



HOLY FAMILY HOSPITAL 2017 COMMUNITY BENEFITS REPORT

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I. Overview

Holy Family Hospital (www.holyfamily-hospital.org) is a 385-bed acute-care hospital with three campuses: Holy Family Hospital with campuses in Methuen and Haverhill, and Andover Surgery Center. 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 38 community hospitals across four states, serves over 800 communities, and has more than 40,000 employees. The Steward network includes more than 26 urgent care centers, 42 preferred skilled nursing facilities, substantial behavioral health offerings, and more than 7,300 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 earned an "A" Hospital Safety Grade for Fall 2017 from the nationally recognized Leapfrog Group, an independent healthcare industry watchdog. Leapfrog's Safety Grade gives health care consumers guidance about the safety of general acute-care hospitals, so they have the information they need when choosing a hospital for care. The Safety Grade represents a hospital's overall capacity to keep patients safe from preventable harm and medical errors.

In 2017 Holy Family Hospital earned the Leapfrog Group Top General Hospital Award, highlighting nationally recognized achievements in patient safety and quality. The Leapfrog Top Hospital award is one of the most competitive honors American hospitals can receive. In 2017, of the nearly 1,900 hospitals surveyed, Holy Family is one of just 44 nationwide to earn the prestigious Top General Hospital designation, and the only hospital in the Merrimack Valley region.

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 from January 1, 2017 through December 31, 2017.

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 our community to identify and respond to issues affecting population health which may include the spiritual, emotional, and social needs of the people it serves.

Strategic objectives are:

1. Reducing the incidence of specific health problems through education, prevention, support programs, and advocacy, specifically to:
 - a. 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.

- b. 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.
 - c. Address domestic violence through the nationally recognized The Family Safety Project, which offers programs for victims and perpetrators.
 - d. Encourage healthy nutrition, exercise, and behavior modifications by continuing the farmer's market voucher program for patients, and sponsoring major farmers markets in Methuen and Lawrence.
 - e. Continue community lectures and demonstrations on various health topics.
 - f. Offer local emergency preparedness and trauma prevention.
 - g. Help to reduce smoking.
 - h. 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:
- i. Act as a critical link to connect people in need to the state health insurance programs, especially through Steward's Community Health Advocate program.
 - j. Increase cultural competence among employees, clinicians, and physicians.
 - k. 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, incorporates several hospital departments, 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 2017, the following served as members of the hospital's community benefits advisory committees:

Community Benefits Leadership/Team

Community Benefits Advisory Committee-Holy Family Hospital-Methuen campus

1. Craig Jesiolowski, President and CEO
2. Wil Carpenter, Vice President, Sales and Service, Merrimack Valley Chamber of Commerce, CBAC co-chair
3. Patty Comeau, RN, School Nurse Coordinator, Methuen Public Schools
4. Kimberly Flowers, Elder Services of the Merrimack Valley
5. Corinne LaCharite, Executive Director, Methuen Senior Activities Center, CBAC co-chair
6. Vilma Martinez-Dominguez, Coordinator, City of Lawrence Mayor's Health Task Force/CHNA 11 and Director of Social Justice Initiatives, YWCA of Greater Lawrence
7. Lt. Kevin Mahoney, Community Liaison, Methuen Police Department
8. Anne Whalen, Executive Director, Methuen YMCA

Community Benefits Advisory Committee-Holy Family Hospital-Haverhill campus

1. Craig Jesiolowski, President and CEO
2. Carmenza Bruff, Community Health Educator, Dana-Farber Cancer Institute Center for Community-Based Research
3. Mary Connolly, RN, Haverhill Council on Aging
4. Anne-Marie D'Angelo Florent, MSPA, Member Education Representative, Executive Office of Health and Human Services, MassHealth Operations
5. Tracy Fuller, Executive Director, Haverhill YMCA
6. Betsy Goodrich, Senior Transportation Planner, Merrimack Valley Planning Commission
7. Kalister Green-Byrd, Board of Trustees, Holy Family Hospital
8. Reverend Robert Murray, Pastor, St. James Church and St. John the Baptist Church, Haverhill
9. Renée McGuire, Site Director, YWCA Haverhill
10. Dean Mace, Minister, Somebody Cares New England
11. Mary O'Neill, Regional Outreach Director, Serenity at Summit New England, Haverhill
12. Megan Shea, Community Volunteer
13. Katherine Vozeolas, BSN RN NCSN, Supervisor of Nursing and School Health Services, Haverhill Public Schools
14. Marlene Yeo, Director, Somebody Cares New England
15. Paula Welch, RN, Somebody Cares New England

Community Benefits Hospital Leadership Team (CBHLT)

Holy Family Hospital Methuen-Haverhill

1. Craig Jesiolowski, President and CEO
2. Michael Cornelius, Director of Respiratory Services
3. Beth Cronin, Outpatient Dietician, Diabetes Care Program
4. Andrew Desrosiers, Director, Neurology/Orthopedics Service Lines, Steward Health Care
5. Cheryl Edwards, RN, Director, Nursing Operations

6. Melissa Kelly MS, RD, LDN, Clinical Nutrition Manager, Sodexo Healthcare
7. Jean MacDougall-Tattan, Director of Physician Relations & Services
8. Anthony Slabacheski, Program Director, Oncology Dept., William Lane Cancer Center
9. Karen Kennedy, Director, Mission and Community Partnerships
10. Anthony Stankiewicz, Esq., Holy Family Hospital Trustee, Chief Advancement Officer and Chief of Staff, Codman Square Health Center, Dorchester, MA, and Holy Family Hospital Board of Directors Appointee to Community Benefits

The Director of 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 Benefit Meetings

- Holy Family Hospital Community Benefits Hospital Leadership Team (CBHLT) met on Thurs. Jan. 12, May 4, Aug. 3, and Fri. Nov. 19. The January and August 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.
- Holy Family Hospital Community Benefits Advisory Committee (CBAC-Methuen) met on Thurs. Jan. 19, May 11, Aug. 10, and Nov. 16. 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. 27, May 12, Aug. 18, and Nov. 17. All meetings were held in the Board Room.

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 Community College, Cambridge College, Regis College, Rivier College, and University of New Hampshire campuses.

Methuen, population 49,917, is a middle-income city with a median household income of \$72,631, slightly below the state average of \$70,094. 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, compared with Lawrence and Haverhill. It is comparable to State average.

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 80,634, with a median income of \$33,120 (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 28,888, is a middle-income town, with a median 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 maintaining 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 have been 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's 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; continuing the Meet the Expert lectures on various medical topics raised in the focus groups and in the SurveyMonkey responses.

VII. 2017 Community Benefits Programs

The following summarizes Holy Family Hospital's community benefits programming during 2017 that reached thousands of area residents. Programming for most, but not all, of the priorities identified in the FY 2015 community health needs assessment, was offered.

(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 2017 included:

- 1/18/18 StandUp Salem Substance Abuse Coalition Strategic Prevention Framework Training, Mary Fisk Elementary School, Salem, NH, 12 participants.
- 5/20/17 1st Annual Jericho Walk, Granite United Church in Haverhill, awareness – walk for hope and healing, about 500 participants
- 8/17/17 Haverhill Overdose Prevention and Education (H.O.P.E.) "If Only" movie presentation and panel discussion, vendor exhibition; Haverhill High School, approx., 100 attendees
- 9/12/17 "The Opioid Epidemic : Policy and Practice" Professional Development Series, Elks Lodge, Lawrence, 60 participants, +
- 9/15/17 HFH 7th Annual Adult Behavioral Conference: "The Effects of Addiction from Birth to Adulthood", Northern Essex Community College, Haverhill, 196 attendees
- 9/23/17 MVPASAP 4th Annual Community Forum "To Be Aware is to Be Alive", ('In Plain View' teen bedroom set up, Narcan Training, vendors, The Improbable Players-troupe of actors in recovery, 'If Only" James Wahlberg movie presentation; Lawrence Vocational and Technical School, Andover, 250 attendees, stroke info provided
- 9/27/17 Spectrum Health Systems Resource Fair in honor of Recovery Month, Spectrum facility, Haverhill, approx. 300 attendees, approx. 50 spoke with HFH clinicians or took info
- 9/28/17 Merrimack Valley Chamber of Commerce luncheon on substance abuse, Brick House Restaurant, Methuen, 20 attendees
- Week of 10/23/17 – Red Ribbon Week, StandUp Salem Substance use Disorder Education. HFH purchased 55 large red bows with streamers that were placed in Salem NH town buildings, elementary schools, telephone poles on Main Street, and local businesses, HFH purchased red tulip bulbs to augment those bulbs provided by NH Drug Free Partnership for planting at Salem elementary schools.

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:

- 4/13/17 CHNA 11 (City of Lawrence Mayor's Health task Force- Behavioral Health Working Group), English Mental Health Forum; Focus on mental health care and support, HFH Methuen Auditorium, 35 attendees, +, stroke info provided
- 4/27/17 CHNA 12 (Lower Merrimack Valley and Seacoast Health Partnership) English Mental Health Forum, HFH Haverhill Auditorium, 30 attendees
- 11/9/17 Northeast Regional Behavioral and Senior Service Partnership-discussion on behavioral health issues affecting seniors and resources, HFH Methuen.
- 11/14/17 5th Annual Mayor's Health Task Force Behavioral Health Working Group Spanish Mental Health Forum: "Building Community Resilience Around Trauma and Community Violence", Lawrence Senior Center, 125 attendees, +
- Support Group every Thursday NAMI (National Alliance on Mental Health) Support 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 2017 were:

- 3/16/17 Look good... Feel Better: Cancer Education, Awareness, and Early Detection, HFH Methuen Auditorium, 3 participants screened, +
- 4/20/17 Free Head and Neck Screenings, HFH Methuen, 8 individuals screened, +
- 5/17/17 Free Skin Screenings, HFH Methuen, 43 screened
- 5/20/17 Relay for Life, Methuen High School, Handed out sunscreen, several hundred people
- 6/9/17 Relay for Life, Northern Essex Community College, handed out sunscreen, several hundred people
- 6/20/17 Breast Cancer Awareness Day, Rogers Spring Hill Garden Center, Haverhill, 30 participants
- 10/3/17 Women's Health Night: "What's the Fuss about Genetics" 2 part presentation, HFH Methuen Auditorium, 50 attendees
- 11/2/17 Low Dose CT Lung Screening lecture – 2 part series, HFH Methuen Auditorium, 30 people
- Month of March: +Colon Cancer Awareness Month (posters, flyers, social media), HFH Methuen-Haverhill campus-cafeteria and halls, hundreds of people in cafeteria, halls and social media

- 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:

- 1/19/17, 1/24/17, 1/26/17- Nutrition and Wellness lectures, Methuen Adult Learning Center, 20 participants, stroke info provided
- 2/3/17, 2/10/17, 2/17/17, 2/24/17 - Wear Red Day-Celebrating healthy heart through nutrition and food entrees in cafeterias with recipes, HFH Methuen and Haverhill Cafeterias, several hundred employees and visitors, +, stroke info provided
- 3/28/17 Diabetes Alert Day: healthy meal recipes, HFH Diabetes Care Staff assisted with self-assessment quiz for type 2 diabetes, HFH Methuen and Haverhill, several hundred employees and visitors in cafeterias participated, +
- 4/29/17 Mt. Washington Alliance Health Fair, HFH offered non-fasting blood glucose screening, BMI, Blood Pressure, and information on insurance and enrollment, Silver Hill Horace Mann Charter School, Haverhill, approx. 200 attendees, 29 individuals participated in screening, +, stroke info provided
- 5/6/17 Fiesta de Salud, Lawrence Senior Center; Annual family health fair, HFH offered respiratory table with test and information on respiratory care, asthma, etc., and nutrition table with smoothies and recipes; approx. 1000 participants in fair, 300 at nutrition booth, 100 at respiratory table with 47 asthma tests, +, stroke info provided
- 6/16/17 Andover Senior Fair, Punchard Senior Center, Andover, approx. 400 participants
- 8/26/17 Greater Haverhill Chamber of Commerce Healthy Living Expo; HFH Haverhill parking lot: HFH offered free blood pressure screening, foot analysis, nutritional tips and recipes; event provided education and programming for chronic diseases, mental health, substance use, and cancer awareness and early detection; approx.. 1000 attendees, +, stroke info provided
- 9/7/17 Eating Well on a budget, Methuen Senior Center, 40 participants, stroke info provided
- 9/9/17 Andover Town Day: Non-fasting blood glucose tests, @ 2000 people, 300 at HFH booth, 82 tested for BG, +
- 9/19/17 "Good Eating: Indian Food", healthy cooking class using lentils, featuring owner and cooking instructor Shilpi Ranjan, HFH Methuen Auditorium, 21 participants, stroke info provided
- 10/8/17 31st Annual Bobby Bell Road Race, Northern Essex Community college, approx. 500 runners, HFH entry runner first place in her age category
- 11/7/17 Meet the Expert: Neil Ravin – Topic: Diabetes, 25 attendees
- 11/9/17 "Eating on a Budget", Nevins Manor, Methuen, 6 people, stroke info provided
- 6/27/17 to 9/16/17: +HFH-Methuen Farmers Market Voucher Program, 60 patients/123 residents. 8067 vouchers were disseminated. 77% of the vouchers were redeemed. Holy Family Hospital accounted for 19% of the Steward Mass. Farmers Market Voucher program. Voucher redemption results for 2017 are:
 --35% at Holy Family Hospital Farmers Market
 --22% at Haverhill Farmers Market
 --6% at Andover Farmers Market

--12% at various other farmers markets
--18% at Lawrence Wednesday Farmers Market
--7% at Lawrence Saturday Farmers Market
(--1% margin of error)

**July 14-Oct. 27 (Fridays): HFH-Methuen Farmers Market, 254 Broadway, Rte. 28, corner of Broadway and Gleason Streets, Methuen, number of customers increased almost 4 fold from 1590 in 2016 to 6293 in 2017. Sales in 2017 were \$49,846, again with almost a 4 fold increase. The average sale decreased slightly in 2017 to \$7.92 compared with 2016's \$8.40. Coupon and SNAP redemption rates increased by approximately one third.

- Throughout 2017: Methuen Community Center Project-goal to create a community center to promote wellness and improve outcomes in chronic disease management and mental health care and support, meetings at Methuen High School, HFH Methuen and Haverhill, and Chicago, 6-12 meeting participants on average
- Month of March: National Nutrition Month: "Put Your Best Fork Forward" campaign that offered nutrition information/recipes on each campus (alternating weeks), HFH-Methuen and Haverhill cafeterias, hundreds of people, +

PRIORITY 5: Health Insurance and Understanding Benefits

In 2017, 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:

- 3/25/17 Early Head Start Fair, HFH focus on health insurance education and enrollment, Northern Essex Community college, Lawrence, 20 people, +
- 3/16/18 Greater Lawrence Community Action Council 5th Annual Community Resource Fair, Campagnone Park, Lawrence, approx. 800 participants, 300 at HFH table, and 85 inquiring about health insurance and in need of assistance, +, stroke info provided
- Throughout 2017: 887 individuals were assisted in obtaining health coverage by Community Enrollment Specialists

PRIORITY 8: 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.

- 1/16/17 Emmaus House Resource Fair, HFH table with resource literature on domestic violence resources, 150 attendees, 90 at HFH table, +, stroke info provided
- 4/5/17 Michael B. Christiansen Center’s Annual Children’s Champions Breakfast, Methuen YMCA, Information of Domestic Violence, the Elderly and Child Neglect, approx. 100 participants
- 5/12/17 Intimate Partner Education Program Certification Training, The Family Safety Project
- 10/11/17 Domestic Violence Awareness presentation, YWCA Haverhill, 10 people, +
- 11/14/17 5th Annual Spanish Mental Health Forum: “Managing Community Violence”, Lawrence Senior Center, 118 participants, +

VIII. Additional Community Benefits Programs and Community Service

PRIORITY 9: 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 2017 included:

- 1/3/17 Meet the Expert: Spine Issues-What Ails Our Patients, HFH-Haverhill Auditorium, 37 participants
- 1/24/17 Methuen High School Vocational and Technical Fair, table with health career literature, 300 students, +
- 2/7/17 Meet the Expert: Patient Education on Heart Failure, HFH Methuen Auditorium, 42 participants, stroke info provided
- 2/8/17 Community Lecture: Common Spine Issues, Residence at Salem Woods, Salem NH, 16 attendees
- 2/15/17 Career Exploration Series, Central Catholic High School, Lawrence MA, 8 students
- 3/7/17 Senior Luncheon: Put Your Best Fork Forward, HFH Haverhill Auditorium, 50 participants
- 3/7/17 Meet the Expert: The Over-active Bladder, HFH Haverhill auditorium, 39 attendees
- 3/8/17 Joint Replacement Lecture, Residence at Salem Woods, Salem NH, 9 participants
- 3/8/17 Senior Supper: Patient Education for Congestive Heart Failure, HFH Methuen Auditorium, 35 participants
- 3/10/17 Robotics lecture and “first-hand” learning event with portable OR table, saw, bones, implant trays, instruments, knee models; HFH Methuen Auditorium, 40 Haverhill High School students and 28 Whittier Regional Technical High School students
- 3/27/17 Purple Day for Epilepsy: message to all employees (approx. 1000), HFH Haverhill and Methuen
- 3/28/17 “Outpatient Joint Replacements: Home the Same Day” lecture, HFH Methuen Auditorium, 8 participants
- 3/30/17 Women’s Health Month: “Urinary Incontinence – Common Causes, Risk Factors, and Solutions” Lecture, Senior Center, Andover, 33 attendees
- 4/4/17 Meet the Expert: New Treatment for BPH, HFH Methuen Auditorium, 24 attendees
- 4/5/17 Merrimack Valley Chamber of Commerce Business and Health Expo, Michael’s Function Room, Haverhill, 100 participants, stroke info provided
- 4/9/17 “Urinary Incontinence” Lecture, Residence at Salem woods, Salem NH, 8 attendees
- 4/11/17”Sleep Apnea: Surgical Risks and Complications”, Residence at Salem Woods, Salem NH, 13 attendees
- 4/12/17 Salem Chamber of Commerce Health Fair; Essex Orthopedics, Salem NH; 27 vendors, 100 attendees

- 4/13/17 “Hand Pain: Carpal Tunnel & Osteoarthritis” Lecture, Senior Center, Andover, 31 attendees
- 4/20/17 “Joint Replacements and Robotics” Lecture, Senior Center, Andover, 29 attendees
- 4/27/17 “Pain Management: General & Back” Lecture, Senior Center, Andover, 36 attendees
- 5/2/17 Meet the Expert: “Shoulder Replacement 2017” Lecture, HFH Methuen Auditorium, 41 attendees
- 5/4/17 “Shoulder Pain” Lecture, Senior Center, Andover, 21 attendees
- 5/8/17, 5/9-17 Student Summer Internship Interviews, Lawrence High School, 10 students
- 5/17/17 “Suffering from Knee or Hip Pain” Lecture, HFH Methuen Auditorium, 23 attendees
- 6/6/17 Senior Luncheon “Hypertension”, HFH Haverhill auditorium, 50 participants
- 6/6/17 Meet the Expert: “Pulmonary Fibrosis” Lecture, HFH Methuen Auditorium, 26 attendees
- 6/14/17 Senior Supper: “Shoulder Replacement”, HFH Methuen Auditorium, 35 participants
- 8/1/17 Meet the Expert: “Chronic Obstructive Pulmonary Disease-Overview, Diagnosis and Treatment”, HFH Methuen Auditorium, 40 attendees
- 8/18/17 3rd Annual Veteran’s Benefit Fair, Lawrence Senior Center, HFH donated snacks and water, 40 attendees, +
- 9/5/17 HFH Senior Luncheon: “Back Pain and Lumbar Stenosis”, HFH Haverhill Auditorium, 49 attendees
- 9/13/17 Merrimack Valley Chamber of Commerce Fall Business and Health Expo, Andover Country Club, approx. 300 attendees, +
- 9/13/17 Senior Supper “Overall Health Maintenance” lecture, 35 participants
- 9/19/17 “Dementia: A Walk in Their Shoes” Lecture, The Residence at Salem Woods, 8 attendees
- 9/20/17 “Suffering Back Pain” Lecture, HFH Methuen Auditorium, 43 attendees
- 9/21/17 Lazarus House Soup Kitchen, Lazarus House, Lawrence, 30 people, +
- 10/3/17 Women’s Health Night, HFH Methuen Auditorium, 53 attendees
- 10/10/17 “Balance and Fall Prevention” Lecture, The Residence at Salem Woods NH, 3 attendees
- 10/11/17 Colleges, Career & Community Service Fair, Methuen High School, 1000 students, 10 visited HFH table, +, stroke info provided
- 10/19/17 Lazarus House Soup Kitchen, Lazarus House, Lawrence, 30 attendees, +
- 11/7/17 Meet the Expert: “Anterior Approach to Hip Replacement”, HFH Methuen Auditorium, 25 participants
- 11/14/17 “101 Types of Arthritis” Lecture, The Residence at Salem Woods, NH, 10 people
- 11/16/17 Lazarus House Soup Kitchen, Lazarus House, Lawrence, 30 people, +
- 12/5/17 Senior Luncheon “Kidney Stones”, HFH Haverhill Auditorium, 46 participants
- 12/5/17 Meet the Expert: “Back Pain and Lumbar Stenosis”, HFH Methuen Auditorium, 27 attendees
- 12/7/17 Senior Supper: “Lumbar Stenosis”, HFH Methuen Auditorium, 30 people

- 12/21/17 Lazarus House Soup Kitchen, Lazarus House, Lawrence MA, 30 people
- Oct. 2017-Dec. 2017: Methuen Back Pack Drive for Timony Elementary School, HFH staff donate foods from predetermined list for weekend back packs sent home with families with food insecurity.
- Throughout 2017: American Red Cross Blood Drive (Methuen campus-Jan. 14, Feb. 11, March 11, April 8, May 13, June 10, July 8, Aug. 12, Aug. 26, Sept. 9, Oct. 14, Nov. 11, Dec. 10; Haverhill campus-Sept. 16, Nov. 5), 432 units of blood collected
- Throughout 2017: HFH Methuen and Haverhill campuses' Reduction-Repurpose-Recycle program yielded 3774 lbs. from environmental waste, by donation
- Throughout 2017: Spiritual Care Department oversees daily Catholic Mass at HFH Methuen and Bi-monthly memorial Mass at HFH Methuen, December Memorial service for Children at HFH Methuen, and December holiday memorial commemoration and service for adults at HFH Methuen. Daily Eucharistic ministers for patients on both campuses, and work with clergy of all denominations to minister to our patients. Clinical pastoral Education program, which draws students from the US and abroad, graduated 23 interns in 2017.
- Throughout 2017: Numerous Preceptorship Programs in both HFH Methuen and HFH Haverhill for students in nursing, medical assisting, paramedic training, surgical technician training, medical technology lab and lab science, phlebotomy. 43 students precepted by HFH staff. 276 students in nursing programs had clinical experiences with their clinical nursing instructors from respective institutions.
- Throughout 2017: HFH has a robust American Heart Association CPR program. As a Training Center, HFH supports 25 employees who maintain instructor certification and 25 community instructors. Training Center Coordinator supports community instructors who provide programming to law enforcement, restaurants, business, schools locally. Classes held at HFH Methuen or HFH Haverhill are offered on space available basis to non-HFH employees, in addition to community based programming. In 2017 223 BLS classes were held, 26 Heartsaver, and 2 Friends and Family.

Support Groups

- 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
- Every 1st and 3rd Wednesday evening: Cancer Support Group, HFH Methuen
- Through-out the year: Childbirth Education Classes HFH-Methuen

Active Committee Memberships

- City of Lawrence Mayor's Health Task Force (CHNA 11) Executive Committee, Behavioral Health Working Group, Healthy Active Living Working Group, Men's and Women's Health Working Group, Mammography Working Group
- The Lower Merrimack Valley and Seacoast Health Partnership (CHNA 12) Executive Committee and Co-Chair, Transportation Committee
- Greater Haverhill Chamber of Commerce Health Committee

- Greater Salem Chamber of Commerce Health Committee
- Diabetes Today Coalition of Greater Lawrence
- Haverhill Public Schools Wellness Advisory Committee
- Methuen Adult Learning Education Center Advisory Committee
- Merrimack Valley Prevention and Substance Abuse Project (M.V.P.A.S.A.P.)
- StandUp Salem (NH) Substance Abuse Coalition Steering Committee
- Haverhill Overdose Education Program (H.O.P.E.)

Holy Family Hospital in Methuen hosts a quarterly dinner-and-lecture event, and Holy Family Hospital in Haverhill hosts a quarterly luncheon-and-lecture 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 as well as staff 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.

IX. Community Partners

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, of the Lawrence Partnership to further develop the city's economic base, and of 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, Chair, 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)

X. Community Benefits Expenditures for FY 2017

Community Benefits Programs

Expenditures	Amount
Direct Expenses	\$817,092
Associated Expenses	\$62,400
Determination of Need Expenditures	\$0
Employee Volunteerism	\$468,873
Other Leveraged Resources	\$664,052

Net Charity Care

Expenditures	Amount
HSN Assessment	\$787,104
HSN Denied Claims	\$1,311,836
Free/Discount Care	\$906,567
Total Net Charity Care	\$3,005,507

Corporate Sponsorships	\$49,726
Total Expenditures	\$5,067,098
Total Revenue for 2017	\$230,406,193
Total Patient Care-related expenses for 2017	\$ not specified

Comments: 💡 no specified

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

XI. Contact Information

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