



Norwood Hospital

A CARITAS FAMILY HOSPITAL



2009 Community Benefits Report

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I. Introduction

Norwood Hospital in Norwood, MA 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.

Norwood Hospital is an acute-care facility that provides full-service, quality health care to the residents of Norwood and 16 surrounding communities. The hospital offers a full range of patient care services, from the Small Miracles Family Birthing Center to the modern emergency department, up-to-date radiation oncology services, extensive endoscopy services, advanced laparoscopic and neurological surgery, and a cardiac catheterization lab.

Among the hospital's key services are the Caritas Cancer Center in Foxboro; general surgery including many minimally invasive options, such as weight loss surgery; endoscopy; the Small Miracles Birthing Center; Children's Hospital Boston physicians; psychiatry; cardiac catheterization; and imaging services including state-of-the-art equipment such as a 64-slice CT and digital mammography.

II. Mission and Values Statement

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.

III. Norwood Hospital's Community Benefits purpose is:

- To provide accessible, high quality health care services to those people who live and work in our communities, including Canton, Dedham, Dover, Foxboro, Franklin, Mansfield, Medfield, Norfolk, North Attleboro, Norton, Norwood, Plainville, Sharon, Walpole, Westwood and Wrentham.
- To work in collaboration with our community to identify and respond to unmet health needs, consistent with our mission to respond to the poor, the elderly and the underserved.
- To ensure the well being of our community through outreach efforts including, but not limited to, preventative health, education, screening, and wellness services.
- To recommend to the Board of Trustees of Norwood Hospital the adoption of needed programs and services and the allocation of sufficient resources to address identified, prioritized, unmet health care needs of the community.
- To monitor and evaluate regularly the effectiveness of the Community Benefits Plan.

IV. Community Benefits Advisory Committee

In keeping with the guidelines for community benefits issued by the Massachusetts Attorney General's Office, Norwood Hospital has established a Community Benefits Advisory Committee with trustee, staff and community agency representation. The duties of this committee include direction, consultation and oversight in the design and implementation of the community benefits plan. This committee recommends the priorities for each year and the Board of Trustees is asked to take a vote endorsing the plan. The community benefits manager uses the hospital and area agencies' resources to meet the needs identified by this committee.

The Committee meets quarterly to set priorities and oversee the community benefits process at Norwood Hospital. The

input from the diverse membership of this committee has proven very helpful in assuring that area health care issues are identified and needs are addressed. Through the committee, we work to expand the hospital's partnerships with other area organizations.

The hospital's community benefits manager is responsible for overseeing the plan's development, implementation, and progress, and for managing the committee and community benefits' processes. The manager reports to the Norwood Hospital President and the Caritas Christi Health Care Community Benefits Vice President.

The committee members are listed below. Committee membership shows that community members from infants to the elderly are represented:

- **Mary Barry**, Newton-South Norfolk Area Director, MA Department of Developmental Disabilities
- **Ellen Borgenicht**, Director, Adult Basic Education (ESOL), Blue Hills Regional Technical School
- **Amy Cogan**, Director of Planning and Community Dev., HESSCO Elder Services
- **Barbara Coghlan**, Director, Walpole Council on Aging
- **Kimberly Cohen**, Director, Health and Wellness, Hockomock Area YMCA, Invensys-Foxboro Branch
- **Kathleen Davidson**, RN, VP Patient Care Services., Chief Nursing Officer, Norwood Hospital
- **Edna Donoghue**, Community Executive, Health Initiatives, American Cancer Society
- **William Fleming**, Co-Chair, Senior Vice President of Operations, Norwood Hospital
- **David Greenberg**, EMS Coordinator, Foxboro Fire Department
- **Joan Jacobs**, Trustee, Norwood Light
- **Karen Kennedy**, Vice President of Community Benefits, Caritas Christi Health Care
- **Gerry Lorusso**, Co-Chair, Trustee, President of Lorusso Corporation
- **Dr. Ravi Nadkarni**, Chairperson, Wrentham Board of Health
- **Sigalle Reiss**, MPH, RS, Superintendent/Director of Public Health, Norwood
- **Rosemary Riley**, RN, Director of School Nurses, Norwood
- **Thomas J. Ronayne, III**, Chief, Canton Fire Department
- **James F. Sheehan**, Community Benefits Manager, Norwood Hospital

V. Community Health and Education Committee

Norwood Hospital's Community Health and Education Committee is comprised of representatives from several hospital departments. This committee participates in the design and implementation of Norwood Hospital's community benefits initiatives. The group meets quarterly to share information regarding individual department outreach efforts and to assist in the creation of a master calendar/plan for coordinated outreach responsive to assessed needs.

The following people served on this Committee in FY '09 and the following departments were represented:

- Tim Arnold
- Wanda Carey, RN
- Linda Condo
- Denise Corless, MLS
- Connie DaCosta
- Linda Davenport, RD
- Anne Dolan
- John Gale
- Pat Gavin
- Linda Gregoire
- Nancy Huff, PharmD
- Susan Janson, CRT
- Sr. Florence Kahler
- Paula Silvi, RT
- Eric Smith
- Mariann Smith
- Jessica Symonds

Departments:

- Cardiology
- Coding
- Development
- Elder Care
- Imaging Services
- Infection Control
- Interpreter Services
- Library Services
- Mission
- Nutrition Department
- Oncology Services
- Pharmacy
- Radiology
- Respiratory Therapy
- Surgical Services
- Volunteer Services

VI. Long-Range Goals

Our long-range goals include:

- Increasing our presence in public, private, and parochial schools;
- Increasing the participation of the Board of Trustees' Community Benefits Sub-Committee in promoting and assisting with new initiatives;
- Increasing the identification of at-risk populations (MassCHIP data) and designing plans to address these areas of need;
- Increasing connections with businesses within our service area, providing programs for their employees and soliciting their support/partnership for our community initiatives;
- Working more closely with the Interpreter Services Department to coordinate educational programs and services for those new to our communities or for whom language is a barrier to care;
- Continuing to discuss and advocate for grant money to address the issue of transportation needs in our southern tier towns.

We evaluate and revise our programs and collaborations to meet community needs as best as our resources allow.

VII. Short-Range Priorities & Goals

The Community Benefits Advisory Committee identified obesity with emphasis on nutrition and exercise as the FY 2009 health priority.

Goal:

Improve the management of obesity and thereby improve health care quality outcomes and reduce costs through activities and programming for children, adults and senior citizens.

- Maximize our impact on children by collaborating with schools to co-sponsor Walk to School Days promoting exercise and nutrition.
- Arrange for a health professional to deliver a presentation highlighting obesity, healthy eating and physical activity at two schools in the service area.
- Continue to participate as an active member of the Foxboro/Mansfield Healthy Futures Task Force that is working on impacting youth obesity.
- Increase awareness of the importance of good nutrition and increased physical activity by increasing collaborative

programming for children and adults with the Hockomock Area YMCA Invensys-Foxboro Branch.

- Combat diabetes and obesity through support groups and diabetes education programs.
- Promote awareness of proper nutrition by presenting two Food For Life Cooking Classes at Councils on Aging in our service area.
- Increase physical activity for senior citizens by sponsoring a fitness program for seniors providing low impact aerobics and strengthening/conditioning sessions twice per week.

Among vulnerable populations in our service area, those who are underinsured and uninsured are most at risk. This problem is exacerbated 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. Patients are putting off necessary treatment because they cannot afford it. Norwood Hospital will continue to focus on enrollment and referral services for the underinsured and uninsured, as well as provide a broader spectrum of services at health fairs, and offer community forums, workshops and screenings.

VIII. Community Benefits Highlights

1. Mission Committee

Norwood Hospital's Mission Committee, with representatives from several hospital disciplines, promotes the hospital's mission throughout our service area. During the past year the following events were made possible from physicians and staff donations:

- Clothing Drive: In December 2008, a clothing drive was held to benefit the St. Francis House, a Boston day shelter for the poor and homeless.
- Food Drive: During March 2009, Norwood Hospital organized a food drive on behalf of the Ecumenical Community Food Pantry of Norwood. Over 100 employees donated a total of 443 items and a cash donation to the food pantry.
- Backpacks for School Children: During August, 2009, Norwood Hospital department managers and staff members donated 150 backpacks filled with new school supplies to children in need in Norwood and Mansfield. Additional new school supplies were donated to students at Saint Catherine of Sienna School in Norwood.

2. Cardiac Rehabilitation and Diabetes

The Cardiac Rehabilitation department provides informational programs to a variety of groups and companies throughout our service area:

- A Diabetes Support Group is held on the second Tuesday of each month from October through May at Norwood Hospital. This free group is open to the general public (those with diabetes and their family members) and facilitated by two certified diabetes educators (one a cardiac rehab nurse and the other a nutritionist).
- The Outpatient Cardiac Rehabilitation Program is a comprehensive, multidisciplinary exercise and education program for individuals who are recovering from heart attack, coronary artery bypass surgery, valve repair/replacement and angioplasty/stent, or who are being treated medically for stable angina. Heart-healthy exercise and education classes are supervised by a team of registered nurses, exercise physiologists and registered dieticians with a focus on teaching patients self-management skills geared to heart disease risk factor modification. (A special class is offered to diabetic cardiac patients including education and self-management skill training);
- The Cardiac Rehab department sold “Go Red for Women & Heart Disease” pins, raising a significant donation for the American Heart Association (AHA).
- Four department members participated on September 12, 2009, in the AHA Boston Heart Walk and raised approximately \$4,000.00.

3. Diabetes Outreach Programs

Norwood Hospital offers a free Diabetes Support Group to community members who have diabetes and their family members. This group meets monthly from October through May and is led by a registered dietitian and registered nurse who are both certified diabetes educators. (A description of this support group and diabetes management classes offered by an affiliated physician’s group are included in the Guide to Good Health brochure.)

4. Elder Services

With a grant from the Kenneth B. Schwartz Center, Norwood Hospital, in collaboration with 10 community agencies/facilities, is working to develop a program that ensures that “who a person is as a person” and a patient’s deepest held beliefs and care preferences are communicated to their caregivers as they move from one care setting to another. The group developed a unique tool called LifeBox™ to convey patients’ wishes, values and goals. The LifeBox™ will follow patients

as part of their medical record as they transfer from one care location to another.

Norwood Hospital-sponsored programs, which are social, educational and active.

- Senior Supper Program: For a nominal fee, seniors age 55 and older are welcome to come to Norwood Hospital’s Dining Room for a nutritious meal and socializing. The program is offered throughout the year on Monday through Friday evenings.
- Fitness Fun for Seniors and Low-Impact Aerobics classes are available twice a week at Norwood Hospital. A certified instructor leads classes with extensive experience working with elders. Approximately 15 seniors participate in each class and classes meet for eight weeks on a continuous basis from September through June.
- In September 2009, a Norwood Hospital employee participated in the Neponset Valley Alzheimer’s Partnership Memory Walk sponsored by the Massachusetts Alzheimer’s Association. The walk raised over \$132,690 which was 128% over goal.
- Patricia Gavin, Schwartz Grant Administrator, attended meetings of the Neponset Valley Project Care Coalition. This Coalition addresses the needs of elders with mental health and mental retardation issues.
- Patricia Gavin also serves as a member of the ESPN (Elder Service Provider Network), which facilitates collaboration among professionals with the goal of enhancing elder services in South Norfolk County.
- Patricia Gavin attended meetings of the Norwood Senior Service Provider Network (NSSPN.) Hosted meeting on May 5th and presented on Schwartz Grant program.
- March 14 – hosted at Norwood Hospital a Gerontology Conference for 65 attendees.

5. Health Fairs and Lectures

Norwood Hospital is committed to providing health information and screenings to all residents within our service area. To facilitate this, the hospital participates in health fairs at schools, town public health sponsored events and at many corporations. This growth in corporate request demonstrates a marked increase in corporate awareness that occupational and personal health should be addressed for the betterment of all concerned. Norwood Hospital will continue to offer its diagnostic and informational materials to our local companies. The hospital also offers free public lectures each spring and fall held at Norwood Hospital.

The list below cites the health fairs/town educational sessions in which personnel from Norwood Hospital have participated:

- Norwood Day
- Canton Health Fair
- Analog Devices 23rd Annual Health Fair
- HESSCO Elder Services Annual Caregiver's Day

Distribution of health education information to the Norfolk County School Nurses.

Norwood Hospital has sponsored or participated in the following Community Benefits lectures, screenings, support group meetings, fundraisers, health education information distribution activities/events, public service messages, ambulance coverage and emergency preparedness trainings:

10/2/08	Foxboro Rotary Club Meeting	11/21/08	Presentation on Preventing and Managing Diabetes at Norwood Senior Center
10/2/08	Neponset Valley Chamber Council HR Council Meeting	11/23/08	Norwood Turkey Trot Ambulance Coverage
10/4/08	Rodman Ride for Kids	12/4/08	Neponset Valley Chamber of Commerce HR Council Meeting
10/4/08	Patriot's Place Community Information Booth	12/4/08	Stroke Presentation to Canton WW II veterans
10/6/08	Prostate Cancer Screening by Dr. Raymond Paul-Blanc	12/9/08	Diabetes Support Group Meeting
10/8/08	Norwood Walk to School Day	1/1/09	C.A.R.E community program presentation
10/11/08	Out of Darkness/Suicide Walk	1/7/09	Colon Cancer Presentation to Walpole Lions Club by Dr. Frederickson
10/14/08	Breast Cancer Screening by Drs. Interrante and Nannery	1/8/09	Smoking Cessation (8 week) and Stress Mgmt Support Groups (5 week)
10/16/08	Medical Reserves Corps Meeting	1/13/09	Hospitalist presentation to seniors at Ellis Nursing Home
10/16/08	Strictly Business Combined Chambers of Commerce Expo	1/13/09	Diabetes Support Group Meeting
10/20/08	Professional Planning Cluster Meeting with Boards of Health	1/14/09	Neponset Valley Sunrise Rotary Club Meeting
10/20/08	Rotary Fundraiser	1/14/09	Hosted Walpole Woman's Club Luncheon and provided Physician Lecture
10/23/08	Drive Thru Flu Clinic	1/15/09	Foxboro Rotary Club Meeting
10/23/08	H.E.L.P. Presentation by Hospitalists	1/21/09	Colorectal Cancer Prevention Lecture by Dr. Frederickson at Norton Lions Club
10/23/08	ENA Injury Prevention Lecture at Xaverian Brothers High School	1/21/09	Stress Mgmt and Smoking Cessation Talk to School Nurses at Thurston Middle School, Westwood
10/23/08	H.E.L.P. Presentation by Dr. Napoli	1/26/09	Ellis Nursing and Rehabilitation Center Presentation on Dehydration, Diet and Diabetes by Dietitian
10/28/08	Drive Thru Flu Clinic	2/1/09	Schwartz Grant Program Physician Meeting to Develop New LifeBox Tool to improve patient care during transitions to nursing homes, home care etc.
10/30/08	MS presentation by Dr. Napoli at Foxboro Senior Center	2/2/09	Henry O. Peabody Scholarship Program Application Distribution
11/3/08	Hosted Look Good ...Feel Better sponsored by the American Cancer Society	2/4/09	Physician presentation to Walpole Seniors on Role of Hospitalizes
11/5/08	Flu Clinic	2/5/09	Neponset Valley Chamber Meeting on FMLA revisions
11/11/08	Diabetes Support Group Meeting	2/6/09	Tri-Town Chamber of Commerce Meeting
11/12/08	Adolescent Brain Seminar in Dover-Sherborn Regional High School	2/6/09	Hospital Support for American Heart Association Go Red Program
11/13/08	School to Career Shadow Day	2/9/09	Hosted Red Cross Blood Bank at hospital
		2/10/09	Diabetes Support Meeting
		2/12/09	Hospital Support for the American Heart Association Start! Lifestyle Change Award
		2/12/09	Blue Hills Reg. Vocational Tech. HS Advisory Board Meeting
		2/17/09	Project Care Coalition Community Group Meeting

2/18/09	Presentation on Schwartz Grant Progress to VistaCare Hospice	4/14/09	Kick Butts Day at Ahern Middle School in Foxboro
2/19/09	Foxboro Rotary Club Meeting	4/14/09	Diabetes Support Group Meeting
2/23/09	Presentation on Schwartz Grant progress to Walpole VNA	4/15/09	Nutrition During Cancer Treatment seminar (2 presentations)
2/23/09	American Cancer Society's Look Good...Feel Better Program hosted by hospital	4/16/09	Advance Directive/Health Care Proxy Table for hospital visitors
2/23/09	Colorectal Cancer Prevention Lecture to Norwood Rotary by Derek Frederickson, MD	4/16/09	Foxboro Rotary Club Meeting
2/25/09	Presentation by Dr. Gupta on role of Hospitalists to Wrentham COA	4/16/09	Better Breathers Support Group
2/25/09	Canton Community TV presentation by Dr. Paul Schwerdt on Cardiac Health	4/18/09	Hockomock YMCA Health Fair information table
2/26/09	Neponset Valley Chamber of Commerce Elder Care Alliance Meeting	4/27/09	Free Skin Cancer Screening by Dr. Noah Siegal
2/26/09	Emergency Preparedness Special Event Presentation to Westwood and Norwood Medical Reserve Corps.	4/28/09	Hockomock YMCA N. Attleboro Branch health education information distribution
3/2/09	Food Drive for Norwood Pantry	4/29/09	Food for Life Presentation at Franklin Council on Aging
3/4/09	Presentation by Dr. Chaparala to Walpole Lions Club	5/1/09	Free Cancer Screening by Dr. Shu
3/5/09	Smoking Cessation (8 week) and Stress Mgmt Support (5 week) Groups	5/4/09	Hosted Look Good... Feel Better by the American Cancer Society
3/5/09	Neponset Valley Chamber of Commerce Meeting	5/5/09	Colorectal Cancer Prevention by Dr. Frederickson to Sharon Lions Club
3/10/09	Diabetes Support Group Meeting	5/5/09	Schwartz Grant Program Meeting
3/14/09	Preventing Hypertension presentation to Walpole Lions Club by Dr. Sujana Chaparala	5/6/09	Nutrition Presentation at Blue Hills Regional High School
3/14/09	Hosted Gerontology Conference on Communicating with Patients with Dementia	5/6/09	Presentation at Catholic Memorial HS on Medical Careers
3/16/09	Dr. Lee led community panel discussion on lung disease	5/7/09	Smoking Cessation and Stress Mgmt Support Meetings
3/17/09	Hospital support for American Cancer Society Daffodil Days	5/7/09	Neponset Valley Chamber of Commerce HR Council Meeting
3/24/09	Foxboro Rotary Club Meeting	5/7/09	Foxboro Rotary Club Meeting
3/24/09	Colorectal Cancer Prevention Presentation to Westwood Rotary by Dr. Frederickson	5/9/09	Dean College Commencement - Ambulance Coverage
3/26/09	Dietitian provided Weight Management Lecture to parents of students at Coakley Middle School, Norwood	5/11/09	Two Managing and Preventing Infections in the Home presentations at Ellis Nursing & Rehabilitation Center
4/1/09	C.A.R.E program presentation	5/12/09	Diabetes Support Group Meeting
4/2/09	Foxboro Rotary Club Meeting	5/19/09	Food For Life cooking class at N. Attleboro Council on Aging
4/3/09	Foxboro Rotary Club Interviews for Youth Leadership Program	5/20/09	Charlwell House Breakfast presentation on Schwartz Grant
4/8/09	AHA Start! Walking at Work Day	5/20/09	Norwood Public Access Cable TV Show
4/13/09	Presentation on Careers in Nutrition at Bristol County Technical School	5/21/09	Foxboro Rotary Club Meeting
		5/27/09	Stroke Prevention presentation
		5/28/09	Neponset Valley Chamber of Commerce Elder Care Alliance Meeting
		5/28/09	Nutrition presentation on pediatric obesity

- 6/3/09 Hosted Cancer Survivors' Night at Foxboro Cancer Care Center
- 6/4/09 Neponset Valley Chamber Meeting
- 6/19/09 Sponsored Foxboro team for the ACS Relay for Life
- 6/25/09 Lumbar Spinal Stenosis Presentation by Drs. Freed, Friedberg, Geiger, and Warren
- 6/9/09 Hosted American Red Cross Blood Drive
- 7/1/09 C.A.R.E. Program Meeting
- 7/16/09 Foxboro Rotary Club Meeting
- 8/1/09 C.A.R.E. Program Meeting
- 8/8/09 Schwartz Grant Life Box Project Meeting
- 9/3/09 Smoking Cessation and Stress Mgmt Support Group Meetings
- 9/3/09 Dr. Gaca cardiology lecture at Golden Living Nursing Home in Dedham
- 9/9/09 MS Lecture by Dr. Sal Napoli
- 9/12/09 Support for AHA Boston Start! Heart Walk
- 9/15/09 Schwartz Grant LifeBox Project Meeting
- 9/16/09 Ethical Decision Making at Bedside lecture at Charwell House Nursing Home
- 9/17/09 Emergency Preparedness Monthly Information Meeting
- 9/19/09 Sponsor Norwood Day Road Race and information booth at Norwood Day community fair
- 9/20/09 Sponsor Hockomock YMCA Invensys-Foxboro Road Race
- 9/26/09 Sponsor healthy Family Home Program Wellness Challenge at the Hockomock YMCA Invensys-Foxboro Branch.
- 9/26/09 The Rodman Ride for Kids ambulance coverage
- 9/26/09 Alzheimer Memory Walk health information booth

6. Health Resources and Special Programs for the Community

During the past year, Norwood Hospital's employees shared their time and expertise with the following organizations:

- **Community Health Providers – Directors, Outreach Workers and Public Health Officials and Parish Nurses:** these individuals meet quarterly at the hospital to receive updates regarding hospital services and to share with us the concerns of the populations with which they deal with daily. These conversations have proven very fruitful in identifying needs within communities and have led to more appropriate use of Norwood Hospital's resources.

- **TDD Line for the Deaf:** Norwood Hospital has in place TDD lines. Any caller who uses a TDD device can reach the hospital through these lines.
- **Stress Management:** This is a five-week free program offered at Norwood Hospital and repeated throughout the year.
- **Smoking Cessation:** This is an eight-week course offered free throughout the year.
- **Cancer Screenings:** Breast exams were offered free of charge to residents within our service area. Individual appointments were made with the physician providing the screening and follow-up care was arranged, if deemed necessary. Prostate cancer, head and neck cancer, and cervical cancer screenings were also offered free of charge to community members.
- **Look Good...Feel Better Program:** Norwood Hospital is the host site every quarter for this program offered by the American Cancer Society (ACS). Any woman undergoing cancer treatment is invited to join us for dinner and a makeover. Education regarding ACS services is also provided.

7. Infection Control

The Infection Control department is a vital resource for both those within the hospital and for many within the communities we serve. Our Infection Control Manager regularly avails herself to community organizations including local cable television stations, schools, corporations and other infection control clinicians to provide informational sessions and literature. The following are examples what is provided:

- Talks for community health providers on influenza (10/7/08), and residents/community members at Ellis Nursing Home on Methicillin-resistant Staphylococcus Aureus (MRSA) and H1N1 (5/11/09).
- Numerous discussions of infectious disease topics, such as H1N1 and seasonal Influenza, and drive thru flu clinics with many community members and local reporters.
- E-mail responses to website queries related to infection control, infectious diseases and immunization.
- Acted as a resource to local nursing homes, schools, businesses and individuals for questions/issues related to infection control, infectious diseases and immunization.
- Presentation on drive thru flu clinics at a statewide immunization conference with follow up telephone consultation for two groups planning such clinics.

8. Interpreter Services

All Norwood Hospital's interpreters have completed one or more Medical Interpreting training programs and attend the International Medical Interpreters Association (IMIA) Annual Conference. As members of the IMIA, they are bound by a code of ethics to maintain strict levels of patient confidentiality. Our staff interpreters are also expected to attend continuing education programs offered in the hospital, including the Cultural Diversity/Competence programs, Schwartz Rounds as well as other relevant programs offered by the Departments of Medicine and Nursing.

The Interpreter Services Department staffs four trained medical interpreters who speak Russian, Portuguese and Spanish. All of our interpreters are bicultural as well as bilingual or multilingual. Their understanding of cultural values and beliefs helps them in their role as cultural brokers, assisting providers and patients in communicating across the cultural divides. The Interpreters provide assistance to patients in all areas of the hospital from admission, emergency department, ambulatory care clinics, ancillary programs and inpatient medical and psychiatric areas.

To help with follow up care resources and referral linkages that are linguistically and culturally appropriate, our staff interpreters also do community outreach. Interpreters assist patients with Mass Health and Healthy Start applications and provide assistance in booking physician and dental appointments. They also attend OB and Pediatric appointments as needed and will interpret over the phone with primary care physicians when it is necessary. The interpreter services staff also assists the LEP patients in working through billing problems and setting up payment plans. Interpreters will also attend free screenings offered by the hospital to assist LEP patients when needed.

The Interpreter Services Department provided presentations regarding their services and Cultural Diversity to the following:

- New Hire Orientations for Norwood Hospital
- Nursing Orientation for Norwood Hospital
- Organized Cultural Diversity Day at Norwood Hospital

Norwood Hospital Interpreter Services provided the following number of face-to-face and telephone interpreting encounters in FY09:

Language	Number of Encounters
Albanian	24
American Sign Language	2
Arabic	140
Cantonese	23
Cape Verdean Creole	35
Chinese	16
Farsi	14
French	8
Georgian	2
German	8
Greek	44
Guajarati	2
Haitian Creole	41
Hindi	10
Italian	56
Khmer	7
Korean	12
Lithuanian	2
Laotian	2
Mandarin	22
Other	11
Persian	3
Polish	10
Portuguese	286
Portuguese Brazilian	4,758
Russian	1,603
Spanish	589
Tamil	1
Telugu	6
Vietnamese	24
Total	7,761

9. Maternal and Child Health

Norwood Hospital continues to expand its excellence in family care through the Small Miracles Family Birthing Center. The Center offers personal, compassionate care for those expecting and giving birth in addition to offering postpartum support throughout the first year. The staff provides many different opportunities for education of the whole family: parents, siblings, grandparents, and other caregivers. Here are many of the programs currently available to community residents:

- Childbirth Education Programs
- Ongoing programs include: Prepared Childbirth Classes Refresher Classes, Sibling Classes and Breastfeeding Classes
- Teen Childbirth
- Parenting Classes
- Prenatal Yoga
- Infant Massage
- Mom & Baby Yoga
- Doula Prenatal/Postpartum
- Infant and Child CPR: This is a special three-hour program that offers infant and child CPR training.
- Infant Massage: This class teaches infant massage. Parents are asked to bring their baby to class.
- Teen/Young Moms-to-Be: Pre-registration is required for this special childbirth class designed to meet the special needs of young mothers-to-be.
- Free Breastfeeding Support Group: This group meets every Wednesday from 11:45am to 1:00pm in the boutique.
- Sibling Class/Tour: A single session program for siblings aged 3 to 7 preparing them for the upcoming birth.
- Me and My Baby Class: This is a group for mothers and babies (up to age one), which meets on alternate Tuesday mornings from 10:00am to 11:30 am and offers valuable childcare presentations and time for new parents to socialize with one another. Nurses, physicians and/or childbirth educators lead each session and are available to answer individual questions.
- A Mother's Boutique: This boutique offers breastfeeding pumps for rent by the week or month. Also available is a line of breastfeeding-friendly accessories and undergarments.

The staff in Maternal Child Health also participated in/hosted the following:

- **Annual Peri-Natal Conference:** Full-day event held at Norwood Hospital and attended by over 60 OB nurses from eastern Massachusetts.
- **Third Annual Pediatric Conference:** Full-day event held at Norwood Hospital and attended by over 60 pediatric nurses. The conference provided nurses with additional knowledge of various pediatric clinical presentations encountered in a community hospital setting.

10. Nutrition Services

The Food and Nutrition Department and Nutrition & Wellness Clinic offer both group and individual nutrition counseling services by registered dietitians to all within our service area. The Nutrition & Wellness Clinic operates at Norwood Hospital and at Caritas physicians' offices in Wrentham. Outpatient nutrition counseling is also offered to patients at the Oncology Center in Foxboro. Group lectures on nutrition-related topics are provided to community groups upon request.

The following nutrition lectures, services and programs were provided to the community:

- Diabetes Support Group: Our outpatient dietitian (who is a Certified Diabetes Educator) co-facilitates this support group offered at Norwood Hospital to members of the community and their family. This program is offered to the community monthly.
- Diabetes Nutrition Presentation at the Norwood Senior Center – 11/21/2008
- Presentation on Dehydration, the Mediterranean diet and preventing Diabetes at Ellis Nursing Home – 1/26/2009
- Weight Loss in Youth Presentation at the Coakley Middle School – 3/26/2009
- Eating Well during Cancer Treatment Lecture – 4/15/2009
- Better Breathers Group Nutrition Presentation – 4/16/2009
- North Attleboro Community Coalition Presentation on Pediatric Obesity – 5/28/2009
- Analog Devices Health Fair – 6/1/2009

A member of the department also serves as a member of the Norwood School Wellness Committee. The Committee meets every 2 months during the school year and plans/discusses ways to increase physical activity in students' grades k-12 and improve their nutrition and education. The committee consists of teachers, principals, physical education teachers, a few parents, food service director, and a dietitian. One of the Committee's biggest successes has been the Walk to School program in October. Each school planned a walk at school so each school planned a course for the students about 1 mile before school.

11. Oncology Services

Norwood Hospital has a growing Oncology program with a state-of-the-art Radiation Oncology Center located in Foxboro. The Multi-Disciplinary Cancer Care Committee oversees the many offerings made available to patients and their families as they deal with this disease and educational

programs for the public. Screenings and educational events are held throughout the year at both the Norwood and Foxboro campuses to facilitate easier access to such services.

During FY 2009 the hospital provided screenings and a cancer survivors' event as follows:

- **Screenings:** Prostate, Breast, Head and Neck, and Cervical
- **A cancer survivors' event** was held on June 3, 2009 at Caritas Foxboro. The evening included speeches by Dr. Charles Chen and a presentation by the American Cancer Society to the Norwood Hospital Breast Cancer Support Group Relay for Life Team, which has been one of the leading fundraisers at the Norwood Relay for Life for several years. The American Cancer Society offered information to survivors and caregivers, and volunteers from Norwood Hospital's Healing Touch Program offered hand massages.

12. 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.

13. Respiratory and Rehabilitation Departments

The Respiratory Department continued to provide extensive outreach to various community and school groups. During their outreach the following services were often provided:

- Programs regarding smoking cessation
- Asthma and emphysema education
- Spirometry and oximetry
- Pulmonary rehabilitation information
- Career information

Outreach was provided to the following groups:

- Town of Norwood Health Fair
- Canton Health Fair
- Kick Butts Day on 4/4/09 at Ahern Middle School in Foxboro

- This year's **Kick Butts Day** held at the Ahern Middle School impacted over 920 students. Eleven staff members, volunteers and high school students assisted in the day's activities. These are all-day major events designed by the Respiratory Department to address the issue of the dangers of smoking in an enjoyable interactive setting. Our community partner, the Hockomock Area YMCA Invensys-Foxboro Branch provided two staff members who assisted with the events. Members of the Better Breathers Club at Norwood Hospital provided personal testimony to the harmful effects of first and second-hand smoke and students had an opportunity to learn from and interact with various hospital professionals.
- **Better Breathers Club:** This club is a supplement to the pulmonary rehabilitation program offered by the hospital. Monthly meetings are held with various speakers (from clinical personnel to TV personalities and meteorologists) addressing different areas of chronic respiratory disease and environmental factors impacting respiratory issues. Meetings are held from September through June and are very well attended.
- **Outpatient Pulmonary Rehabilitation Program:** Pulmonary rehabilitation is an individually tailored therapy program focused on improving the quality of life for individuals with respiratory disease. The program provides exercise, information, education and aims for improved ability to carry out daily activities and for more effective symptom management. Once an individual has completed this program he/she is eligible to join the Pulmonary Rehabilitation Exercise Maintenance Program.

Other programs offered through the Rehabilitation Department are:

- Balance and Vestibular Rehabilitation
- Lymphedema Management
- Aquatics Therapy
- Adult Continence

14. Social Work Services

Social work assistance is available to all inpatient and outpatient areas of the hospital. Social workers are also a resource to the community, physician offices, and local agencies to provide information and guidance regarding services or referrals. Ongoing programs include:

- **Weekly Breast Cancer Support Group:** This group is facilitated by a clinical social worker at Norwood Hospital. There is no cost for participants. It is open to all women with breast cancer.
- **Sponsor Annual Organ and Tissue Donation Awareness Program:** To educate hospital staff and the public about organ and tissue donation, while encouraging everyone to sign an Organ or Tissue donor card.
- **Hospital Sponsored Educational Programs** – Panel Member of the Planning Committee for Schwartz Rounds.

15. Spiritual Care Services

As a Catholic health care system, Caritas Christi Health Care is deeply committed to the healing of a person, both physically and spiritually. The Spiritual Care Department coordinates outreach to people of all faiths and provides compassionate care to both patients and their families.

The department also offers the following services:

- **Pastoral Visitors Emergency Support Program:** Volunteers from various parishes within our service area are trained to work with families going through emergency situations at the hospital's emergency department. The Director of Spiritual Care offers on-going support meetings for these volunteers.
- **Interfaith Memorial Services:** The department offers four memorial services a year – two for families of patients who have died at Norwood Hospital; one is offered during Volunteers Week to honor hospital volunteers who have died during the past year; and one service is offered during Nurses Week to remember those nurse employees who have died.
- **Coping With the Holidays:** This is an event offered by the bereavement support group facilitator in the fall to the community to assist individuals and families as they cope with loss during the holiday season.
- **Eucharistic Ministers Gatherings:** Many individuals in our service area serve as Eucharistic Ministers to the patients in the hospital. These three-hour long gatherings are offered four times during the year for the purposes of education and spiritual enrichment.

- **Labyrinth Walk:** Labyrinth Walks are offered at various times throughout the year. Norwood Hospital is blessed to have a permanent Labyrinth located on the patio of the second floor of the Lorusso Building. The Labyrinth and the specific walks are open to patients, families, staff and all in the community.
- **Mass:** A Roman Catholic Mass is celebrated by the priest chaplain twice a week and on Holy days at the hospital and is open to the community.

The department director also serves on the hospital's Comfort Care Committee and assists with spiritual solace at the time of death. The spiritual care staff created a gift this past year – a small mesh bag with a candle, prayer and a poem inside – which is offered to families at the time of death of a loved one here at the hospital.

16. Support Groups

Norwood Hospital continues to host many support groups—some associated with the hospital and others using our central location for their group meetings. Residents may access these groups through the community benefits office and they are publicized annually through the Good Health Update insert entitled, Your Guide To Good Health.

The Guide is available in the waiting areas of Norwood Hospital and has been distributed at health fairs, connect to health information and enrollment events, screenings, lectures and public flu shot clinics. In August, over 55,000 copies were distributed throughout Norwood Hospital's 16-town community to homes and a variety of groups and organizations including: public health directors, councils on aging, councils on aging outreach workers, parish nurses, physicians' office managers, town managers, town librarians, school administrators and nurses, chambers of commerce and community health partners.

Domestic Violence Support Group

Women are referred from a variety of places, including self-referral. Each group session includes a combination of educational material and peer support. Some sessions are devoted completely to support, as group members' needs are considered from week to week by the facilitators.

In addition to the above, Norwood Hospital either offers or serves as a host location for the following support groups:

- Alcoholics Anonymous
- Better Breathers Club

- Breast Cancer Support Group
- Breast Feeding Support Group
- Cardiac Support Group
- Diabetes Support Group
- Overeaters Anonymous
- Doula Services/Prof. Labor Support
- Eating Disorders: Group for Parents/Caregivers
- Health Care Professional Recovery Support
- Infant and Child CPR
- Infant Massage
- Me and My Baby
- Mommy and Baby Yoga
- Prenatal Yoga
- Prepared Childbirth Education Series
- Sibling Class and Tour
- Smoking Cessation
- Stress Management
- Teen/Young Moms to Be

17. Violence in the Home and the Workplace

Physicians and staff throughout the hospital were committed to recognizing, treating and ending violence against women.

Norwood Hospital uses a Nursing Assessment form, which helps to identify abuse or potential abuse. All new nursing staff members receive additional training regarding domestic violence, and the emergency room staff provides educational materials to patients. The social work department is also actively involved in domestic violence cases. A "Safe Bed" for victims can be accessed through our emergency department.

The Child Advocacy Center is a major department undertaking by the Norfolk County District Attorney's office that collaborates with social service, law enforcement and medical agencies, including Norwood Hospital, to provide appropriate and coordinated care to children who are victims of violence and their families.

18. Volunteer Services

The Volunteer Services Department provides opportunities to residents of all ages through its programs:

Service as a Volunteer or Junior Volunteer

The Norwood Hospital Volunteer Services Program contributes to the delivery of quality patient care and enhances the humanitarian contribution made by the hospital to the community. Its purpose helps to create and

promote an understanding of hospital services to the community. It provides members of the community with an opportunity to make a difference in their own lives and those of others through volunteer service.

- During FY 2009, 480 adult and junior volunteers contributed over 45,000 hours of service by providing invaluable service to all departments within the hospital.
- The Junior Volunteer Summer and After-School Program is an educational program for students age 14 - 17. It is designed to foster an interest in healthcare careers, to prepare young people for future employment, and to provide an opportunity for personal satisfaction through doing for others in the community.
- 120 students from 17 area towns volunteered 5,454 hours of service in 29 departments.
- Here to C.A.R.E. (Caring for And Reaching out to Elders) Program provides hospitalized elders with extra care, support and companionship during their hospital stay.
- Targets elders, 70+ years of age that may be hard of hearing, visually impaired, isolated, anxious, mildly or moderately confused.
- Specially trained volunteers visit designated patients daily to provide assistance with orienting, therapeutic activities and assistance at mealtimes.
- Volunteers provide empathetic support, companionship and information for older patients and their families coping with acute illness and hospitalization.
- Beginning on April 1, through September 30, 2009, 13 volunteers visited 638 patients for a total of 1,146 patient visits.

Student Internships and Community Service Projects

- High School Senior Projects - Students from area schools, including Xaverian Brothers, BC High, Catholic Memorial, Franklin, Mansfield High Schools and The Walnut Hill School, spent between 30-80 hours depending on their program requirements completing internships at the hospital. The total number of hours served totaled 312.
- The Education Collaborative placed 3 students that completed 60-hour summer internships in Pathology and Endoscopy departments, areas of career interest.
- The Lead Program at the Savage Educational Center placed 2 special needs students in ongoing Food Service internships as part of their job-training program.
- Partners in Norwood Services (PINS) placed 2 students for 6 hours of community service at Norwood Hospital assisting staff with administrative tasks.

Summer Student Shadow Program

The Summer Student Shadow Program provides currently active Junior volunteers with an opportunity to explore career options for both future employment and college preparation. Students entering their junior or senior year of high school are eligible to apply for this program.

Students shadow for a total of 24 hours in a department of their choice and volunteer for 24 hours in a different department during this six-week program.

Community Outreach

- \$1,480.00 was raised for American Cancer Society's Daffodil Days from employee and volunteer contributions.

19. Community Emergency Preparedness

Norwood Hospital has provided community support efforts to enhance the emergency preparedness and disaster readiness of the community to ensure the safety and well being of its citizens. The following structural changes, equipment purchases, outreach planning, training, drills and task force participation over and above mandated and routine disaster preparedness were provided:

- Conducted respirator fit testing for volunteer medical reserve corps responders.
- Daily hazard monitoring and alerts.
- Stockpiling personal protective equipment, medical, surgical and pharmaceutical supplies, including barriers, respirators, clothing IV pumps and poles, IV fluids, suction machines, stretchers, wheelchairs, linens, bandages and dressing.
- Began development of one of the first policies in Massachusetts detailing the management of scarce resources during a disaster.
- Developed Ham Radio Response Team to help manage communications during disasters.
- Served as one of the founding members of Regional Emergency Planning Committee.
- Served as hospital representative to the Southeast Homeland Security Council.
- Served as member of Pandemic Workgroup for Southeast Region.
- Served on Town of Norwood H1N1 planning and incident management team.
- Incorporated expanded emergency preparedness training into nursing orientation.
- Conducted series of three trainings and two drills on how to manage patients from a hazardous materials incident.

- Recruited volunteers for State disaster teams and registries.
- Conducted extensive Preparedness Month activities, including raffles, trainings and seminars.
- Developed, conducted, participated and evaluated three additional full-scale exercise and eight additional tabletop exercises. These were designed to allow for hospital and public safety agencies an opportunity to practice their plans as well as interagency collaboration.
- Continued to exceed training requirements for Incident command (5% of total staff trained despite only a 2% requirement). This Includes development and implementation of a new yearly web based training for all members of leadership.
- Developed all exercises to be HSEEP compliant, the federal gold-standard (no requirement to do so).
- Developed and distributed to staff and community Home Disaster Planning Guidebook and Flu Care at Home.

20. Ambassador Program

The Ambassador Program was developed to create greater dialogue with leadership and staff at all levels of Norwood Hospital. With a more visible presence in the community, Norwood representatives are in a better position to inform the community about existing resources and programs, and to learn more about community needs. This program formalizes outreach efforts, such as health screenings and talks in the community.

Ambassadors are:

- **Gabrielle Abelard, MS, APRN, Psychiatric Clinical Nurse Specialist**
- **Lori Adcock, MD, Chief, Pathology & Clinical Labs**
- **Edward Allie, Clinical Coordinator, Pharmacy**
- **Melanie Altruda, Director, Medical Records**
- **John Archibald, Supervisor, Access**
- **Tim Arnold, Director, Oncology Services**
- **Joan Austin, RN, Emergency Department**
- **Anne Baker, RN, MTS, Emergency Department**
- **Padma Balasubramanian, MD, Endocrinologist**
- **Richard Bergman, EMT, Paramedics Services**
- **Kathy Bishop, BSN, RN, Cardiac Cath Lab**
- **Barbara Brierley, PT, Rehab Supervisor**
- **Maureen Burt, Receptionist, Radiation/Oncology, Foxboro**
- **Patricia Calvert, RN, Surgical Clinical Specialist**
- **Wanda Carey, BSN, RN, CIC, Manager, Infection Control**
- **Len Chadbourne, MS, RRT, Manager, Respiratory**

- **Sujana Chaparala**, MD, Internal Medicine
- **Marian Cheevers**, Director, Human Resources
- **Charles Chen**, MD, Oncology
- **June Chun**, MD, Obstetrics and Gynecology
- **Cara Collins**, Financial Counselor
- **Linda Condo**, Business Office Coordinator, Surgical Services
- **Jeanne Conroy**, Secretary, Radiology
- **Denise Corless**, MS, Director, Library Services
- **Richard Costa**, Marketing, Psychiatry
- **Julie Cowell**, BSN, RN, Unit 33
- **June Crowley**, Secretary, Employee Health
- **Deborah Cunniff**, Mammography Technician, Diagnostic Radiology-Satellite
- **Connie DaCosta**, Manager, Interpreter Services
- **Linda Davenport**, RD, CDE, Nutrition Clinic
- **Kathy Davidson**, RN, VP, Pt. Care Services
- **Beth Dechellis**, Patient Financial Services
- **Vicki DeGeorge**, EMT, Paramedic Services
- **Noel Dent**, RN CDE, Cardiac Rehab
- **Sal DiMare**, EMT-B, Paramedic Services
- **Sue Ann Dolan**, EMT – B, Paramedic Services
- **Doris Domenica**, Secretary, Radiology
- **Susan Dowling**, Special Events Coordinator, Development Office
- **Joanne Fitzgerald**, RN, BSN, Cardiology
- **Michael Flanagan**, Emergency Preparedness Manager
- **William Fleming**, Senior Vice President of Operations
- **Guy Fleurette**, LICSW, Psych. Services Administration
- **Dave Florio**, EMT-B, Paramedic Services
- **Marge Forsberg**, Admin. Secretary, Psychiatry
- **Derek Frederickson**, MD, Gastroenterology
- **Catherine Froio**, Supervisor, Patient Access
- **Teresa Fuller**, BSN, RN, Day Surgery
- **John Gale**, Director, Imaging Services
- **Mark Galet**, Chief Tech., Nuclear Medicine
- **Diane Gaughran**, Exercise Physiologist, Cardiac Rehabilitation
- **Patricia Gavin**, Schwartz Grant Administrator
- **Joseph Gianni**, RN, Emergency Department
- **Laura Gimby**, RN, Psychiatry
- **Greg Goldberg**, EMT-B, Paramedic Services
- **Judy Greene**, RN, Nurse Educator
- **Linda Gregoire**, Director, Volunteer Services
- **Stacey Gregory**, RN, Education Coordinator
- **Denise Grove**, Manager, Marketing/Communications
- **Apurv Gupta**, MD, Medical Director, Hospitalist Program
- **Barbara Hagberg**, OT, Rehab
- **Margaret Hanson**, RN, President
- **Kevin Harmon**, EMT-B, Paramedic Services
- **Elizabeth Harnois**, Dietitian
- **Jeremiah Hart**, EMS Dispatcher, Paramedic Services
- **Rebecca Haste**, Patient Account Biller, Patient Financial Services
- **Richard Healy**, EMT-B, Paramedic Services
- **Terri Hoitt**, LICSW, Case Management
- **Nancy Huff**, Director, Pharmacy, Respiratory Care and Rehab Services
- **Laura Hurley**, Access Clinician, Access Center
- **Tam Huynh**, Dir. Pt. Care Mgmt. Resources
- **Albert Interrante**, MD, Radiology
- **Susan Janson**, CRT, Pulmonary Rehab
- **Caterina Jaramillo**, Patient Financial Services
- **Jo Johnson**, Tech. Pulmonary Med.
- **Sandra Jones**, Director, Telecommunications
- **Sr. Florence Kahler**, Mission Director
- **Polly Keister**, RN, Nurse Mgr., Cardiology
- **Marilyn Kelly**, NP, Oncology
- **Cathy Kerallah**, Benefits Manager
- **Kevin Lancaster**, Food Services
- **Noreen Leaver**, Critical Care Clinical Nurse Specialist
- **Oscar Le**, MD, Pulmonary Med.
- **Cybil Lohan**, Admin. Sup.
- **Peter Lydon**, MD, General Surgery
- **Kurdea Lyons**, EKG, Stress Lab
- **Erica Malinowski**, Rehab Aide, Psych.
- **Sarah Malneritch**, OT, Rehab.
- **Brian McCarthy**, EMT, Paramedic Services
- **Kevin McCarthy**, MD, General Surgery
- **Mary McDougall**, MSN, MPH, APRN, Clinical Nurse Specialist
- **Debra McElroy**, Caritas Med. Group
- **Mary McGlynn**, RN, Oncology
- **Judy McHugh**, Sr. Resource Mgmt. Staffing Coordinator
- **Kathy Merrigan**, BSN, RN, Nurse Manager, Emergency Department
- **Jeff Meunier**, EMT, Paramedic Services
- **MaryKathryn Middlemiss**, EMT, Paramedic Services
- **Christine Miller**, HR Generalist
- **Donna Moelk**, Case Mgr., Psych.
- **Courtney Mungovan**, Systems Mgr., Info. Services
- **Mark Nannery**, MD, Surgery
- **Salvatore Q. Napoli**, MD, Director of Multiple Sclerosis
- **Patricia Noonan**, Budget Manager

- **Carla Oberst**, MD, Internal Medicine
- **Maria Pais**, Major Gifts Officer, Development Office
- **Carl Palsic**, Security
- **Vinubhai Patel**, MD, Radiation Oncology
- **Raymond Paul-Blanc**, MD, Urology
- **Nick Perelli**, Chef, Food Services
- **Erin Pfeifer**, Clinical PharmD
- **Jacob Picard**, RN, Psychiatry
- **Lloyd Pickett**, Security
- **Amy Piemonte**, Volunteer Coordinator
- **Jim Polechronis**, Security Manager
- **Craig Poirier**, EMT-P, Paramedic Services
- **Katie Quick**, EMT, Paramedic Services
- **Karen Reed**, Director, Quality & Patient Safety
- **Angela Ryberg**, Phlebotomist
- **Casilda Richardson**, Aide, Environmental Services
- **Dorothy Roberts**, BSN, RN, Nurse Manager
- **Patricia Romanus**, RPT, Inpatient Supervisor, Physical Therapy
- **Anna Rotondi**, Lab Tech
- **Mary Schaefer Koteles**, Speech Therapy
- **Paul Schwerdt**, MD, Cardiology
- **Mary Schnopp**, Office Manager
- **Debbie Schultz**, RN, Oncology
- **Janice Shea**, Dept. Secretary, Radiology
- **Russell Shu**, MD, Otolaryngology
- **Noah Siegel**, MD, Otolaryngology
- **Sheila Silva**, MSN, RN, Nursing Education
- **Paula Silvi**, RTR, Chief Technologist, Radiology
- **Deborah Smith**, Ultrasound Tech., Ultrasound
- **Eric Smith**, RD, LDN, Clinical Nutrition Manager
- **Mariann Smith**, Assistant Coding Manager
- **Terri Spencer**, MD, Internal Medicine
- **Judith Stark**, Mammography Technician, Diagnostic Radiology-Satellite
- **Nancy Sullivan**, Director, Patient Access
- **Jessica Symonds**, Vice President, Development
- **Jeffrey Vandal**, Mgr., Bio-Med.
- **Roberta Trahan**, BSN, CCRN, Clinical Leader, ICU
- **Kim Verocchi**, Secretary, Radiology
- **Guillermo Villatero**, Environmental Services
- **Barbara Wagner**, Cardiac Ultrasound Tech., Cardiac Stress Lab
- **Mary Wallan**, Director, Communications
- **Pat Watson**, Manager, Lab
- **Nancy Wayne**, Transportation Manager
- **Pat Wheeler**, Dept. Secretary, Radiology
- **Ellen White**, RN, Oncology

- **Robert White**, EMT-P, Paramedic Services
- **Meg Wilkes**, RD, Clinical Dietitian
- **Jeffrey Wilkes**, Radiation Therapy Technician, Radiation Therapy
- **James Wilson**, EMT-P, Paramedic Services
- **Lynn Worley**, Mgr., Quality & Patient Safety

Norwood Hospital is a member of the Neponset Valley Chamber of Commerce, the United Regional Chamber of Commerce, the Tri-Town Chamber of Commerce and the Walpole Chamber of Commerce with hospital leadership and staff members regularly participating in meetings and activities.

They are:

Neponset Valley Chamber of Commerce:

Margaret Hanson, President, NVCC Board Member
Linda Davenport, LD, CDE
Patricia Gavin, Elder Affairs Specialist

United Regional Chamber of Commerce:

Kathy Merrigan, RN, Emergency Department Manager

Tri-Town Chamber of Commerce:

John Gale, Director of Imaging Services
Tim Arnold, Director, Oncology Services

Walpole Chamber of Commerce:

James F. Sheehan, Community Benefits Manager

21. Partnerships

- **The Henry O. Peabody Scholarship:** This fund provides renewable scholarships of up to \$5,000 to women in Norfolk County pursuing post-high school educational endeavors. The Fund looks to provide aid particularly to women in difficult and vulnerable situations. A unique aspect of this scholarship fund is that the money received may also be used for childcare expenses, often a real problem for women with children who are trying to return to school. Applications and brochures may be picked up at the hospital's Community Benefits Department.
- **Norfolk County District Attorney:** The hospital works closely with this office on matters of family and workplace violence. In particular, the hospital has assisted in the formation of a child advocacy center to help the district attorney provide comprehensive services to abused children and their families. The Community Benefits Manager serves on the Advisory Committee.

- **Neponset Valley Community Health Coalition:**

Norwood Hospital continues to have a very positive working relationship with the Coalition.

- **Norwood School Nurses:** A strong relationship has been established between the staff of Norwood Hospital and the school nurses in Norwood. Physicians and other medical professionals have helped the town develop a School Wellness Policy.

- **Alzheimer’s Memory Walk, September 26, 2009:**

Norwood Hospital supported the Walk by staffing an information table and providing health education information on nutrition and exercise to all participants.

22. Ambulance Services

Norwood Hospital Emergency Medical Services (EMS) is a hospital-based ambulance service licensed to provide both Basic Life Support (BLS) and Advanced Life Support (ALS) patient care and ambulance transportation. A dispatch and communication center is operational seven days per week and coordinates all ambulance transportation out of Norwood Hospital including transfers to local skilled nursing and rehabilitation facilities, ALS, critical care, and air medical transportation to Boston Hospitals. The dispatch center also arranges transportation for patients requiring wheelchair car or taxi services. The ambulance service and dispatch center is staffed by over 40 state certified EMTs and paramedics.

The following is a sampling of the community programs supported by these men and women during FY 2009 including Ambulance Coverage/Health Education/Screenings for Norwood Hospital Community Events involving 82 hours of volunteer work:

- Norwood Day
- Norwood Turkey Trot
- Rodman Ride for Kids, Foxboro
- Dean College Commencement, Franklin

23. Donations

- In December 2008, the Mission Committee organized a clothing drive to benefit St. Francis House in Boston, a day shelter serving more than 800 men and women daily.
- Norwood Hospital delivered over 50 bags of gently used clothing to St. Francis House.
- Norwood Hospital donated a used vehicle valued at over \$1,100.00 to the Rodman Ride for Kids.
- In March 2009, the clinical nutrition manager, a member of the Mission Committee, organized an employee food drive to benefit the Ecumenical Community Food Pantry of

Norwood. He was able to deliver more than 443 food items as well as cash donations to the pantry.

- During August 2009, Norwood Hospital department managers and staff donated 150 backpacks filled with new school supplies to children in need in Norwood and Mansfield. Additional new school supplies were donated to students at Saint Catherine of Sienna School in Norwood.

24. Neponset Valley Community Health Coalition (NVCHC)

Norwood Hospital continued to maintain an excellent relationship with the Neponset Valley Community Health Coalition. The NVCHC mission is to advocate for the maintenance and enhancement of the affordable, accessible quality health care (including mental health) for all residents within the Neponset Valley Health Care System, particularly the unserved and under-served.

NVCHC Coalition Towns include Attleboro, Bellingham, Canton, Dedham, Dover, Easton, Foxboro, Franklin, Mansfield, Medfield, Medway, Millis, Norfolk, North Attleboro, Norton, Norwood, Plainville, Sharon, Stoughton, Walpole, Westwood and Wrentham.

25. Staff Development

With a commitment to continue to provide the highest standards of care for our patients, the Staff Development Office offers many programs to staff and area health care providers in an effort to enhance skills and knowledge about a myriad of topics.

The schedule for FY 2009 is below:

Non-Contact Programs 10/08 thru 9/09

DATE	OFFERING TITLE	PARTICIPANTS
10-2,14,16-08	Review of Code 6 process	24
10-14 & 17-08	New HillRom Versacare Beds	15
10-22-08	Journal Club: Pain Reassessment	11
10-27-08	Competency Fair	103
11-7-08	Schwartz: “Mother’s Not Eating: Feeding Tube Dilemmas in Frail Elders”	57
12-1-08 thru 1-3-09	BD: Safety Syringe/Needles & Nexiva In-service	300
1-06 thru 1-27-09	RL Solutions Incident Reporting	25
1-09-09	Schwartz: “Patient - Planned End of Life”	59
1-27-09	Unit Based PI	18

2-5 thru 2-9-09	Chloroscrub	65
3-4-09	Pressure Ulcer Prevention (Unit 35)	9
3-12-09	DVT Awareness	15
3-13-09	Schwartz: "Caregiver Dilemmas with Dementia Patients"	96
3-17 thru 3-24-09	Review of Order History, Intervention Frequency & Text Bubbles	29
4-16-09	TA Thermometry (ICU/Units)	32
4-22-09	2009 Bariatric Update	16
4-28-09	Unit Based PI	12
5-8-09	Schwartz: "Clinical Stories"	39
5-13-09	Creative Ways to Communicate with the Deaf & Hard of Hearing	36
5-20-09	Dignicare Stool Management System In-service	78
5-29-09	Fall Prevention Review Huddles	18
6-1-09	Fall Prevention Review Huddles	7
7-09-09	New Discharge Paperwork	32
7-28-09	Unit Based PI	10
7-31-09	Competency Fair	160
8-11-09	Welch Allyn In-service	9
8-19-09	Welch Allyn In-service	3
8-19-09	Review of Code Yellow Process & Ativan Protocol - Unit 32	10
8-11-09	Fem Stop Gold In-service U33, ICU, Cath Lab	14
7-15 & 7-16-09	CADD - Solis Epidural Pump	48
9-11-09	Schwartz: "When Nothing Works!" Managing the Care of Difficult Patient	61
9-16-09	KCI Wound Vac In-service - OR Dept	10
9-23-09	Diabetes Patient Education - Unit 23/Float	11
9-28-09	Competency Fair	129
9-30-09	Post-op Colostomy Appliance - OR Dept.	16

Contact Hour Programs 10/08 thru 9/09

DATE	OFFERING TITLE	PARTICIPANTS
10-3-08	Basic Dysrhythmia	7
10-16-08	NGR: Operating Room Safety	28
10-21-08	Roberta Scofield Oncology Conference	37
10-28-08	Operating Room Safety Repeat	11
11-12-08	Understanding Personalities / Managing Conflict	18
11-14-08	Pediatric Conference Adolescence: Challenges & Risk	60
11-20-08	NGR: The Dilemma of Delirium: Proactive vs. Reactive - Coping with the New Reality	48
11-24-08	Defining the Boundaries of Human Subjects Research: Where does the IRB's work begin & end?	36
12-4-08	Behavioral Management Certification Certification	13
12-12-08	Basic Dysrhythmia Repeat	4
2-19-09	NGR: "Let's Get Your Cardiac Patients on the Right Beat"	55
2-27-09	Advanced Dysrhythmias	19
3-13-09	Gerontology Conf: More Than Just Words: Communicating With Patients With Dementia	67
4-03-09	Evidence Based Practice Repeat	8
4-16-09	NGR: National Healthcare Decision Day- What can you share to improve care?	25
4-23-09	Basic Dysrhythmia Repeat	4
5-18-09	Norgaard Perinatal & Women's Health Conference	37
6-10-09	Karen O'Neil Conference "Summertime Sickness"	27
6-18-09	NGR: Stroke	45
7-16-09	NGR: Heart Attack? Goal: Reperfusion <90 minutes	33
8-10-09	Basic Dysrhythmia Repeat	8
8-20-09	NGR: Science of Empathy Repeat	23
9-21-09	Fall Prevention Conference The Fall Puzzle: Putting it all Together	36
9-25-09	Care of the Patient with Cardiovascular Compromise	14

26. Library Services

The Youngdahl Library at Norwood Hospital is staffed Monday – Friday during normal business hours. It provides staff and physicians with access to current, accurate, pertinent medical information through various research databases and through its collection of books and journals in paper and electronic formats. By maintaining membership in several Library networks, including the multi-type library network created by the Mass Board of Library Commissioners, it shares its collection nationally with other institutions. The general public is welcomed to use the library's resources and can request search assistance when trying to locate material or instruction on the use of various research databases.

The services the library offers are:

- subscriptions to a number of journals and several newspapers
- a current book collection
- access to the standard medical indexing and abstracting databases
- interlibrary loan of books and journal articles
- assistance with research

27. Auxiliary

The Norwood Hospital Auxiliary is a group of dedicated individuals who work in collaboration with the Development Office and Community Benefits Office. The Auxiliary's mission is to interpret and create interest in and awareness of the hospital's services to the community; raise funds for the hospital; and provide special programs and services to the communities we serve.

Examples of the community outreach provided by this organization include:

- The Baby Hat Program, which provides hand-made hats for all new babies in the Small Miracles Department.
- Norwood Hospital Auxiliary, which awarded two \$1,000 scholarships to graduating high school seniors who plan to pursue a health care related course of study.

28. Psychiatry

Members of the Department of Psychiatry participated in the leadership and fundraising activities of the South Shore Alzheimer's Partnership and the Neponset Valley Alzheimer's Partnership.

Department members also supported the 2008 Out of Darkness Walk Community Walk to benefit the American Foundation for Suicide Prevention by walking and selling tickets

29. Cable Television

Norwood Hospital is committed to providing health care information and education within our service area. During FY 2009, Norwood Hospital provided speakers to Canton Community Television and Norwood Public Access Television. In February 2009, Paul Schwerdt, MD, appeared on Canton Community Television delivering a presentation on cardiac health. Terri Hoitt, LICSW taped a segment in May 2009 on Norwood Public Access Television on the topic of organ donation. Norwood Hospital stands ready to assist Norwood Public Access Television and as well as other public access cable television systems in providing health education information to our community members.

IX. Next Reporting Year

During FY 2009 and in preparation for FY 2010, Norwood Hospital conducted a formal community health needs assessment.

This assessment will serve as the basis for establishing priorities and focused community benefits efforts beginning in FY 2010.

In addition, Norwood Hospital created the Community Benefits Hospital Leadership Team, made up of the president and senior clinical and non-clinical administrators.

X. Community Benefits Expenditures for FY 2009

Community Benefits Programs

Direct Expenses: \$76,717.00
Associated Expenses: 0
Determination of Need Expenditures:..... 0
Employee Volunteerism: \$581,081.00
Other Leveraged Resources: \$21,406.00

Community Service Programs*

Direct Expenses: \$37,576.00
Associated Expenses: 0
Determination of Need Expenditures:..... \$13,830.00
Employee Volunteerism: \$265,940.00
Other Leveraged Resources: 0

Net Charity Care FY 09: \$1,448,484.00*

FY 2009 TOTAL: \$2,445,034.00

Total Patient Care-Related Expenses for FY 2009:

..... \$113,766,320.00

Comments: *Includes a \$44,850.00 cost for Patient Financial Counselors to assist patients with enrollment in a public assistance program.

Additional Considerations

The major challenges facing Norwood Hospital are similar to those facing hospitals across the country. Program needs continue to outpace financial resources. Reduction in state and federal reimbursement makes it more difficult each day to carry out our mission of caring for the poor and the underprivileged in our society.

XI. Contact Information

For more information please contact:

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