

2016 Community Benefits Report

Norwood Hospital

A STEWARD FAMILY HOSPITAL



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Norwood Hospital – 2016 Community Benefits Report

TABLE OF CONTENTS

I. Overview	3
II. Mission and Values Statement	4
III. Internal Oversight and Management of Community Benefits Program	5
IV. Leadership	6
V. Community Overview	7
VI. Community Needs Assessment	7
VII. Community Benefits Programs	9
VIII. Community Participation	19
IX. Community Benefits Expenditures FY 2016	25
X. Contact Information	26

Overview

Norwood Hospital is part of the nine-hospital Steward Health Care System, New England's largest community hospital network. Steward is a comprehensive, integrated health care delivery network, providing community-based medicine and tertiary care in eastern Massachusetts, southern New Hampshire, and Rhode Island.



Norwood Hospital, chartered in 1919, is an acute-care facility that provides full-service, quality health care to the residents of Norwood and nineteen surrounding communities: Attleboro, Canton, Dedham, Dover, Foxboro, Franklin, Mansfield, Medfield, Medway, Millis, Norfolk, Norton, North Attleboro, Plainville, Sharon, Stoughton, Walpole, Westwood, and Wrentham.

For nearly a decade, Norwood Hospital has been privileged to offer to the community a full range of patient care services including a state of the art cardiac catheterization lab, modern emergency department, world-class inpatient pediatric unit, MAKOpasty®, a robotic arm-guided hip and knee surgery, behavioral health inpatient treatment, the Norwood Hospital Cancer Center in Foxboro, extensive endoscopy services, advanced laparoscopic and neurological surgery, vascular care, Pain Management Center, a nationally accredited bariatric surgery program at the Norwood Hospital Center for Weight Control, and Radiology/Imaging Services, including state-of-the-art equipment such as a sixty-four-slice CT and digital mammography.

Norwood Hospital's centers of excellence include national accreditations, awards, and recognitions from the American Association of Blood Banks, American College of Radiology, American College of Surgeons Commission on Cancer, American Association of Cardiovascular and Pulmonary Rehabilitation, College of American Pathologists, American College of Surgeons Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program, American Diabetes Association, American Heart Association – Get With the Guidelines - Stroke Gold Achievement Award, *Boston Magazine* 2016 Top Doctors, Center for Medicare and Medicaid Services, American Health Information Management Association, Healthgrades General Surgery Excellence Award, and Blue Cross Blue Shield of Massachusetts Distinction Center for Knee and Hip Replacement.

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

Key Annual Statistics – Fiscal Year 2016

Licensed Beds:	215
Physicians (employed and affiliated):	530
Employees (full and part time)	1,339
Discharges (Inpatients):	11,086
Emergency Department Visits:	42,569
Outpatient Visits:	129,274
Births:	437

II. Mission and Values Statement

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:

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

Community Benefits Statement of Purpose:

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

III. Internal Oversight and Management of Community Benefits Program

At Norwood Hospital, we operate as an inpatient, acute-care 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 more 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. Norwood Hospital's Community Benefits programming designates Norwood and surrounding neighborhoods as the primary areas of focus. Planning for Community Benefits is centered on the needs and activities of these communities, incorporates

several hospital departments, and involves joint efforts with the area's health and human service agencies and centers.

The director of Community Benefits is responsible for assessment, development, implementation, monitoring, review, and administration of our community benefits processes and programs, through collaboration with various community partners, coalitions and health centers. This function reports to the president of Norwood Hospital as well as the Vice President of Government Relations and Community Benefits at Steward Health Care.

IV. Leadership

Norwood Hospital has established a Community Benefits Advisory Committee with trustee, staff, and community agency representation in keeping with the guidelines for community benefits issued by the Massachusetts Attorney General's Office.

The following served on Norwood Hospital's Community Benefits Advisory Committee in 2016:

Ellen Borgenicht, Director, Adult Basic Education (ASE/ESOL), Blue Hills Regional Technical School
Kimberly Cohen, Sr. Director, Health and Wellness, Hockomock Area YMCA, Invensys-Foxboro
Charles Doody, Chief, Canton Fire Department
Cheryl Dunnington, RN, Chief Operating Officer, Norwood Hospital
Joan Jacobs, Director, Norwood Hospital; Chairperson, Norwood Board of Health
Kerri McCarthy, Executive Director, Norwood Senior Center
Mary Jean McDermott, Executive Director, HESSCO Elder Services
Sigalle Reiss, MPH, RS, Superintendent/Director of Public Health, Norwood
George Usevich, Committee Chair; Director, Norwood Hospital
Kerry Whelan, VP of Government Relations and Community Benefits, Steward Health Care

Norwood Hospital Representatives:

Kimberly Kelley, Communications and Public Affairs
Margaret Lutz, Community Benefits and Volunteer Services

The Committee meets quarterly to oversee the community benefits process at Norwood Hospital. Committee meetings in 2016 were on February 2nd, May 3rd, August 2nd, and November 1st.

V. Community Overview

Norwood Hospital, a 215-bed full service community hospital, is located on the Neponset River in Norfolk County. It is within close proximity to Boston, Massachusetts and Providence, Rhode Island and surrounded by nineteen neighboring communities.

According to the U.S. Census Bureau 2011-2015, Norwood has a total population of 29,000 -- 14,900 (52 percent) females and 14,000 (48 percent) males. The median age was 40.6 years. An estimated 21 percent of the population was under 18 years, 7 percent was 18 to 24, 28 percent was 25 to 44, 27 percent was 45 to 64, and 17 percent was 65 years and older.

For people reporting one race alone, 86 percent were White; 4 percent were Black or African American; less than 0.5 percent were American Indian and Alaska Native; 7 percent were Asian; less than 0.5 percent were Native Hawaiian and Other Pacific Islander, and 3 percent were some other race. An estimated 1 percent reported two or more races. An estimated 5 percent of the people in Norwood were Hispanic. An estimated 82 percent of the people in Norwood were White non-Hispanic. (People of Hispanic origin may be of any race.)

In 2011-2015 there were 11,700 households in Norwood. The average household size was 2.4 people. Families made up 59 percent of the households in Norwood. In Norwood, 28 percent of all households have one or more people under the age of 18; 29 percent of all households have one or more people 65 years and over.

Norwood Hospital is one of the largest employers in the area with more than 15% of hospital employees from the Town of Norwood. Norwood is home to numerous small and medium-sized businesses including restaurants, grocery stores, retail stores, banks, technology, hair salons, real estate offices, retail stores, hotels/motels, construction companies, and health care/social services. It is home to large businesses such as Analog Devices, Inc., FM Global, Instron Corp., Neponset Valley Chamber of Commerce and a large cluster of automobile dealerships on Route 1, known as the Norwood "Automile".

VI. Community Needs Assessment

The aim of the Norwood Hospital 2015-2016 Community Health Needs Assessment was to understand the pressing health concerns impacting our communities and to uncover areas of opportunity for Norwood Hospital to optimize health services and community outreach to address said concerns.

The report details the most imminent health concerns that were identified from the examination of health related data in Norwood Hospital's service area population retrieved from sources such as the US Census Bureau and the Massachusetts Department of Public Health. We also collected primary data through a survey of Norwood Hospital's Community Benefits Advisory Committee, Community Health Partners, and Clinical Team Members. In addition, we conducted a focus group discussion with local residents and community organizations. Internally, discussions with hospital staff and leadership also contributed to the determination of areas of impact.

Five health priorities emerged:

Chronic Disease

Chronic disease continues to be a major problem. Circulatory disease, cancer, and respiratory disease are the top three causes of death statewide and in our Primary Service Area. Input from survey respondents and focus group participants also reflected concern for chronic disease as a serious community health issue and remarked that it is significant and should not be overshadowed by the substance abuse problem in the area. Community members voiced the need for increased education and preventative interventions.

Obesity

Obesity rates in the service area are high. Most of the service area towns have a youth population that is at least 15% obese. Obesity is a major contributing factor to other chronic conditions like coronary heart disease, stroke, and high blood pressure. Community input suggested a need for more education on nutrition and access to healthy foods.

Access to Health Care

Though the population has relatively high rates of health insurance coverage, there is a need for better health outreach and coordination of care. Some of the major obstacles to health care access are lack of health referral sources, language disparities, difficulties navigating health insurance enrollment process, and transportation.

Behavioral Health

The behavioral health problem is evident to both community service providers and residents, with some towns in the Primary Service Area having hospitalization rates higher than the state average. A contributing factor to the behavioral health problem is mental health stigma. Mental

health stigma has been identified as one of the major obstacles to accessing behavioral health resources.

Substance Abuse

Service area data show increasing alcohol or substance-related hospitalizations for 5 of 10 towns from 2011 to 2012. Five of the towns (Norwood, Walpole, Dedham, Wrentham, and Foxboro) were above the state-wide average for opioid related hospitalizations. Community feedback indicates that substance abuse is perceived as a growing, major health issue, of epidemic proportion, within the community. Participants expressed that ease of access, mental health issues, and the normalization of drug use as contributive causes to the substance abuse problem.

VII. Community Benefits Programs

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

After comprehensive review of the data found in the community needs assessment, state and local data, and after thoughtful focus group discussion, the Norwood Hospital Community Benefits Advisory Committee determined that the FY 2016 Community Benefits Plan would chiefly address the health issues highlighted in the **2015-2016 Needs Assessment: access to health care; behavioral health; chronic disease; obesity; and substance abuse.**

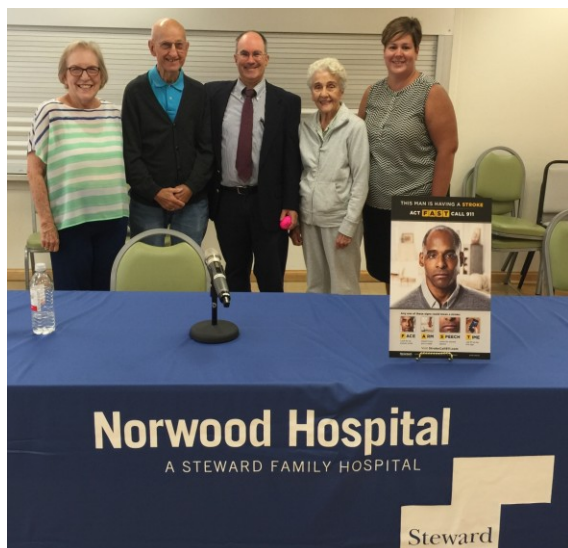
Throughout the course of the year, Norwood Hospital implemented various programs aimed at promoting access to health care, chronic health maintenance, healthy diets, nutrition, diabetes, fitness, obesity, heart health, behavioral health, and substance abuse in the communities we serve. These comprehensive programs included adolescent and adult nutrition and exercise initiatives, behavioral health resources, a diabetes support group, a workplace sugar-sweetened beverages reduction program, senior health, various free lectures on cardiovascular disease, chronic illness, managing stress, weight loss, healthy nutrition, and free health screenings. Norwood Hospital's staff participated, sponsored, and distributed health information in over 90

activities throughout the year including community health fairs, Farmers Market healthy cooking demonstrations, senior and veterans wellness events, health seminars, free cancer screenings, support groups, community health talks, employee wellness fairs, health care resource mailings, road race participation and ongoing health support for our community partners.

Highlights from our 2016 Community Benefits Programs included:

Access to Health Care Services

Health insurance coverage for most of the Norwood Hospital service area is relatively good with uninsured rates below the state average, with the exception of Attleboro showing an uninsured rate of almost 5%. When stratifying the population by sex, a larger proportion of males are uninsured when compared to females. Some of the obstacles for health care identified by community focus group have been language disparity, veteran groups and seniors inability to access health services.



In 2016, Norwood Hospital's Neurologist Dr. Alan Kurland and 3 clinicians gave a free presentation on Reducing Your Risk of Stroke and performed blood pressure screenings to **55 seniors at the Norwood Senior Center**. Norwood Hospital's staff from the Cardiac Rehabilitation Services and Vascular Lab also presented health information and performed stress-reducing/relaxation exercises with the group.

Additional data from the Norwood Hospital's Population Health Impact Report demonstrated that access to care is a factor preventing individuals from

receiving the health services they need. Initiating in 2014-2015 from the Infrastructure and Capacity Building Grant that was awarded to the Steward Health Care System, the **Community Health Advocates Program (CHA)** evolved. Norwood Hospital continued this program and staffed it as a full-time position in 2016. The Steward Community Health Advocates work to remove those barriers and to provide access to health care with a focus on prevention. As health care workers who are trusted members of the community with a network of resources, the **Norwood Hospital Community Health Advocate in 2016 helped 1,049 patients** gain access to programs that improve health and quality of life which was a 20% increase.

Other services provided by the **Community Health Advocate:**

- coordinate one-on-one health care needs
- connect to primary-care physician, maintain preventive care, and follow up after hospital visit
- help obtain affordable health care coverage and health information that you can understand (in own language)
- partner for personal and social support
- provide prescription drug discount assistance programs (Needy Meds)
- provide assistance at health fairs in the community

Across the US health system there is a renewed commitment to focus on three principal issues: improving the experience of patient care, providing care that improves the health of whole populations, and reducing the per capita cost of health care. Collectively referred to as the **Triple Aim**, these three goals create a roadmap for health systems to look both internally and externally at the conditions and drivers of health, and to innovate, to discover new ways of addressing those factors. In addition, Norwood Hospital can assist community members with enrollment in primary care provider practices. Linking the uninsured with health coverage and a usual source of health care is one of the primary building blocks of the triple aim. Norwood Hospital recognizes access to health care is a critical situation especially for the English for speakers of another language (ESOL) community. A wellness event was held for **36 adult students from 10 countries that are in the Norwood Adult Student Education program (ASE) and Blue Hills Regional High School (ESOL)**. Norwood Hospital clinical and medical staff gave presentations on various health care topics to attendees that spoke over 10 languages/English was their other language. Blood pressure screenings were also offered. The attendance was increased by 20% from last year.



Behavioral Health Navigator Program and Resources

Findings from the 2015-2016 Needs Assessments indicate there is a mental health stigma associated with behavioral health problems. Therefore, accessing behavioral health resources and navigating the system can be difficult. Another program derived from the 2014-2015 Infrastructure and Capacity Building Grant from the Executive Office of Health and Human Services to Steward Health Care was the **Behavioral Health Navigators Program**. This now Norwood Hospital program enabled Norwood Hospital to hire two permanent navigators to assist behavioral health patients and their families and provide support to the Norwood Hospital Behavioral Health Department. Behavioral Health Navigators work with the hospital staff and outside organizations to create structures and processes to support the successful integration of newly insured behavioral health patients with primary care and outpatient services to alleviate gaps in care and provide a continuum of quality services to improve overall patient health. Norwood Hospital Behavioral Health Navigators served as the primary liaison for coordinating care, conducting evaluations and assessments in the **hospital emergency department setting to 2,032 patients which was an increase of 7% of patients in the program**. The Behavioral Health Advocate acts as the patient advocate and provides education, documentation, referrals, insurance assistance, and coordination of clinical staff to ensure achievement of quality care outcomes.



Behavior health resources were available on mental wellness and memory health at 2 senior events at the **Council of Aging in Norwood** and the **Canton Board of Health Fair** in the fall. Norwood Hospital's Case Management director also participated in the Canton Board of Health's Fall Intervention Program for the senior community. Behavioral health information and Norwood Hospital's **Domestic Violence Support Group** literature

were distributed to over 3,000 community members throughout year that attended the Town of Canton's Health Fair, Norwood Day, Analog Devices Employee Health Fair, Hockomock YMCA Healthy Families Event, Reebok Road Race, Healthy Kids Day, and Mega Business Expo. Norwood Hospital **partnered with Domestic Violence Ended (DOVE) who conducted 30 domestic violence group sessions in 2016 providing support for 23 domestic violence victims.**

Chronic Disease Awareness Programs

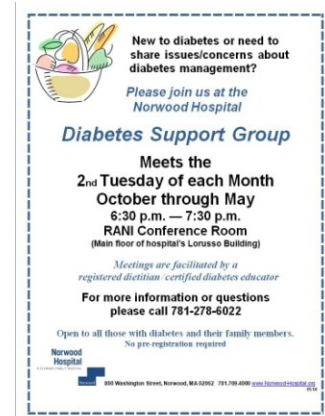
Combating chronic disease requires education and modification of health behaviors. Promoting healthy behaviors such as an active life, healthy eating, and disease self-management are important to chronic disease maintenance. Throughout 2016, Norwood Hospital continued to collaborate with social service organizations and schools to provide counseling on healthy eating and the importance of physical activity. Norwood Hospital physicians and clinicians supported this effort by collaborating with organizations interested in increasing awareness of chronic diseases - particularly diabetes, heart disease, obesity and cancer.

To address reducing cardiovascular and respiratory diseases in the community and work place, Norwood Hospital offered to its employees and community members **3 smoking cessation 6-week programs** to quit smoking tobacco (this was an increase of one 6-week session). The group facilitator was a certified **Freshstart instructor from the American Cancer Society** who achieved a 35 % quit/cut-back rate (an increase of 5% effectiveness) with the 56 registered attendees at these sessions (an increase of 23%) . Also added to each session in the 2016 smoking cessation program was a free lung cancer risk assessment offered by the Norwood Hospital Respiratory staff and 3 attendees participated in it.

In 2016, the Norwood Hospital Cancer Center in Foxboro hosted the **American Cancer Society (ACS) Look Good Feel Better Program** quarterly for cancer patients. This program is dedicated to improving the self-esteem and quality of life for **18 women** undergoing treatment for cancer. Norwood Hospital donated meeting space to ACS staff who volunteered **12 hours** to facilitate these self-help beauty sessions aimed at improving self-image, appearance, and creating a sense of support in the community.

Diabetes Support and Steward Farmers Market Voucher Program

Unlike many chronic health conditions, diabetes can be controlled by patients themselves when they have an understanding of medical management and lifestyle strategies. At Norwood Hospital, our diabetes care provides comprehensive education and support for participants and their families by a certified diabetes educator and physician lectures on diabetes management. From diet and exercise information to medication and glucose monitoring, Norwood Hospital's specially trained health professionals partner with participants to help them learn how to self-manage their diabetes and decrease the risk of



future complications. The **Diabetes Support Group** is offered at Norwood Hospital and meets the second Tuesday of the month (October through May) and had **130 attendees** throughout the year which was a 20% increase of attendees.

In 2016, the partnership with Steward Norwood Hospital and the Massachusetts Farmers Markets was continued. Norwood Hospital invested **\$1,500** in the **Steward Farmers Market Voucher Program** to be used to purchase nutritious, locally-grown vegetables and produce predominately at the following farmers markets: Canton, Dedham, Franklin, Norwood, and Sharon. Norwood Hospital **increased enrollment by 40%** to include 16 families/26 participants in 90-120 day program. Through the hospital's nutrition clinic and diabetes program, families received free farmers market vouchers with the goal of increasing the amount of nutritious fruits and vegetables in their diets to help lower their LDL, B/P, and weight. According to participant surveys, 60% of participants attended a farmers market at least weekly, 100% of participants found it easy to prepare meals using produce found at the market, and 60% of participants prepared between one to five meals each week using market produce.

SIMLab Training Program

In order to decrease mortality and hospitalizations, Norwood Hospital implemented a Cardiovascular Awareness Program with the aim of providing emergency medical control to the service area and **SIMlab intubation training** for service area emergency medical technicians (EMTs), paramedics and nursing students at a cost savings for local organizations, schools and fire departments. In FY 2016, Norwood Hospital reported EMTs/paramedics from Norwood Fire Department were trained in the Norwood Hospital's SIMLab. This program resulted in an estimated cost savings to the local Fire Departments of \$1,000. Nursing students at Labouré College, Quincy Junior College and other Community Trauma Nurse Core Classes utilized the SIMlab at Norwood Hospital throughout the year for a total of 92 hours of training. This training resulted in an estimated cost savings to Labouré College, Quincy Junior College and the community of \$22,448.

Health and Wellness Lectures and Screenings

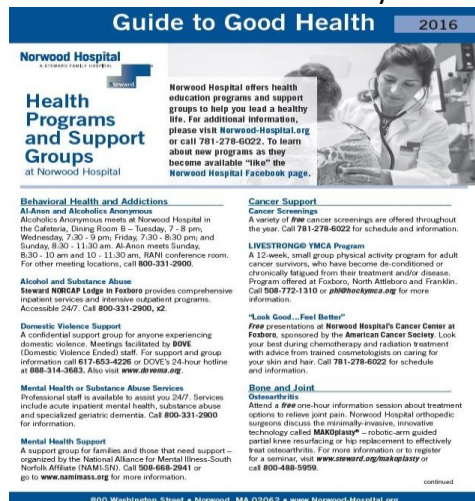
Participating in educational lectures on nutrition, obesity, diabetes, and cardiovascular disease with community partners increases awareness of the disease and promotes healthy behavior changes. In 2016, community health fairs focusing on chronic disease prevention and maintenance were frequently attended by **17 Norwood Hospital physicians who donated 34 hours** of service. Norwood Hospital physicians and clinical staff participated in **20 free health**

fairs, road races, seminars, blood pressure screenings, blood glucose screening, free cancer screenings, outside in the community to help create greater awareness of chronic diseases. Health topics discussed were: diabetes, heart health, nutrition, women's health, men's health, mental health/delirium, weight loss, obesity, GERD, STROKE and orthopedic health.

Norwood Hospital conducted **2 free cancer screenings in 2016 – skin cancer screening and oral, head and mouth cancer screening**. At the **free skin cancer screening** for the community in September, a total of 35 patients were seen at Norwood Hospital by 2 dermatologists/physicians and 43% of patients screened resulted in biopsies and/or recommendations of physician's follow up which was an increase of 15% from last year. Cancer Prevention & Treatment literature was available from the American Cancer Society.

At the **free oral, head and mouth cancer screening** in September, 13 patients were screened and one was referred to further followup by an ENT physician.

Also as a health care provider, Norwood Hospital actively disseminates health information and is visible in our community with support. Quarterly, Norwood Hospital mails to over 150



community health partners (i.e., Council on Aging, Board of Health, Norfolk District Attorney's Office, School Nurses, Town Managers, Faith Nurses, Chambers of Commerce, Police Departments, School Principals and Superintendents, and Fire Departments) over 8,000 **Guides To Good Health** and other health information.

Obesity Programs and Community Partners

There are higher proportions of overweight or obese children and young adults in the community surrounding Norwood than within the state population. Approximately 25% of children in Grades 1, 4, 7, and 10 in the hospital's service area are overweight or obese. Most of the primary service area has high adult obesity rates as well. Norwood, Walpole, Canton, Foxboro, Dedham, Wrentham, Mansfield, Attleboro, Norton, Millis, and Franklin all have adult obesity rates above 20%. Accordingly, community input mentioned obesity as a major community health concern. Interventions cited to address obesity were nutrition education programs, exercise programs, and programs promoting lifestyle changes.



Norwood Hospital's nutrition manager participated with **Norwood Hospital's Healthy Plate Demonstration** in May at the Hockomock YMCA's Healthy Kids Day at Patriot Place in Foxboro. Norwood Hospital was a **Healthy Families Sponsor** to help promote healthy living through exercise, nutrition and lifestyle changes. The demonstration was presented to attendees, both children and adults, with the goal of teaching children what a "healthy plate" with the correct food groups and colors should look like. Free health information on exercises and sugar-sweetened beverages was provided along with other health literature at the Norwood Hospital health booth. **The 2016 event had a 10% increase in attendance from last year with over 1,200**

members and families from the Hockomock Area YMCA's communities in Franklin, Foxboro, Mansfield, and Attleboro.

During July through October, the partnership between Norwood Hospital and the Massachusetts Farmers Markets Association was successful in helping to address obesity and nutrition issues in the hospital's service area. In addition to the Steward Farmers Market Voucher Program to help address obesity, Norwood Hospital's nutrition manager participated in the **Norwood Farmers**

Market Chef's Table Healthy Cooking Series

monthly at the Norwood Farmers Market. Over **100 community members** attended 3 events held during the day at the Norwood Commons. Healthy recipes were prepared with ingredients purchased from the locally-grown Farmers Market and shared with the participants. Attendees were educated on how to read and understand the 'nutrition facts per serving' listings on product labels as well.



Substance Abuse Assistance

Substance abuse may directly involve the misuse of drugs and alcohol, but it is also associated with a range of destructive social conditions. Such conditions include family disruptions, financial problems, lost productivity, and failure in school, domestic violence, child abuse, and crime.

Moreover, both social attitudes and legal responses to the consumption of alcohol and illicit drugs make substance abuse one of the most complex public health issues. Community input suggested increased substance abuse education, which includes increased health education at an earlier age. To provide information to community members, health literature was distributed at all health fairs and to the schools throughout the year. The partnership with **Norcap Lodge, Riverside Community Care** and Norwood Hospital was also continued in **2016 to help increase substance abuse education**. An outreach coordinator was available at the hospital to speak with hospital staff and community members on substance abuse and inpatient and outpatient services for treatment of substance abuse.

In 2015-2016, Norwood Hospital sponsored **Canton Alliance Against Substance Abuse (CAASA)** and donated \$1,500 to help fund the Brain Drain program, a presentation on the prevention of substance abuse for the Canton Public Middle School students and their parents. This program's goal is to be an invaluable health education for middle school students that will serve them well through high school.

Norwood Hospital in 2016 remained an active sponsor of **Impact Norwood** as well. Contributing at Impact Norwood's meetings are Norwood Hospital's psychology, community benefits and behavioral health staff who are working closely with the Norwood Police Department, Norwood Board of Health and other community organizations to provide health information, education, prevention and outreach programs on substance abuse to the Norwood community.

Additional Programs at Norwood Hospital:

- AA and Al-Anon Support Groups
- Abundant Table Charity
- Ambassador Program
- American Red Cross Blood Drives
- Baby Safe Haven
- Back-to-School Backpack Donations (Elementary/Middle Schools)
- Behavioral Health Advocates
- Breastfeeding Class and Support Group
- Celebration of Life, A Cancer Journey
- Chapel/Worship Services and Celebration for all Denominations
- Childbirth & Parenting Education
- Community Health Advocates
- Diabetes Support Group
- Domestic Violence Support Group (DOVE)
- Emergency Department and Clinical Services

- Employee Benefits Program
- Employee Flu Clinics
- Employee Engagement Activity Committee
- Free Care Policy
- Internet Online Physician Appointment Scheduling
- Free Internet Online Seminars on Health Issues
- Gastro/Endo Health Lectures
- Go Green/Recycle Program
- Health Fairs and Screenings
- Health Professions Education
- Healthy Beverages Program (SSB)
- Interfaith Memorial Service
- Interpreter Services
- Loopy Bags
- MAKOplasty Lectures
- MassGeneral for Children Physicians Services
- Memorial Service (annual)
- Mindful Living Menu
- National Alliance for Mental Illness (NAMI) Support Group
- Nutrition Clinic
- Nutrition Presentations and Healthy Cooking Demonstrations
- Pain Management Center
- Patient Access Programs and Channel
- Patient Advocate
- Physicians Lectures and Seminars
- Pre-Surgery Education Classes (PEP) for Children and Adults
- Senior Suppers Program
- Social Media (Facebook, Twitter and YouTube)
- Social Services and Case Workers
- Spiritual Care Services
- Steward Connect Patient Portal
- Steward DoctorFinder Physician Referral
- Steward Home Care
- Supporting Future Careers in Health Care
- Volunteer Program (Adults and Students)
- Volunteer Annual Luncheon
- Weight Loss Consultations and Support Groups

VIII. Community Participation

A Partnership with the Community

The Norwood community is rich with strong multicultural roots and diversity. At Norwood Hospital, we realize that a neighborhood consists not only of residents, but also of small businesses, multicultural agencies, companies, and other organizations that affect and are affected by the day-to-day life of the community. Norwood Hospital provides numerous programs and services to residents and businesses, and participates in various community efforts aimed at making life better for members of our community.



In an effort to strengthen and revitalize the Norwood business districts, Norwood Hospital works with business leaders to attract new businesses to serve Norwood's diverse population and improve the physical appearance of the community. Norwood Hospital holds active membership with the following local organizations: Neponset Valley Chamber of Commerce, Neponset Valley Chamber of Commerce Health & Wellness Alliance, and Tri-Town Chamber of Commerce.

In FY 2016, Norwood Hospital hosted and/or participated in well over **90 community activities, support groups and events** with local businesses and organizations for the health and well being of the community.

The following is a listing of event highlights throughout the year of 2016:

<u>Date</u>	<u>Community Benefits Event</u>	<u>Population Served</u>
January – December	Alcoholics Anonymous and Al-Anon Meetings	Adults
January – December	Overeaters Anonymous Support Group	All
January – December	Domestic Violence Support Group	All
January – December	National Alliance Mental Illness Support Group	All
January – December	Childbirth Education Breast Feeding Support Group	Women
January – December	Orthopedic Surgeons Seminar on Osteoporosis and MAKOplasty®	All/Seniors
January - December	Sugar Sweetened Beverages Program (SSB)	All
January - December	NaviCare Medicare Insurance	Seniors
January – December	Senior Suppers Program	Seniors
January - December	Smoking Cessation Support Group	All
January – December	Impact Norwood Substance Abuse Prevention	Youth/Families
January – December	Neponset Valley Chamber of Commerce / Health and Wellness Alliance	Adults/Local Businesses
October - May	Diabetes Support Group, Norwood Hospital	All
February – December	DOVE (Domestic Violence) Support Group	Women
01/07/2016	Community Health Partners Mailing on Diabetes, Domestic Violence, Sugar Sweetened Beverages and Nutrition for Seniors	All
01/07/2016	Delirium Presentation with HESSCO at Medfield COA	Seniors
01/12/2016	Diabetes Support Group	All
01/14/2016	Norwood Cable re April Nutrition Show	All
01/22/2016	Abundant Table donated meals	All/Families
01/25/2016	Look Good Feel Better support group	Women/Adults
02/04/2016	Healthcare Career Fair at Canton High School	All/Teenagers
02/05/2016	GO RED: Heart/Women Health Month	Women/Adults
02/05/2016	GO RED: Heart Health Month	Adults
02/06/2016	Early Childhood Health Fair, Cleveland School, Norwood	Children/Families

<u>Date</u>	<u>Community Benefits Event</u>	<u>Population Served</u>
02/09/2016	Free Lung Cancer Risk Screening/Assessment at Smoking cessation support group	Adults
03/01 - 03/31/2016	National Nutrition Month	All
03/12/2016	Norwood Community Wellness Fair	All/Families
03/14/2016	Patient Safety Week	All
03/16/2016	Orthopedic Seminar with Dr. Jinsil Sung at Chateau, Norwood	All
03/19/2016	HESSCO 5K Road Race - Sponsor	Families/Seniors
03/24/2016	Delirium Presentation w/ HESSCO at Norwood Housing Authority	Seniors
03/28/2016	Fall Assessment Intervention Program/Canton Board of Health	Seniors
03/29/2016	Schools to Careers fair at UTI, Norwood	Youth/Teenagers
03/30/2016	Doctors' Day Donation to local Food Pantries	All/Families
04/01/2016	CHP mailing - LGFB, DV, Relay for Life, YMCA Healthy Kids Day, Weight Loss, Smoking Cessation	All/Families
April 2016	NVCC Steps to Wellness Initiative - Sponsor	All
04/06/2016	MAKOplasty with Dr. Mark Messineo at Davios, Foxboro	Adults
04/11/2016	Look Good Feel Better	Women
04/12/2016	Delirium presentation at Caregivers Group at St. Timothy's, Norwood	Seniors
04/13/2016	MAKOplasty seminar with Dr. Susan Chabot	All/Adults
04/19-05/24/2016	Smoking Cessation Support Group	Adults
04/21/2016	Nutrition seminar and blood pressure screening, Lamplighter Village, Canton	Seniors
04/22/2016	Senior Spectacular with State Representative Elizabeth Poirier, North Attleboro -- Sponsor	Seniors
05/11/2016	GERD Seminar with Dr. Peter Lydon and Dr. Lori Paiva	Adults
05/11/2016	ESOL Wellness Fair	Adults
05/13/2016	Norwood High School Career Interest Fair	Students
05/14/2016	Walpole Day Town Day -- Sponsor	All/Families
05/14/2016	NAMI Walkathon Mental Health Awareness	All/Families
05/14/2016	YMCA Healthy Kids Day, Patriots Place, Foxboro -- Sponsor	All/Families
05/18/2016	Neponset Valley Chamber Health Lunch and Learn	Adults

Date	Community Benefits Event	Population Served
05/19/2016	Willett School, Norwood, Golf Day - Sponsor	All/Families
06/04/2016	Dedham Haitian 7-day Adventist Church Health Fair	All/Families
06/07/2016	Analog Devices Employees Health Fair	Adults
06/11/2016	Saint Catherine's 5k Road Race, Norwood -- Sponsor	All/Families
06/11/2016	The Color Run, Gillette	All/Families
06/14/2016	Norwood Elks , Talk on Healthy Eating	Adults
06/16/2016	Delirium Talk at Norwood Senior Center	Seniors
06/17-06/18/2016	ACS Relay for Life, Norwood - Sponsor	All/Women/Families
06/17-06/18/2016	ACS Relay for Life, Foxboro/Sharon - Sponsor	All/Women/Families
06/18/2016	Abundant Table Ultimate Team Challenge - Sponsor	All/Families
06/22/2016	Cancer Celebration of Life at Hockomock YMCA	All/Families
June-October 2016	Diabetic Patients Voucher Program at Farmers Market	All/Families
July 2016	Community Health Partners Mailing – MAKOpasty/ortho, Domestic Violence, Senior Suppers, Look Good Feel Better/Cancer, Farmers Market/ nutrition	All/Women/Seniors /Families
07/18/2016	Look Good Feel Better support group	Women
07/20/2016	Norcap Lodge/Behavioral Health	Adults
07/25/2016	Healthcare Explorers High School Program	Teenagers/Youth
07/26/2016	Norwood Farmers Market Chef Table/nutrition demo	All
08/01/2016	Neponset Valley Chamber of Commerce Golf Tournament - Sponsor	All
08/04/2016	American Red Cross Blood Drive	All
08/22/2016	Elementary Schools Backpack Project/donation	Children/Families
08/23/2016	Norwood Farmers Market Chef Table/nutrition demo	All
09/08/2016	Free Skin Cancer Screening	All
09/10/2016	Norwood Town Day	All/Families
09/10/2016	AHA Boston Heart Walk	All
09/13/2016	Norwood Farmers Market Chef Table/nutrition demo	All
09/15/2016	Norwood Sr. Center, Dr. Alan Kurland on Stroke/FAST	Seniors
09/20/2016	Free Oral, Head and Neck Cancer Screening with Dr. Seema Byahatti	Adults

<u>Date</u>	<u>Community Benefits Event</u>	<u>Population Served</u>
09/22/2016	HESSCO Caregiver Event at Lake Pearl - Sponsor	Seniors/Families
09/25/2016	Norfolk Agriculture High School Health and Agricultural Expo	Students/Families
09/25/2016	REEBOK 5k Road Race, Canton - Sponsor	All/Families
09/27/2016	Ethics Symposium – Steward Health Care	Adults
10/14/2016	DOVE Harvest Gala -- Sponsor	Women
10/12-11/2016	Smoking Cessation Support Group	All
Oct. 1-31 Oct 17-21	Breast Cancer Awareness Month/Early AM Mammo	Women
10/14/2016	Pink Day/Pinwheels Donation to ACS	Women
10/18/2016	Treat Yourself Well/Mammo, Foxboro	Women
10/20/2016	Neponset Valley Chamber of Commerce Lunch and Learn	Adults
10/22/2016	Canton Board of Health Fair	Families/Seniors
10/25/2016	Annual NE Mass. College of Pharmacy Health Fair	Students
10/27/2016	Neponset Valley Chamber of Commerce Spelling Bee- Sponsor	All
10/29/2016	Best Years Expo, Gillette Stadium, Foxboro - Sponsor	Adults/Seniors
Nov. 2016	Movember Men's Health Month	Men
11/02/2016	MAKOplasty Orthopedic Seminar, Dr. Susan Chabot	Adults
11/04/2016	Steward Home Care & Hospice Cardio Health	Adults
11/10/2016	Tri-Town Chamber of Commerce Mega Business Expo, Gillette Stadium, Foxboro	All
11/14/2016	Look Good Feel Better, Foxboro	Women
11/12/2016	Clerici Road Race, Walpole	All/Families
11/17/2016	GERD lecture at Canton Town Hall for town employees	Adults/Town Employees
11/19/2016	Canton Food Pantry - Donation	Families
11/21/2016	Blue Cross Medicare Advantage Plan Info Sessions	Seniors
11/22/2016	Thanksgiving / Donation to Norwood Food Pantry	Families
11/22/2016	Haglund Teddy Bear Tea Donation	Children/Pediatric
11/24/2016	Thanksgiving Holiday Meal (and community)	All
11/28/2016	Blue Cross Medicare Advantage Plan Info Sessions	Seniors
12/05/2016	Blue Cross Medicare Advantage Plan Info Sessions	Seniors

<u>Date</u>	<u>Community Benefits Event</u>	<u>Population Served</u>
12/06/2016	Youth Summit on Opioid Awareness - Sponsor	Youth/teenagers
12/07/2016	Employee Appreciation Meal	All
12/15/2016	Holiday Employee Wreath Contest – Food Pantry Donation	All
12/20/2016	Cardiac Rounding at Mansfield Fire Station/EMS with Dr. Michael Valkanas and Dr. Paul Schwerdt	Adults
12/21/2016	Children's' Holiday Party (employees & community)	All/Families
12/25/2016	Holiday Meal (employees & community)	All

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IX. Community Benefits Expenditures for FY 2016

Community Benefits Programs

Expenditures	Amount
Direct Expenses	\$180,279
Associated Expenses	\$0
Determination of Need Expenditures	\$0
Employee Volunteerism	\$23,357
Other Leveraged Resources	\$367,004
Total Community Benefits Programs	\$570,640

Net Charity Care

Expenditures	Amount
Total Charity Care	\$1,854,055
Corporate Sponsorships	\$17,420
Total Expenditures	\$1,871,475
Total Revenues for 2016	\$183,503,051
Total Patient Care-related expenses for 2016	\$165,595,404
Approved Program Budget for 2017	\$297,166

Community Service Programs

Expenditures	Amount
Direct Expenses	\$95,952
Associated Expenses	\$0
Determination of Need Expenditures	\$0
Employee Volunteerism	\$45,158
Other Leveraged Resources	\$22,050
Total Community Service Programs	\$163,160

Additional Considerations**

The major challenges facing Norwood Hospital are similar to those facing hospitals across the country. Program needs continue to outpace financial resources. Reduction in state and federal reimbursement makes it more difficult each day to carry out our mission of caring for the poor and the underprivileged in our society. In addition to all of the services Norwood Hospital provides the community, the hospital provided:

- **\$1,608,108 in unreimbursed Medicaid services**

X. Contact Information

For more information please contact:

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