

**South Shore Hospital
Community Benefits Annual Report
Fiscal Year 2005 (Oct. 1, 2004-Sept. 30, 2005)**

I. Mission Statement

South Shore Hospital exists to benefit the people of our region by promoting good health and by healing, caring and comforting.

South Shore Hospital's mission statement is annually reviewed by South Shore Hospital's Board of Directors.

II. Program Organization and Management

South Shore Hospital is a not-for-profit, tax-exempt, charitable organization accountable to the public. The organization is governed by a volunteer Board of Directors committed to balancing community needs with available resources to meet those needs.

The Board of Directors governs how South Shore Hospital meets the health care needs of the communities it serves. The Board follows a strategic-planning process that involves assessing community health needs, reaffirming the hospital's mission and vision, establishing strategic priorities, and routinely monitoring the organization's progress in achieving them. The hospital's senior administrative team and physician leaders are responsible for the ongoing planning, implementation, resourcing, and evaluation of the organization's response to identified community health needs. Leadership assures that its strategic initiatives meet certain criteria prior to implementation, including advancing the hospital's mission to benefit the community, keeping patients safe, and developing and enhancing clinical programs.

In developing programs to benefit the community, South Shore Hospital is guided by its vision statement, which specifies that *South Shore Hospital will be the regional health care leader and provider of choice because it will:*

- *Demonstrably respond to community health care priorities;*
- *Consistently earn our patients' trust, confidence and satisfaction;*
- *Produce optimum health outcomes in an efficient manner;*
- *Create an unrelenting focus on safe patient care and a secure work environment;*
- *Invest in our staff to remain employer of choice;*
- *Diligently protect a precious regional asset;*
- *Maintain financial stability.*

South Shore Hospital is further guided by its values statement, which attests that all those affiliated with South Shore Hospital are guided by these values:

- *We care for our patients as we would our loved ones: with expertise, compassion, and respect.*
- *We personify initiative, innovation, and tenacity in addressing community health care priorities.*
- *We foster an environment that celebrates diversity, rewards excellence and added-value, and encourages good citizenship.*
- *We work cooperatively with our colleagues and our community to advance the region's well-being.*
- *We exhibit leadership on critical issues, in ways worthy of public confidence.*
- *We demonstrate accountability, integrity, and resourcefulness in our financial stewardship.*

South Shore Hospital's short-term goals for its programs to benefit the community are to:

- Continually increase awareness of, and involvement in, its programs, and
- Enhance and expand its programs to meet emerging community health needs.

South Shore Hospital's long-term goals for its programs to benefit the community are to:

- Reach out to the people of its community offering learning experiences from our expertise in illness, health maintenance and wellness issues
- Develop a rapport with members of the community of all ages and backgrounds; and
- Enrich all participants with an exchange of ideas and concerns.

South Shore Hospital's medical and clinical staff personnel are an integral part of its programs to benefit the community, offering their services as teachers and presenters in their fields of expertise. Community leaders who possess areas of specific expertise are also requested to participate in the organization's programs.

Information about how South Shore Hospital benefits the community is shared with those who work in the organization (e.g. employees, medical staff members, volunteers) in a variety of ways, including:

- Regular meetings of among various groups, including the hospital's Board of Directors, leadership team, medical staff, employees, and volunteers
- Newsletters published for hospital employees, volunteers, and medical staff members
- An intranet website for employees and medical staff members
- An internet website (www.southshorehospital.org)
- A free community magazine (*southshorehospital.org*) that is mailed to more than 90,000 households, including to the homes of employees, volunteers, and medical staff members
- The publication and distribution of numerous patient/family education brochures
- Advertisements and publicity, promoting the availability of free and low-cost educational and support services
- Displays and posters exhibited throughout the organization

III. Key Collaborations and Partnerships

South Shore Hospital works in partnership with community leaders and groups to improve the health status of the people living in the communities it serves. Hospital leaders meet regularly with community leaders, including town and state officials, health and community service providers, emergency medical technicians, police and fire officials, school administrators, business leaders, media representatives and others who have knowledge of the community's health needs.

South Shore Hospital strives to benefit the community's health and well-being by offering and encouraging actively involvement in programs that promote disease management, healthy living and maintenance of a wellness state. The hospital generates community interest and participation in its programs in a number of ways, including:

- Maintaining a free public website (www.southshorehospital.org) that includes comprehensive information about the hospital's programs to benefit the community, as well as general health information.
- Publishing free community magazine (*southshorehospital.org*) that is mailed to more than 90,000 households.
- Publishing and distributing numerous patient/family education brochures.
- Publishing advertisements and generating publicity to promote the availability of free and low-cost educational and support services.
- Exhibiting program displays/posters at the hospital.
- Providing information about programs to patients while they are in our care.
- Exhibiting program displays/brochures at affiliated medical staff practice locations.
- Exhibiting program information at community health fairs.
- Mailing brochures, fliers and postcards to community residents.
- Sharing information at hospital-sponsored support groups.

South Shore Hospital values community involvement in the development and evaluation of its programs. To obtain feedback, the hospital uses surveys, tracks attendance, solicits the opinions of attendees, provides feedback to the leaders of each program, evaluates requests for repeat programs and incorporates suggestions for future topics.

IV. Community Health Needs Assessment:

South Shore Hospital assesses community health needs in a variety of ways, including:

- Analyzing and responding to health trends in its patient populations.
- Meeting with community leaders, including town and state officials, health and community service providers, emergency medical technicians, police and fire officials, school administrators, and others who have knowledge of the community's health needs.
- Reviewing community health data from the Department of Public Health's Massachusetts Community Health Information Profile (MassCHIP).

South Shore Hospital serves the people living in two regions that can be identified by their Community Health Network Area (CHNA) designations. These regions are the Blue Hills Community Health Alliance, serving the northern portion of South Shore Hospital's service area, and the South Shore Community Partners in Prevention, serving the southern portion of South Shore Hospital's service area. Representatives from South Shore Hospital participate in both regional groups.

The Blue Hills Community Health Alliance includes the communities of Braintree, Canton, Cohasset, Hingham, Hull, Milton, Norwell, Norwood, Quincy, Randolph, Scituate, Sharon, and Weymouth. The South Shore CHNA includes the communities of Carver, Duxbury, Halifax, Hanover, Hanson, Kingston, Marshfield, Pembroke, Plymouth, Plympton, and Rockland.

A. Health Status Indicators Report for Blue Hills Community Health Alliance

Demographic Indicators: Blue Hills Community Health Alliance (Quincy)

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	Area Count	Area Percent	State Percent
Per Capita Income *		\$NA	\$25,952
Population below 100% of poverty level *	17,445	4.9	9.3
Population below 200% of poverty level *	48,533	13.5	21.7
Children less than 18 years of age living below 100% of poverty line *	4,764	5.8	12.0
Unemployed persons age 16 and over	9,537	4.8	5.1

* 2000 Census Counts or Sampling Data

Denominator for persons age less than 18 and living in poverty is all persons age less than 18.

Unemployment Rate: all unemployed persons in labor force divided by all persons in labor force

- Census 2000 Summary File 3 (Sample data prepared by the U.S. Census Bureau)
- 2002 Employment and Training (DET)

	Area Count	Area Percent	State Percent
Persons under 18 years of age	82,298	22.5	23.6
Persons under 20 years of age	89,095	24.4	26.4
Persons age 65 years and over	57,080	15.6	13.6
White non-Hispanic persons *	321,579	88.0	83.9
Black non-Hispanic persons *	14,549	4.0	5.3
Hispanic persons *	5,898	1.6	6.8
Asian persons *	22,980	6.3	3.9
AFDC Medicaid Recipients	10,799	3.5	7.1
Multiple Assistance Unit Medicaid Recipients	610	0.6	1.2

* the most recent population **Estimates** (2000).

AFDC recipients percent denominator is persons age less than 65 (eligible population based on age).

Multiple Assistance Unit recipients percent denominator is persons age less than 25 (eligible population based on age).

- See [Notes on Population Data](#)
- 1996 Medicaid (MassHealth)
- 2000 Census 2000 Summary File 1 (Massachusetts)/prepared by the U.S. Census Bureau, 2001

All Perinatal and Child Health Indicators: Blue Hills Community Health Alliance (Quincy)

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	Area Count	Area Fertility Rate	State Fertility Rate
Births to women ages 15 to 44	4,572	59.5	55.0
White non-Hispanic	3,417	52.5	48.0
Black non-Hispanic	320	85.0	71.3
Hispanic	117	72.7	85.7
Asian	623	100.9	75.9
	Area Count	Area Infant Mortality Rate	State Infant Mortality Rate
Infant Deaths	21	4.6	4.7
White non-Hispanic	16	4.7	3.8
Black non-Hispanic	2	NA	11.4
Hispanic	0	0.0	7.5
Asian	1	1.6	2.8
	Area Count	Area Percent	State Percent
Low Birthweight (less than 2500 grams)	335	7.3	7.8
Births to adolescent mothers	109	2.4	5.9
Mothers not receiving prenatal care in first trimester	572	12.6	16.5
Mothers with adequate prenatal care (a)	4,011	88.4	84.2
Mothers receiving publicly funded prenatal care (b)	865	19.0	30.6
	Area Count	Area Rate	State Rate
Lead poisoning cases (blood lead levels greater than or equal to 25 µg/dL in children ages 6 mos - 5 yrs)	2	0.2	0.5

Fertility Rate is expressed per 1,000 women ages 15 to 44 (of a given race/ethnicity where mentioned). Infant Mortality Rate (IMR) is expressed per 1,000 live births in the same data year. Lead poisoning rates are expressed per 1,000 children screened. Unknown values of Prenatal care adequacy, Trimester prenatal care began or Prenatal care payment source are excluded from the denominator.

- See [Notes on Population Data](#)
- 2004 Births (Vital Records)
- 2004 Infant Deaths (Vital Records)
- 2005 Lead Poisoning Prevention Program (CLPPP) - fiscal year

Infectious Disease: Blue Hills Community Health Alliance (Quincy)

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	Area Count	Area Crude Rate	State Crude Rate
Newly diagnosed AIDS cases	29	7.9	10.1
Cumulative AIDS cases	548		
Persons alive with AIDS	239	65.4	125.6
AIDS and HIV-related deaths	5	1.4	3.6
Tuberculosis	26	7.1	4.5
Pertussis	75	20.5	27.0
Acute Hepatitis-B	34	9.3	6.3
Syphilis	32	8.8	9.7
Gonorrhea	62	17.0	44.8
Chlamydia	293	80.2	867.9
	Area Count	Area Age-specific Rate (c)	State Age-specific Rate (c)
Syphilis, ages 15-19	0	0.0	1.7
Gonorrhea, ages 15-19	13	65.1	147.9
Chlamydia, ages 15-19	68	340.3	841.2

Crude rates are expressed per 100,000 persons. Age-specific rates are expressed per 100,000 persons in the specific age group.

- See [Notes on Population Data](#)
- 2002 AIDS Surveillance Program
- 2003 Division of Sexually Transmitted Disease Prevention
- 2003 Mortality (Vital Records) ICD-10 based
- 2004 Division of Epidemiology and Immunization
- 2004 Division of Tuberculosis Prevention and Control

Injury Indicators: Blue Hills Community Health Alliance (Quincy)

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	Area Count	Area Crude Rate	State Crude Rate
Motor vehicle related injury deaths	26	7.1	8.2
Suicide	28	7.7	6.7
Homicide	1	0.3	2.2

Crude rates are expressed per 100,000 persons

- See [Notes on Population Data](#)
- 2003 Mortality (Vital Records) ICD-10 based

Chronic Disease Indicators: Blue Hills Community Health Alliance (Quincy)

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	Area Count	Area Age-adjusted Rate (d)	State Age-adjusted Rate (d)
Total deaths (all causes)	3,719	818.1	807.6
Total cancer deaths	904	204.6	199.3
Lung cancer deaths	239	54.6	55.8
Breast cancer deaths	51	20.3	25.3
Cardiovascular disease deaths	1,219	260.4	272.7

Age adjusted rates are expressed per 100,000 persons, see note (d) for details.

- See [Notes on Population Data](#)
- 2003 Mortality (Vital Records) ICD-10 based

Substance Abuse Indicators: Blue Hills Community Health Alliance (Quincy)

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	Area Count	Area Crude Rate	State Crude Rate
Admissions to DPH funded treatment programs	4,078	1115.9	1623.4
Injection drug user admissions to DPH funded treatment program	1,172	320.7	510.6
Alcohol and other drug related hospital discharges	1,413	386.6	373.9
	Area Count	Area Age-adjusted Rate (d)	State Age-adjusted Rate (d)
Alcohol and other drug use deaths	55	14.5	20.4

Crude rates are expressed per 100,000 persons. Age adjusted rates are expressed per 100,000 persons, see note (d) for details.

- See [Notes on Population Data](#)
- 1998 Mortality (Vital Records) ICD-9 based
- 2003 Hospital Discharges (UHDDS)
- 2005 Substance Abuse (BSAS) DPH funded program utilization

Hospital Discharges for Primary Care Manageable Conditions: Blue Hills Community Health Alliance (Quincy)

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	Area Count	Area Age-adjusted Rate (d)	State Age-adjusted Rate (d)
Asthma	493	133.7	155.4
Angina	79	18.4	24.2
Bacterial pneumonia	1,691	388.8	367.7

Age adjusted rates are expressed per 100,000 persons, see note (d) for details.

- See [Notes on Population Data](#)
- 2003 Hospital Discharges (UHDDS)

B. CHNA Health Status Indicators Report for South Shore Community Partners in Prevention

Demographic Indicators: South Shore Community Partners in Prevention (Plymouth)
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	Area Count	Area Percent	State Percent
Per Capita Income *		\$NA	\$25,952
Population below 100% of poverty level *	8,464	4.8	9.3
Population below 200% of poverty level *	23,834	13.5	21.7
Children less than 18 years of age living below 100% of poverty line *	2,883	5.9	12.0
Unemployed persons age 16 and over	4,813	4.8	5.1

* 2000 Census Counts or Sampling Data

Denominator for persons age less than 18 and living in poverty is all persons age less than 18.

Unemployment Rate: all unemployed persons in labor force divided by all persons in labor force

- Census 2000 Summary File 3 (Sample data prepared by the U.S. Census Bureau)
- 2002 Employment and Training (DET)

	Area Count	Area Percent	State Percent
Persons under 18 years of age	49,282	27.3	23.6
Persons under 20 years of age	53,125	29.4	26.4
Persons age 65 years and over	20,086	11.1	13.6
White non-Hispanic persons *	175,531	97.2	83.9
Black non-Hispanic persons *	2,012	1.1	5.3
Hispanic persons *	1,791	1.0	6.8
Asian persons *	1,021	0.6	3.9
AFDC Medicaid Recipients	6,721	4.3	7.1
Multiple Assistance Unit Medicaid Recipients	620	1.0	1.2

* the most recent population **Estimates** (2000).

AFDC recipients percent denominator is persons age less than 65 (eligible population based on age).

Multiple Assistance Unit recipients percent denominator is persons age less than 25 (eligible population based on age).

- See [Notes on Population Data](#)
- 1996 Medicaid (MassHealth)
- 2000 Census 2000 Summary File 1 (Massachusetts)/prepared by the U.S. Census Bureau, 2001

All Perinatal and Child Health Indicators: South Shore Community Partners in Prevention (Plymouth)

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	Area Count	Area Fertility Rate	State Fertility Rate
Births to women ages 15 to 44	2,256	60.0	55.0
White non-Hispanic	2,150	58.6	48.0
Black non-Hispanic	28	94.0	71.3
Hispanic	20	58.7	85.7
Asian	29	114.6	75.9
	Area Count	Area Infant Mortality Rate	State Infant Mortality Rate
Infant Deaths	7	3.1	4.7
White non-Hispanic	7	3.3	3.8
Black non-Hispanic	0	0.0	11.4
Hispanic	0	0.0	7.5
Asian	0	0.0	2.8
	Area Count	Area Percent	State Percent
Low Birthweight (less than 2500 grams)	163	7.2	7.8
Births to adolescent mothers	73	3.2	5.9
Mothers not receiving prenatal care in first trimester	247	11.0	16.5
Mothers with adequate prenatal care (a)	1,964	87.5	84.2
Mothers receiving publicly funded prenatal care (b)	301	13.5	30.6
	Area Count	Area Rate	State Rate
Lead poisoning cases (blood lead levels greater than or equal to 25 µg/dL in children ages 6 mos - 5 yrs)	1	0.2	0.5

Fertility Rate is expressed per 1,000 women ages 15 to 44 (of a given race/ethnicity where mentioned). Infant Mortality Rate (IMR) is expressed per 1,000 live births in the same data year. Lead poisoning rates are expressed per 1,000 children screened. Unknown values of Prenatal care adequacy, Trimester prenatal care began or Prenatal care payment source are excluded from the denominator.

- See [Notes on Population Data](#)
- 2004 Births (Vital Records)
- 2004 Infant Deaths (Vital Records)
- 2005 Lead Poisoning Prevention Program (CLPPP) - fiscal year

Infectious Disease: South Shore Community Partners in Prevention (Plymouth)

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	Area Count	Area Crude Rate	State Crude Rate
Newly diagnosed AIDS cases	NA	NA	10.1
Cumulative AIDS cases	137		
Persons alive with AIDS	57	31.6	125.6
AIDS and HIV-related deaths	2	1.1	3.6
Tuberculosis	NA	NA	4.5
Pertussis	54	29.9	27.0
Acute Hepatitis-B	NA	NA	6.3
Syphilis	NA	NA	9.7
Gonorrhea	14	7.8	44.8
Chlamydia	111	61.5	867.9
	Area Count	Area Age-specific Rate (c)	State Age-specific Rate (c)
Syphilis, ages 15-19	0	0.0	1.7
Gonorrhea, ages 15-19	5	42.4	147.9
Chlamydia, ages 15-19	35	296.8	841.2

Crude rates are expressed per 100,000 persons. Age-specific rates are expressed per 100,000 persons in the specific age group.

- See [Notes on Population Data](#)
- 2002 AIDS Surveillance Program
- 2003 Division of Sexually Transmitted Disease Prevention
- 2003 Mortality (Vital Records) ICD-10 based
- 2004 Division of Epidemiology and Immunization
- 2004 Division of Tuberculosis Prevention and Control

Injury Indicators: South Shore Community Partners in Prevention (Plymouth)

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	Area Count	Area Crude Rate	State Crude Rate
Motor vehicle related injury deaths	11	6.1	8.2
Suicide	10	5.5	6.7
Homicide	3	1.7	2.2

Crude rates are expressed per 100,000 persons

- See [Notes on Population Data](#)
- 2003 Mortality (Vital Records) ICD-10 based

Chronic Disease Indicators: South Shore Community Partners in Prevention (Plymouth)

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	Area Count	Area Age-adjusted Rate (d)	State Age-adjusted Rate (d)
Total deaths (all causes)	1,448	862.1	807.6
Total cancer deaths	343	202.3	199.3
Lung cancer deaths	118	69.8	55.8
Breast cancer deaths	20	20.0	25.3
Cardiovascular disease deaths	501	300.8	272.7

Age adjusted rates are expressed per 100,000 persons, see note (d) for details.

- See [Notes on Population Data](#)
- 2003 Mortality (Vital Records) ICD-10 based

Substance Abuse Indicators: South Shore Community Partners in Prevention (Plymouth)

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	Area Count	Area Crude Rate	State Crude Rate
Admissions to DPH funded treatment programs	2,349	1300.6	1623.4
Injection drug user admissions to DPH funded treatment program	358	198.2	510.6
Alcohol and other drug related hospital discharges	433	239.7	373.9
	Area Count	Area Age-adjusted Rate (d)	State Age-adjusted Rate (d)
Alcohol and other drug use deaths	20	11.1	20.4

Crude rates are expressed per 100,000 persons. Age adjusted rates are expressed per 100,000 persons, see note (d) for details.

- See [Notes on Population Data](#)
- 1998 Mortality (Vital Records) ICD-9 based
- 2003 Hospital Discharges (UHDDS)
- 2005 Substance Abuse (BSAS) DPH funded program utilization

Hospital Discharges for Primary Care Manageable Conditions: South Shore Community Partners in Prevention (Plymouth)

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	Area Count	Area Age-adjusted Rate (d)	State Age-adjusted Rate (d)
Asthma	233	129.0	155.4
Angina	48	27.3	24.2
Bacterial pneumonia	781	458.5	367.7

Age adjusted rates are expressed per 100,000 persons, see note (d) for details.

- See [Notes on Population Data](#)
- 2003 Hospital Discharges (UHDDS)

C. Summary of Key Findings from CHNA data

Based on information gathered from patient data, community leaders, and Massachusetts Department of Public Health community health data, South Shore Hospital develops and sustains numerous programs to directly benefit the communities it serves.

V. Key Accomplishments of the Reporting Year

In 2005, South Shore Hospital invested \$635,472 in community benefits programs, in addition to providing \$5,301,573 in net charity care. South Shore Hospital has chosen to highlight five programs in its 2005 Community Benefits Report:

1. South Shore Reading Partnership, to advance literacy through initiatives targeted toward infants, toddlers, pre-schoolers and their parents and teachers
2. Rehabilitation services, targeted toward the community at large
3. Diabetes center, targeted toward those with this growing, chronic condition
4. Asthma center, targeted toward those with this growing, chronic condition
5. Healthy Values Friends, targeted persons age 50 and older

South Shore Hospital has also provided information on 15 additional South Shore Hospital programs that are provided as a community benefit.

In 2005, South Shore Hospital provided \$4,500 to the Blue Hills Community Health Alliance for mini-grants to further the priorities of the CHNA. South Shore Hospital is committed to making this annual contribution for the period 2003-2008 as part of the hospital's addition of a Level III neonatal intensive care unit (NICU).

South Shore Reading Partnership

Brief description of program: South Shore Hospital's South Shore Reading Partnership helps to minimize the risk of reading difficulties in young children by encouraging parents-to-be to nurture their newborns and toddlers through reading.

Program Type: Community education

Target Population:

- Regions served: Southeastern Massachusetts
- Health indicator: Language/literacy
- Sex: All
- Age Group: Child-infant, Child-preschool
- Ethnic Group: All
- Language: Not specified

Partners: Through a contract with the Massachusetts Department of Education, the South Shore Reading Partnership's director delivers literacy training and consulting service to four Massachusetts Family Literacy Consortium member agencies, Massachusetts Department of Public Health, Massachusetts Department of Mental Health, Massachusetts Department of Housing and Community Development, Massachusetts Department of Transitional Assistance and two state-funded Pathways to Family Success pilot programs in Cambridge and Holyoke. In addition, the South Shore Reading Partnership forged another partnership this year with WGBH Educational Outreach and the Johnson Early Childhood Center in Weymouth, Mass.

Contact Information: Jean Ciboroswki-Fahey, Ph.D., education director, South Shore Reading Partnership, South Shore Hospital, 55 Fogg Road, South Weymouth, MA, 02190, (781) 340-4331, jean_fahey@sshosp.org.

Detailed description: South Shore Hospital's South Shore Reading Partnership helps to minimize the risk of reading difficulties in young children by encouraging parents-to-be to nurture their newborns and toddlers through reading. Through a contract with the Massachusetts Department of Education, the South Shore Reading Partnership's education director Jean Ciborowski Fahey, PhD, delivers literacy training and consulting service to four Massachusetts Family Literacy Consortium member agencies, Massachusetts Department of Public Health, Massachusetts Department of Mental Health, Massachusetts Department of Housing and Community Development, Massachusetts Department of Transitional Assistance and two state-funded Pathways to Family Success pilot programs in Cambridge and Holyoke.

A special project this year was a partnership with WGBH Educational Outreach, the Johnson Early Childhood Center in Weymouth and the Reading Partnership. During November 2005 – designed by the Massachusetts Governor as “Family Literacy Month” – more than 150 pre-kindergarten children were screened using a research-based early literacy screening tool designed by the National Center for Learning Disabilities. Teachers and parents learned new ways to strengthen the foundation for reading well before first grade. All children will be re-screened in the spring to identify any children at high risk for reading failure.

The South Shore Reading Partnership unveiled an online, research-based, early literacy screening tool developed by the National Center for Learning Disabilities for use by pediatricians, parents and teachers of preschool aged children.

The program's teaching and training activities during fiscal year 2005 included:

- January: "Raising Readers," The Children's Place preschool, Eastham, Mass.
- February/March: "Improving Our Children's Readiness to Read," South Shore Day Care, Weymouth
- March: "Community Hospitals as Engines to Promote Literacy: Early brain development and reading," Federation for Children With Special Needs Conference, World Trade Center
- March: "Improving Our Children's Readiness to Read," Dennis/Yarmouth Early Childhood Mental Health Parent workshop
- April: "Raising Readers," Turner Library, Randolph
- April: "Raising Readers," South Shore Day Care, Quincy
- November: "The Journey Toward Literacy Begins at Birth," 13th Annual Children's Trust Fund Conference, Marlborough
- November/December: "The Journey Toward Literacy Begins at Birth," Children's Trust Fund Training, Northampton and Boston

South Shore Hospital Reading Partnership Community Benefits Expenses:

Salaries	\$ 55,223
Operational Expenses	<u>\$ 2,171</u>
Total Expenses	\$ 57,394

Community Rehabilitation Services

Brief description of program: South Shore Hospital's Rehabilitation Services Department provides a wide variety of exercise and education programs to benefit the community, including sports conditioning, fitness and weight management, group exercise programs to meet specific medical conditions, and support groups to assist those with chronic health conditions.

Program Type: Community education, screenings, direct services

Target Population:

- Regions served: Southeastern Massachusetts
- Health indicator: Physical activity
- Sex: All
- Age Group: All
- Ethnic Group: All
- Language: Not specified

Partners: Numerous health associations including the American Diabetes Association, American Heart Association, American Stroke Association, and Arthritis Foundation. Also partner with the following organizations to provide speech services: Braintree Public School system, The Step One Early Intervention Program (Quincy), the First Early Intervention Program (Weymouth).

Contact information: Jackie Kilrain, director/rehabilitation services, South Shore Hospital, 55 Fogg Road, South Weymouth, MA, 02190, (781) 340-8153, Jackie_kilrain@sshosp.org.

Detailed program description: South Shore Hospital's Rehabilitation Services Department provides a wide variety of exercise and education programs to benefit the community, including:

- *Parkinson's Exercise Program* for any individual with Parkinson's disease, this land and pool based program improves strength, flexibility and function.
- *Arthritis Aquatic Program* therapeutic pool program available to any individual with arthritis to increase motion and strength.
- *PACE Program*, an Arthritis Foundation program, where PACE-trained personnel instruct a land-based exercise program that includes self-paced stretching, strengthening and moderate cardiovascular exercise.
- *Fibromyalgia Program* aquatic exercise program for those with fibromyalgia looking to improve cardiovascular endurance and flexibility.
- *Prenatal Exercise Program* land- and pool-based program available to women at any stage of pregnancy to maintain fitness until delivery.
- *Postnatal Exercise Program* land-based program for women who have recently given birth to aid in returning to pre-baby shape.
- *Weight Management Exercise Program* land- and pool-based program for people with type II diabetes or who are overweight.
- *Hip Replacement Education* class designed to help patients undergoing total hip replacement understand the structure of the hip joint, inform them about their upcoming hip replacement procedure and to provide guidelines for living with a hip replacement.
- *Knee Replacement Education* class designed to help patients undergoing total knee replacement understand the structure and function of the knee joint, inform them about their upcoming knee replacement procedure and to provide guidelines for living with a knee replacement.
- *Bosom Buddies* aquatic exercise program for any individual status post mastectomy or lumpectomy trying to improve flexibility, posture and upper body strength.
- *Osteoporosis Exercise Program* land-based program for individuals with osteoporosis or osteopenia to help maintain bone density and improve posture.
- *Senior Conditioning Program* for any individual over 55 with a chronic medical condition to help improve cardiovascular condition and muscular strength.
- *Women's Fitness Program* for pre-menopausal women who can benefit from this strengthening and cardiovascular program to combat hormone-related changes.

- *Men's Fitness Exercise Group* circuit-based exercise program for men 50 and over to improve overall strength and aerobic function.
- *Children's Conditioning* land- and pool-based program for children between the ages of 7 and 12. Program focuses on improving body composition and cardiovascular condition.
- *Teen Conditioning* land-and pool-based program for adolescents between the ages of 12 and 16 to help improve flexibility, strength, cardiovascular health and coordination, as well as assist in weight management.
- *Personal Training* for any individual with specific health needs that can be addressed through fitness or for individuals who want to develop an individualized exercise program.
- *Golf Conditioning Program* annual program for amateur golfers to get into shape and condition themselves for the upcoming season.
- *Skier Conditioning Program* annual program for amateur skiers to get into shape and condition themselves for the upcoming season.
- *Cardiac Rehabilitation Maintenance* exercise program for individuals with stable heart disease (bypass surgery, angioplasty, previous MI, stable angina) who have completed a course of cardiac rehabilitation, the opportunity to exercise in an unmonitored outpatient supervised group setting.
- *Pulmonary Rehabilitation Maintenance* program for individuals with stable pulmonary disease who have completed a course in pulmonary rehabilitation, the opportunity to exercise in an outpatient supervised group setting.
- *Diabetes Self-Management* program offering information geared towards newly diagnosed type 2 diabetics, the program focuses on exercise, nutrition, medication, and overall diabetes management.
- *Pediatric Asthma Program* land-and pool-based program for any children between ages of 7 and 14 with asthma.
- *Health screenings*, to assess those with conditions related to back health, carpal tunnel syndrome, hand strength/mobility, and speech challenges.

Community Rehabilitation Services Community Benefits Expenses:

Total Expenses \$ 71,997

Diabetes Center at South Shore Hospital

Brief description of program: The Diabetes Center at South Shore Hospital benefits the community by providing diabetics with comprehensive education about how to self-manage their disease with a focus on keeping well and managing diabetes during period of illness. The American Diabetes Association recognizes the Center's educational services as meeting the National Standards for Diabetes Self-Management Education.

Program Type: Community education

Target Population:

- Regions served: Southeastern Massachusetts
- Health indicator: Other-Diabetes
- Sex: All
- Age Group: All Adults
- Ethnic Group: All
- Language: Not specified

Partners: American Diabetes Association, Statewide Diabetics Coalition of Massachusetts

Contact information: Marina Donahue, NP, diabetes clinical nurse specialist, South Shore Hospital, 55 Fogg Road, South Weymouth, MA, 02190, (781) 340-4166, marina_donahue@sshosp.org.

Detailed description: The Diabetes Center at South Shore Hospital provides specialized programs for health assessment, education, and motivation — for those newly diagnosed with diabetes, and those who have been managing their condition for years. The program assists those who may have concerns about diabetes or want assistance making healthy lifestyle changes. Based on each individual's situation, the Center creates a personalized program to provide the needed support and encouragement. The program's certified diabetes educators, registered nurses, and dietitians offer instruction and support to help make lifestyle changes to prevent long-term complications and to stay as healthy as possible.

The Diabetes Center offers step-by-step skills to manage Type 1, Type 2, or gestational diabetes. Both individual and group instruction is available on topics such as:

- Understanding diabetes
- Blood glucose monitoring
- Insulin and oral medications
- Meal planning, snacks, and sweets
- Fitness and daily activity
- Sick-day management
- Foot, vision, skin, and dental care
- How to get the most from doctor visits
- Traveling tips
- Social support and lifestyle adjustments

Program participants benefit from the experience of:

- Registered nurses, each of whom is certified in diabetes education
- Registered dietitians, who provide nutritional assessments and recommendations specific to each individual's lifestyle.
- Exercise physiologist, who customizes an exercise program and teaches participants the benefits of activity and glucose control.

Diabetes Center staff members conducted a number of community screening programs during fiscal year 2005, including blood glucose, cholesterol, eye and foot. Educational initiatives included providing education at area worksites (e.g., WearGuard in Norwell)

Diabetes Support Group

This support group is facilitated by trained professionals who are living with diabetes. Learn while you share your concerns. The group offers social and emotional support. Meets on the first Wednesday of the month, 7-8 p.m..

Diabetes Center Community Benefits Expenses:

Salaries	\$101,907
Operational Expenses	<u>\$ 893</u>
Total Expenses	\$102,800

Asthma Center at South Shore Hospital

Brief description of program: The Asthma Center at South Shore Hospital benefits the community by providing ongoing education and support to help individuals get control of their asthma and breathe easier.

Program Type: Community education, screenings, direct services

Target Population:

- Regions served: Southeastern Massachusetts
- Health indicator: Physical activity
- Sex: All
- Age Group: All
- Ethnic Group: All
- Language: Not specified

Partners: The Asthma Center utilizes resources from National Institutes of Health, National Heart, Lung and Blood Institute, National Asthma Education and Prevention Program, and the American Association for Respiratory Care. The pediatric asthma program operates under the medical direction of a board-certified pediatrician who is on the medical staffs of both South Shore Hospital and Children's Hospital, Boston.

Contact information: John Ralston, respiratory care supervisor, South Shore Hospital, 55 Fogg Road, South Weymouth, MA, 02190, (781) 340-4166, john_ralston@sshosp.org.

Detailed program description. The Asthma Center at South Shore Hospital benefits the community by providing ongoing education and support to help individuals get control of their asthma and breathe easier. The center helps individuals sleep more restfully, reduce doctor and hospital visits, achieve more normal lung function and resume work, school, sporting, and leisure activities.

South Shore Hospital established its center because asthma is the third leading cause of preventable hospitalizations in the United States. More than 14 million Americans have asthma, four million of whom are children under age 18. More than 10 million school days are missed each year in the United States due to asthma. Asthma accounts for more than two million emergency department visits nationally each year and results in 500,000 hospitalizations nationally each year.

The Asthma Center at South Shore Hospital offers:

- Initial assessment, including an evaluation of asthma triggers, baseline pulmonary function test, provision and instruction in the use of a metered dose inhaler spacer and a peak flow meter, as well as development of an action plan to minimize exacerbations.
- Follow-up assessments to track progress with symptom control.
- Home evaluations to assess potential environmental symptom triggers.
- Nutrition consultations to address diet and weight management concerns.
- Exercise programs specifically for asthma control.

Patients participate in a three-phase program:

- During the first visit, patients receive an assessment of their condition, an evaluation of their asthma triggers, a baseline pulmonary function test, and provision and instruction in the use of a metered dose inhaler spacer and peak flow meter. An action plan is developed to minimize asthma exacerbations and guidance provided about keeping an asthma journal.
- During the second visit, usually one month later, patients and their families discuss progress with their asthma management plans and review additional strategies to maintain control.
- During the third visit, usually at six months, a follow-up pulmonary function test is conducted, as well as a discussion of ongoing asthma management strategies.

Additional support may be provided, depending on individual patient needs.

Asthma Center Community Benefits Expenses

Salaries	\$ 70,751
Operational Expenses	<u>\$ 5,200</u>
Total Expenses	\$ 75,951

Healthy Values Friends

Brief description of program: Healthy Values Friends is a senior membership program for people age 50+ that provides access to a wide variety of programs to help enhance overall health and well-being. Members enjoy being in the company of others who share their commitment to good health. Members of the Friends of Healthy Values save on health, travel and entertainment programs to keep active, involved, and informed. The group is offered by The Friends of South Shore Hospital, an auxiliary dedicated to advancing South Shore Hospital's mission to benefit the community.

Program Type: Community education, health screening

Target Population:

- Regions served: Southeastern Massachusetts
- Health indicator: Access to health care
- Sex: All
- Age Group: Adult-Elder
- Ethnic Group: All
- Language: Not specified

Partners: Not specified

Contact Information: Donna Shecrallah, membership services coordinator, South Shore Hospital, 55 Fogg Road, South Weymouth, MA, 02190, (781) 340-4170, donna_shecrallah@sshosp.org.

Detailed description: South Shore Hospital's mission to benefit the community is also advanced through a diverse group of people who have joined together under the banner of The Friends of South Shore Hospital. They share a common bond: a mutual interest in advancing the good health of our region through our hospital. Members of The Friends encourage others to support the hospital through volunteerism, to raise funds for needed programs, and to build goodwill for the hospital throughout our region. Membership in The Friends has grown from 1,784 members in fiscal year 2004 to 2,678 in fiscal year 2005 -- a 50 percent increase. Within The Friends, special interest committees (which we call "affinity groups") have dedicated themselves to supporting specific hospital services and initiatives. One of those affinity groups is Healthy Values Friends -- a senior membership program for people age 50+ that provides access to a wide variety of programs to help enhance overall health and well-being. Members learn about health education programs through a monthly newsletter, emails, special mailings, and notices on the hospitals' website.

Health education programs offered in fiscal year 2005 included:

- Managing Chronic Pain
- What is a Stroke?
- Urinary Leakage: It Not Just Your Mother's Problem Anymore
- Sleep Disorders
- Diabetic Education and Sugar
- Ten Ways to Stay Fit Through the Holidays
- Medicare Changes and Updates
- Nutrition: Back to Basics
- AARP Mature Driving Program
- Healthful cooking programs

Healthy Values Community Benefits Expenses

Salaries	\$ 38,551
Operational Expenses	<u>\$ 35,448</u>
Total Expenses	\$ 73,999

In addition to the detailed description above of the five highlighted programs, South Shore Hospital is also submitting, in less detail, a list of some of the other community programs in which we are involved and an approximate dollar expenditure for each of those initiatives.

Community Benefit Program	FY05 Cost
1. South Shore Hospital Courtesy Coach For patients in the community in need of transportation to hospital services	\$55,105
2. Parent/Child Education Newborn care, labor, birth and parent education, teen pregnancy programs and shelter programs for homeless, pregnant women and infants, child car seat safety, pregnancy loss	11,033
3. South Shore School Partnership for Health Collaborative venture between schools, the community and South Shore Hospital to offer education and health resources to school nurses, administrators and faculty.	26,462
4. southshorehospital.org Magazine Free health information newsletter mailed quarterly to 90,000 households	15,420
5. South Shore Hospital website Hospital-maintained website which provides health information to the public	8,926
6. Physician Access and Referral Initiative To facilitate access to health care programs and physicians	43,260
7. Cancer Support Groups To support those with prostate and breast cancer and their families.	10,300
8. Cardiac Rehabilitation Support Group To support cardiac patients and their families to help manage the lifestyle changes that a cardiac event can bring.	7,725
9. Bereavement support For adults, parents, children or teens coping with grief.	5,500
10. Nutrition education services Individual medical nutrition counseling for a variety of diagnoses, including diabetes, cancer, kidney disease, GI disorders, obesity (pediatric and adult), sports nutrition, and eating disorders.	17,200
11. Child and Adult CPR instruction/Pediatric Basic Life Support Course that focuses on safety issues and injury prevention, and what to do if an adult, infant or child is choking or needs CPR.	16,800
12. Pain support group For people with chronic pain.	6,500
13. HOPE support group For parents who have experienced the loss of an infant through second or third trimester of pregnancy, by stillbirth or infant death.	5,400
14. Stroke support group For those who have experienced a stroke and their families.	3,500
15. Lactation clinic and support group To support mothers who may have difficulty breastfeeding once they leave the hospital.	15,700
Total	\$248,831

TOTAL COMMUNITY BENEFITS EXPENSES: \$635,472

South Shore Hospital has a long and proud tradition of providing care to those in medical need, regardless of their ability to pay. We take this aspect of our not-for-profit mission very seriously. In 2005, South Shore Hospital provided **\$5,301,573 in net charity care** as validated by the Massachusetts Division of Health Care Financing and Policy.

VI. Next Reporting Year:

A. Approved Budgets/Projected Expenditures

Detailed information about next year's budgets and expenditures will be described in South Shore Hospital's 2006 Community Benefits Report.

B. Anticipated Goals and Program Initiatives

South Shore Hospital's future community benefits program goals and initiatives will continue to focus on meeting the health needs identified earlier in this report. Community benefits plans will be modified as future needs are assessed.

C. Projected Outcomes

South Shore Hospital plans to continue to positively affected the health and wellbeing of the people in the communities it services, by advancing its charitable mission of healing, caring and comforting.

VII. Contact Information:

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