



*South Shore Hospital
FY2010 Community Benefits Plan*

1. Introduction

In 1922, eleven visionary community leaders opened South Shore Hospital with one purpose in mind: to benefit the community by providing quality medical care, close to home.

As a not-for-profit, tax-exempt, charitable organization, South Shore Hospital serves all in medical need, regardless of ability to pay. Our organization is governed by a volunteer Board of Directors committed to balancing community needs with available resources to meet those needs.

Our Board of Directors governs how South Shore Hospital meets the health care needs of the communities it serves. Our 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.

The primary way that South Shore Hospital benefits the community is through our clinical programs. Our services address our region's most prevalent medical conditions – heart disease, cancer, stroke, respiratory illnesses, trauma, diabetes. Many of our services are inadequately reimbursed by government and private insurers.

We also offer community benefits programs that are designed to meet the needs of special populations, such as at-risk youth, the elderly, the impoverished, those with disabilities, chronic and terminal illnesses. Our community benefits services generate little or no margin and would likely be discontinued if South Shore Hospital wasn't a charity and we made decisions on a purely financial basis.

South Shore Hospital's FY2010 Community Benefits Plan specifies actions we will take in the year ahead to advance our charitable mission by focusing on initiatives that support the principles of Massachusetts health care reform, improve the management of chronic diseases, reduce disparities in the provision of care, promote wellness in vulnerable populations, and sustain vital health services.

II. Community Benefits Mission Statement

South Shore Hospital has established the following mission statement to guide its FY2010 Community Benefits Plan.

South Shore Hospital's community benefits program will advance the hospital's charitable mission of promoting good health, healing, caring and comforting by focusing on initiatives that support the principles of Massachusetts health care reform, improve the management of chronic diseases, reduce disparities in the provision of care, promote wellness in vulnerable populations, and sustain access to vital health services.

III. Community Benefits Program Organization and Management

South Shore Hospital demonstrates support for its community benefits mission statement at the highest levels of the organization. Our Board of Directors reviews and approves our community benefits plan and monitors its successful implementation. An executive within the organization serves as the hospital's Community Benefits Officer.

South Shore Hospital's medical and clinical staff members will remain an integral part of our 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 will also be requested to participate in our community benefits programs.

We intend to continue to work in partnership with community leaders and groups to improve the health status of the people living in our community. Colleagues from throughout our organization will continue to meet regularly with community leaders, including town and state officials, health and community service providers, regional EMS providers, police and fire officials, school administrators, business leaders, media representatives and others who have knowledge of the community's health needs.

IV. Community Health Needs Assessment

South Shore Hospital intends to continue its practice of assessing community health needs in a variety of ways, including:

- Analyzing and responding to health trends in our patients.
- Meeting with community leaders, including town and state officials, health and community service providers, EMS providers, 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), as well as from these resources:
 - American Hospital Association, a national organization that represents and serves all types of hospitals, health care networks, and their patients and communities. Close to 5,000 hospitals, health care systems, networks, other providers of care and 37,000 individual members come together to form the AHA.
 - Massachusetts Hospital Association, a voluntary, not-for-profit organization comprised of hospitals and health systems, related organizations, and other members with a common interest in promoting the health of the people of the Commonwealth.
 - Massachusetts Health Data Consortium, an independent organization that provides information to support health policy development, technology planning and implementation, and improved decision making in the allocation and financing of health care.
 - Federal Centers For Disease Control, a resource for health information concerning data and statistics, diseases and conditions, emergencies and disasters, environmental health, healthy living, injury, violence and safety, life stages and populations, travelers' health and workplace safety and health.
 - Trust For America's Health, a non-profit, non-partisan organization dedicated to saving lives by protecting the health of every community and working to make disease prevention a national priority
 - Kaiser Family Foundation, a non-partisan source of facts, information, and analysis for policymakers, the media, the health care community, and the public.
- ❑ Assessing future community need for health services by analyzing statistical models provided by such organizations as Thomson Reuters, a national health care information company.

In FY2010, South Shore Hospital also will work in partnership with the Blue Hills Community Health Alliance (CHNA 20) and the South Shore Community Partners in Prevention (CHNA 23) to conduct formal community health needs assessments. The primary purposes of these assessments will be to collect data to determine unmet health care needs in our community through a process that is open and inclusive.

V. FY2010 Community Benefits Plan Priorities

South Shore Hospital's FY2010 Community Benefits Plan will address the following priorities:

- *Support principles of Massachusetts health care reform.* South Shore Hospital's community benefits plan supports Chapter 58, the Massachusetts Health Care Reform Law. We are committed to doing our part to address the needs of individuals who remain uninsured, such as those who are not eligible for existing subsidized programs but still cannot afford available insurance products.

In FY2010 we will continue to:

- Provide financial assistance to uninsured persons of limited means.
 - Help patients qualify for financial assistance.
 - Communicate our charity care and financial assistance policies in multiple locations on our campus and on our website.
 - Publish information about our billing and collection practices on our website, as an added measure of fairness and transparency.
 - Promote the availability of financial assistance and insurance programs in our free community magazine that is mailed to 100,000 households.
- *Improve the management of chronic diseases.* South Shore Hospital remains committed to offering programs that improve the management of chronic diseases in vulnerable populations to enhance health care quality and reduce costs.

In FY2010, our community benefits program will focus on addressing two chronic health conditions prevalent in our community: diabetes and cardiovascular disease.

- *Diabetes.* Our Diabetes Center 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. Our center creates a personalized program to provide needed support and encouragement. The program's certified diabetes educators, registered nurses, and dietitians offer instruction and support to encourage lifestyle changes to prevent long-term complications and to stay as healthy as possible.

Our 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, 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

In FY2010, our community benefits initiatives to address diabetes will include:

- Hosting free community health education programs, to familiarize participants with diabetes prevention and management techniques.
- Further enhancing the availability of information about diabetes prevention and management on our website, in our community magazine, and at community events.
- Offering a weight management program, incorporating both land- and pool-based exercises, for people with type II diabetes or who are overweight.
- Cardiovascular disease.* South Shore Hospital's Cardiovascular Center is dedicated to the prevention – as well as the treatment – of heart disease, stroke, and peripheral vascular conditions. Our Cardiovascular Center will continue to provide free health education, workshops, and screenings to help reduce the incidence and severity of cardiovascular disease.

In FY2010, our community benefits initiatives to address cardiovascular disease will include:

- Hosting free community health education programs, to familiarize participants with cardiovascular disease prevention and management techniques.

- ❑ Offering a cardiac rehabilitation maintenance exercise program for individuals with stable heart disease (e.g., following bypass surgery, angioplasty, previous MI, stable angina) who have completed a course of cardiac rehabilitation. Participants will have the opportunity to exercise in an unmonitored outpatient supervised group setting.
 - ❑ Offering a pulmonary rehabilitation maintenance program for individuals with stable pulmonary disease who have completed a course in pulmonary rehabilitation. Participants will have the opportunity to exercise in an outpatient supervised group setting.
 - ❑ Offering “You Can Quit,” South Shore Hospital’s personalized tobacco-cessation program to provide education, support and motivation for tobacco users thinking about quitting. Our program is facilitated by a registered nurse who is certified in smoking cessation. Both individual and group sessions will be offered. Since its inception, our program has had a 95 percent success rate.
- *Reduce disparities in the provision of care.* South Shore Hospital recognizes its obligation to provide culturally competent care through continuous assessment of its environmental culture and by creating systems/processes with a focus on diversity.

Our organization is committed to raising awareness of the value of diversity, educating patients and colleagues about cultural differences, enhancing communication, skill-building and resource availability, as well as facilitating cultural encounters.

South Shore Hospital’s Cultural Diversity Committee, a multidisciplinary group of clinical and non-clinical colleagues formed in September 2007, is responsible for assuring that communication about issues related to diversity and culture are consistent and clear. In FY2010, we will further reduce the potential for disparities in the provision of care by:

- ❑ Promoting more widespread use of “Culture Vision,” an online, software-based reference guide that provides hospital colleagues with immediate access to specific information about racial, ethnic, and cultural preferences.
- ❑ Further enhancing the availability of health information in different languages and in different formats, consistent with the diversity of our community. Most frequently spoken non-English languages in our community are Portuguese, Spanish, Vietnamese, and Mandarin.

- ❑ Establishing even stronger partnerships with community leaders and organizations who represent potentially underserved populations in our community, including representatives from the African-American, Haitian-American, Asian-American, Hispanic-American, Brazilian-American, and Gay Bisexual Lesbian Transgender communities.
- ❑ Building relationships with local representatives of the Massachusetts Association of Community Health Workers. Community health workers are public health professionals who promote full and equal access to necessary health and social services by applying his or her unique understanding of the experiences, language and culture of the communities he or she serves.
- *Promote wellness in vulnerable populations.* South Shore Hospital supports programs that promote the health and wellness of certain populations with unmet needs in our community.

In FY2010, our community benefits program will focus on addressing two particularly vulnerable populations in our community: our youth and our elderly.

- *Youth.* South Shore Hospital has identified that youth in our community are increasingly at risk. In a 2007 study, the Massachusetts Departments of Elementary and Secondary Education (DESE) and Public Health (DPH) reported increases in behaviors and conditions that may compromise the health, safety, and well-being of young people across the Commonwealth. These behaviors include tobacco, alcohol, and other drug use; behaviors leading to injuries, such as drinking and driving, fighting, and suicide attempts; dietary behaviors and physical inactivity; and sexual behaviors that may lead to sexually transmitted disease or pregnancy. The report also discussed the prevalence of health-related conditions such as overweight, chronic disease, oral health problems, and mental health concerns among our youth.

South Shore Hospital's Youth Health Connection (YHC) is dedicated to the positive mental health and physical well-being of youth in our communities. YHC collaborates with schools, community health providers, public safety officers, state agencies, clergy, parents, and peer leaders to achieve positive outcomes. In FY2010, our Youth Health Connection will:

- ❑ Convening five meetings of the YHC school nurse advisory panel, to guide the development of programs to benefit youth. Priority areas of focus will include teen driver safety, diabetes prevention/management, strategies to reduce student stress, identifying/addressing learning differences, and promoting oral health.
- ❑ Convening five meetings of school mental health providers to share resources and strategies.

- ❑ Hosting five regional “parent coffees” to share resources and information about youth health and well-being, as well as five community education programs for parents, teachers, youth and others.
- ❑ Continuing to formally engage clergy and law enforcement officials in YHC program development and implementation.
- ❑ Conducting three youth peer-leader training programs to teach 60-75 adolescents how to help reduce the incidence of destructive behaviors and/or suicide among their peers.
- ❑ Expanding a website with information about how to advance positive mental health and physical well-being of youth in our communities.

Other FY2010 community benefits initiatives for children will include:

- ❑ Sustaining the South Shore Reading Partnership, which is dedicated to minimizing the risk of reading difficulties in young children by encouraging parents-to-be to nurture their newborns and toddlers through reading.
- ❑ Offering “Children’s Conditioning” – a land- and pool-based program for children between the ages of 7 and 12. Our program focuses on improving body composition and cardiovascular condition.
- ❑ Offering “Teen Conditioning” – a 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 assistance with weight management.
- ❑ Hosting “Car Seat Checkpoint” – a free community event where our certified Child Passenger Safety Technicians (CPSTs) explain proper sizing of car seats and restraints; discuss product recalls, defects and expirations, and demonstrate proper car-seat installation. Studies show that 98 percent of child passenger car seats are not installed correctly.
- ❑ Providing injury prevention information in schools and the community, with a focus on driver/passenger safety.
- ❑ Offering ENCARE (Emergency Nurses Cancel Alcohol Related Emergencies) – a presentation to discuss the medical and social consequences of alcohol-related vehicle accidents.

- Conducting IMPACT (Immediate Post Concussion Assessment and Cognitive Testing Program) clinics – a computerized exam used by many professional, collegiate, and high school sports programs across the country to diagnose and manage concussions. South Shore Hospital’s program focuses on junior high and high school athletes. The exam is used to help determine the severity of a suspected head injury, and is then used to indicate when the injury has fully healed.
- *Seniors.* South Shore Hospital recognizes those age 60+ are vulnerable to injury, illness and preventable complications caused by chronic diseases. According to the Massachusetts Department of Public Health Community Information Profile, older adults in our region exhibit many behavioral risk factors including alcohol consumption (1 in 10 self-identify as “chronic” or “binge” drinkers), smoking (55 percent are former or current smokers), and physical inactivity (53 percent are not engaged in any regular physical activity). There also is prevalence among older adults in our region to be overweight, have oral health problems, and mental health conditions.

Our FY2010 community benefits initiatives for seniors will include:

- Providing injury prevention information in the community, with a focus on strategies to avoid traumatic injuries from falls – a leading cause of death among those ages 65 and older.
- Hosting community-based clinics to provide older adults with access to free and/or low-cost flu vaccinations.
- Offering an osteoporosis exercise program for individuals with osteoporosis or osteopenia to help maintain bone density and improve posture.
- Offering a senior conditioning program for any individual with a chronic medical condition to help improve cardiovascular condition and muscular strength.
- Offering a Parkinson’s exercise program for any individual with Parkinson's disease, incorporating land- and pool-based exercise to improve strength, flexibility and function.
- Offering a therapeutic pool program to any individual with arthritis to increase motion and strength.

- ❑ Encouraging membership in Healthy Values Friends, a senior membership program 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. Healthy Values Friends members save on health, travel and entertainment programs to keep active, involved, and informed. Special events include seminars, screenings, exercise programs, dinners and more.
- ❑ Offering affordable meals to older adults who dine at our hospital. Anyone age 62 and older will remain entitled to a ten percent discount on meals purchased Monday-Fridays between 3:30-5 p.m.

VI. Other Services to Benefit Our Community

South Shore Hospital also plans to benefit the community by: (1) providing and subsidizing vital health services to meet diverse community needs, (2) offering free and low-cost community health services, (3) providing educational opportunities for the health professionals of today and tomorrow, (4) participating in clinical and community health research, and (5) partnering with other organizations to advance the well-being of our region.

- *Providing and subsidizing vital health services.* In FY2010, we are committed to sustaining the following vital health services:
 - *Emergency care.* South Shore Hospital's emergency center is the third busiest in Eastern Massachusetts with nearly 80,000 patient visits each year. The Committee on Trauma of the American College of Surgeons has verified that our program meets the standards and qualifications of a Level II Trauma Center. We have earned certification from the American Stroke Association in recognition for our expertise in caring for individuals experiencing strokes. Our pediatric emergency service is staffed from noon to midnight each day by pediatric emergency physicians who are affiliated with Children's Hospital, Boston. It is the only service of its kind in the region.
 - *Maternal and Newborn Care.* The Massachusetts Department of Public Health has formally recognized South Shore Hospital as a Level III Maternal and Newborn program, making ours the first and only community hospital in the state to have earned this designation. Level III licensure recognizes the advanced scope and complexity of care that South Shore Hospital provides for mothers and infants. It is the same designation held by well-known maternity programs in Boston. Our maternity center is the largest in Southeastern Massachusetts and features the first and only community-based neonatal intensive care unit (NICU) to care for ill or premature infants. Our NICU is staffed 24 hours a day by board-certified neonatologists from Children's Hospital, Boston. Our maternity staff includes more than 25 OB/GYNs and 14 certified nurse midwives. A board-certified OB/GYN is on-site, 24-hours a day, so that women have continuous access to obstetrical care at all times.

Our reproductive endocrinology program, offered in association with physicians from Brigham and Women's Hospital, assists women with fertility complications. Our maternal-fetal medicine program supports women experiencing high-risk pregnancies.

- *Pediatric Care.* Our pediatric emergency, inpatient and outpatient services are offered in collaboration with physicians from Children's Hospital, Boston.
- *Surgical Care.* South Shore Hospital's surgical team is the region's largest, with 100 board-certified surgeons, 23 board-certified anesthesiologists, 21 certified registered nurse anesthetists, and more than 245 nurses, technicians, and other perioperative staff members who perform about 14,000 surgeries each year. The Dr. James A. and Mary Lynd Dolphin Surgical Center at 55

Fogg Road features 14 operating suites, outfitted with advanced equipment and technology. Outpatient (day) surgery is also performed at our Outpatient Surgery Center at 780 Main Street. Our surgical program features a Brigham and Women's Hospital/Harvard Medical School surgical residency program. Our outpatient rehabilitation center assists surgical patients in regaining maximum flexibility and mobility following their operations and our South Shore Visiting Nurses are expert in facilitating surgical recovery at home. We have announced plans to open a Center for Bone and Muscle Health in 2010 that will provide a level of musculoskeletal care currently unavailable in our region.

- *Cardiovascular Care.* Cardiovascular complications are a primary reason why patients seek care at South Shore Hospital. Our Cardiovascular Center – the only one of its kind in the region – is offered in clinical affiliation with Brigham and Women's Hospital. South Shore Hospital was the first in our region to provide 24-hour access to primary angioplasty, a life-saving heart attack treatment – and is one of only two hospitals in the region to offer elective angioplasty to help prevent heart attacks, as part of the Massachusetts Department of Public Health MASS COMM trial. Our four-phase cardiac rehabilitation program supports those who have experienced a cardiac event or those with heart disease. Our program includes recovery planning, education, lifestyle modifications, and gradual integration of exercise maintenance. South Shore Hospital was the first in Massachusetts to have earned full, three-year accreditation by the Society of Chest Pain Centers.

- *Cancer Care.* South Shore Hospital's cancer care program is accredited by the American College of Surgeons' Commission on Cancer. Only 25 percent of US hospitals earn Commission on Cancer approval. South Shore Hospital has partnered with Dana-Farber Cancer Institute and Brigham and Women's Hospital to bring world-leading cancer care to the people of our region. Our cancer care program features a 30-bed inpatient oncology unit, whose nursing team is expert in the care of patients who have active cancer-related issues. Our Breast Care Center is offered in affiliation with physicians from Brigham and Women's Hospital/Dana-Farber Cancer Institute. It is the only center in the region to provide advanced care to those who have already been diagnosed with a breast condition.
- *Medical care.* South Shore Hospital has four inpatient nursing units to care for adults with acute and chronic medical conditions, including individuals with conditions related to endocrine, gastroenterological, gynecologic, hematological, infectious-disease, kidney, neurological, oncologic, orthopedic, pulmonary, rheumatologic, urologic and other conditions.
- *Outpatient services.* We offer multiple outpatient services to meet community needs. Our ambulatory care services include assisted reproduction (fertility) services, chemotherapy, injections, infusions, transfusions, and vaccines. Our outpatient rehabilitation center helps those with cancer, stroke, spinal cord and orthopedic injuries, neurological disorders such as Parkinson's disease and multiple sclerosis, arthritis, osteoporosis, fibromyalgia, breast cancer, diabetes, chronic pain, and incontinence. Our outpatient rehabilitation center features two aquatic therapy pools, with a ramp so patients may independently maneuver themselves in and out of the water. Our hospital also offers a number of outpatient programs, including mobile lithotripsy, cardiac rehabilitation, pain management clinic, diabetes clinic, asthma center, travel health clinic, and a sleep study program. We operate outpatient radiology centers in Weymouth, Hanover and Cohasset and a Center for Wound Care and Hyperbaric Medicine at Weymouth Woods in Weymouth.
- *Home health services.* Our home care division comprises South Shore Visiting Nurse Association, Hospice of the South Shore and Home & Health Resources. South Shore VNA cares for patients with cancer, Alzheimer's disease and other dementia, mental health disorders, difficult pregnancies, complications due to advanced age or childhood illnesses, and wound care including surgical wounds, colostomies, and ulcers. Our home-health rehabilitation team helps patients with strokes, and orthopedic and neurological injuries recover in their homes. Our Medicare-certified Hospice of the South Shore cares for terminally ill patients and their families. Home & Health Resources, our private-duty nursing program, offers personal-care aides, private duty registered nurses and licensed practical nurses, professional and support services for new mothers, community and workplace education and information and referral services.

- *Offering community health services.* In FY2010, we will continue to offer free and low-cost community health services, including childbirth classes; community pool exercises; cardio-pulmonary resuscitation and first aid instruction; baby-sitting courses; smoking cessation counseling; infant safety courses; stress reduction, weight loss, and nutrition education. We will offer screenings for skin health, prostate health, foot/ankle pain, back/neck pain, carpal tunnel syndrome, high blood pressure and appropriate cholesterol levels. We will also facilitate support groups for those with heart disease, stroke, pulmonary disease, cancer, diabetes, breastfeeding concerns, chronic pain and for those who have experienced miscarriage, newborn loss or the death of a loved one. Our Courtesy Coach will continue to provide transportation for patients living in Weymouth and adjacent communities who do not have any other means of getting to our hospital.

- *Providing educational opportunities for health professionals.* Our initiatives in FY2010 will include:
 - Offering training for medical professionals, including our physician assistant program with Northeastern University and Massachusetts College of Pharmacy and Health Sciences; our emergency department residency program with Beth Israel Deaconess Medical Center (Harvard Teaching Hospital Program); our pediatric emergency medicine program with Children's Hospital Boston and our Brigham and Women's Hospital/Harvard Medical School-affiliated surgical residency program at South Shore Hospital.

 - Partnering with Simmons College to provide an economical on-site RN to BSN program that allows nurses to pursue their bachelors' degree at our hospital.

 - Providing a simulation center to allow clinicians from all disciplines to enhance their expertise in delivering patient care by learning and practicing on life-like, interactive mannequins in a guided environment.

 - Sponsoring continuing education programs for nurses who work at our hospital and elsewhere. Our nursing education program is accredited by the American Nurses Credentialing Center (ANCC).

 - Offering continuing medical education for physicians and allied health practitioners, through a program accredited by the Massachusetts Medical Society.

 - Hosting educational sessions for area high school guidance counselors and teachers to help them inspire health care professionals of the future.

 - Creating on-site learning opportunities for students interested in pursuing careers in nursing, respiratory care, rehabilitation services, laboratory services, and other clinical specialties.

- *Participating in clinical and community health research.* Our initiatives in FY2010 will include:
 - Offering eligible patients access to select Dana-Farber/Partners Cancer Care clinical trials.
 - Providing elective angioplasty to help prevent heart attacks, as part of the Massachusetts Department of Public Health MASS COMM trial. The MASS COMM Trial is a randomized, prospective study that compares clinical results of elective or routine coronary angioplasty between Massachusetts hospitals equipped with cardiac surgery on-site and community hospitals without cardiac surgery on-site.
- *Partnering with other organizations.* South Shore Hospital will continue to work in partnership with community leaders and groups to improve the health status of the people of our community. Our initiatives in FY2010 will include:
 - Sustaining our involvement with the South Shore Partners in Emergency Planning, which brings together state and local officials from 12 towns in our region to discuss and simulate how we would work together during a pandemic or other catastrophic event. A priority focus this year will be the successful implementation of strategies to minimize the impact of seasonal and H1N1 flu, including hosting vaccination clinics, providing community education, and supporting communities in implementing infection control protocols.
 - Working with the Massachusetts Department of Public Health's Blue Hills Community Health Alliance (CHNA 20) and the South Shore Community Partners in Prevention (CHNA 23) to guide the investment of Determination of Need (DoN) contributions to advance the region's health and well-being.
 - Continuing our leadership role in the development of "Healthy Wey" – an initiative in our hometown of Weymouth that links individuals, neighborhoods, workplaces, and community groups who wish to make the town a healthier place to live and work. Our hospital is a charter member of the Weymouth Wellness Team, which will advance the following initiatives in 2010:
 - Coordinate investment of a planning grant to establish Weymouth as one of ten pilot communities in the Commonwealth's "Mass In Motion" program. Over half of Massachusetts adults, and one third of middle and high school students are overweight or obese. Mass In Motion seeks to prevent overweight and obesity and to reduce chronic disease – with a particular focus on the importance of healthy eating and physical activity.

- Coordinate investment of an implementation grant to promote Weymouth's health and wellness resources through forums, educational programs, and printed and electronic communications.
- Partnering with Manet Community Health Center to address unmet community health needs through collaborative needs assessment and program development. Manet is the South Shore's largest community health center, with locations in Quincy and Hull.

VII. Community Benefits Reporting

Information about how South Shore Hospital benefits the community is shared with those who work in our 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 100,000 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

Likewise, South Shore Hospital strives to benefit the community's health and well-being by offering and encouraging active involvement in programs that promote disease management, healthy living and maintenance of a wellness state. We will continue to generate community interest and participation in our 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 100,000 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 and other events
- Mailing brochures, fliers and postcards to community residents
- Sharing information at hospital-sponsored support groups

- Publishing an annual Community Benefits Report that is distributed to 100,000 households in our region

South Shore Hospital values community involvement in the development and evaluation of its programs. To obtain feedback, we will continue to use surveys, track attendance, solicit the opinions of program attendees, provide feedback to the leaders of our programs, evaluate requests for repeat programs, and incorporate suggestions for future topics.

VII. Community Benefits Investment

South Shore Hospital estimates that its FY2010 community benefits investment will be as follows:

<i>Charity Care</i> (net expense)	<i>\$3,500,000</i>
<i>Bad debt</i> (at cost)	<i>\$2,700,000</i>
<i>Unreimbursed costs of Medicare services</i>	<i>\$10,000,000</i>
<i>Unreimbursed costs of MassHealth</i> (Medicaid)	<i>\$4,000,000</i>
<i>Unreimbursed costs of Health Safety Net Services</i>	<i>\$1,900,000</i>
<i>Services not charged to patients</i> , as part of our financial assistance program	<i>\$50,000</i>
<i>Payment to the operational assessment</i> of Massachusetts Division of Health Care Finance and Policy	<i>\$185,000</i>
<i>Massachusetts Department of Public Health</i> Determination of Need Community Health Initiative payments	<i>\$40,000</i>
<i>Community benefits programs (net expense)</i> Community health services, research, health professional education, community building, community benefits administration	<i>\$2,500,000</i>
<i>Estimated total value</i> of quantifiable benefits provided to the community	<i>\$24,875,000</i>

VIII. Community Benefits Plan Monitoring and Evaluation

South Shore Hospital exists to benefit the people of our region by promoting good health, and by healing, caring and comforting. Our Board of Directors recognizes our hospital's charitable mission to benefit the community and governs our organization in a manner that assures that our hospital continues to put the community's well-being before that of any individual, organization, or institution.

Management has proposed – and our Board of Directors has approved – specific performance goals for Fiscal Year 2010. Among these goals is the commitment to “develop and implement annual Community Benefits plans that meet new state and federal guidelines.”

Our Board of Directors will receive quarterly reports detailing progress with the FY2010 Community Benefits plan's implementation. In addition, the Board will continue to receive a formal annual report of the year's Community Benefits programs.

IX. Summary

South Shore Hospital aspires to be The Choice – trusted as the first place to turn for quality health care services. We recognize that to achieve this vision, our organization must become a fully integrated health care provider that works in close partnership with physicians, clinical affiliates, insurers, and community-based organizations.

We recognize that our tax-exempt status is a privilege – and we are committed to assuring that our actions remain rooted in community need and produce community benefit. We look forward to continuing our proud tradition of benefiting the community in ways that advance the well-being of our patients, their families and others who live and work in our region.