencing an alarming surge in substance use disorder, overdosing, and death by overdose by adults and teens involving heroin and prescription opioid drugs. Law enforcement agencies, social services, health care providers, and concerned citizens are mobilizing to find solutions to the problem.

In June, 2015 the Massachusetts Opioid Abuse Prevention Collaborative (MOAPC) Merrimack Valley Cluster released a substance use disorder abuse needs assessment called the Opioid Data Report. (NB: The Merrimack cluster is made up of providers and residents from Lawrence, Haverhill, Methuen, Andover, and North Andover working through the Lawrence/Methuen Coalition. Holy Family Hospital is not a member.)

The report notes:

“Lawrence has filed the most opioid related death certificates over the last 5 years (82) with the highest so far in 2014 (25), with an increase of 150% from 2010 to 2014. The total number (of opioid related deaths) for all towns has risen from 23 to 71, which is a 209% increase from 2010 to 2014. The city/town with highest percent change over these same years is Andover (400%) then Haverhill (243%).”

“...the total number of unintended opioid overdose deaths from 2000-2012 was 217 (Massachusetts Department of Public Health, Bureau of Health Information, Statistics, Research, and Evaluation, April 2014). Lawrence had the most with 82 and Andover with the least with 10.” Haverhill has 71 unintended overdoses, Methuen has 37, and North Andover has 17 in the same time frame.”

In addition, all communities for 2012 and 2013 have higher rates of opioid hospitalizations than the state’s average in 2012 and 2013.

Salem, NH and Rockingham County also are experiencing dramatic rises in heroin and opioid usage. The number of heroin related emergency department (ED) visits in New Hampshire during the first nine months of 2015 is 70.4% greater than the number of heroin ED visits during the same nine months in 2014. Rockingham County had a 14% increase from July through September in heroin-related ED visits.

Participants in all seven focus groups stated that substance abuse disorder, especially the opioid crisis, was the leading issue in their community and that of surrounding communities. The topic also was a prime concern for SurveyMonkey respondents.

2. Mental Health

Mental Health is a significant problem in the hospital’s service territory. The issue ranked second overall in focus group and SurveyMonkey responses. Many said that mental health and substance use disorder are often intertwined. Depression and anxiety also were listed as major problems.

Mental disorder was a major issue across the hospital service territory in 2011 and 2012, with a rising trend reported in mental disorder hospitalizations and mental disorder-related hospitalizations. The communities maintain-

ing high mental disorder hospitalizations as well as mental health disorder-related hospitalizations are Methuen, Haverhill, Lawrence, and Amesbury. Andover and North Andover maintained the lowest reported cases for both mental disorder hospitalization and mental disorder-related hospitalizations. Reported suicides were high in Georgetown and Methuen in 2011, and in Haverhill in 2012.

3. Cancer (Breast, Prostate, Lung, Colon, and Oral Cavity)

Cancer came up frequently in many of the focus groups and in SurveyMonkey responses as a major health problem for men and women. The rates of breast, prostate, colorectal, lung, and oral cancers in the Merrimack Valley communities are higher as compared to Massachusetts' rates for these diseases.

Breast and prostate cancers are prevalent in all the seven Massachusetts communities. Andover leads colorectal cancer, followed closely by Lawrence, Amesbury, and North Andover, all with rates higher than the state. Lung cancer rates are the highest in Amesbury, Methuen, Haverhill, Lawrence, and Georgetown—with rates above both the state and Essex County. Esophageal cancer mortality rates are higher than the state's in Amesbury, Haverhill, and Andover, with respiratory cancer rates higher than state's in Georgetown and Lawrence. Oral cavity cancer rates are higher in Methuen, Haverhill, Lawrence, and North Andover than those of the state.

4. Chronic Diseases (Asthma, Diabetes and Obesity)

Lawrence has the highest asthma hospitalization rates in 2012 and 2013, followed by Haverhill—both of which have higher rates than the state. Georgetown experienced an increase in the number of hospitalizations in 2013 from 2012, as did Essex County overall.

Lawrence, Haverhill and Methuen have the highest rates of overweight or obesity reported for adults. In 2012, 34.9% of adults in New Hampshire were overweight and 25.8% were obese.

Body Mass Index (BMI) figures for 2014 in Massachusetts revealed the following percentage of overweight/obesity total for all grades 1, 4, 7, and 10: Andover (21.1%), Georgetown (18.2%), Haverhill (37.1%), Lawrence (only Lawrence Family Center Charter School available) (54.5%), Methuen (33.6%), and North Andover (25.2%). (There was no information for Amesbury.)

Obesity remains a major community health issue, according to focus group and SurveyMonkey participants. Many health care and social service providers, as well as residents, are alarmed by people's lack of knowledge about good nutrition, the lack of available fresh produce, resistance to exercise and play, and poor nutritional choices—sometimes due to little money for good food or proximity to major supermarkets.

Diabetes remains a major health problem. Lawrence leads in diabetes mortality rates, although there has been a significant drop in Lawrence's rate from 2011 to 2012. Although all communities are lower than the state' average for mortality associated with diabetes, a significant number of people in the seven communities are developing diabetes due to an inactive lifestyle and eating habits that include processed foods, fast food, and a high caloric intake.

While there is no current information on diabetes in Salem, NH, there is state information that diabetes is the seventh leading cause of death in New Hampshire. In 2013, 9.2% of New Hampshire adults reported having been diagnosed with diabetes. Approximately, 6.8% of New Hampshire adults reported having been diagnosed with pre-diabetes, a risk factor for Type 2 diabetes.

Focus groups and SurveyMonkey participants listed diabetes as a major health problem in their community.

5. Health Insurance Enrollment and Understanding Benefits

Health insurance coverage is across all communities with Georgetown (98.70%) having almost all of its residents covered by health insurance. This is followed closely by North Andover (97.10%), Amesbury (96.80%) and Methuen (96.30%), above the state's rate of (96.00%). Lawrence (89.90%) and Andover (90.00%) have the least number of residents covered with health insurance.

Across the hospital's service territory, private insurance is more popular than public insurance, except in Lawrence, where there are more people insured by public insurance than private insurance. Lawrence has highest number of people insured by public insurance (59.80%), which is higher than the state (32.40%).

Focus groups and SurveyMonkey respondents identified several health insurance problems that people are dealing with today:

- Many remain unaware of, or are not taking care of, re-enrolling themselves or their families in health insurance coverage. They either still do not know that this is a mandatory annual requirement, they forget to re-enroll, or they do not understand the notification(s) sent to their home. In addition, transient people are inclined to let their health insurance enrollment lapse.
- Many people do not know what their benefits are. For example, many are not aware of 100% preventative dental coverage for adults or 100% preventative and corrective dental coverage for children younger than 21 years old.
- Many people cannot afford the deductible or co-pay and are unaware that there is some financial assistance available.
- People continue to go to the ED unnecessarily to address their medical issues because they don't know how to access a primary care physician.

6. Transportation Issues

Seniors and families without cars have great difficulty accessing public and private transportation to get to medical appointments and carry out daily chores, according to several focus groups and SurveyMonkey participants who labeled the problem a significant health issue. Respondents are acutely aware of seniors who do not know local bus schedules or cannot travel directly to important appointments, but instead spend hours trying to make connections. Buses allow only two store bags per passenger, making shopping for food and clothing particularly difficult for families relying on bus service.

7. Improved Communication with Hispanic residents

Focus groups and SurveyMonkey respondents expressed a strong desire for more community talks in Spanish on popular health topics, such as cancer, aging, pain, sleep, and chronic disease, as well as information in Spanish about Holy Family Hospital's services. Participants also noted that area hospitals and service providers must make a greater effort medical diagnosis, conditions, prescriptions, and at-home care interpreted for Spanish speakers.

8. Understanding Domestic Violence and Child/Elderly neglect

Many who participated in the focus groups and SurveyMonkey survey noted that people need information on how to deal with domestic violence. People also expressed much concern about child and elderly neglect, stating that this is an abuse issue as well. Several said they've witnessed neglect of loved ones and neighbors first hand and do not know what to do to get appropriate help.

9. Community Outreach

Focus group participants and survey respondents urged the hospital to continue participating in area health fairs, offer free screenings and continue community lectures. Several suggested offering lectures in Spanish.

Among the suggested topics are how to take medications properly, understanding a health proxy, the importance of an annual physical exam, and resources on child abuse and elder abuse/neglect.

Community Benefits

In response to the key health problems that were identified in the community health needs assessment, Holy Family Hospital's community benefits programming for 2016 through 2018 focus on:

- 1. Substance Use Disorder Information and Support** by continuing to play a leading role on three community-based coalitions dealing with prevention, intervention, treatment, and recovery. The coalitions are H.O.P.E. (Haverhill Overdose Prevention and Education), MVPASAP (Merrimack Valley Prevention and Substance Abuse Project), and StandUp! Salem.
- 2. Mental Health Information and Support** by continuing to co-host community forums in Spanish and English in Methuen, Haverhill, and Salem, NH. The forum's topics, such as the basics of mental wellness, anxiety, and depression, are chosen based on responses from surveys taken at the end of each forum. Events will be created in conjunction with the Lawrence Mayor's Health Task Force (CHNA 11) and the Lower Merrimack Valley and Seacoast Health Coalition (CHNA 12). Additionally, the hospital will continue to host its annual Adult Behavioral Health Forum for physicians, nurses, counselors, and social workers; and sponsor the annual Leadership forum of Mass. Coalition for Suicide Prevention, Northeast Region and Mass. Dept. of Public Health.
- 3. Cancer Education, Awareness and Early Detection on Breast, Prostate, Lung, Colon, and Oral cancers** by offering annual Breast Cancer Awareness Month events on and off campus, free head and neck screenings, lectures on the importance of oral hygiene and prostate cancer screenings, and promoting the creation of a new lung cancer screening program.
- 4. Chronic Diseases, including Asthma, Diabetes, and Obesity** via community awareness education on asthma-causing conditions in the home, in neighborhoods and at work; continuing the hospital's farmers markets in Methuen and Haverhill and the farmers market voucher program for Steward Healthcare patients; offering talks on Type 2 diabetes, obesity and other co-morbidities; and offering free diabetes, cholesterol, and blood pressure screenings.
- 5. Health Insurance Enrollment and Benefits** through expanding the community health advocates' outreach to enroll/re-enroll residents at public venues, especially areas where underinsured and uninsured live/work, and to educate people on individual and family insurance coverage, services and medication coverage, co-pays, deductibles, and restrictions that apply.
- 6. Transportation problems** for the elderly and others without cars by working with local health and social service agencies and the Merrimack Valley Transportation Authority to identify gaps in information about bus routes, senior transportation, other transportation modes; widely distributing information on both bus and train schedules; identifying and promoting current transportation services that train residents on how to take public transportation to their destination(s); identifying areas where way finding is needed (i.e. signage with person and bus at actual spot where a bus stops. Amesbury and Haverhill are slated as pilot communities for these efforts in 2016.

- 7. Informational and Cultural Inclusion of the Spanish Community** by establishing a Spanish Speakers Bureau that offers Spanish-speaking physicians, clinicians and professionals from the hospital, Steward Health Care's physician and allied health affiliates, and local colleges who can talk on a variety of requested health topics. Also, increase health literature in waiting areas and the ED.
- 8. Domestic Violence Prevention and Victim Advocacy** through promoting a greater understanding in the community about domestic violence and child/elderly neglect through broad distribution of information on hotlines and assistance, working closely with The Family Safety Project and Elder Services of the Merrimack Valley.
- 9. Community Outreach** projects, such as partnering with Methuen High School on various health projects, including revitalizing the walking path between Methuen High School and Holy Family Hospital-Methuen campus; and continuing the Meet the Expert lectures on various medical topics raised in the focus groups and in the SurveyMonkey responses.

VII. 2016 Community Benefits Program

The following summarizes Holy Family Hospital's community benefits programming during 2016 that reached thousands of area residents. Programming was developed for most of the priorities identified in the FY 2015 community health needs assessment. (NB: + stands for event with Spanish speakers and/or materials available in Spanish.)

PRIORITY 1: Substance Use Disorder Information and Support

Substance use disorder is a serious population health crisis impacting thousands of residents in the hospital's service territory. Programming in FY 2016 included:

- ** Feb. 11: StandUp Salem Community Resource Assessment-1st community focus group, Fisk Elementary School, Salem, NH, @80 people.
- ** March 10: StandUp Salem Community Resource Assessment – 3rd community focus group/HFH focus group administrator, Lancaster School, Salem, NH, @60 people.
- ** March 29: Partners with Parents in Preventing Drug Abuse community forum, Dr. Paul Nettle Middle School, Haverhill, MA, @20 people.
- ** July 13: Substance Abuse Forum, “The A,B,Cs of the ‘O’ Crisis lecture on opiates and substance abuse, resources, legislative update, Methuen Senior Activities Center, @30 seniors.
- ** Aug. 2: National Night Out-Substance Abuse “Hidden in Plain Site” exhibit, H.O.P.E. coalition, Swasey Field, Haverhill, MA, @150 people.
- ** Sept. 17: StandUp Salem 5K walk and booth, Salem, NH, @25 people for the walk; @50 people at booth.
- ** Sept. 24: 3rd Annual ‘To Be Aware is to Be Alive’ community forum, Timony School, Methuen, MA, @75 people.
- ** Sept. 27: Spectrum Health Systems National Recovery Month Health Fair, Spectrum Health Systems, Haverhill, MA, @70 people.
- ** Oct. 23-31: Red Ribbon Week celebration in Salem, NH, HFH-sponsored ribbon event throughout Salem and marked by Salem businesses and residents.
- ** Oct. 23-31: Red Ribbon Week celebration for which HFH-sponsored 200 red tulips that were planted by children at Salem elementary schools.
- ** Nov. 15: CPR & Narcan Community workshop, Salem, NH High School, @55 people.

PRIORITY 2: Mental Health Information and Support

Mental and behavioral health issues in the Merrimack Valley mirror those seen throughout the country. More community residents and stakeholders are urgently trying to deal with mental health issues facing people of all ages. Holy Family Hospital's community health needs assessment uncovered mounting mental health problems among residents and a need for increased services as echoed by caregivers.

Beginning in 2014, both hospital campuses brought on board two Behavioral Health Navigators, made possible through a Steward Health Care initiative, which is grant funded. The Behavioral Health Navigators work with teams comprised of corporate and hospital staff to create structures and processes to support the successful integration of newly insured behavioral health patients with primary care and outpatient services, help alleviate gaps in care, and provide a continuum of quality services to improve overall patient health.

The Behavioral Health Navigators serve as the primary liaisons for coordinating community wrap-around services for frequent users of emergency services. Through screening, the Navigators provide early detection, brief intervention and referral for patients with behavioral health problems (e.g. mental health and alcohol-and drug-related health problems). They also provide direct services to psychiatric patients of all ages in the hospital campuses emergency departments, including evaluations and level-of-care assessments.

Additional community benefits programming under this priority included:

- ** March 31: Mental Health Forum-English+, HFH-Methuen and City of Lawrence Mayor's Health Task Force Behavioral Health Working Group co-sponsor, HFH-Methuen Auditorium, 80 people.
- ** May 23: Stress and Depression presentation, Methuen Adult Learning Center, @30 adult students.
- ** May 23: Mental Health Forum: "Make Connections Make a Difference" for health care professionals, HFH-sponsor, Haverhill YMCA, @30 people.
- ** June 23: Mental Health Forum-English HFH-Methuen and City of Lawrence Mayor's Health Task Force Behavioral Health Working Group co-sponsor, Haverhill Citizens Center, 16 people.
- ** Sept. 16: 6th Annual Behavioral Health Conference: The Effects of Domestic Violence through the Ages," covering addictive behaviors, dissociative disorders, PTSD, and stress disorder Northern Essex Community College, Haverhill, 182 people.
- ** Nov. 15: 3rd annual All-Spanish Mental Health Forum: "Understanding Mental Health and Wellness: Let's Talk About Anxiety," Lawrence Senior Center, 160 people.
- ** Support Group every Thursday NAMI (National Alliance on Mental Health) Group, HFH-Haverhill.

PRIORITY 3: Cancer Education, Awareness and Early Detection (Breast, Prostate, Lung, Colorectal, and Oral Cancers)

Certain cancer rates still rank higher than the state's average. Programs addressing cancer in FY 2016 were:

- ** Jan. 5: Meet the Expert: Common and Uncommon Anal Cancers, HFH-Haverhill Auditorium, 29 people.
- ** Jan. 18: +Emmaus House MLK Family Nutrition and Fitness Fair (healthy recipes, toothbrushes for oral health and canvas bags donated), Emmaus House, Haverhill, @100 people.
- ** Month of March: Colon Cancer Awareness Month+ (posters, flyers, social media) at HFH Methuen-Haverhill campus-cafeteria and halls, hundreds of people in cafeteria, halls and social media.
- ** Month of March: National Nutrition Month: "Savor the Flavor of Eating Right" campaign that offered nutrition information/recipes on each campus (alternating weeks), HFH-Methuen and Haverhill cafeterias, hundreds of people.
- ** March 1: Meet the Expert: Colorectal Cancer-Prevention, Detection and Treatment, HFH-Haverhill Auditorium, 41 people.
- ** April 12 and 13: Free head and neck screenings, Colden & Seymour ENT and HFH-Methuen, screened, 15 people screened.

- ** April 19: Look Good...Feel Better, HFH-Methuen Auditorium, 3 people
- ** April 21: Free head and neck screenings, HFH-Methuen, 20 people screened.
- ** May 11: Free skin cancer screenings, 49 people screened (73 registrants).
- ** May 21-22: ACS Relay for Life of Merrimack Valley, Methuen High School, 515 people attended.
- ** June 10: ACS Relay for Life, NECC, Haverhill campus, 431 people attended.
- ** Sept. 21: "Diagnosis, Prevention and Treatment of Colorectal Cancer" talk, HFH-Methuen Auditorium, @15 people.
- ** Oct. 4: "Genes and Screens" presentation for Breast Cancer Awareness Month recommendations for breast self-exam, screening mammography and other imaging modalities, and indications and implications of genetic testing Holy Family Hospital-Methuen Auditorium, 40 people.
- ** Oct. 6: City of Lawrence Mayor's Health Task Force annual Breast Cancer Awareness Breakfast, Elks hall, Lawrence, @150 people.
- ** Nov. 7: Look Good...Feel Better, HFH-Methuen Auditorium, 3 people.
- ** Nov. 19: Great American Smokeout smoking cessation information and available ACS staff, HFH Methuen and Haverhill cafeterias,
- ** Cancer Support Group: 1st/3rd Wed. of the month, HFH-Methuen.

PRIORITY 4: Chronic Diseases (Asthma, Diabetes, and Obesity)

In response to the area's growing diabetes and obesity rates, the following programming was offered:

- ** Throughout 2016: +Rethink Your Plate" and "Rethink Your Drink" poster campaign for children and adults in Spanish and English displayed on Methuen campus and at Lawrence bodegas participating in the 'Healthy on the Block' initiative. Two posters are on healthy plate portions of protein, vegetables and fruit, and carbohydrates, and the third is on switching soda for water, HFH-Methuen; in Lawrence including Lawrence City Hall and bodegas, thousands in hospital and community.
- ** Jan. 18: +Emmaus House MLK Family Nutrition and Fitness Fair (healthy recipes, toothbrushes and canvas bags donated), Emmaus House, Haverhill, @100 people.
- ** Month of March: National Nutrition Month: "Savor the Flavor of Eating Right" campaign that offered nutrition information/recipes on each campus (alternating weeks), HFH-Methuen and Haverhill cafeterias, hundreds of people.
- ** March 22: +Diabetes Alert Day, self-screening written quiz and healthy meal exhibition, recipes, HFH-Methuen and Haverhill campus cafeteria, @500 people total for both campuses.
- ** April 30: Clean-up of Methuen High School & HFH-Methuen Walking Path, Timony Grammar School, Methuen and HFH-Methuen, more than 100 people including children, teens, adults, school personnel, and town personnel.
- ** May 21: +Fiesta de Salud family health fair, Lawrence Senior Center, @1,200 people, and @200 @HFH exhibit alone.
- ** June 2-July 7: +Chronic Disease Workshop in Spanish, HFH-Methuen Auditorium, 20 participants.
- ** June 4: +Third annual S.A.L.S.A. (Supporting Active Lifestyles for All) health and wellness fair, Lawrence South Common/O'Connell Park, @1,200 people.
- ** June 12-July 7: +Chronic Disease Workshop in Spanish, HFH-Methuen Auditorium, 20 people.
- ** Aug. 12: Greater Haverhill Chamber of Commerce Healthy Living Expo, HFH popular booth, chefs created healthy snacks, recipes, Goecke Parking Deck, downtown Haverhill, @1,500 and @200 people at HFH exhibit.

From July 8 through October 28, and for the fourth consecutive year, Holy Family Hospital sponsored the Methuen Farmers Market, 254 Broadway, Rte. 28, corner of Broadway and Gleason Streets. About 500 people attended the market, which was relocated from the hospital campus to a major Methuen road.

Sales in 2016 were \$13,687—nearly double the average sale from 2015's \$4.56 to 2016's \$8.40. This data supports observations that while attendance numbers were lower than 2015, customers purchased more. There also were record coupon and SNAP redemption rates.

Beginning in 2013, Holy Family Hospital made a significant commitment to patients with cancer, diabetes, obesity, and cardiac disease diagnoses by introducing the Farmers Market Voucher program. The program allows patients to purchase fresh fruits, vegetables, and herbs at Massachusetts farmers markets. (Nearly all farmers markets in the state are members of the Mass. Federation of Farmers Markets, which spearheads the voucher program.)

The premise of Holy Family's Farmers Market Voucher program is that both patients and their family members should enjoy fresh produce in order to reap optimal benefits of healthier food options, as well as experience fun in preparing meals together using fresh produce. From June 20 through October 4, Holy Family Hospital Farmers Market Voucher Program was offered to 53 patients and a total of 144 residents.

Voucher redemption results for 2016 were:

- 34% at Holy Family Hospital Farmers Market
- 19% at Haverhill Farmers Market
- 19% at Andover Farmers Market
- 11% at various other farmers markets
- 8% at Lawrence Wednesday Farmers Market
- 8% at Lawrence Saturday Farmers Market
- 1% margin of error

PRIORITY 5: Health Insurance and Understanding Benefits

In 2016, Holy Family Hospital continued its Community Health Advocate (CHA) outreach work to those most affected by health disparities as well as changes in health care coverage. The CHA program serves as a bridge between the hospital, a primary care doctor, and community services.

The program not only helps patients obtain insurance coverage, but assists them in finding a primary care physician for immediate follow-up after a hospital visit and obtaining regular, preventative care. CHAs—all of whom are bi-lingual in Spanish and English—also link patients to other essential community programs for personal and social support.

CHAs work one-on-one with patients and community members to help them understand insurance coverage and community offerings in their own language, as well as offer a discount card to help pay for medications at usually significantly reduced costs. In 2016, CHAs made themselves available at:

- ** March 31: +Mental Health Forum-English HFH-Methuen and City of Lawrence Mayor's Health Task Force Behavioral Health Working Group co-sponsor, 80 people, and
- ** Aug. 17: +Greater Lawrence Community Action Council's 4th Annual Community Resource Fair-HFH Community Health Advocates, Campagnone Park, Lawrence, @400 people and @30 people at HFH table.

PRIORITY 6: Domestic Violence Prevention and Victim Advocacy re Child and Elderly Neglect

Hospital resources are dedicated to addressing a variety of community health problems that, while not identified as community benefit priorities, are nonetheless issues that are impacting area residents, especially the underserved and unemployed. The following information identifies programs addressing domestic violence, stroke, support groups, community services, and collaborations on these topics with organizations throughout the Merrimack Valley.

The Family Safety Project

Nationally-and-regionally acclaimed, The Family Safety Project (TFSP) responds to the crisis of domestic/family violence through a six component, pro-active intervention that seeks to provide safety for victims and accountability for abusers. Community collaboration, training and education, prevention and outreach, and perpetrator intervention and risk assessment comprise the program.

In FY 2016, The Family Safety Project staff worked with state, regional and local health and human service agencies, law enforcement, the Mass. and New Hampshire court systems, the Mass. Dept. of Children and Families, the Mass. Department of Public Health (DPH), the U.S. Dept. of Justice, Northern Essex Community College, Mass. Governor's Commission on Domestic Violence, Alternative House, Greater Lawrence Family Health Center, Lahey Behavioral Health Care System, Jeanne Geiger Crisis Center, Middlesex District Attorney's Office, Essex County District Attorney's Office, and NFI in Lowell to list some of the area agencies and health care providers.

The Batterer's Intervention program provided services to approximately 265 men in FY 2016. As one of 15 current DPH sites in the state and among the first two initiated in the state, this unique certified program provides educational intervention to men who are, or have been, violent/abusive in intimate relationships. Currently, the program has twelve groups per week in four different locations throughout northeastern Massachusetts. Daytime and evening groups, as well as groups in Spanish, are offered.**

The Family Safety Project has been awarded federal funding by the U.S. Department of Justice (1984 "Victim's of Crime Act" and the "Violence Against Women Act") as well as the Massachusetts Department of Children and Families to provide both group and individual clinical services to children ages three to seventeen who have witnessed violence in the home.

Free services are available for children residing in the Greater Lawrence area. In FY 2016, the Children Who Witness Domestic Violence Program provided group services to 100 children, and individual treatment to more than 125 children and families.

In FY 2016, the Elder Abuse Hotline handled 15,609 incoming/outgoing calls, faxes, and emails and handled 4,278 reports, cases of abuse, neglect, and exploitation.

The Family Safety Project's Executive is a member of the Greater Newburyport High Risk Team, the Lowell area High Risk Assessment Team, and co-chair of the Greater Lawrence Domestic Violence Roundtable. The program director has also been appointed to the MA Trial Court Domestic Violence Education Task Force. In addition, a licensed clinician with The Family Project also is a member of the Gloucester High Risk Team and the Gloucester and Lowell Domestic Violence roundtables.

The Family Safety Project has established an education program for custodial and non-custodial fathers, who wish to develop better parenting skills by learning the characteristics of responsible fathering. Weekly discussion groups are based on a foundation of victim safety and cover issues such as appropriate discipline and limit setting, child development, and abusive relationships and their effects on children, etc. The Family Project provided services to 55 fathers in FY 2016. All program services are provided free of charge.

Through funding awarded by the 1984 "Victims of Crime Act" grant, The Family Safety Project offers consultation, intervention, advocacy, and referral services to victims of domestic/family violence who present for treatment. Our bi-lingual advocate offers the same confidential advocacy service to hospital employees impacted by abuse in the home.

Additionally, training, consultation, and education are provided to hospital staff to help better identify, assess, and intervene with patients affected by domestic/family violence.

The Family Safety Project is one of four state sites that are currently designated by the Mass. Dept. of Public Health as a Batterers Intervention Certification Training Facility. This designation enables the hospital through The Family Project to conduct certification trainings for agencies, for individuals who wish to work within an existing certified batterer intervention program, or for those who are interested in domestic violence theory and intervention.

The certification training is 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. Also offered are CEU credits for social workers and licensed mental health counselors. To date, we have trained hundreds of individuals including police officers, health care workers, protective service workers, probation officers, advocates for battered women, attorneys, clinicians in private practice, etc.

The following are 2016 community trainings and activities:

- ** Feb. 23: Domestic Violence workshop, Supportive Care, Lawrence, 15 people.
- ** March 30: Facilitate Dept. of Children and Families focus groups, Marlboro, for procurement, 20 people.
- ** April 12: Domestic Violence training, Northern Essex Community College, Lawrence, 15 people.
- ** April 14: +Presentation for annual "Take Back the Night" internationally celebrated event, Lawrence YWCA, @40 people.
- ** April 27: +Mass. Governor's Commission on Domestic Violence, Boston.
- ** May 5: Volunteers' Workshop, Alternative House, Lowell, 10 people.
- ** June 13: Training at Supportive Care agency, Lawrence, 10 people.
- ** July 29: Training for Greater Lawrence Family Health Center social workers, 10 people.
- ** Aug. 12: Wellness workshop, Mass. Dept. of Children and Families, Lawrence, 80 people.
- ** Sept. 12: Training for Mass. Dept. of Children and Families/Mass. Dept. of Public Health Provider meeting, Marlboro, 150 people.
- ** Sept. 13: Trauma Informed Leadership Team Lawrence, ice cream social for social workers appreciation, 100 people.
- ** Sept. 27: Domestic Violence lecture for Lahey Behavioral Health System, Lawrence, 15 people.
- ** Sept. 30: +The Family Safety Project: Intimate Partner Abuse Education Program Certification Training, HFH-Haverhill Auditorium, 30 people.
- ** Oct. 7: +The Family Safety Project: Intimate Partner Abuse Education Program Certification Training, HFH-Haverhill Auditorium, 30 people.

- ** Oct. 14: The Family Safety Project: Intimate Partner Abuse Education Program Certification Training, HFH-Haverhill Auditorium, 30 people.
- ** Oct. 16: +Women's Wellness and Safety Night, Lawrence Senior Center, @40 people.
- ** Oct. 20: Domestic Violence, training at nursing home, Haverhill, 15 people.
- ** Oct. 21: Jeanne Geiger Crisis Center Domestic Violence training, Amesbury Police Dept., 25 people.
- ** Oct. 25: Domestic Violence training, Lahey Behavioral Health, 15 therapists.
- ** Nov. 9: Domestic Violence training, Alternative House staff, 8 people.
- ** Nov. 15: Domestic Violence workshop, Supportive Care, Lawrence, 5 people.
- ** Nov. 22: Domestic Violence training, NECCO, Lawrence, 15 students
- ** Dec. 21: Host holiday party for children and non-offending parents of The Family Safety Project's Children Who Witness Domestic Violence Program, 40 children and non-offending parents.
- ** Co-hosts with Essex District Attorney's office monthly Lawrence Domestic Violence Roundtable,@20 people each month.
- ** Monthly Trauma Informed Leadership Team initiative with Lawrence Dept. of Children and Family Services, @10 people per session.
- ** Monthly High Risk Team meeting in Lowell, @20 people.
- ** Monthly High Risk Team meeting in Newburyport, @10 people.

PRIORITY 7: Community Outreach

Holy Family Hospital has a long history of offering free lectures on varied health topics, as well as participating in a wide-range of health and business events that promote a strong community. This outreach in 2016 included:

- ** Jan. 5: MVCC Networking Mixer The Tap Restaurant, Haverhill, stoke information available, @120 people.
- ** Jan. 20: 6th Annual Methuen Vocational/Technical School Fair, Methuen High School, @200 people.
- ** Feb. 2: Meet the Expert: Advances in Wound Care, HFH-Methuen Auditorium, 59 people.
- ** Feb. 25: HFH-sponsored MVCC speed networking night, Atria-Marland Place, Andover @25 people.
- ** March 1: Senor Luncheon: "All About Healthy Legs" with General/Vascular Surgeon Paula Muto, MD, HFH-Haverhill Auditorium, @50 people.
- ** March 10: "Take Control of Your Joint Pain" community talk, Tuscan Kitchen, Salem, NH, 26 people.
- ** March 16: Senior Supper: "Hemorrhoids and Rectal Bleeding - Dispelling Common Myths," with Colorectal Surgeon Jana Simonds, MD, HFH-Methuen Auditorium, @35 people.
- ** April 5: Meet the Expert: MAKOpasty for Hips and Knees, HFH-Methuen Auditorium, 66 people.
- ** April 6: 2015 MVCC Spring Business Expo, Trade Show and Health & Wellness Fair, Michael's Function Hall, Haverhill,@75 people and @30 people at HFH booth.
- ** April 7: Nursing Careers presentation, Central Catholic High School, Lawrence, 9 students.
- ** April 8: A lesson on surgical robotics: HFH and Londonderry High School Robotics Club and Advanced Engineering and Robotics Class, joint replacement knee surgery and 3D imaging, HFH-Methuen Auditorium, 49 students, 2 teachers.
- ** April 20: Greater Salem Chamber of Commerce 7th annual mini-health fair and business expo, stroke information, Salem Haven Nursing Home, @80 people.
- ** May 3: Meet the Expert: All About Legs and Venous Disease, HFH-Haverhill Auditorium, 37 people.
- ** May 10: Merrimack Valley Chamber of Commerce 1st annual Seacoast Business Expo, Blue Ocean Center, Salisbury, @100 people.
- ** May 10: Palliative Care Education Program, Part 1, HFH-Methuen Auditorium, 5 people.
- ** May 11: "Osteoporosis and Falls" community presentation, The Residences at Salem Woods, stroke information, 14 people.

- ** May 12: YWCA of Greater Lawrence Tribute to Women, HFH Honoree Brenda Holter, RN, Andover Country Club, 500 people.
- ** May 12: "Knee or Hip Pain" lecture, The Residences at Salem Woods, 13 people.
- ** May 17: Palliative Care Education Program, Part 2, HFH-Methuen Auditorium, 12 people.
- ** June 7: Senior Luncheon, HFH-Haverhill Auditorium, @50 people.
- ** June 7: Meet the Expert: Ocular Manifestation of Diabetes, HFH-Methuen Auditorium, 37 people.
- ** June 8: AAA Northeast Driver Improvement Class for Mature Operators, HFH-Haverhill Auditorium, 5 people.
- ** June 10: Methuen High School Career Day, Methuen High School, several hundred students.
- ** June 10: Career Day for 6th graders, Arlington Middle School, Lawrence, @140 students.
- ** June 14: "Knee of Hip Pain" lecture, The Residences at Salem Woods Residence, Salem, NH, 20 people.
- ** July 20: "The Importance of Hydration" talk, Methuen Senior Activities Center, @25 seniors.
- ** Aug. 2: Meet the Expert: "Replacing the Arthritic Shoulder Joint: Regular or Reverse," HFH-Methuen Auditorium, 36 people.
- ** Aug. 18: Greater Salem Chamber of Commerce Blood Drive, stroke information, Dance Connections, Salem, NH 56 people.
- ** Sept. 6: Senior Luncheon:"Pain Management," HFH-Haverhill Auditorium, @35 people.
- ** Sept. 13: "The Direct Anterior Approach for Hip Replacement" talk, HFH-Methuen Auditorium, 3 people.
- ** Sept. 14: Senior Supper "The Importance of Senior Eye Exams, HFH-Methuen Auditorium, @30 people.
- ** Sept. 16: AAA Northeast Driver Improvement Class for Mature Operators, HFH-Methuen Auditorium, 8 people.
- ** Sept. 17: +Lawrence Youth Career & Family Resource, Lawrence Boys & Girls Club, @45 people.
- ** Sept. 23: Friends of the Council on Aging Senior Health Fair, stroke information, Amesbury Council on Aging, @200 people.
- ** Sept. 27: Merrimac Senior Health Fair: "Find Balance at Your Center," stroke information, Town of Merrimac, @150 people.
- ** Sept. 28: Hand and Pain lecture, Residence at Salem Woods, Salem, NH, 7 people.
- ** Oct. 13: "Benefits of Employee Wellness" Greater Salem Chamber of Commerce Health Committee presentation, The Residences at Salem Woods, NH, @25 people.
- ** Oct. 13: "MAKOplasty for the Knees" lecture, HFH-Methuen Auditorium, 17 people.
- ** Oct. 26: Greater Salem Chamber of Commerce Business to Business Expo, stroke information, Castleton Banquet & Conference Center, Windham, NH, @100 people.
- ** Oct. 27: YWCA of Haverhill Tribute to Women HFH-Haverhill 2016 Honoree Patricia Lavoie, LICSW, DiBurro's function room, Haverhill, @350 people.
- ** Oct. 27: "Back and Joint Pain" lecture, HFH-Methuen Auditorium, 20 people.
- ** Nov. 1: Meet the Expert: New Solutions to Shoulder Arthritis, HFH-Haverhill Auditorium, 32 people.
- ** Nov. 15: "Signs of Stroke and the Latest Research" lecture, stroke information, The Residence at Salem Woods, Salem, NH, 16 people.
- ** Nov. 17: Meet the Expert: Solutions for Shoulder Arthritis-from Medical Management to Surgical Options, HFH-Methuen Auditorium, 32 people.
- ** Dec. 6: Senior Luncheon, HFH-Haverhill Auditorium, @45 people.
- ** Dec. 6: Meet the Expert: Essentials of Pain Management HFH-Methuen Auditorium, 33 people.
- ** Dec. 8: Senior Supper, HFH-Methuen Auditorium, @40 people.
- ** Dec. 15: Stroke Update lecture (with CEUs), stroke information, Residence at Salem Woods, Salem, NH, 18 people.

- ** Dec. 16: Greater Salem Chamber of Commerce Blood Drive with American Red Cross, Dance Connections, Salem, NH, 26 blood donations.
- ** Every Saturday evening: AA Support Group, HFH-Haverhill.
- ** Every Sunday evening: AA Support Group, HFH-Haverhill.
- ** Every Saturday evening: AA Support Group, HFH-Methuen.
- ** Every Monday afternoon: Bereavement Support Group, HFH-Haverhill.
- ** Every 3rd Thursday evening: Caregiver Support, stroke information, HFH-Haverhill.
- ** Every Wednesday: Narcotics Anonymous for Men, HFH-Haverhill.
- ** Through-out the year: Childbirth Education Classes HFH-Methuen.
- ** Throughout the year: American Red Cross Blood Drive (Methuen campus-Jan. 3, Jan. 9, Feb. 13, March 12, April 19, May 7, June 11, July 9, Aug. 13, Oct. 8, Nov. 12, Dec. 10; Haverhill campus-Sept. 20), 398 units of blood collected.
- ** Throughout the year, HFH Methuen and Haverhill campuses' reduction-repurpose-recycle program yielded 994 lbs. from environmental waste.

Holy Family Hospital in Methuen hosts a quarterly dinner-and-lecture event, and Holy Family Hospital in Haverhill hosts a quarterly lunch-and-learn event for adults age 60 and over. For \$5.00, seniors are served a three course meal and enjoy a guest speaker.

The Spiritual Care Dept. oversees a daily Catholic Mass at Holy Family Hospital-Methuen, bi-monthly memorial Mass at Holy Family Hospital-Methuen, December memorial service for children at Holy Family Hospital-Methuen, December holiday memorial and commemoration service for adults at Holy Family Hospital-Methuen, daily Eucharistic ministers for patients on both campuses, and works with clergy of all denominations to minister to our patients. The Clinical Pastoral Education Program, which draws students from the US and abroad, graduated 22 chaplain interns in FY 2016.

Holy Family Hospital operates a Volunteer Services Dept., which supervised a total of 14,300 hours of volunteer time benefitting patients and visitors in FY 2016. The department also identifies those volunteers who are willing to serve other community organizations.

Access 21 (Haverhill) offers high school students of both communities an opportunity to learn about how a hospital and its departments work, offers valuable job skills, and confidence in seeking a medical career. There was an Access 21 presentation at Haverhill High School on Jan. 14, 2016 for eight student interns and on May 15, 2016 for six student interns.

Stroke Education and Prevention

According to the Massachusetts Dept. of Health and Human Services, stroke is the third-leading cause of death in the United States. In Massachusetts, 2.5% of adults aged 35 and older have had a stroke, which is a leading cause of long-term disability. Time is critical in assisting those who are having a stroke. With these alarming statistics in mind, Holy Family Hospital is committed to educating the community on stroke awareness and prevention.

In FY 2016, stroke information—including a 3 ½” X 2” card entitled “Is it a stroke? Check these signs fast!”—was distributed at 35 events that were attended by several thousand people in total. The non-fasting diabetes screenings and talks on diabetes included a discussion about stroke. Information, including the cards, was made available in Spanish.

Honoring Holy Family Hospital Employees

In May, 2016, a Holy Family Hospital-Methuen Registered Nurse who is a Breast Health Navigator with the hospital Breast Care Center was among 22 honorees at the YWCA of Greater Lawrence Tribute to Women Awards Luncheon. In September, the Program Director for the Senior Adult Unit Holy Family Hospital-Haverhill was among 22 honorees at the YWCA of Haverhill Tribute to Women Awards Luncheon.

Community Commitment

Holy Family Hospital staff dedicated a total of 20,604 hours in community benefits and community service through a combination of voluntary staff time and hospital-financed positions:

- * 2,617 voluntary hours dedicated to Community Benefits priorities
- * 12,480 hours dedicated to Community Benefits priorities through paid staffing (Community Benefits and The Family Safety Project positions)
- * 1,566 hours dedicated to Community Service
- * 3,941 hours for preceptor training, including Nursing, Senior Nursing, Surgical Technology, Birthing, and Emergency Room Care. Other departments with clinical preceptor programs may include Paramedic Training, Radiation Technology, Nutrition, Exercise Physiology (Cardiac Rehab), Ultrasound Technology, Surgical Technology, Social Work, Physical Therapy, Occupational Therapy, Speech Pathology, Polysomnography, CADAC (Certified Alcohol and Drug Awareness Counseling), Phlebotomy, Chaplaincy Interns, Medical Records (Coding), Nurse Practitioner, and Physician Assistant.

A Free Care Policy is in place for patients.

VIII. Community Partners

The Holy Family Hospital community is rich with strong multicultural roots and diversity. At Holy Family, we realize that our communities consist not only of residents, but also small businesses, multicultural agencies, companies, and other organizations that effect and are affected by the day-to-day life of the community. Throughout the year, Holy Family participates in community efforts aimed at making life better for members of the communities we serve.

Community leadership role

The hospital President serves as a trustee of the Merrimack Valley Chamber of Commerce, the Lawrence Partnership to further develop the city's economic base, and Northern Essex Community College.

CHNA (Community Health Network Area) 11 and 12

The City of Lawrence Mayor's Health Task Force serving Greater Lawrence, known as CHNA 11 covering Lawrence, Methuen, North Andover, Andover, and Middleton, and CHNA 12, known as the Lowell Merrimack Valley and Seacoast Health Partnership serving eleven Greater-Haverhill communities, are comprised of representatives from hospitals, social service, and health agencies, who together, identify health priorities, design community-based prevention plans, and track success in achieving healthier communities.

Holy Family's Hospital Director of Mission and Community Partnerships is a member of the Executive Committee of the City of Lawrence Mayor's Health Task Force (CHNA 11); CHNA 11's Behavioral Health Working Group and Healthy Active Living Working Group; and co-chairs the Lower Merrimack Valley and Seacoast Health Partnership (CHNA 12). Holy Family staff serve on CHNA 11's Men's and Women's Health Working Group.

Additionally, the Director of Mission and Community Partnerships serves as a member of the Merrimack Valley Prevention and Substance Abuse Project, the Methuen Adult Learning Center Advisory Committee, Haverhill Public

Schools Wellness Committee, Stand Up Salem substance abuse coalition Steering Committee, and the Haverhill Overdose Prevention and Education.

Hospital staffers serve on the Diabetes Today Coalition and the health committees of the Haverhill Chamber of Commerce and the Greater Salem Chamber of Commerce.

Community Partners

Organizations with which Holy Family Hospital partnered in 2016 are:

- Alternative House
- Align Credit Union
- Andover Dermatology
- Andover Ear, Nose and Throat
- American Association of Blood Banks
- American Diabetes Association
- American Cancer Society
- American Heart Association
- American Red Cross
- American Training Resources and Career Resources
- Amesbury Council on Aging
- Andover/North Andover YMCA
- Blueskies Wellness, Inc.
- Bobby Bell 5-Mile Road Race & Joyce Moriarty Memorial Fitness Walk
- Boys & Girls Club of Greater Lawrence
- Boys & Girls Club of Greater Haverhill
- Boys and Girls Club of Greater Salem, NH
- CASA/Family Service, Inc.
- Catholic Charities North
- Central Catholic High School
- Churches
- Colden & Seymour Ear, Nose, Throat and Allergy
- Communities Together, Inc. (Board of Directors)
- Community Action, Inc.
- Community Caregivers/Derry, NH
- Curry College
- Derry, NH Council on Aging
- Diabetes Today Coalition
- District courts throughout Merrimack Valley
- Elder Services of Merrimack Valley
- Elevated Thought Foundation
- Emmaus, Inc.
- EMTS, Inc.
- Endicott College
- Family Services of the Merrimack Valley, Inc.
- Federation of Massachusetts Farmers Markets
- Gloucester High Risk Domestic Violence Team
- Great Bay Community College

- Greater Haverhill Chamber of Commerce (Health Committee Member)
- Greater Lawrence Community Action Council
- Greater Lawrence Emergency Planning Meeting
- Greater Lawrence Family Health Center
- Greater Lowell High Risk Domestic Violence Team
- Greater Newburyport High Risk Domestic Violence Team
- Greater Salem, NH Chamber of Commerce (Health Committee Member)
- Groundwork Lawrence
- Groveland Youth Soccer
- Haverhill Adult Education Committee (committee member)
- Haverhill Community Violence Prevention Coalition
- Haverhill Council on Aging
- Haverhill Farmers Market
- Haverhill High School Boys Basketball Boosters
- Haverhill High School Football Boosters
- H.O.P.E. coalition (Haverhill Overdose, Prevention and Education, Committee Member)
- Haverhill Patrolmen's Association
- Haverhill Police Dept.
- Haverhill Relay for Life
- Hesser College
- Jeanne Geiger Crisis Center
- Kimi Nichols Center
- Laboure College
- Lahey Behavioral Health Center
- Law enforcement throughout Merrimack Valley
- Lawrence Boys and Girls Club
- Lawrence Farmers Market
- Lawrence General Hospital
- Lawrence Mayor's Health Task Force (CHNA 11, Executive Committee Member)
 - * Behavioral Health Working Group
 - * Healthy Active Living Working Group
 - * Men's and Women's Health Working Group
 - * Mammography Services Working Group
- Lawrence-Methuen Community Coalition
- Lawrence Schools
- Lawrence Council on Aging
- Lazarus House
- Lower Merrimack Valley and Seacoast Health Partnership (CHNA 12, Co-chair and Transportation Committee Chair)
- Mary Immaculate Health Care Services
- MSPCC
- Mass. College of Pharmacy School of Nursing
- Mass. Decontamination Unit
- Mass. Dept. of Children and Families
- Mass. Dept. of Public Health-Northeast Regional Health Office
- MassHealth

- Medical Professions Institute: LPN Program
- Merrimac Council on Aging
- Merrimac Police Association
- Merrimac Senior Center
- Merrimack Valley Chamber of Commerce
- Merrimack Valley Hospice
- Merrimack Valley Human Resources Association
- Merrimack Valley Jewish Foundation
- Merrimack Valley Oncology Nursing Society Merrimack Valley Planning Commission
- Merrimack Valley Red Cross
- Merrimack Valley Prevention and Substance Abuse Project (planning committee member)
- Merrimack Valley Regional Planning Commission
- Merrimack Valley Project
- Merrimack Valley YMCA
- Merrimack Valley VNA
- Methuen Adult Learning Center (advisory committee member)
- Methuen-Arlington Neighborhood, Inc.
- Methuen Board of Health
- Methuen City Hall
- Methuen Economic and Community Development Dept.
- Methuen Council on Aging
- Methuen Family Health Center
- Methuen Firefighters Local 1691 I.A.F.F.
- Methuen High School
- Methuen Housing Authority
- Methuen Police Dept.
- Methuen Police Patrolmen's Association
- Methuen Pop Warner League
- Methuen Relay for Life
- Methuen Retired and Senior Volunteer Program
- Methuen Schools
- Methuen Senior Activities Center
- Methuen Village Assisted Living
- Methuen YMCA
- Middlesex Community College
- Middlesex County District Attorney's Office
- Nevins Family Services
- Nevins Library
- New England EMS Institute, Manchester, NH
- North Andover Merchants Association
- Northeast EMS, Inc.
- Northeastern University-Burlington, Boston
- Northern Essex Community College
- Northern Essex Community College (NECC) Foundation
- Northern Essex Community College Intern Program
- Northeast Nephrology and Internal Medicine

- Northeast Tobacco Free Community Partnership
- North Shore Community College
- Notre Dame Cristo Rey High School
- Patriot Ambulance, Inc.
- Pentucket Athletic Association
- Pentucket Youth Soccer Association
- Retired and Senior Volunteer Program
- Regis College Periop Program
- Rivier College
- Sacred Hearts School, Haverhill, MA
- Salem, NH Council on Aging
- Salem, NH EMT
- Salem State University, Salem, MA
- St. Alfio Society/Feast of the Three Saints
- St. Anselm College
- St. James Church, Haverhill
- St. John the Baptist Church, Haverhill
- St. Joseph's College of Maine School of Nursing
- St. Joseph's of Nashua School of Nursing
- Saint Joseph Regional Catholic School, Salem, NH
- Serenity at Summit
- Social service agencies throughout Merrimack Valley
- Somebody Cares New England, Inc.
- Stand Up Salem substance abuse coalition (Steering Committee Member)
- Supportive Care Domestic Violence Program
- Trauma Prevention Program
- The Arc of Greater Haverhill-Newburyport
- The Festival of Trees, Methuen
- The Psychological Center
- UNICO Merrimack Valley Foundation
- University of Massachusetts-Boston
- University of Massachusetts Lowell Dept of Community Health and Sustainability
- University of Massachusetts Lowell Medical Technology Program
- University of Massachusetts-Nursing
- University of New Hampshire School of Nursing
- U.S. Dept. of Justice
- U.S. Wellness, Inc.
- Valley Works Career Center
- Women In Transition
- YMCA of the North Shore (Haverhill)
- YWCA of Greater Lawrence
- YWCA of Haverhill
- YWCA Women's Health Program (Lawrence)

IX. Community Benefits Expenditures for FY 2016

Community Benefits Programs

EXPENDITURES	AMOUNT
Direct Expenses	\$966,741
Associated Expenses	\$24,150
Determination of Need Expenditures	\$16,921
Employee Volunteerism	\$353,750
Other Leveraged Resources	\$506,585

Net Charity Care

EXPENDITURES	AMOUNT
HSN Assessment	\$1,070,034
HSN Denied Claims	\$1,153,692
Free/Discount Care	\$918,437
Total Net Charity Care	\$3,142,163

Corporate Sponsorships	\$56,788
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Total Expenditures	\$5,067,098
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Total Revenue for 2016	\$227,048,339
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Total Patient Care-related expenses for 2016	\$218,505,578
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Comments: For calendar year 2016, Holy Family Hospital's Unreimbursed Medicare and Medicaid totaled \$1,058,323.

Optional Information

Community Service Programs

EXPENDITURES	AMOUNT
Direct Expenses	\$428,103
Associated Expenses	\$80,850
Determination of Need Expenditures	Not Specified
Employee Volunteerism	\$21,192
Other Leveraged Resources	Not Specified
Total Community Service Programs	\$530,145

X. Contact Information

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