



Carney Hospital

A CARITAS FAMILY HOSPITAL



2009 Community Benefits Report

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I. Mission & Values Statement

Carney Hospital, in Dorchester, MA, is a 159-bed community teaching hospital serving greater Dorchester, Mattapan, South Boston, south suburban communities, and beyond. Carney Hospital, a not-for-profit Catholic hospital, is a member of Caritas Christi Health Care, New England's largest community-based hospital network providing community-based medicine and tertiary care in eastern Massachusetts, southern New Hampshire and Rhode Island.

Carney Hospital's medical staff provides a wide spectrum of services from primary care medicine to specialty and sub-specialty services including Cardiology, Cancer Care, Diagnostic Imaging, Geriatrics, Neurology, Orthopedics, Wound Care, Women's Health and Rehabilitative services, and surgical services among others.

Mission

Caritas Christi Health Care, rooted in the healing ministry of Jesus, is committed to serving the physical and spiritual needs of our community by delivering the highest quality care with compassion and respect.

Vision

We envision an exceptional Catholic health care ministry, which will lead to the transformation of health care.

Values

- Compassion
- Accountability
- Respect
- Excellence

As men and women working in healthcare, we have the privilege of effecting change everyday. It is our way of offering service that makes us different. Our identity as a Catholic health care system is reflected in who we are and how we act. It is reflected in who we serve and how we care for those we serve. It is reflected in how we treat one another, and it is reflected in how we contribute to the common good. Our identity and our integrity are a result of using our time, our talents, our compassion and making concrete efforts to work for the dignity of every person.

In keeping with the hospital's mission, Carney Hospital is committed to outreach, education and advocacy in partnership with our culturally diverse communities. Our community benefits plan focuses on the hospital's immediate urban neighbors and extends to communities located to the south and southwest of Boston.

Our mission is to work with our diverse communities in order to improve access to health care, and to encourage the utilization of Carney Hospital services as appropriate. We continuously evaluate the needs within our service area and develop specific programs and services for preventive health care, illness management and emergency services with community partners.

We also strive to fill gaps in services and continuously adapt our programs to the needs in Dorchester, the most culturally and linguistically diverse section of Boston.

Our goal is to promote wellness and enhance the quality of life for individuals, families and communities through the development of community health programs.

II. Internal Oversight and Management of Community Benefits Program

Management Structure

The Community Benefits Program is administered by the Director of Community Benefits, who reports to the hospital President and Caritas Christi Health Care Vice President of Community Benefits.

The Director of Community Benefits works with members of the Senior Leadership Team, employees, physicians, community leaders, and hospital Board members to determine the needs of the community. These needs are assessed based on many factors including the availability of federal, state and local research data; hospital resources, and discussions with community groups.



A calendar listing of events and programs are shared with the community through press releases and announcements to local newspapers, churches, health centers, community groups, and the Carney Hospital web site.

III. Community Health Needs Assessment

Process and Participants

In addition to the community leaders, hospital administration and staff identify community health issues. In response to the Massachusetts Attorney General's revised Community Benefits guidelines, Carney Hospital established in FY 2009 two committees that formalize the annual Community Benefits plan.

The Community Benefits Hospital Leadership team consists of the president and senior administrators who oversee critical patient care services. The Community Benefits Advisory Group is comprised of representatives from local health and human services agencies, and other community stakeholders.



A formal community health needs assessment was completed in June 2009. The results will be used to establish community benefits priorities and planning for the next three years, beginning in FY 2010.

Information Sources for the FY 2009 Community Benefits Plan

Prior to the 2009 health needs assessment, Carney Hospital rigorously reviewed information from a number of sources. Determinants affecting the type of information used included:

- Access issues
- Fast-paced changes in medicine and technology
- Ever-changing demographics of the service area
- Uncertainty within the health care industry

Sources included:

- Boston Public Health Commission Report on the 2009 Health of Dorchester Community
- The Report to the Mayor: The Health of Boston
- Mayor's task force on racial disparities in health care, on which Carney Hospital's Director of Social & Interpreter Services is a member
- City and statewide demographic information, including short and long-term projections
- Immigrant populations' health data

Summary of FY 2009 Findings

Target Populations

The designated geographic and patient populations focus on the hospital's immediate neighbors in Dorchester and Mattapan and extend to communities to the south and southeast of Boston. Target populations identified within these communities include a large number of African American, Haitian, Latino and Vietnamese individuals and their families.

As provided in the Boston Public Health Commission Report on the Dorchester Community, which was based on Year 2000 census data, Dorchester has experienced a population growth since 1990 of 6.2 percent with the African American, Haitian, Latino and Vietnamese communities expanding most rapidly. In addition, children under the age of 17 are the fastest growing segments of the Dorchester population. As a result, Carney Hospital aims to increase services and capabilities to meet the needs of these growing populations.

Health Issues

We identified the following health issues that are of the greatest threats to our Community:

- Cancer and heart disease continue to be the leading causes of death for both males and females in our service area.

- African-American women and Asian women have higher incidences of breast and cervical cancer than any other groups; and African American women have a higher incidence of fibroid tumors.
- Uninsured or underinsured males, particularly African-Americans, are not typically tested early enough for prostate cancer because they lack the appropriate health care coverage.
- Mattapan has the highest percentage of adults in Boston who smoke, who are obese, and who have high blood pressure.
- Hepatitis C is becoming more prevalent in Asian males.
- Childhood asthma is the most common chronic disease in children. Dorchester and Mattapan are among the communities with the highest hospitalization rates for asthma in children under the age of five.
- Diabetes and obesity continue to be diseases of high incidence within our community, with Dorchester and Mattapan having the highest rates of any Boston region.
- Psychiatric and substance abuse problems are prevalent health issues in the hospital's primary service area.

Given this information, Carney Hospital's FY 2009 Community Benefits priorities were health education, early screening, and direct care services in the areas of heart disease, cancer, diabetes, and obesity.

IV. Community Participation

Process and Mechanism

Carney Hospital also assesses community needs using the following sources:

- Physicians, nurses and staff at Carney Hospital and nearby health centers, who listen to patients' needs and share this information with hospital leadership.
- The Director of Community Benefits, who meets regularly with community leaders and organizations to discuss partnerships for disseminating important health information.
- Medical and hospital staff, who are active members of community-based organizations and who attend community meetings and events.
- The Ambassador Program, made up of hospital employees, who provide the community with health screenings, talks and other information, and solicit feedback.

Organizations to which hospital staff and leaders are connected include:

- Area churches
- ABCD
- Bay Cove Human Services
- Boston Public Health Commission
- Columbia/Savin Hills Civics Association
- Codman Square Health Council
- Dorchester Community Collaborative
- Dorchester Center for Adult Education
- Dorchester House
- Dorchester Substance Abuse Coalition
- Dorchester Board of Trade
- Dorchester House
- Fields Corner Main Street
- Geiger Gibson Community Health Center
- Girl Scouts of Eastern Massachusetts
- IBA
- Haitian Multi-Service Center
- Haitian-American United, Inc.
- Hebrew Seniors Life
- El Planeta
- Kit Clark Senior Center
- La Semana
- Latin-American Health Institute
- Lower Mills Business Association
- Massachusetts Vietnamese-Americans Women's League
- Massachusetts Department of Public Health
- The Medical Foundation
- Mujeres Unidas En Accione
- Neponset Health Center
- St. Mark's Civic Association
- Sarah Care
- Tele Diaspora
- Umass/Boston
- Vietnamese American Civic Association
- Vietnamese-American Initiatives for Development (Viet-AID)
- Women of Courage, Inc.
- Work, Inc.

Community members, civic leaders and other representatives are invited regularly to meet with hospital administration and staff.

V. Community Benefits Programming

Target Population and Identification of Priorities

As Dorchester's community hospital, Carney's target populations for community benefits program are the Vietnamese, Haitians, African Americans, the working poor and senior citizens. The priorities for FY 2009 are:

Diversity

- Provide health education and outreach to Haitian, Latino, and Vietnamese audiences through cable TV, radio and community health lectures.

Outreach

- Facilitate partnerships with other community-based organizations to increase cancer and diabetes prevention awareness.

Education

- Ensure compliance with American Heart Association Cardiac Outcome measures, and the American Diabetes Association.

Advocacy

- Advocate for expanded health insurance access for our most vulnerable populations.
- Expand access to health education programs and screenings for seniors.

Short-Term and Long-Term Community Health Goals to Support Community Benefits Priorities

SHORT-TERM GOALS (ONE YEAR)

- Open the Carney Hospital Diabetes Center.
- Renovate the Emergency Department.
- Develop a Family Medicine Program.
- Facilitate the growth of new physician practices within the fast-growing and diverse population.
- Implement guidelines for culturally competent care in concert with the Mayor's task force to eliminate racial disparities in health care, including improving and adding way finding signage in multiple languages.
- Improve cardiac outcomes relative to smoking, lipid management and cardiac rehabilitation by increasing educational opportunities and services.

Health Education and Screenings for Seniors

Offer health education and screenings to coincide with the four Senior Suppers available at a nominal price.

- 11/5/08 - 129 attendees – "Treatment of Non-Healing wounds"- Dr. Williams
- 12/10/08 - 130 attendees – "Age Related Eye Disease- What you can do to preserve your vision"- Dr. McHam
- 4/29/09 - 120 attendees - "Meet the Internists" – Drs. O'Keefe, Ostrem, & Lockman
- 7/28/09 - 125 attendees - "Carney updates" – Dr. Daniel H. O'Leary, President

Address Serious Health Issues Impacting the Community

- Elevate awareness of serious health issues such as cancer, heart disease, asthma, and diabetes.
- Increase cable TV and radio presence to expand awareness for prevention and disease management.

Disaster Readiness Training

- Continue intensive training in accordance with homeland security guidelines.
- Educate the community and local business owners on preparing for the unthinkable, should a disaster occur.



LONG-TERM GOALS (THREE-FIVE YEARS)

Cardiac Outcomes

- Reduce incidents of secondary events for coronary artery disease in both acute and chronic patients.
- Pursue an enhanced cardiac catheterization service in concert with the Caritas Cardiovascular Center for feasibility review of angioplasty services.

Enhanced Critical Care

Introduce an enhanced critical care services function working together with other Caritas hospitals to create:

- A revolutionary advancement in critical care redesign – the eICU.
- Enhanced critical care quality and improve patient safety.
- Better collection of quality-related data.

Operating Room

- Build new state-of-the-art operating rooms that will improve efficiency.

Process for Reviewing, Evaluating and Updating Community Benefit Activities

- The process for reviewing and changing programs involves continued dialogue with community organizations, regular review by hospital staff and a quarterly review by the Board of Directors.

Budget Process

- The annual Community Benefits budget is determined with input from the hospital's senior administration, fiscal services, and departments providing direct community services (i.e. Interpreter and Social Services, Financial Counseling, and Community Benefits).

VI. Progress Report: Activities Performed During FY 2009 Reporting Year

Major Programs and Initiatives

Carney Hospital is committed to continuous outreach focused on improving the health and well-being of our communities through awareness, early detection and health maintenance. The hospital provides a range of educational events, health screenings, and lectures by physicians and other allied health professionals. Disease-specific health screenings afford members of the community the following benefits:

- Access to free information, which may ultimately assist in keeping families safe and healthy.
- Early detection for people who do not have a primary care physician.
- One-on-one interaction with specialists without the burden of insurance issues.
- Information in the form of lectures and take-home brochures.

Community Benefits – Outreach and Education

Community Resource Day

Under the direction of the Community Benefits Director, assisted by Mission and Interpreter and Social Services, Carney Hospital initiated a major resource fair on June 13 that attracted over 200 area residents and 40 health and human services agencies. Together, Carney and the agencies offered free screenings and information on health, housing, and domestic violence issues and prevention in different languages.

Immigrant's Forum

On October 6, Carney hosted its first community Immigrant Forum entitled "The Value of Culture and Medicine" attended by 112 people. Panelists included representatives from the Boston Public Health Commission, Department of Public Health, Carney physicians, and elected officials. Panelists discussed health issues affecting the minority communities such as the Haitians, Latinos and the Vietnamese.

Ambassador Program

The Ambassador Program places community members in contact with the leadership of Carney Hospital. With a more visible presence in the community, the hospital president, senior managers, physicians, nurses, and staff are in a better position to inform community members about existing resources and programs, as well as obtain valuable community feedback.



Ambassador Program speakers' engagements included:

- Thirteen lectures on diverse topics at the Haitian Cable Program.
- Nine lectures on diverse topics for the Boston TNT – Vietnamese Radio.
- Five lectures on diverse topics for the Neponset Health Center.
- Five lectures on diverse topics for the Dorchester House.
- Four lectures on diverse topics given at Carney senior suppers.
- Three diverse health topics for Sarah Care-Vietnamese Senior Center.
- Lecture given at Ashmont/Adams Neighborhood Association.

Screenings:

Seventeen screenings at various health fairs and at Carney included:

- One glaucoma screening (65 people were screened).
- Six blood pressure screenings (265 people were screened)
- Three glucose screenings (112 people were screened).
- Two PVD screenings (120 people were screened.)
- One Cardiovascular screening (11 people were screened). One patient required follow-up medical care.
- Free mammographies and self-breast exam instructions were offered. (12 mammographies were performed). Two patients required follow-up.
- A skin cancer screening was offered. (24 people were screened). Two required follow-up; two needed a biopsy.
- Two veins screenings (25 people were screened).



Commonwealth Care Health Insurance Enrollment

Among vulnerable populations in our service area, those who are underinsured and uninsured are most at risk. This problem is compounded by the economic downturn, growth in unemployment and home foreclosures. With the rising costs of gas and food, more and more of an individual's income is applied to basic living necessities such as food and shelter. This is exacerbated by the fact that income is not keeping up with inflation and layoffs have increase dramatically. As a result, health insurance is less of a priority and patients are not seeking necessary treatment because they cannot afford it. With this in mind, and with the passage of Health Reform legislation in 2006, Carney Hospital continues to provide education and support to members of the community on the Commonwealth Care Health Insurance program. Financial counselors also are available at all community health fairs and physician offices.

Dorchester Substance Abuse Coalition

Carney Hospital hosted and participated in Coalition meetings, and disseminated to Dorchester resident's information on substance abuse, in collaboration with the Neponset Health Center and others.

Flu Clinics

In the fall, 2009, Carney's Ambulatory Care Center (ACC) staff conducted 8 free flu clinics and administered 1,150 flu vaccines at a cost of \$2,326 (vaccines, syringes and staff hours) to the hospital. Inoculations were provided to community residents as well as to hospital employees. Nurses reached out to local churches, community-based organizations, assisted living facilities, and senior housing developments. Nurses directly targeted the multicultural populations in order to ensure that they had access to this much-needed service, despite limited availability at times.

Carney Hospital Tobacco Treatment and Education

QuitWorks, a stop-smoking service, is offered to patients. QuitWorks is the state-sponsored, evidence-based service to which health care providers may refer any Massachusetts patient, regardless of health insurance status. For patients not yet ready to commit to QuitWorks, a "Think About It" pamphlet is available on all hospital units.

The following four CPR program, sponsored by the American Heart Association, are available to the community: Health provider CPR, pediatrician aid, advanced cardiac life support (ACLS), and Train-the-Trainer.

Workplace Skills and Education Program

Coordinated by the human resources department and three teachers, this program, endorsed by the Council on Higher Education, provides resources for career development. The program offers Carney Hospital employees, their families and members of the community instruction in English as a Second Language, pre-General Education Development (GED) and GED certificate preparation. It also teaches post-secondary school communication skills, writing skills for work and school, keyboarding, and specific-need tutoring (e.g. working on pronunciation).

Learning skills are presented primarily by classroom instructors and through individual lessons via computer software. In addition to the specific education offered to participants, the program bolsters self-esteem and the confidence necessary to succeed in moving from low-wage or no employment to productive, higher-paying positions with added responsibilities and opportunities. The program provides students with the benefit of one-on-one tutoring and teaching. Participants obtain, among other things, college admission, job promotions and U.S. Citizenship. This past year, 28 employees and community residents used the educational services provided by this program, which costs the hospital over \$40,000 annually.

In-Service Training

In-service training is provided to hospital staff throughout the year. The nursing education department offers monthly education courses and lectures to nursing staff. The rehabilitation department also held in-service programs for their staff including Manual Therapy Evaluation and TX of the Spine, Wound Therapy, and Orthodontics and Prosthetics.

The Social Work Continuing Education Program offers programs to RNs, social work staff and medical interpreters. The audience ranges from 15 to 25 people.

Women @ Work Program

The Women @ Work Program at St. Mary's Women and Children's Center creates a supportive and nurturing environment that fosters personal growth and empowerment

for program participants. Women @ Work is a job readiness program designed to transition women into jobs and careers. Participants are encouraged to invest in themselves and the program to reach the following goals: gain self-confidence and self-respect, learn and employ positive life and job readiness skills, provide support for family, and seek to live a fulfilling and independent life.

In FY 2009, Carney Hospital served as an internship and job placement site. The women worked in a variety of departments, ranging from fiscal to medical records to human resources. The internship is generally four weeks in length and allows the participants to apply skills learned in the classroom.

Dorchester Educational Advisory Board

A representative from Carney Hospital serves on the Dorchester Educational Advisory Board. The group of approximately 40 people meets monthly to promote literacy among immigrants. Through this program, GED and English as a Working Language (EWL) classes are offered in order to better prepare immigrants to enter the workplace.

Dorchester Community Collaborative

The hospital is a steering committee member of the Dorchester Community Collaborative that represents many Dorchester and Mattapan non-profit organizations. Carney Hospital hosted their annual meeting and special meetings.

Community Benefits Services

Social Work Services

Carney Hospital social workers are licensed clinical professionals who assist patients in finding solutions to a wide array of concerns. Our social workers are available to speak with patients regarding any issues that may impact their health, hospitalization, recovery or discharge, such as: adjustment to illness or hospitalization; family concerns; advance directives; nursing home placement; referral for community resources; support for victims of violence, including domestic violence, sexual assault and other forms of community violence. They strive to maintain the patient's dignity and confidentiality, while providing crisis intervention, counseling, information and referral services that are responsive to the patient's needs. Services provided are available to all without regard to financial status.

The social work department provides the following support groups to staff in-house patients, and the general community:

- “Grieving the Loss of a Loved One” support sessions were held on the 4th Thursday of the month and led by one of the hospital’s chaplains throughout fiscal year 2009.
- The Social Work Department, in collaboration with the Women’s Clinic for Health and Safety, provided leadership for a weekly support group for women affected by domestic violence.

Other Services

Prescription Assistance: The social work department provides prescription assistance to patients without Insurance coverage at an annual cost of approximately \$2,500.

Medical Transportation: Transportation to and from the hospital is provided on to patients with a medical need who have no other form of transportation at an annual cost of \$6,000.

Community Assistance: Through the social work department, the hospital was able to assist many needy families with food, toys and clothing over the Thanksgiving and Christmas holidays.

Sr. Anna Food Fund: Assisted 113 families, including 415 individuals with \$4,105 worth of food certificates for the 2009 holiday season.

Toys for Tots Program: Donated gifts were distributed to 240 children at an approximate value of \$1,920.

Giving Tree: Gifts of clothing, games, and gift certificates, donated by hospital staff were given to 41 teen-aged patients at an approximate value of \$1,025.

Social Work Programs and Expenditures	\$15,549.54
Medication Assistance for Patients	\$2,467.54
Medical Transportation via Taxi	\$6,031.99
Sr. Anna Food Program/Holiday Food Certificates	\$4,105.00 for 113 families (424 individuals)
Toys for Tots Program Gifts for 240 children	(approximate value- \$1,920.00)
Giving Tree: Gifts for 41 teenagers	(approximate value - \$1,025.00)

Interpreter Services

During this past year, Carney Hospital served patients who speak 15 different languages. In order to provide the most effective care for all patients, cultural and linguistic competency is critical. Carney Hospital provides interpreter services through the use of on-site medical interpreters, volunteer bilingual and bicultural staff, and when necessary, telephonic services through the Language Line. These services are available to patients and family members in all areas of the hospital and at no cost to the patient.

The annual cost of interpreter services at the hospital is approximately \$302,000.

The Interpreter Services Department utilizes a broad range of resources to meet the needs of our LEP (Limited English Proficiency) patients: staff interpreters, free lance interpreters, the Employee Bank of bilingual and bicultural staff, and telephonic interpreter services via the Language Line.



In addition, there are medical interpreters to assist patients with appointments and procedures. The hospital also is committed to providing written materials in the patients' preferred language. The interpreters translate health-related information as well as informational flyers about health screening events at the hospital.

Social Work Programs and Expenditures	\$15,549.54
Interpreter Services Expenses.....	\$54,919.92
Catholic Charities and Free Lance Interpreters..	\$46,830.00
Language Line.....	\$4,552.28
Translations	\$2,562.64
MMIA Member/Training	\$975.00

Cultural Diversity Program

The Cultural Diversity Committee, a sub-committee of the hospital's mission committee is comprised of volunteer staff from all areas of the hospital. The committee works to ensure the hospital provide a sensitive and culturally competent environment in which quality care is delivered with utmost respect to all patients and staff.

Carney is committed to:

- Fostering an environment in which all members of our diverse staff can freely contribute their full potential and all behaviors motivated by prejudice or bias are eliminated.
- Using the richness of diversity within the hospital and its community to provide quality health care to our multicultural community.
- Enhancing and expanding the hospital's relationship with its external communities.
- Providing training in cultural awareness to all employees.

Cultural competence training is now an integral component of the orientation program. Every new employee of Carney participates in this training, which includes information about the diversity of our patient population and the availability of interpreter services to meet the patient's needs.

To further expand staff understanding and appreciation of the diverse cultures served by the hospital, cultural presentations and celebrations are offered throughout the year. The audience is generally made up of a multi-disciplinary group, including physicians, nurses and other allied health professionals. Lunchtime presentations, offered to

employees and the community, allow individuals to share practices, beliefs, and holiday celebrations of their respective cultures.

The hospital also sponsors a number of annual major cultural celebrations, including the annual Martin Luther King Breakfast and the Lunar New Year celebration, which are generally attended by approximately 150 employees.

Cultural Diversity Expenditures:	\$ 2,000.00
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Community Benefits — Advocacy

Conference of Boston Teaching Hospitals (COBTH)

In the spirit of advocacy and collaboration, Carney Hospital values membership on COBTH's Community Benefits, Government Relations and Public Affairs Committees. Although supportive and active in all COBTH activities, these committees demonstrate Carney Hospital's citywide health-related policy and initiatives. COBTH membership and support enables hospital CEOs and community benefits staff to share successes and discuss ways to meet the challenges of health care.

Mayor Menino's Task Force

Representatives from Carney Hospital participated on Mayor Thomas Menino's task force to eliminate health disparities. The task force, comprised of representatives from all Boston's teaching hospitals, delivered recommendations to eliminate racial and ethnic disparities.

Task force goals, which the hospital continues to implement, are:

- Standardizing the collection and reporting of data on health care access and utilization by patients' race, ethnicity, socioeconomic status, and primary language to capture critical information needed to better understand factors associated with health care disparities.
- Increasing the proportion of racial and ethnic people among health professionals.
- Improving institutional cultural competence by developing and implementing cross-cultural education and anti-racism training opportunities for hospital employees.

- Developing opportunities for diversifying the racial and ethnic composition of governing boards at hospitals as well as incorporating regular board updates on the progress of hospital activities aimed at eliminating health disparities.

MassHealth Expansion Assistance Activities

Since 1997, Carney Hospital financial counselors, some of whom are multilingual, have been providing MassHealth Application assistance to low-income, uninsured, and underinsured patients and residents of our community. Applications are prepared by financial counselors and reviewed by an outreach worker from the Division of Medical Assistance for eligibility. Applications are reviewed by the Division of MassHealth for compliance with program eligibility criteria. Throughout FY 2009, the hospital's financial counselors prepared hundreds of applications for review.

Carney Hospital also contracts with an outside vendor to work with patients with special needs. The vendor is well versed in government regulations and experienced with the administrative appeals process necessitated by some denials. The hospital sources applications for patients with mental health or substance abuse problems, adolescent psychiatric patients, and patients of any age who require placement in a long-term care facility.

Additionally, the hospital's social work department ensures that patients and family members receive assistance with the MassHealth application process. Social workers routinely recommend that family members work with financial counselors, who provide assistance with the Disability Determination Supplements and Community MassHealth Applications. This collaborative effort has increased MassHealth enrollment.

Essential Community Provider Status

Until we can achieve true health care reform, which provides health insurance coverage and access to care for all people, Carney Hospital will advocate in every possible way for a system that reimburses hospitals, physicians and other health care providers for the true costs of providing care. This work is of vital importance because the services we provide are crucial.

- During fiscal year 2009, Carney Hospital was recognized as an Essential Community Provider and awarded \$4 million in supplemental funding to acknowledge the fundamental and essential role our hospital plays in

providing care to residents of our community. This important funding, which was applied toward the hospital's 2009 budget, was a result of collaborative efforts by our hospital and members of our Board of Trustees, and members of our community at large.

- Services provided by Carney's Emergency, Psychiatric and Interpreter Services Departments are essential in the ethnically diverse and economically disadvantaged communities served. Approximately 20% of Carney's Emergency Department patients in FY 2009 had psychiatric or substance abuse diagnoses, and of those patients, about half were admitted to the hospital's medical and psychiatric in-patient units.
- More than 46% of adult and geriatric psychiatric patients are from outside the hospital's primary service area. This demonstrates the critical role that Carney plays in caring for mental health needs in the Commonwealth.
- Carney employs five full time interpreters to facilitate care to non-English and limited-English patients.

Caritas DoctorFinder

Caritas DoctorFinder is a physician referral service operated by Caritas Christi Health Care. The service provides patients with information to help them find a health care professional who can meet their specific needs. DoctorFinder refers physicians at Norwood Hospital, Good Samaritan Medical Center, Carney Hospital, Holy Family Hospital, St. Elizabeth's Medical Center of Boston, Saint Anne's Hospital, and Good Samaritan Hospice. Patients may access the program by telephone at 800-488-5959 or on the web at www.caritaschristi.org.

Mission and Spiritual Care

The Mission and Spiritual Care Department offered several programs that assisted patients, staff and community members. The Mission Committee holds various drives to aid the poor and needy in the community. A food collection at Thanksgiving, a Giving Tree, Toys for Tots, and a backpack project to provide school supplies to local children are among the Mission projects. The Cultural Diversity Committee, part of the Mission Committee, holds monthly programs such as Hispanic Heritage, Martin Luther King, Jr. Breakfast, Black History Month, Haitian Heritage, Lunar New Year, and Caribbean Heritage celebrations.

Parish Outreach

As part of mission outreach, Carney Hospital has been sponsoring flu clinics at parishes for many years. Carney's nurses visited area churches, providing free flu vaccinations to hundreds in order to help keep the neighborhood healthy.

Interfaith Memorial Service

The Department of Mission and Spiritual Care offers an annual interfaith memorial service at the hospital to minister to the bereaved in the community. This time of prayer provides an opportunity for individuals who have experienced the death of a loved one to come together with others who have suffered a similar loss. A time of sharing and refreshments follows the service, allowing the bereaved time to speak personally with the chaplaincy staff, to recall their loved one's last days, and to seek support and healing in their journey through grief. The Department of Social Service and the Department of Spiritual Care share responsibility for a bi-monthly bereavement-counseling group.

Palliative Care Services

Our Spiritual Care team, in collaboration with our nursing staff, offers medical, emotional and spiritual support for patients nearing the end of life and for their loved ones. Families are educated about palliative care for pain management and symptom control. We connect patients and their families to hospice support, when it becomes necessary, so that they will have the appropriate resources during the final stages of life.

The hospital's Ethics Committee provides consultative aid along with the Spiritual Care Department and the medical team when dealing with end-of-life issues. With the aid of a grant, the Mission Committee sponsors a course in end of life issues for specific ethnic groups served by Carney Hospital. The Ethics Committee works to present difficult issues from an ethical perspective and to provide education and values clarification for both patients and their families.

Volunteer Services

Carney Hospital volunteer services provide volunteer opportunities for the community (teens through seniors) to develop workplace skills, increase motivation and self-esteem, and foster friendships, while providing a benefit to the hospital and its patients.

Volunteers provide office and clerical support, patient mail delivery, admission sign-in, emergency room patient sign-in, women's imaging sign-in, lobby switchboard, filing for cardiology, rehabilitation, gift shop and foundation offices Medical Records filling, Medical Library, Mail Room, Bio Med, Medical Procedures, Wound Care . This year, volunteers from the community contributed over 9,000 hours to the hospital. There are a total of 45 volunteers ranging in age from 15 to 82.

Helping the Homeless

The Security Services team devotes a significant amount of time to the homeless cause. Carney Hospital Security Services partners with the Boston Police Department's District C-11 to assist homeless patients and visitors. The Security Services team also works with the Pine Street Inn to place homeless people who come to the hospital daily for shelter.

Notable Challenges, Accomplishments and Outcomes

We continue to face two major challenges in the implementation of our community benefits plan each year:

- Keeping pace with the fast growing immigrant populations and their needs.
- Keeping up with those who are uninsured and who seek care at Carney Hospital. We continue to receive less reimbursement than what we spend to care for patients who have no ability to pay. The current economic environment is adding to this issue.

Advanced Clinical Capabilities

- The Carney Diabetes Center will open in the summer 2010. This center will provide specialized care to diabetics. It will provide space for central care of the diabetic and offer certified diabetes educators, a dietician and an endocrinologist.
- Carney Hospital has purchased a digital mammography machine that allows for state-of-the-art mammographies.
- In an effort to ensure that individuals get the best possible care for stroke, the Massachusetts Department of Public Health (DPH) reviewed specific hospitals, including Carney Hospital, to serve as designated providers of stroke care based on staff expertise and technology. Following several months of ongoing work toward meeting compliance with the DPH regulations, Carney Hospital was designated a provider of primary stroke services.

- A non-surgical procedure to successfully treat uterine fibroids is performed at Carney since the fall, 2004. Uterine fibroid embolization (UFE) is a simple yet effective procedure performed by a gynecologist and interventional radiologist. Rather than remove the fibroids surgically, UFE shrinks them by cutting off their blood supply.

Culturally Diverse New Physicians

Carney Hospital continued its efforts to recruit physicians who reflect its diverse community. During the past year, three new primary care physicians, an endocrinologist, a gastroenterologist, four pulmonologists, three cardiologists, and two orthopedic surgeons were added to the medical staff.

VII. Next Reporting Year

Anticipated Goals and Program Initiatives

Based on the Carney Hospital 2009 Community Health Needs Assessment Report, goals and program initiatives for FY 2010 will center chiefly on diabetes. The hospital aims to achieve the following with the support of the internal and external advisory committees, Board members, hospital administration, staff, and community organizations:

1. Diabetes Program

Carney Hospital has significantly increased its commitment to excellence in the treatment of diabetes through the hospital's new Carney Diabetes Care unit, slated for opening in 2010. In addition, the hospital's Diabetes Education Program affords physicians the opportunity for their patients to achieve diabetes management on a consistent basis that is standardized, patient-oriented and meets clinical guidelines set forth by the American Diabetes Association. The program will offer the patient continual access to an experienced clinician who coordinates diabetes care, implements clinical management and promotes patient education. The American Diabetes Association clinical guidelines will serve as the guide for the purpose of improving health outcomes for the diabetes population. Patient outcomes will be tracked with a computerized system.

2. Reconfigure ambulatory care to meet the needs of our diverse populations.

The construction that provides expanded offerings of services is a key component to future of the hospital. This provides a new entrance and improvements to grounds of the medical office building.



3. Continue to provide enhanced imaging services to the community.

The addition of MRI and PET/CT scanning on campus ensures that the community's imaging needs are being met. In addition, the hospital is now offering Breast MRI and digital mammography.

4. Health Education and Screenings

We will continue to provide a series of lectures and screenings to address serious health issues within our community, especially for at-risk populations, and provide an avenue for early detection of diseases.

5. Legislative Breakfast

The hospital will host a legislative breakfast as it does each year, in order to inform and educate our legislative leaders about health care concerns in our neighborhood. The breakfast sessions provide Carney an opportunity to share concerns regarding the health, social and support needs of our community and the legislators' constituents.

6. Health Care, Education, and Screenings for Seniors

Given that Dorchester has the largest population of seniors in Boston, programs that provide them with basic health care and the opportunity to socialize while receiving health education are critical. The hospital will continue its flu vaccine outreach to seniors and will also periodically offer "Healthy Aging" lectures on topics of interest like osteoporosis and arthritis.

7 Hepatitis B and the Vietnamese Population

The gastroenterology practice at Carney Hospital provides comprehensive care for a full range of gastrointestinal conditions, including Hepatitis C. Hepatitis C is common in Southeast Asian populations. Since Dorchester's community is growing, the hospital is seeing many more Vietnamese individuals with Hepatitis B. Therefore, the gastroenterology practice will continue to grow to accommodate those patients.

8. Projected Outcomes

We anticipate that our community benefits programming will help us achieve the goal of improving the health and well being of individuals and families in our community. Activities are implemented with the support of hospital administration and our Trustees (particularly those who serve on the Community Benefits Advisory Committee established in February 2009), physicians, and staff in cooperation with the community to ensure effectiveness. The outcomes are expected to be the achievements of the short-term objectives and the preliminary development of the long-term objectives identified in Section V.

VIII. Contact Information

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