

Good Samaritan Medical Center

A STEWARD FAMILY HOSPITAL



Community Benefits Annual Report 2019



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Overview

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

Key Services 2019

- Level III Trauma Center serving Massachusetts Region V. Emergency department featuring 42 private rooms, six fast track rooms, nine ambulance bays, dedicated imaging suite, EMS room, decontamination room, double trauma bay, and 2-bays for cardiac care.
- Cancer Program accredited as a comprehensive cancer program by the Commission on Cancer of the American College of Surgeons. Radiation Oncology Program is accredited by the American Society for Radiation Oncology
- 24/7 Cardiac Catheterization Lab accredited and awarded *Mission: Lifeline Gold* for heart attack care by the American Heart Association.
- Family-centered obstetrics with Level II Special Care nursery staffed by physicians from MassGeneral Hospital for Children. High-risk pregnancy specialists are available from Boston Maternal-Fetal Medicine.
- 16 bed Senior Behavioral Health unit.
- Substance abuse treatment (NORCAP Lodge) for inpatient and outpatient care.
- Center for Wound Care and Hyperbaric Medicine.
- Advanced diagnostic imaging services including 64-slice CT scanner and digital and 3-D mammography.
- Comprehensive surgical program including, minimally Invasive robotic surgical procedures featuring the *da Vinci* Surgical System.

Good Samaritan Medical Center – A Hospital of Distinction 2019

- Leap Frog A Grade Patient Safety
- Joint Commission Gold Seal Certification for Hip and Knee Replacement
- Blue Distinction Center® + Blue Cross Blue Shield of MA: Hip & Knee Replacement Care
- Blue Distinction Center® Blue Cross Blue Shield of MA: Maternity Care
- Baby-Friendly® Hospital Designation
- Breast Imaging Center of Excellence from the American College of Radiology
- Outstanding Achievement Award from American College of Surgeons Commission on Cancer

Key Annual Statistics, 2019

Good Samaritan Medical Center’s primary and secondary service area includes Brockton and neighboring communities: Abington, Avon, Bridgewater, Canton, East Bridgewater, Easton, Hanson, Holbrook, Norton, Randolph, Raynham, Stoughton, Sharon, and West Bridgewater.

Employees	1,934
Medical Staff	582
Registered Nurses	652
Discharges	17,366
Number of Beds	267
Well-Baby Bassinets	17
Special Care Nursery Bassinets	10
Emergency Room Visits	65,878

Mission and Values



Mission Statement

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

We dedicate ourselves to:

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

Values

Compassion:

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

Accountability:

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

Respect:

Honoring the dignity of each person

Excellence:

Exceeding expectations through teamwork and innovation

Stewardship:

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



Community Benefits Statement of Purpose:

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

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

Internal Oversight and Management of Community Benefits Program

GSMC maintains a Community Benefits Program that is focused on improving the health of all members of the community we serve. Our Community Benefits program accomplishes this by initiating outreach efforts and collaborating with community partners to address the most pressing health needs of area residents.

A Community Benefits Advisory Council comprised of hospital leadership, representatives of local health and human service organizations, and other agencies guide the development and implementation of our community health initiatives.

Community Overview

Good Samaritan Medical Center is in Brockton, one of the largest cities in southeastern Massachusetts. The GSMC service area includes Brockton and neighboring communities of Abington, Avon, Bridgewater, Canton, East Bridgewater, Easton, Hanson, Holbrook, Norton, Randolph, Raynham, Stoughton, and West Bridgewater.

Most patients seen at GSMC are Brockton residents. Brockton is the largest city in Plymouth County with an estimate of 95,672 residents as of July 1, 2017. According to the latest U.S. Census estimates, the population within Plymouth County continues to grow at a rate of 4.1% - only .07% less than the state growth rate estimate of 4.8%. In Brockton the population percent change increased by 2%. Similarly, in adjacent Norfolk County, the population is growing at an even faster rate of 4.4%.¹ A significant number of residents from Stoughton, Randolph, and Canton, located within Norfolk County, are cared for at Good Samaritan Medical Center.

Good Samaritan Medical Center is a member of the Greater Brockton Health Alliance (GBHA). This alliance is a Massachusetts Department of Public Health (DPH)-designated Community Health Network Area (CHNA 22) coalition composed of organizations in the public, non-profit, and private sector working together to build healthier communities in Massachusetts through community-based health promotion and education. The mission of the GBHA is to work toward healthier communities by

promoting collaboration between GBHA partners, providing support to local health initiatives and prevention programs, and educating and increasing awareness of local identified health issues throughout the region. Similarly, through its community benefits program, GSMC strives to have a positive impact on public health issues identified in our service area. To accomplish this task, GSMC actively collaborates with various community partners to provide the best care and support possible to all, particularly for those most vulnerable to health inequities.

As noted in our *2015 Population Health Improvement Report (PHIR)*, when working to improve the health outcome of a community and population, it is important to understand what is happening within that community and what types of health issues are present. Information from the *Population Health Improvement Report (PHIR)* guided the development of population health improvement strategies.ⁱⁱ

Community Needs Assessment

Good Samaritan Medical Center completed a ***Community Health Needs Assessment (CHNA) in 2018***.

The purpose of conducting a Health Needs Assessment was to use available data and feedback from focus groups to identify the major health priorities within the hospital's service area. Equipped with the results of the Health Needs Assessment, including feedback from a diverse group of community residents and health professionals, GSMC has focused on addressing chronic disease, partnering with area agencies to improve access to mental health care and substance use disorder treatment and supporting programs to address housing, workforce development and social determinants of health.

Brockton and the surrounding communities served by GSMC are culturally diverse. A focus of community need is populations that have been historically marginalized due to race or poverty and have had limited access to health care. Culturally and linguistically appropriate health education and services remain the utmost importance.

Themes that emerged from GSMC's 2018 Community Health Needs Assessment include high rates of **Chronic Disease**, including **Cancer, Heart Disease, Diabetes, and Obesity**. The prevention and management of chronic disease requires ongoing community-based education and outreach.

Mental Health Care and **Substance Use Disorder** treatment are priority focus areas.

Housing Stability remains a barrier to health services.

Chronic Disease

According to the Massachusetts Department of Public Health (MDPH), the prevention and treatment of chronic disease is a public health priority. Nutrition, physical activity, and tobacco use are three key risk factors that directly impact cancer, diabetes, chronic lower respiratory disease, and cardiovascular disease rates. These chronic conditions, in turn, contribute to (56%) of all mortality in Massachusetts and over (53%) of all health care expenditures of \$30.9 billion a year (MDPH, 2014).

Various studies have shown that, although the three leading risk factors are modifiable, the environments in which people live, learn, work, and play do not offer equal access or opportunity to make this possible. The health implications are evident in the fact that Black and Hispanic residents of Massachusetts are consistently and disproportionately impacted by the high prevalence of all chronic diseases, as well as related deaths and high acute care service utilization (MDPH, 2017).

Across the GSMC primary service area, chronic diseases account for a large portion of all mortality in the region. In Holbrook, West Bridgewater, and East Bridgewater chronic diseases account for nearly 60% of all deaths. Heart disease and cancer were the leading causes of death among chronic diseases.

Five communities in the GSMC primary service area had a higher percentage of heart disease mortality than the state at about (21%). West Bridgewater had the highest percentage of heart disease mortality at (39.4%). Avon and East Bridgewater had the second and third highest percentage of deaths due to heart disease within the service area at (31.4%) and (25.7%). It is worth noting that heart disease was the leading cause of death in most towns within the GSMC service area

The GSMC service area experiences a slightly lower percentage of total mortality due to cancer than the state, as a whole (21.5%). However, cancer was the second leading cause of premature mortality in the GSMC service area. Cancer mortality was greatest in Easton and Holbrook at (24.7%) and (24.6%) respectively. West Bridgewater had the least cancer deaths as a percentage of all mortality at (15.5%).

Diabetes contributes significantly less to total mortality than heart disease and cancer, although it does effect mortality and is a risk factor for other chronic diseases. Holbrook had the highest diabetes mortality in the GSMC service area at (4.8%). Brockton at (2.9%) and Easton at (2.8%) also recorded a higher percentage of mortality caused by diabetes above the state average of (2.4%).

Mental Health

Data from 2015 revealed inequities across categories of age, sex, and race/ethnicity for mental health hospitalizations. The rate of mental health hospitalizations was higher for those ages 30-65 years compared with those 65 and older, males compared with females, and White residents compared with Asian, Black, and Latino residents. Mental health intersects with many areas of public health, including addiction, cancer, cardiovascular disease, and HIV/AIDS, therefore requiring common services and resource mobilization effort. Integrated treatment is critical for treating people with co-occurring disorders and can ultimately achieve better health outcomes and reduce costs (MDPH, 2017).

To reduce the inequities of mental health conditions, interventions targeting subpopulations at higher risk of mental illness are needed. It is also necessary to educate the public about the availability of mental health services and to decrease the stigma of seeking such services. Work also needs to be done to stop discrimination, which impacts the mental health of the person facing discrimination.

Additionally, as the World Health Organization (WHO) suggests, that, in order to reduce the inequities in the occurrence of mental disorders, the conditions of everyday life, which are the social determinants of health, must improve (BPHC, 2017).

Both Key Informant Survey respondents and focus group participants indicated mental and behavioral health to be a major concern within the GSMC service area. In all three community focus groups, mental health was mentioned as one of the top three health concerns. Community members in Brockton ranked mental health the most concerning community issue, highlighting the need for more social support and a concerted effort to remove the stigma associated with seeking help for mental health disorders. When presented with the question “What do you perceive as the major health concerns of your consumers?” Health Provider Survey respondents indicated “Behavioral Health” to be of concern. Behavioral health is a term that is often used interchangeably with mental health to include risky behaviors such as drug use, among other behaviors that may be harmful to individuals.

Substance Abuse Disorder

In 2015, there were 1,637 opioid-related deaths in Massachusetts. The rates of substance misuse deaths, unintentional drug overdose hospital patient encounters, and unique-person treatment admissions were higher for men than women. Individual-level risk factors such as socioeconomic status, family history, incarceration, and stressful life events are associated with drug use. Increasingly, evidence suggests that the social determinants of health may contribute to one's decision to initiate drug use and shape other substance use behaviors. Additionally, addiction is a chronic neurological disorder and needs to be treated as other chronic conditions (BPHC, 2017).

Based on the available data, Brockton appears to have had the highest number of admissions to DPH-funded substance and alcohol abuse programs from 2013 to 2017. Stoughton, Randolph, and Abington had the next highest admission numbers to DPH funded programs. Admission to such programs appears to have declined from 2013 to 2017.

Among Key Informant Survey respondents, substance abuse was perceived as the most concerning health issue in the community. Focus group participants in Brockton spoke at length about the need for more substance abuse programs as well as substance abuse prevention programs for youth in schools and community-based programming.

Housing Stability

Safe and stable housing provides personal security, reduces stress and exposure to disease, and provides a foundation for meeting basic hygienic, nutritional, and healthcare needs. Average income gains over the past decade have failed to keep pace with rising housing costs, pushing thousands of residents into unstable housing situations. Without consistent access to health care, homeless individuals are less likely to participate in preventive care and are much more likely to utilize the emergency department for non-emergencies. Such patterns of use are not only a burden on the healthcare system but detrimental to personal health (BPHC, 2017).

Housing Solutions for Southeastern Massachusetts has noted that this region and Massachusetts in general, has suffered from a chronic undersupply of affordable housing for low- and moderate-income people. In most of the GSMC service area, the poverty level has surpassed the state level. It is crucial to address this problem as there is a strong correlation between poverty level and homelessness.

Targeting Underserved Populations

Our data points out that race, ethnicity, and socio-economic factors are indicators of health outcomes within the region. To take this into consideration and enhance the efficacy of GSMC programs, GSMC will focus its efforts toward individuals and families who are at greatest risk for health inequities due to socio-economic and/or sociodemographic status, lack of access to health and social services, and lack of chronic disease self-management support. Providing care coordination services and facilitating access to social services are essential components of a population health improvement strategy, as indicated by participants in the focus groups conducted in the GSMC service area, and in responses gathered through the Key Informant Surveys. Increasing awareness and building capacity in service systems are important in helping identify and treat co-occurring disorders. Treatment planning should be client-centered, addressing clients' goals and using agreed upon treatment strategies (MDPH, 2017).

Community Benefit Programs

Good Samaritan Medical Center is pleased to report key community benefits accomplishments in 2019. Through the guidance and support of our community benefits advisory committee and our various community partners, GSMC identified six priorities where our community efforts would be targeted. Within each priority specific goals were set for both short-term and long-term implementation. This report will highlight our targeted goals as well as additional opportunities that fell within the scope of each priority.

Priority 1 –Chronic Disease

- Increase chronic disease awareness and self-management with focus on cancer, heart disease and diabetes.
- Provide disease prevention and management education, including screenings (cancer, blood pressure and smoking cessation programs).
- Support programs that increase access to healthy nutrition.

Priority 2 – Promote Mental Health Management

- Provide behavioral health services and support substance abuse outreach and screening programs.
- Support programs that address behavioral health and violence prevention.
- Partner with community agencies that provide mentoring and youth development.

Priority 3 — Address Substance Use Disorders

- Provide substance use disorder screening and outreach programs.
- Support programs that address substance use disorder.
- Partner with community agencies that provide youth development and substance abuse prevention programs.

Priority 4 – Housing Stability

- Partner with and provide support to organizations with a mission to prevent homelessness and address housing stability.
- Expanded partnerships to support transitional and supportive housing programs.
- Support programs that provide necessities of housing and living and offer wellness programs that improve the quality of life and decrease risk of isolation.

Priority 5– Address Social Determinants of Health

- Partner with organizations that assist with housing, safety, education, job skills and other essential needs.
- Support organizations that address food insecurity.
- Maintain active involvement in Greater Brockton Health Alliance (CHNA 22) and local coalitions focused on addressing social determinants of health and reducing health disparities.

Priority 5 – Workforce Development

- Maintain clinical affiliations with nursing and paramedic schools.
- Provide continuing education programs for medical, nursing and emergency medical services (EMS) colleagues.
- Provide a clinical environment for student nursing orientations and preceptorships.
- Provide an annual scholarship program for health care education.

In recognition of the need for further investments in the social determinants of health, as noted in *The Attorney General's Community Benefits Guidelines for Non-Profit Hospitals* released February 2018, GSMC also considers these six priorities in Community Benefits programs:

Built Environment

The built environment encompasses the physical parts of where we live, work, travel, and play, including transportation, buildings, streets, and open spaces.

Social Environment

The social environment consists of a community's social conditions and cultural dynamics.

Housing

Housing includes the development and maintenance of safe, quality, affordable living accommodations for all people.

Violence

Violence is the intentional use of physical force or power, threatened or actual, against oneself, another person, or against a group or community, with the behavior likely to cause physical or psychological harm.

Education

Education refers to a person's educational attainment – the years or level of overall schooling a person has.

Employment

Employment refers to the availability of safe, stable, quality, well-compensated work for all people.

GSMC will continue to foster collaborative partnerships with other community-based organizations whose services align with these priorities and focus issues. GSMC recognizes the effectiveness of working together toward the common goal of improving health outcomes among all community members, particularly for underserved populations. Where it is deemed appropriate, GSMC will coordinate with regional public health organizations to ensure our success in addressing community health issues.

Priority 1: Chronic Disease

Good Samaritan Medical Center prioritizes Chronic Disease Self-Management to prevent an increase in co-morbidity and complications that can arise from uncontrolled health conditions. By providing community education, health screenings and support to underserved populations, Good Samaritan Medical Center's goal is to reduce health disparities for individuals with a diagnosis of cancer, heart disease, and diabetes.

Cancer Education and Screenings

The Cancer Program focused education and screening programs on breast cancer, prostate cancer, lung cancer, and skin cancer. Included in prevention programming is additional information on nutrition and wellness, smoking cessation, and cancer support programs that are available through Good Samaritan Medical Center.

In 2019, Good Samaritan Medical Center participated in or sponsored several community programs to promote awareness of cancer prevention and screening. These include:

- Breast cancer screenings provided in partnership with Brockton Neighborhood Health Center (BNHC). Mammography screenings (including transportation) for BNHC patients at GSMC Women's Imaging Center with a goal of providing 100 breast cancer screenings. 115 screenings were provided.
- Sponsoring and participated in prostate cancer awareness events in 2019 in partnership with Brockton Area NAACP and Admetech Foundation with goal of two community-based events. Expanded prostate cancer outreach and awareness programs to three community-based events hosted by city churches. Attendance at *three* events was 170. Translation services were provided by GSMC at events and for education materials.
- Continuing our Breast Cancer Awareness program, *Treat Yourself Well*, which included partnership with Alpha Kappa Alpha Sorority, Inc., Psi Iota Omega Chapter. GSMC produced a video (released in October 2019) featuring the sorority chapter president and GSMC Director of Breast Imaging and Intervention. Goal was to raise awareness of the importance of breast screening for all women, but especially women of color. 300 screening mammograms were performed during *Treat Yourself Well* outreach program.
- Free skin cancer screenings were provided in collaboration with South Shore Dermatology physicians. 32 free screenings were provided.
- Increased promotion of GSMC free smoking cessation program with quarterly social media outreach.

Heart Disease and Diabetes

Heart Disease and Diabetes are prevalent in the Greater Brockton Community due to the lack of access to healthy foods, poverty levels and education about health care options. To improve the health of those at risk, Good Samaritan Medical Center worked in partnership with several community organizations to offer health screenings, increase access to healthy foods, and promote increased physical activity.

In 2019, Good Samaritan Medical Center participated in or sponsored several community health events that were designed to increase awareness for heart disease and diabetes prevention and promote self-management. These include, but are not limited to:

- Supporting the availability of fresh vegetables and fruits by sponsoring the Brockton Farmers Market. GSMC also provided interpreter services, blood pressure screenings, and nutrition demonstrations.
- GSMC provided fresh food vouchers (from the Massachusetts Farmers Market Association) to families in need, Vouchers were distributed to families at risk, as identified by Brockton Neighborhood Health Center (BNHC) and other town food pantries. These vouchers allowed the recipient to shop at any farmers market in the area for fresh fruits and vegetables. Vouchers were provided to 300 households.
- Partnering with Psi Iota Omega chapter of Alpha Kappa Alpha Sorority, Inc. (AKA), the American Heart Association and Westgate Mall for an event to raise awareness for Women's Heart Health. The event in honor of The American Heart Association's *Go Red* Campaign featured health education sessions, *Walk with a Doc* (walking health education with a physician), blood pressure screenings, CPR demonstrations, interpreter services, and educational material.
- Providing blood pressure screenings at numerous community events throughout the year to increase awareness of blood pressure as a health indicator. Medical Assistants were made available to educate participants on ways to reduce blood pressure as well encouraging follow up visits with primary care if necessary. Goal of screening 200 individuals. GSMC provided 213 screenings.
- Participating in *Brockton Knocks Down Diabetes (BKDD)*, a multi-organizational effort to educate and bring diabetes awareness to the community. GSMC sponsored a fitness, nutrition, and healthy food choice program at The Boys & Girls Club of Brockton.
- Partnering with The Charity Guild and Brockton Housing Authority to provide a heart healthy meal, health information and chronic disease self-management education to seniors in Brockton Housing Authority units throughout the city.

Priority 2: Promote Mental Health Management

Good Samaritan Medical Center provides integrated behavioral care through an interventional behavioral health program offered in emergency department, as well as an inpatient social work program, and a dedicated senior behavioral health unit.

GSMC works toward reducing the stigma associated with identifying and seeking assistance and treatment for behavioral health in partnership with community organizations that offer outpatient mental health services, youth development and violence prevention.

In 2019, Good Samaritan Medical Center offered or sponsored several programs that were designed to promote behavioral health management. These include:

- Providing a Behavioral Health Navigator program as an integrated service within the Emergency Department (ED). Navigators see every behavioral health patient that presents to the ED and develop a plan of care. Referrals are provided for outpatient therapy, community stabilization, detox admissions, or inpatient care.
- Providing senior behavioral health in a dedicated unit for adults ages 55+ who suffer from a variety of mental health conditions such as depression, anxiety, and dementia.
- Providing financial support for age and gender-specific programs at The Boys & Girls Club Metro South. The programs included curriculum to encourage both physical and emotional health with an emphasis on maintaining healthy relationships, self-control, behavioral health, and substance abuse prevention.
- Supporting Family and Community Resources of Brockton for Behavioral Health and Counseling Services that are provided to victims of domestic violence and their children.
- Supporting Criolas Unidas (Cape Verdean Women United) program that includes eight-week workshops for parents to prevent youth violence.
- Partnering with Old Colony YMCA to provide support for the YMCA's Brockton Mental Health Clinic. The clinic provides both adult and youth mental health services regardless of ability to pay. The program serves vulnerable populations including veterans, people experiencing homelessness, domestic violence victims, and youth in the court system. GSMC support helped provide services to 120 new clients through 200 total sessions for uninsured clients and reduced the wait time for appointments.

Priority 3: Address Substance Use Disorders

Good Samaritan Medical Center provides an emergency department behavioral health navigation program, which offers substance use disorder interventions and referrals. GSMC provided integrated substance use disorder care through NORCAP Lodge. GSMC participates in community coalitions and partners with other agencies for referrals. GSMC substance use disorder programs include:

- Providing a Behavioral Health Navigator program as an integrated service for all substance use disorder patients within the Emergency Department (ED). Navigators see every behavioral health patient that presents to the ED and develop a plan of care. Referrals are provided for outpatient therapy, community stabilization, detox admissions, or inpatient care.
- Partnered with and provided funding for Plymouth County Outreach - PCO Hope programs that provide intervention and referral for substance use disorders in our region. Programming is focused on reducing stigma and barriers to treatment and promoting health and well-being. Community based programs include outreach, screening, and referrals to treatment services.
- Partnered with Plymouth County Outreach (PCO) to provide trained clinical social workers to participate in numerous monthly community outreach efforts for substance use disorder screening.
- Supported Teen Challenge (Brockton), which provides faith-based substance use disorder programs for youth and teens in Greater Brockton.
- Partnered with Stoughton Oasis Program, which works to reduce youth substance use disorder by reinforcing healthy community norms; decreasing youth access to alcohol, tobacco, and other drugs; and creating sustainable policy changes that will support healthy youth choices.

Priority 4: Housing Stability

GSMC will continue partner with community organizations dedicated to addressing homelessness and housing stability in the greater Brockton area. In the GSMC service area, the poverty level has surpassed the state level. It is crucial to address this problem as there is a strong correlation between poverty level and homelessness. GSMC will also explore ways to expand on existing partnerships and identify other organizations that serve residents in need with supportive services to address housing. Programs include:

- Expanding a partnership with Father Bill’s MainSpring to include support for a transitional housing program.
- Supporting and funding the Brockton Area Multi Services Inc. (BAMSI) Helpline, a service that provides members of the community with support for essential services such as housing/shelter, rental, and utility assistance.
- Provided support for the United Way of Greater Plymouth County Brockton-area initiatives.
- Developing a partnership with Old Colony Elder Services to provide funding for their Supportive Housing sites in Brockton, Abington, and Hanson that house about 900 residents. The program provides necessities of living and offers wellness and nutrition programs that will improve the quality of life for senior residents while decreasing their risk of isolation.

Priority 5: Address Social Determinants of Health

Good Samaritan Medical Center has addressed Social Determinants of Health by partnering with organizations that provide stable housing, address food insecurity, and provide social services to underserved populations. GSMC also provided a social enrichment program to Brockton area seniors through a free senior supper program.

In 2019, Good Samaritan Medical Center provided services or sponsored community programs that focus on reducing barriers to health. These programs include:

- Partnering with The Charity Guild to prepare and deliver nutritious meals for monthly senior suppers at each of the Brockton Housing Authority facilities. Health education presentations were provided along with an opportunity to gather and socialize.
- GSMC supports the work of The Charity Guild, in Brockton and other local food pantries to provide food for area residents.
- Providing physician and clinical experts at community forums for heart health, prostate health, and breast cancer awareness. Nutritionists provided healthy diet education and cooking tips. Medical assistants provided numerous blood pressure screenings throughout the year at community events and health fairs.
- Providing medical interpretation and translated materials to all patients, and sponsoring translators at numerous community programs, seminars, health screenings and events.
- Providing a support for the Brockton Area Multi Services, Inc. (BAMSI) Helpline. The BAMSI Helpline links members of the community with basic needs, essential services, and financial assistance. BAMSI also provides financial assistance to approximately 300 households.
- Supporting the United Way of Greater Plymouth County (UWGPC). UWGPC provides funding for housing and other basic needs to 16 affiliated organizations in the greater Brockton area.
- Funding for School on Wheels, a program that supports children facing homelessness by providing backpacks, supplies, and services that include tutoring and mentoring for college.
- Providing free Farmers Market vouchers to clients of the Brockton Neighborhood Health Center (BNHC) and the Easton Food Pantry. Vouchers were also distributed at The Brockton Farmers Market.
- Maintaining active membership and participation with Community Health Network Areas (CHNAs) to address social determinants of health at community-wide, regional, and state levels.

Priority 6: Workforce Development

Good Samaritan Medical Center is committed to developing the skills of the local workforce by partnering with local schools, community colleges and universities to offer learning opportunities and by supporting our own staff in continuing their clinical and professional education.

In 2019, Good Samaritan Medical Center offered programs with several area institutions. These include:

- Maintaining clinical affiliation agreements with 23 nursing and 5 paramedic schools.
- Participation of GSMC nursing leadership in Advisory Board of Nurse Education Programs at Massasoit Community College and Curry College.
- Provided ongoing nursing orientation and nursing preceptorship as well new nursing instructor orientations.
- Provided several professional education programs and sponsored regional Emergency Medical Services (EMS) conference for area EMS and paramedics.
- Provided annual scholarship program for local students pursuing education in health care. *John Learnard, Legacy Scholarship* program is funded annually by GSMC and is offered through a partnership with Massasoit Community College.

Community Partners 2019

AdMeTech Foundation
Alcoholics Anonymous
Alpha Kappa Alpha Sorority, Psi Iota Omega
American Cancer Society
American Diabetes Association
American Heart Association
American Hospital Association
American Red Cross
Brockton Area Multi-Service Institute, Inc.
Brockton Neighborhood Health Center
Boys & Girls Club of Brockton
Bridgewater Business Association
Brockton Area Branch NAACP
Brockton Area Transit
Brockton City Hall
Brockton Farmers Market
Brockton Housing Authority
Brockton Interfaith Community
Brockton Knocks Down Diabetes
Brockton Mayor's Opioid Overdose
Prevention Coalition
Brockton Police Department
Brockton's Promise
Brockton Public Schools
Caffrey Towers Tenant Association
Cape Verdean Women United
Catholic Charities
Charity Guild
Children's Museum of Easton
City of Brockton/Downtown Business Assoc.
Community Connections of Brockton
Coyle Cassidy High School
Curry College
Easton Charitable Trust
Easton Council on Aging
Easton Girls Softball League (EGSL)
East Bridgewater/EB Hope
Edwina Martin House
Emergency Medical Teaching Services Inc.
Family and Community Resources
Father Bill's & MainSpring
Father's Uplift
Frederick Douglass Neighborhood Association
Friends of Brockton Multi Service Institute
Full Gospel Tabernacle of Brockton
Gambler's Anonymous
Greater Brockton Health Alliance (CHNA 22)
Healthy Communities Coalition
High Point Treatment Center
Horses for Heroes
House of Possibilities (HOPE)
John Waldron Memorial
Laboure College
Learn to Cope
Lions Club of Easton
Make A Wish Massachusetts
Mass Farmers Market
Massasoit Community College
Metro South Chamber of Commerce
Messiah Baptist Church
Mom's Club of Easton

Mount Mariah Baptist Church
My Brother's Keeper
New England Donor Services
New Life Christian Church of Brockton
Old Colony Elder Services
Old Colony YMCA
Partnership for Safer Communities
Plymouth County Drug Abuse Task Force
Plymouth County Outreach (PCO)
Randolph Chamber of Commerce
Randolph Community Partnerships Inc.
Randolph Senior Center
Saint Edith Stein Church
Simmons College of Nursing
School on Wheels of Massachusetts
South Shore Dermatology
South Shore Haitians United For Progress, Inc.
St. Joseph Manor Health Care
Stonehill College
Stoughton Chamber of Commerce
Stoughton Oasis
Teen Challenge Brockton
Trinity Baptist Church, Brockton
Trinity Catholic Academy
United Way of Greater Plymouth County
West Bridgewater Council on Aging
Westgate Mall
Whitman-Hanson Regional High School

Community Benefits Expenditures 2019

Community Benefits Programs

Direct Expenses	596,484
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Net Charity Care

Total Net Charity Care	1,540,323
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Total Expenditures	2,136,807
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Total Patient Care-Related Expenses	245,983,812
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Total Revenue	301,381,313
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Community Benefits Advisory Committee 2019

Marisela Marrero, MD, President, GSMC
Lynn Cornelius, Director Marketing, Public Relations, and Community Health, GSMC
Luda Vincente, Patient Advocate, GSMC
Jessica Benoit, Housing Stabilization Manager, Father Bill's Mainspring, Brockton
Tina Cardoso, RN, Cape Verdean Women United
Kerry Fajardo, RN, Director of Social Services, GSMC
Lee Farrow, Director Center for Non-profit Management, Stonehill College
Faith Frazier, Helpline Director, Brockton Area Multi-Services Inc. (BAMSI)
Linda Gabruk, Chief Operating Officer, Brockton Neighborhood Health Center
Nancy Gustafson, Vice Chairperson, The Charity Guild
Joanne Hoops, Family and Community Resources
Amy Kopchell, Manager Interpreter Services, GSMC
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Debbie Mayer, Director Mission Services, St. Joseph's Manor
Jacqueline Miller, Development Officer, Campaign for Catholic Schools
Laura Raymond, RN, Patient Care Director, Emergency Dept., GSMC
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References

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