



# Saint Anne's Hospital

A CARITAS FAMILY HOSPITAL



## 2009 Community Benefits Report

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## I. Introduction

Founded in 1906 to treat largely immigrant and poor populations of Fall River, Saint Anne's Hospital has evolved to provide not only highly regarded vital medical services, but also a spectrum of unique programs and services that strive to fulfill a richly diverse community's health care needs. Saint Anne's Hospital is part of the six-hospital Caritas Christi Health Care system, New England's largest community hospital network. Caritas Christi is a comprehensive, integrated health care delivery network, providing community-based medicine and tertiary care in eastern Massachusetts, southern New Hampshire, and Rhode Island.

In fiscal year 2009, in addition to essential medical care, Saint Anne's provided over \$6 million in community benefits services that include specialized, hospital-sponsored health services, prevention, education, health screenings, and charity care. Many are longstanding services for which Saint Anne's has become well known; others have been initiated in response to needs identified by the hospital's Community Assessment and Benefits Committee (an advisory group of the hospital's Board of Trustees, consisting of community and hospital representatives). All services are now part of the hospital's Community Benefits Program and are provided in concert with the hospital's mission to serve the health care needs of our community. They reflect the hospital's and our system's core values.

## II. Saint Anne's Hospital Mission Statement

Faithful to the legacy of Charity and Compassion of Blessed Marie Poussepin, in 1906 the Dominican Sisters of the Presentation founded Saint Anne's Hospital, a Catholic, Community health care organization, providing accessible and quality health care to all within our Culturally diverse Greater Fall River community.

### 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. 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.

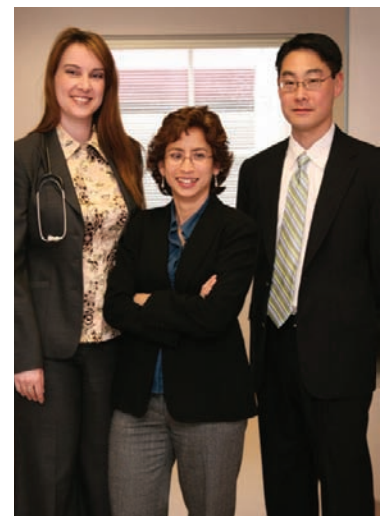
## III. Community Benefits Statement of Purpose

Saint Anne's Hospital is committed to serving the health care needs of the entire community, including the uninsured, underinsured, poor, and disadvantaged. We are dedicated to:

- Providing accessible, quality health care services to all within our culturally diverse Greater Fall River community;
- Providing preventative health, education and wellness services for the well being of our community;
- Working in collaboration with our community in identifying and responding to unmet care needs; and
- Recommending to the Board of Trustees of Saint Anne's Hospital the adoption of needed programs and services to address identified, prioritized, and unmet health care needs in the community.

Approved by Saint Anne's Hospital Board of Trustees 1999.

Saint Anne's Hospital has utilized the Community Benefits Program voluntary guidelines issued by the Massachusetts Attorney General's office to provide an ongoing assessment of our community's health care needs and to review the effectiveness of our programs in meeting identified needs.



Such a careful review is ever more important during these challenging times for hospitals as reimbursement rates have not kept pace with escalating costs for delivering health care. At the same time, communities such as Fall River face new and growing health care needs (as described in this report).

## IV. Community Benefits Planning and Review

### Community Health Needs Assessment

To assess community health needs, the Community Assessment and Benefits Committee (CABC) of Saint Anne's Hospital has used the health data of the Massachusetts Department of Public Health (DPH) as a primary source. Periodically, the committee reviewed current data for the Greater Fall River area and new reports are presented for consideration as they become available from DPH and other sources. Invited speakers frequently presented specific health needs and disease data for our area as well. They were asked to discuss the growth of their services, waiting list needs, and unmet health and related needs from their perspective as a service or fund provider.



Our CABC has looked at the growing concerns regarding two health issues confronting our communities, Hepatitis C infection rates and diabetes and their long-term health effects.

Our CABC has utilized the following health status data in its review:

1. A Profile of Health among Massachusetts Adults, from DPH.
2. Information on health insurance enrollment and health care access for residents of Southeastern Massachusetts from DPH, the Massachusetts Division

of Medical Assistance.

3. Coronary disease, cancer, diabetes, and HIV/AIDS incidence/prevalence data from DPH and Saint Anne's Cancer Registry.
4. Child sexual abuse, domestic violence incidence data for the Greater Fall River area from the area Department of Social Services, and the Fall River Police Department.

### Summary of Findings

Health assessment data for the Greater Fall River area reveal some dramatic trends for the current and future health of area residents. The mortality rate for cardiac disease has been nearly 20 percent higher in both the Greater Fall River and New Bedford areas than the Massachusetts state average for the past decade. Southeastern Massachusetts has a higher incidence rate for coronary heart disease than the Massachusetts average (averaging close to 24 percent over the past decade). This has been the highest incidence rate in the state, and the number is higher in Fall River than in surrounding communities.

Bristol County has among the highest prevalence rates of diabetes (42.26 per 1,000 persons) of any county in Massachusetts (32.29 per 1,000 persons). The incidence of diabetes has risen 49 percent since 1990. The United States average is 34.1 per 1,000 persons.

The "Health Risks and Preventative Behaviors" (BRFSS- DPH) survey results show there is a higher concentration of people in this area with risk factors for developing heart disease, cancer and diabetes. Area residents report smoking at a rate 30 percent higher than the state average; this total number of people smoking has also risen as compared to decreasing smoking rates in many areas of Massachusetts. The area has higher rates of obesity (28 percent vs. 25.8 percent statewide), high cholesterol (36.8 percent vs. 28.3 percent statewide), and high blood pressure (29.2 percent vs. 21.6 percent statewide).

Access to health care for area residents was also highlighted as a grave concern in several recent studies. The DPH behavioral risk factors report showed that the number of residents who had not had a routine check-up in more than five years was 39 percent higher than the state average, 8.2 percent in the Greater Fall River area as compared to 5.9 percent statewide. In addition, 11.4 percent of area adults reported not having health insurance coverage, and 9.2 percent reported wanting to visit a doctor but could not

because of cost. Despite the success of health care reform and the availability of health insurance to more families and individuals, the hospital continues to see many who still do not have health insurance.

This problem is compounded by the economic downturn, growth in unemployment and home foreclosures. Patients also report putting off necessary treatment because they cannot afford it, or the co-pays, and /or the prescribed medication. Saint Anne's remains one the few "disproportionate share" hospitals in the Commonwealth, due to the high number of patients seen on government-subsidized health coverage or without insurance. We will continue to focus efforts on enrollment assistance for the uninsured and underinsured.

#### Target Populations

The target populations for our Community Benefits Plan as identified in our community health needs assessment data review include:

- Those without adequate health insurance, encompassing those without insurance and those who are underinsured.
- Residents of the Greater Fall River area who need health education, disease prevention, and health screening to promote healthier lifestyles and the earlier detection of disease, particularly those at risk for or diagnosed with heart disease, diabetes, and cancer.
- Children and families who are at risk for, or have been involved with, domestic violence, sexual abuse, and other forms of violence.
- Persons living with HIV or AIDS.
- At-risk elders.
- Those with limited English proficiency.

#### Community Benefits Plan Goals

The CABC has set the following long-term goals to:

- Maintain membership of the CABC that represents the diverse Fall River community.
- Monitor outcomes of the hospital's Community Benefits services and examine these in comparison to community health assessment data.
- Review their findings with other health care planning groups in the community to avoid duplication and promote collaboration.
- Obtain feedback from the community on Saint Anne's Community Benefits services.

- Develop a prioritized outcome measure for each service to utilize in evaluating its effectiveness.

The CABC has set the following short-term goals:

- Act as an advocate to protect our community from public health risks and to promote greater availability of needed services to improve health.
- Set long-term goals for specific health-status measures for the hospital's Community Benefits Plan.

#### Community Assessment and Benefits Committee and Community Participation

The involvement of community members in the planning and oversight of the hospital as a whole and for our Community Benefits Program is highly valued. As a committee of the hospital's Board of Trustees (BOT), the Community Assessment and Benefits Committee (CABC) serves in an advisory capacity to the BOT on the Community Benefits Program. The CABC reviews, evaluates and recommends changes in the hospital's Community Benefits Program.

The CABC meets regularly, generally once a month. In these meetings, they solicit input from community agencies and organizations, review community health assessment and other pertinent data, assess the performance of current services, and develop recommendations for decision by the BOT regarding changes to or additions to the program. Minutes of the CABC are presented and discussed at the hospital BOT meetings.

Through August, 2009, the designated coordinator of the Community Benefits Plan was the Director of Marketing and Planning, responsible for overseeing the assessment, development, coordination, implementation, and evaluation of the hospital's Community Benefits Plan. Beginning on September 1, the function was placed under a dedicated community benefits manager. As before, the function reports to the president of the hospital, and the Caritas Christi Vice President of Community Benefits.

Copies of the Community Benefits Report are distributed to the BOT, hospital departments, and at community events. Information on our community benefits services is publicized in area news media, hospital newsletters and on our Web site. The committee developed a form to obtain feedback from the community on Saint Anne's Community Benefits services.

### Community Assessment & Benefits Committee Members

**Frank Cabral**, Chairperson of CABC, Associate Director, SER Jobs for Progress

**Wendy Bauer**, Director of Marketing and Planning, Saint Anne's Hospital

**Anne Ferreira**, Coordinator, Public Relations, Saint Anne's Hospital

**Deidre Donaldson**, Ph.D., Director, The Fernandes Center for Children & Families, Saint Anne's Hospital

**Philip Falzarano**, Chief Operating Officer, PharmaHealth

**Mary-Lou Mancini**, Gabriel Care, LCC,

**Sr. Carole Mello**, OP, Director, Spiritual Care Services, Saint Anne's Hospital

**Kathy Emerson**, Parish Nurse Supervisor, Saint Anne's Hospital

**David Ramos**, Director, Hope House

**Fanny Tchorz**, Director, Interpreter Services, Saint Anne's Hospital

**Denise Wright**, Clinical Director, SSTAR Health Center

### Community Benefits Plan

In the past several years, the hospital has developed a number of new community benefits initiatives and continued to support an array of existing services. Saint Anne's CABC has utilized two strategies in the past few years to create new Community Benefits efforts as funding from the hospital for these is very limited given the expansive array of existing services. Over the past two years, Saint Anne's expanded its collaboration with both of our local health care centers to promote greater healthcare access in several ways which are detailed in the services description section of this report. This new collaboration reflects a continuation of our incubator strategy to help launch new programs developed in collaboration with other community organizations as well as for hospital-based initiatives and then pursue grant support for them. The latter has been a long-standing successful strategy for Saint Anne's and our community, bringing new services and dollars into the community and insuring the continuance of these services particularly in today's challenging financial environment for hospitals.

### Community Benefits Budget Process

Budgeting for Saint Anne's Community Benefits program is part of the annual budget planning process. Existing programs have identified hospital managers responsible for developing these budgets, and the coordinator of Community Benefits develops budgets for newly proposed initiatives. Budget needs for the programs are part of the on-going review conducted by the CABC and are shared with the Board and senior management at their meetings. In 2009, as in the past several years, we have been successful in obtaining funding for a portion of our community benefits services.

### Measuring Outcomes and Evaluating Effectiveness

Community Benefits services are reviewed by the CABC annually for effectiveness. Most programs have set performance measures as a part of the hospital's yearly performance review process and in keeping with grant funding requirements and other regulatory requirements. Other measures of effectiveness and need such as waiting lists, requests for expanded services, etc., are considered in evaluating a program's success. Committee members are asked to fill out a review form on each program presented which evaluates how well the program is doing and meets our community needs assessment targets. The CABC has set as a long-range goal the establishment of a prioritized outcome measure for each service to use in evaluating its effectiveness. The CABC believes that the programs and services described in this annual report effectively and efficiently meet multiple health care needs for our target population and geographic area.



## V. Current Community Benefits Services of Saint Anne's Hospital

In FY 2009, Saint Anne's Hospital created two formal advisory committees in keeping with the recently revised Massachusetts Attorney General's General Guidelines for Non Profit Hospitals.

Two advisory committees are the Community Benefits Hospital Leadership Team (made up of the president and senior leaders responsible for overseeing the delivery of services to patients) and the Community Benefits Advisory Committee (made up of leaders from area health and human service organizations, and formerly known as the Community Assessment and Benefits Committee). The Plan will be implemented and monitored for effectiveness and refinements as needed by the two committees throughout the year.

This report will refer to the CABC for accuracy in reporting FY 2009 activity.

### Meeting Societal Concerns and Individual Needs

#### **Health Access Collaborative: Leveraging Hospital Leadership to Meet Needs**

In April, 2000, a representative of Health Care For All, a health care advocacy organization, came to meet with hospital leadership to request their help with a demonstration project for Southeastern Massachusetts to develop strategies that would help communities increase access to health care for persons with limited English proficiency. Saint Anne's agreed to be a part of this effort and was the initial organization in the region to step up with their commitment and staff resources.

The grant funded a consultant to work with area hospitals, health centers, human service organizations, and legislators to assess the need for improved interpreter services and develop strategies to meet this need. The Community Benefits Coordinator of Saint Anne's served as the chair of the steering committee formed by these organizations for this purpose.

Under this structure, the steering committee, composed of senior managers of the participating organizations, conducted a needs assessment based on data and in-depth interviews with staff of the health and community organiza-

tions. From this plan, the Health Access Collaborative (see list on next page) was created as a mechanism for organizations to pool their efforts in an ongoing collaboration to improve access to health and related services in locations where persons with limited English proficiency seek services.

The strategy was to bring together the authority, skills, and resources necessary to make changes across the region. Saint Anne's Hospital, along with other area hospitals, contributed several thousand dollars to pay a portion of the consultant's time after the demonstration grant funding ended and the project was still in its developmental phase. Under the strong support of Saint Anne's, the collaborative persevered; and in October, 2001 the Health Access Collaborative was incorporated as a nonprofit organization with a \$50,000 one-year, "start-up" grant.

In April, 2002, Health Access Collaborative was successfully awarded its first grant from the Blue Cross Blue Shield of Massachusetts Foundation. Both Saint Anne's Hospital and other area hospitals contributed matching funds and in-kind services (training space, mailings, staff expertise) that were necessary to obtain the grant.

The grant funding was to train 40 bilingual staff of participating organizations of the Health Access Collaborative in basic and medical interpretation as well as to help develop close routine working relationships for these organizations which foster cultural competency. The training was tailored to the needs of collaborative organizations and the populations they serve. In FY 2003, over 40 bilingual staff from more than 10 agencies had received certificates for the completion of a basic and/or advanced medical interpretation course emphasizing cultural sensitivity.

The Collaborative also expanded to bring class members and other staff of the participating agencies to help enhance the outreach and education on diabetes to targeted ethnic groups in the Fall River. In this way class members were able to increase their knowledge about diabetes, and get some first-hand experience in providing medical interpretation to diverse language group including several outreach sessions to Cambodian organizations. The Collaborative continued to receive BC/BS Foundation funding through FY 2006. Saint Anne's contributed \$7,000 in FY 2009 and another area hospital system provide substantial annual financial support to the collaborative as well.

**Health Access Collaborative of  
Southeast Massachusetts, Inc.**

**Frances Fuller, Chair**

*Director of Oncology & Specialty Services  
Southcoast Hospitals Group*

**Wendy R. Bauer, Immediate Past Chair**

*Director, Marketing and Planning  
Saint Anne's Hospital*

**Fred Grose, President**

*Health Access Collaborative*

**Ellen Banach**

*VP, External Relations  
Southcoast Hospitals Group*

**Helena Marques**

*Executive Director  
Immigrants' Assistance Center*

**Jim Rattray**

*Chief Marketing Officer  
Southcoast Hospitals Group*

**Joan M. Menard**

*Senator  
Massachusetts Senate*

**Michael J. Rodrigues**

*Representative  
Massachusetts House of Representatives*

**Sheryl Turgeon**

*Executive Director  
HealthFirst Family Care Center*

**Marin Vat**

*Executive Director  
Khmer Family Resource Center*

**Denise Wright**

*Clinical Manager  
SSTAR Family Health Care Center*

**Executive Committee:**

**Frances Fuller, Chair**

**Wendy R. Bauer, Immediate Past Chair**

**Fred Grose, President**



**Organizations Represented:**

*Greater New Bedford Community Health Center  
HealthFirst Family Care Center  
Immigrants' Assistance Center  
Khmer Family Resource Center  
Saint Anne's Hospital  
Southcoast Hospitals Group  
SSTAR*

In FY 2005 and FY 2006, the collaborative efforts focused on continuing interpreter training as well as training for community health care and government leaders in cultural diversity sensitivity particularly in the health and human services settings. Our Director of Interpreter Services was instrumental in helping to develop and provide sessions at Saint Anne's Emergency Room as well as at their own agencies for participants from two area health centers enrolled in Health Access Collaborative interpreter training.

The collaborative efforts in FY 2009 focused on increasing skills for bi-lingual staff at area health centers in collaboration with area hospitals. These staff were able to have guided experiences in Saint Anne's Emergency Department to gain first-hand experience to up-grade their interpreting skills for urgent and crisis care. Going forward the collaborative anticipates significant challenges for funding in the tightening economy affecting our members and sources of grant funding.

### Health Insurance Enrollment and Outreach Program

In July, 2000, Saint Anne's Hospital launched our Health Insurance Advocacy and Outreach Program to provide community outreach, education, advocacy and enrollment assistance to those who need health insurance coverage. This outreach effort was developed as a result of the review of community needs conducted by the CABC over the prior year. A dedicated staff person was hired in July 2000 for this program, which is administered by the hospital's Community and Social Work Services.

Hearing numerous representatives speak with the committee about the needs of the Greater Fall River area, it became clear that such an outreach effort would be one of the most effective ways we could impact the health and well being of area residents. Time and again at their meetings, members heard about the need for improved access to health care for the working poor, the elderly, those with language barriers, those without transportation, and more. The committee believed that increased outreach into the community by the hospital was an important component to reaching many of the uninsured or underinsured.

While the hospital had dedicated Patient Financial Services staff available to assist those in need to enroll in the many government-funded health plans, the CABC decided that an outreach effort directly in the community was needed. Past outreach efforts offered by this department had very positive responses at community health fairs and events. Promotion of enrollment assistance in community fliers and newsletters resulted in hundreds of telephone calls.

This effort was designed to pair with the many other outreach services that the hospital offers, such as Congregational Health/Parish Nursing, as well as other agencies' efforts. The Health Insurance Advocate's/ Community Resource Liaison (named changed in 2005) position provides direct help with the many required application forms and the filing of these for enrollment as well as assisting in promoting health education, coordinating interpreter services, and providing referrals to health care providers and services, as needed.

The hospital was the sole support for this program in its start-up year FY 2001 with costs just under \$32,000. In FY 2002, we were successful in receiving a grant of \$15,000 in the first cycle of grants awarded by the Blue Cross Blue

Shield Foundation of MA to help support this program, particularly through increased outreach to those who have none or limited-English speaking skills. Although the Blue Cross Blue Shield Foundation did not continue funding in FY 2007, the hospital remained committed to the goals of the Program at a cost of \$15,000.

In FY 2008 Saint Anne's continued to underwrite the cost for a part-time Community Outreach Coordinator to continue this vital role. Our advocate continues to do strong community outreach resulting in assisting over 1,088 individuals and families to obtain or improve their health care coverage

in FY 2009 with a total of 1,451 total contacts. In addition, since the Community Resource Liaison is knowledgeable about resources available in the community, she is able to connect needy individuals with prescription programs, medical care, food banks and social service agencies. In FY 2009, this position reports to our Patient Care Financial Services to maximize outreach and assistance efforts for our area where affordable health insurance remains a challenge for too many.

### Interpreter Services - Serving Our Culturally Diverse Community

#### **Interpreter Services-Caring for a Culturally Diverse World**

In keeping with our mission, Saint Anne's provides a range of services through our Interpreter Services, for which the hospital assumes the majority of the costs. Costs of our interpreter staff and services were \$303,849 in FY 2008 and \$300,571 FY 2009. Saint Anne's has responded to the growing need for these services in our culturally diverse community providing interpreter services 24 hours a day, seven days a week to non-English and limited-English speaking patients, family members, and staff. Interpreters are multilingual and multicultural individuals who serve as liaisons to diverse groups to reduce cultural and linguistic barriers. Staff is available to provide interpretation in person, by writing, or by telephone.

Staff interpreters speak Portuguese, Spanish, and Creole, and provide translation services upon request. The department utilizes on-call staff, and other community agency staff for all other languages. Telephonic interpretation services include Deaf-Talk Inc. Services and Certified Languages International for the deaf, hard-of-hearing, and visually

impaired community. These agencies provide 24-hour interpretation coverage with the availability of over 150 languages when a “live” interpreter cannot be immediately available.

Interpreters provide information, culture assessment, and referral services for patients and families. The staff offers assistance with interpretation of treatment and surgical procedures, patient education, consent forms, discharge instructions and much more.

Interpreter Services staff is involved in a range of activities to promote cultural education, outreach, and a greater understanding of our diverse community. They provide training to hospital staff as well as to the community. These efforts help Saint Anne’s to provide greater access to quality health care for each patient regardless of race, language, or ethnic background.

**Cambodian Community:** Interpreter Services works closely with the Cambodian Community of the Greater Fall River area by providing freelance interpreters to assist patients with testing at the hospital, and serving as liaisons to the Multicultural Health Committee in identifying the health care needs and issues in Fall River.

**Community Newsletter:** Interpreter Services creates a bi-annual newsletter that is distributed throughout the hospital and is available to the community. The newsletter gives readers an inside look into Interpreter Services including valuable statistical information, recent events, department news, and educational opportunities.

**Developing Interpreter Services In The Community:** The Interpreter Services Department in partnership with the Health Access Collaborative, a nonprofit, corporation dedicated to improving health care for persons with limited English, has reached out to the community and together they have begun to develop a unique program to establish Interpreter Services at HealthFirst and SSTAR community health centers which serve the Greater Fall River area. At both facilities, SAH Interpreter Services educates and trains the employees encompassing interpretation skills, cultural diversity awareness and sensitivity, and offers workshops in the Portuguese, Spanish, and Cambodian cultures.

**Educational Workshops & Fairs:** Interpreter Services provides several educational workshops and trainings, and participates in various health fairs throughout the year to a variety of ethnic and cultural organizations and groups. By partaking in such events, they are mutually strengthening a greater understanding of cultural differences and the ways we interact with others.

**International Interpreter Services Day:** On this day, medical interpreters internationally celebrate the interpreting profession. It is celebrated once a year in September by SAH medical interpreters to spread valuable information about the department and the outstanding services it provides to hospital staff members and patients.

**International Medical Interpreters Association (IMIA):** Each member of the SAH Interpreter Services department is a member of the IMIA. Participating in such an association and attending the IMIA annual conference allows the interpreters to gain a continuous up-to-date knowledge of any and all linguistic educational opportunities, ability to network with out of state and international members, and have access to valuable resources of current medical terminology and health information. Each member has pledged to obey and follow through with the IMIA Code of Ethics.

**Local Parishes:** The Interpreter Services Department has joined with the choir of one local Parish to help in carrying out Saint Anne’s mission by providing music in multiple languages in the Hospital Chapel at selected times throughout the year. The music of the Santo Christo Church choir provides inspiration and encouragement to patients and staff members who will hopefully provide them with comfort and strength in their daily lives.

**Prayer Group Sessions:** The Interpreter Services department participates at the weekly prayer group sessions at Saint Anne’s Hospital’s Chapel every Tuesday that focuses on spirituality, and prayer. All religious faiths are welcome to attend, and any special requests can be made by contacting the director of the department.

**Scholarships For Our Community:** Interpreter Services works very closely with Saint Anne’s Multicultural Health Committee to provide scholarships to students in our community. The Multicultural Health Committee is comprised of community leaders, members of our diverse communities,

and staff of Saint Anne's Hospital. The committee works to identify and address the needs of the community and promotes a better understanding of the various cultures within the Greater Fall River Area. In an effort to advance higher education within our diverse community, scholarships are distributed on a yearly basis. A nursing scholarship in memory of Maria E. Cabrales, an employee who passed away in 2003, is also awarded. Scholarships are awarded to bilingual/bicultural community individuals, Saint Anne's employees, and their immediate family members and the Maria E. Cabrales scholarship is awarded to a nursing student.

**Spanish Community:** Hispanos Unidos is a group of health and human service providers who speak Spanish. Their goals are to educate, network, and spread awareness on issues of concern to the Hispanic community and those that care for it. Interpreter Services fully supports and participates in this group, and their annual goal is to up-date a Bilingual Speaking Provider Directory available to the community free of charge.

**Training Local Students:** Interpreter Services has joined forces with Bristol Community College/Luso Centro in aiding students participating in their Interpreter Program each semester. As part of the practicum requirements, various students are selected to shadow and train with our medical interpreters at Saint Anne's Hospital. The department is pleased to be a part of furthering bilingual education to meet the demands of our diverse community.

#### [Multicultural Health Care Committee](#)

Over the years since its inception in 1984, this committee has expanded to leaders and members of the Cambodian, Hispanic and Portuguese communities, hospital staff, and trustees.

A number of issues affecting the community have been identified. Access to health care, communication barriers and a need for a better understanding of the different cultures of our Greater Fall River community have been addressed. The committee has been credited with a number of significant accomplishments providing health topics related to cultural groups, courses in English as a second language and practical Portuguese; hiring of bilingual personnel and offering annually, six \$500 multicultural scholarships to employees, employee relatives, and community members

who wish to pursue health care careers. Scholarships are awarded on the basis of set criteria including residency in the Greater Fall River area, pursuing a degree in nursing and/or health care related profession, and being bicultural and/or bilingual. These are awarded annually and funded by Saint Anne's Hospital.

#### **Multicultural Health Committee Members Community Members:**

**Lisa Alves**, Fall River WIC Program

**Ana Aubut**, United Neighbors of FR

**Odete Amarelo**, Fall River School Department

**Giovanna Borges**, Catholic Social Services

**Dr. M.M.Campbell**, Fall River Career Center

**Jenny Diblasi**, FACE

**Shirley Davis**, Senior Whole Health

**Keisha De Jesus**, SSTAR Family Healthcare Center

**Kelly Demenezes**, MA, MSW, CAGS, Seven Hills Behavioral Health

**Anthony Drigo**, SCOP, Inc.

**Joseph Fernandes**, MA Rehabilitation Commission

**Karen Fischer**, SSTAR

**Mark R. Frey**, Community Connections of Brockton

**Michaela Gagne**, Saint Vincent's Home

**Wendy Garf-Lipp**, United Neighbors of Fall River

**Janine Gendreau**, Arbour Counseling Services

**Courtney Greenwood**, Arbour Health System

**Tom Hannigan**, NORCAP Lodge

**Paula Harrison**, Health First

**Linda Hennessey**, HealthFirst

**Carol Hernandes**, Catholic Social Services

**Saem Srey**, Khmer Freelance Interpreter

**Jenna Lagasse**, Fall River Mass CALL 2 Coordinator

**Linda Larsen**, YWCA of Southeastern MA

**Marianne Arruda Martin**, American Cancer Society

**Valentina Martinez**, New Bedford YWCA

**Janice Mendes**, SE Center for Independent Living, Inc.

**Mary M. Midura**, BSEd, CEIS, People, Inc.

**Connie Mota**, Senior Whole Health

**Bobbi Patrick**, Nonotuck Resource Associates

**Susana Ponte**, FR Council on Aging

**Brenda J. Rivera-Saunders**, CelticCare Health Plan

**Pamela Ross**, John C. Corrigan Mental Health Center

**Gloria Salinas**, Citizens for Citizens-Head Start

**Sokvann Sam**, MA Rehabilitation Commission

**Ana Silva**, YWCA of Southeastern MA

**Lizette Soares**, Bristol Elder Services

**Karen Sullivan**, SE Center for Independent Living, Inc.  
**Brenda Viveiros**, BMC HealthNet Plan  
**Pamela Wildnauer**, Citizens for Citizens, Inc.

**Staff:**

**Victoria Cortes-Ramirez**, Fernandes Center for Children & Families  
**Patricia Botelho**, Professional Practice, Research and Development  
**Donna Cantin**, Blood Bank Supervisor  
**Rose Couto**, Diabetes Education  
**Nellie Jacob**, Patient Care Director of ED/Pediatrics  
**Lisa DeMello**, Quality Resource Management  
**Jessica Martins**, MSW, LCSW, Youth Trauma Program/DRIVE Program  
**Sr. Carole Mello**, OP, Spiritual Care Services  
**Wendy Merriman**, Parish Nursing  
**Diane Palmer**, Volunteer Services  
**Wendy Rego**, Interpreter Services  
**Jennifer Salem-Russo**, MSW, LCSW, Youth Trauma Program/DRIVE Program  
**James F. Sheehan**, Community Benefits Manager  
**Fanny Tchorz**, Interpreter Services

The committee also offers:



**Hispanic Outreach**

From its beginning as a luncheon with Spanish-speaking staff of health, education and social service agencies in an Southeastern Massachusetts, **Hispanos Unidos** has been an incorporated non-profit organization and functioned as such for the last 10 years. The hospital continues to assist with clerical support and mailings

and participates at meetings and events of this new group. A Spanish Health and Human Services Provider Directory was developed and updated every year and distributed throughout Southeastern Mass free of charge. The hospital supports periodic updating of this directory.

**Hispanos Unidos Members:**

**Fanny Tchorz**, Saint Anne's Hospital, Interpreter Services Director, Multicultural Health Committee Chair  
**Lizette Soares**, Bristol Elder Services, Inc.  
**Wendy Rego**, Saint Anne's Interpreter Services  
**Susana Ponte**, FR Council on Aging  
**Victoria Cortes-Ramirez**, Fernandes Center for Children & Families, Saint Anne's Hospital

**Compassionate Care Fund**

Saint Anne's Compassionate Care Fund was created in response to the needs of the poor and indigent in our community. Patients are eligible to use the fund if they or their families are unable to pay and/or if they are not covered by an insurance plan. Vouchers may be used for prescriptions, supplements, non-durable medical supplies, or other direct patient needs. The Compassionate Care Fund is another way Saint Anne's responds to the real problems of real people. Monies are raised through the efforts of the hospital's Office of Development. In FY 2009, \$67,518 in expenditures from this fund was used to meet health care needs for the individuals and families served.

**Hope House**

On September 17, 1994, Saint Anne's Hospital opened Hope House for persons with mid-to-end stage AIDS. In the early 1990s many in the community and at the federal level became more aware that a growing number of persons with AIDS were subsisting and dying on the street, in temporary shelters, or in dangerous drug houses. Through a collaboration of these groups, Saint Anne's was able to establish Hope House by obtaining more than \$500,000 in grants and low-interest loans. The program is sixteen years old.

Hope House can shelter up to ten people in its homelike environment in close proximity to the hospital and continues to provide its residents with nursing care, psychological support, meals, and transportation as it has since its inception. At its opening in 1994, it was the only such residence in Southeastern Massachusetts, and it remains the only one in the state that accepts individuals with mid-to-end stage AIDS.

Hope House is staffed by a clinical director who is a registered nurse, a part-time nurse, social worker, and direct care house staff who are all certified in their respective fields. The clinical director provides ongoing education and outreach in the community to the local high schools,

colleges, and universities, and provides technical assistance to the local hospitals, and the medical community.

Hope House receives subsidies for rental assistance from HUD's Shelter Plus Care Program, and is funded in part by the Department of Public Health's Bureau of HIV. The program is licensed by the Division of Medical Assistance as a provider of Group Adult Foster Care, and Targeted Case Management. Hope House continually operates at maximum capacity of 10.

## VI. Building Strong Families

### Youth Trauma Program

The Youth Trauma Program provides diagnostic evaluation and psychotherapy to children and young adults ages 3-21 who have witnessed violence, been sexually abused or lost a loved one due to homicide. The program is grant-funded through the Victims of Crime Act and is free of charge. Each year, approximately 140 children and families are seen in the program. In addition to providing age-appropriate, sensitive treatment for the child victim, the program also provides supportive services to the victim's family. Child victims are assisted through all phases of their recovery, from contact in the Emergency Department to coordination with schools and support through the legal process. This program is recognized as one of a few in the state with expertise in providing forensic sexual abuse evaluations when there is a concern a child may have been sexually abused; staff are trained in using the protocol from the National Children's Advocacy Center for sexual abuse evaluations.

This program is recognized as one of a few in the state with expertise in working with children with developmental disabilities who have been abuse victims. Services are free of charge. Specially trained social workers provide individual and group therapy at the program and in schools. Program staff offers a range of specialized groups such as expressive art therapy, social skills groups, and groups for parents whose children have been sexually abused. The program in FY 2009 provided assistance to over 435 children and parents. In addition to direct services for victims and their families, program staff also offer consultation and outreach to area health and human service providers such as pediatricians, schools, and mental health agencies to assist them in identifying victims and helping to prevent abuse through awareness training.

The Youth Trauma Program is supported in part by the Victims of Crime Act (VOCA) funds, along with funding from the hospital. In FY 2009, the Massachusetts Office for Victim Assistance awarded the Youth Trauma Program \$160,431 while the hospital's contribution is approximately \$42,475. This program is a reflection of Saint Anne's efforts to respond to the specialized needs of our youth and their families—and to work with them and other providers to end the "cycle of violence" that is all too prevalent locally and nationwide. The Youth Trauma Program is administered by our Fernandes Center for Children & Families.

### D.R.I.V.E. Program: Helping victims of drunk/drugged driving crashes

In FY 2004, our Community and Social Work staff was successfully awarded \$50,000 from the Massachusetts Office for Victims Assistance through the Drunk Driving Trust Fund to provide counseling and treatment to victims of drunk/drugged driving crashes and their families. These services continued to be provided in FY 2009 with reduced funding of \$24,043. Community outreach to raise awareness of this issue to high school and college-aged students on the effects of drunk/drugged driving is another component of this service entitled the D.R.I.V.E. (Drug/Alcohol Related Injuries from Vehicular Events) program.

While victims of drunk/drugged driving receive needed medical care, few receive any behavioral health services to help them deal with the emotional and psychological issues they and their families may have as a result of a drunk/drugged driving related crash. Grant monies included funding to provide a public awareness campaign to increase the number of victims and family members seeing these services. Our D.R.I.V.E. staff is planning a campaign for December 2009 with support from our public relations department. It will include radio public service announcements to highlight the dangers of drinking and driving with a focus on the high-risk time of the holiday season

### The Fernandes Center for Children & Families

The Fernandes Center for Children & Families (FCCF) provides family-centered, coordinated care for children with behavioral, developmental and special health care needs. The impetus for the Center came from our participation in the Fall River School Task Force, Child Protection Council, and numerous requests from pediatricians and other community groups working to serve children. Through these,

Saint Anne's found the following factors that put many area children at greater risk for developing physiological and psychological problems:

- The Greater Fall River community has over 33,000 children.
- In Fall River, 21.7 percent of children under age 18 live below the poverty line as compared to 13.2% for all of Massachusetts.
- Of the total births in Fall River, close to 40 percent had public funding.

The Center not only provides needed services (for which families used to travel to large teaching hospitals), but also provides a secondary prevention model of care for children with chronic diseases serving to reduce morbidity and family distress. The Center provides ambulatory evaluation, diagnosis, and treatment for these children. Saint Anne's recruited the area's first developmental pediatrician for the Center, which is directed by a behavioral/clinical psychologist (Ph.D.).

Housed in renovated space (funds were donated by the Friends of Saint Anne's and the hospital), the Center occupies and oversees administratively the pediatric specialty clinics, which have been operating for more than 20 years at Saint Anne's. Our pediatric rehabilitation staff also moved into this space. Beginning in 1998, the Center expanded services to provide consultation and therapeutic services on site in area schools. Perhaps the greatest demonstration of need for these services locally is the fact that all specialties have a waiting list for services, most of which average two to three months. The hospital has provided substantial financial support for the Center's services.

#### ["Reach Out and Read" – Promoting Reading Literacy](#)

As a part of its holistic family-centered approach, FCCF adopted the "Reach Out and Read" program that began at Boston Medical Center to emphasize the importance of reading to the parents/caretakers of children ages 0 to 5. Volunteers and staff educate parents on the importance of reading to their children and give books to their young clients to take home. A local company has provided partial support for the purchase of the books and bookshelves. The program must raise several thousand dollars each year to support this effort, which they do through fund-raising events.

In 2007, Fall River was named the first "Book End City" nationally by the Reach Out and Read Foundation as every pediatric practice and provider has adopted this program. The Medical Director of Saint Anne's Fernandes Center for Children & Families, Jeannine Audet, M.D., was recognized for her championing and ardent advocacy of this program.

#### [Community Outreach and Education to and for Children](#)

Additionally, the Center provides parent education workshops and for-credit professional training on topics such as autism and depression in children.

#### [Pediatric Community Nursing and Education](#)

Our experienced pediatric nursing staff provide a number of community and educational programs aimed at strengthening parenting skills and promoting healthy development.

The majority of these programs are provided free of charge to parents who would not have the means to pay. Class size is kept small to maximize learning. They are offered at a variety of sites in the community such as the local high schools' teen-parent program, area Head Start programs, and early intervention sites, as well as at the hospital. For a small fee, certified courses for parents in how to develop personal safety skills in their children and a "Safe Sitter" course for children are provided.

#### [Growth and Nutrition Clinic of The Fernandes Center for Children & Families](#)

For reasons that are often difficult to determine, some children suffer from chronic undernourishment or failure to thrive. Physiological disorders, stress within the family, and poverty are frequent causes of this persistent, difficult-to-treat syndrome. In eastern Massachusetts where an estimated 173,000 children go to bed hungry, and another 115,000 are at risk of being hungry, the problem of under-nutrition threatens the lives and well being of many infants and young children. The Growth and Nutrition Clinic at Saint Anne's offers a multi-disciplinary approach to evaluating and treat-



ing children with this disorder and to providing education and support to parents. The DPH, private insurance, and the hospital fund the clinic.

### Cancer Detection, Early Prevention and Lasting Support Oncology Screenings

Saint Anne's Hospital Regional Cancer Care offers the latest advances in clinical treatment. To promote these—particularly for the uninsured, under-insured, indigent, immigrant and non-English-speaking populations—our Hudner Oncology Center provides free periodic cancer screenings and educational programs in the community and at the hospital. Once again in FY 2009, our oncology services provided free of charge a Skin Cancer screening in May and a Prostate Cancer screening in September.

### Oncology Education and Support Services

Since a diagnosis of cancer affects both individuals and their families in so many ways, Saint Anne's Hospital Regional Cancer Care offers many free educational and support services that complement other supportive services. These services are available to all patients with cancer and their families, regardless of whether or not they are patients at Saint Anne's. The following groups are offered throughout the year at locations in Fall River and Dartmouth and provide needed support to hundreds of people each year.

- **Common Ground:** An education and support program for men and their families coping with prostate cancer.
- **Conversations:** A complementary cancer education and support program for women.
- **Get Fit, Live Fit:** A unique supportive exercise program allowing women with cancer to explore numerous ways to exercise and learn new ways to relax, and to encourage them to participate actively in exercise/relaxation activities as they live with or recover from cancer
- **Survivors Celebrating Life:** A survivor group that plans and coordinates social and educational activities throughout the year.
- **Hand in Hand:** Provides cancer patients with support from survivor volunteers.

- **General Cancer Support and Education:** A group for all people with an active cancer diagnosis to share their experiences hopes and fears in a mutually supportive setting.
- **Relaxing Yoga:** for any patient with a cancer diagnosis.
- **Scrapbook and Journaling:** A creative therapy program for cancer survivors.
- **Women's Boutique:** A service of Saint Anne's Hospital Regional Cancer Care that offers products (wigs, scarves, hats, etc.) at low or no cost for women who are experiencing hair loss due to cancer treatment.
- **Patient Lending Library:** A collection of health/wellness books for patients to borrow at no charge.
- **Oncology Book Club:** Open to all patients, the Oncology Book Club meets on a monthly basis for discussion on book choice of the month.
- **Patient Wellness Day:** Bi-Annual event for all patients and their families. Patients visit exhibits on various topics from cancer related fatigue, lymphedema and nutrition. Free chair massage and gentle touch sessions also offered.
- **Annual National Cancer Survivor Day Celebration:** Annual event to celebrate and honor cancer patients. Offered free to patients and their families.
- **Annual Survivor Christmas Party:** Offered free to all patients and their families.

Additional programs that are provided periodically throughout the year by Saint Anne's Hospital Regional Cancer Care in conjunction with the American Cancer Society include:

- **"Look Good, Feel Better,"** a bi-monthly program that features specially trained area cosmetologists who demonstrate ways to work with makeup and wigs for those who have experienced hair loss and other changes due to cancer treatment.
- **"I Can Cope,"** a quarterly educational program for people facing cancer, either personally, or as a friend or family caregiver.

## Community Outreach: Promoting Healthy Lifestyles

### Community Programs and Health Screenings

Efforts to reduce deaths and disability caused by our nation's and Greater Fall River's largest killers—heart disease and cancer—must begin with education, since so many of the factors contributing to these diseases relate to diet, tobacco use, and lifestyle. The rising incidence of diabetes in our area is also a great cause for concern with many potential health effects. The CHNA health assessment data show that Fall River has above-average rates for modifiable health risks such as smoking, sedentary lifestyles, and obesity. Saint Anne's staff provide a range of free and low-cost health education sessions and health screenings each year to promote leading healthier lifestyles and early detection. In particular we have added programs for diabetes education and management and heart health lifestyles.

In 2000, we began to offer annually a regular series of American Lung Association-certified "Smoking Cessation" sessions. Through our Diabetes Services staff, we provide a monthly education and support group with an average attendance of 25 people, as well as several special diabetes screenings each year and staff participant in numerous health fairs. In FY 2009 we held our 8th annual Decoding Diabetes Health fair attended by close to 200 individuals with diabetes who listened to physicians and other clinicians give talks on various aspects of diabetes management as well as spoke to a range of exhibitors providing specialized services and technology for those with diabetes.

The program, including a Portuguese speaker and the hospital's Interpreter Services staff, assisted non-English speaking attendees to take full advantage of all the learning opportunities. Other hospital staff also responded to requests from area employers to support their health fairs with screenings and educational activities.

### Ambassador Program

The Ambassador Program allows Saint Anne's the opportunity to connect with the community on many different levels. In FY 2009, Saint Anne's Hospital Ambassadors represented the hospital at over 100 events, including community health fairs, educational forums, soup kitchens, mentoring middle school children and health screenings. Our ambassadors are active members of over 37 community organizations, serving as board members of key local and national organizations, such as the Rotary Club of Fall River, the Diabetes Associa-

tion, the American Cancer Society Southeastern MA & RI chapters, Big Friends, Little Friends and the Massachusetts Board of Registration in Nursing.

Our goal for FY 2010 is to increase the number of ambassadors participating in the program as well as expand our outreach to share our expertise in health education and prevention to contribute to healthier lives in our community and the surrounding communities that we serve.

## Treating the Whole Person

### Congregational Health/Parish Nurse Ministry

The Saint Anne's Hospital Congregational Health/Parish Nurse Ministry, which started in 1995, continues to help fulfill the hospital's overall mission and Community Benefits mission to the community by developing partnerships with many different places of worship and community agencies. The Parish Nurse serves as a resource person, personal health counselor, health educator, coordinator of volunteers, organizer of support groups, advocate, community liaison, and role of defining the relationship between one's faith and one's health. The Parish Nurse's primary focus is the intentional care of the spirit.

In 2001, Saint Anne's Hospital's Parish Nurse Ministry was accepted as an educational partner of the International Parish Nurse Resource Center and awarded the Basic Parish Nurse Preparation Curriculum. This Basic Education continues to be offered yearly at Saint Anne's from September to May.

The program has expanded from Southeastern MA to Lawrence MA and west to Framingham, MA. It also includes all of Cape Cod and all of Rhode Island. It is open to all faith denominations. As of May 2009, 127 RNs have completed the Basic Parish Nurse Education Program. In the current class, which started in September 2009, 16 nurses are enrolled and 6 members are from the Fall River catchment area.

The Congregational Health/Parish Nurse Program is accountable to Mission and Spiritual Services. Along with their director, there is a staff of four who share one full time position. They not only recruit and educate the Health Ministers and Parish Nurses, but also provide ongoing support, consultation and spiritual enrichment.

Usually a speaker from a local community resource is invited to educate the Parish Nurses about their available services, including how to assess the target audience it serves. The speaker also discusses how to make a referral to the agency and to explore how the community resource and faith community can work together.

Local community agencies involved in 2009 included: Saint Anne's Hospital Youth Trauma Center; Celiac Association Support Group #90; Somerset Ridge on Alzheimer's Disease; Waring Sullivan Funeral Home on Advance Directives and Planning of Funerals; Diabetes Association of Fall River regarding new treatments, diets and medications for diabetes; Elderfirst on how Care Managers can work with Parish Nurses to help elders in their congregations; CVS pharmacist on services available to people in the community such as Minute Clinics, Prescription Advantage Program, Elder Care Services, Office of Health and Human Services, contacting pharmaceutical companies to see if they can give coupon vouchers and the services available at local pharmacies.

The Parish Nurse then presents this information from local resources to members of their congregation and begins collaboration with the community resource as needed. There are also a Cape Cod Cluster Group and a Blue Cluster Group covering Taunton, Middleboro, Easton, Bridgewater, Norton, and Mansfield.

In 2009, the program also collaborated with University of Massachusetts, Dartmouth. A local Parish Nurse who is also an instructor at the University worked with a University student on an in-depth needs assessment of members of a local congregation. The results of this assessment were then presented at a Red Cluster meeting. In the summer of 2009 per the request from the University, we mentored a local graduate student. The student was an RN, who had completed the Parish Nurse Program in May 2009 and was beginning a Health Ministry at her local Church. This mentorship experience proved to be an invaluable positive experience for all.

The Congregational Health/Parish Nurse Program staff also collaborated with Saint Anne's Hospital to dispense important information to Parish Nurses and their Faith Communities in the Fall River area regarding Senior Whole Health, H1N1 and Cardiac Disease.

On October 27, 2009 as Ambassadors from Saint Anne's Hospital, "Professor Love Bug" (Member of Parish Nurse Faculty) and "Nurse Betty" (RN from North one Saint Anne's Hospital Class of 2007 Parish Nurse Program) visited St. Michael's Elementary School, Fall River, MA. There were 186 school children from kindergarten to sixth grade who enthusiastically attended a presentation on prevention of the flu and other diseases with proper hand hygiene using "Henry the Hand's Principles on Hand Awareness." Coloring books and flyers were given out for students and parents. The school administration were given "Preparing for Flu: An Information Tool Kit for Schools" (CDC) and "Hand Washing Lesson Plans: Kindergarten to Sixth Grade" (MA DPH). In 2009 with their permission local Parish Nurses, contact information has been given to Saint Anne's Hospital for notices of activities and programs sponsored by the hospital. The intent is to share this information with their Faith Communities.

#### [Saint Anne's Hospital Parish Nurse Picnic](#)

On September 22, 2009, the courtyard of Clemence Hall was filled with over 40 Parish Nurse alumnae and five new Parish Nurse students who attended the Saint Anne's Hospital Parish Nurse Picnic event. All agreed it was great to see former classmates, catch-up and to network. Dr. Peggy Matteson, FCN, of Salve Regina College spoke to the group on H1N1 Preparedness. The group had a lively discussion on how the virus will impact congregations during flu season and how to keep congregations healthy this winter.

#### [Saint Anne's Hospital Parish Nurse Continuing Education Outreach](#)

Fourteen parish nurses from Rhode Island and Massachusetts took the opportunity to attend the three-day intensive workshop, "Your Journey with God and Self." The presenter was former Clinical Pastoral Education Supervisor at Saint Anne's Hospital. The parish nurses left with tools on: how to look at the human condition, how healing can happen when we listen closely to the patient's story and feelings, listening well and being present, using our heads and our hearts, self-reflection, presence of the Holy, grace to accept what happens and venues of care giving.

### Food Pantry

The city of Fall River continues to have a lower median wage than the state average and a higher percentage of elderly and other individuals who are dependent on some form of public assistance. For many families and individuals, buying sufficient, nutritious food is often not possible. Recognizing that poor nutrition can lead to a host of health problems, the hospital helped to launch the Fall River Food Pantry more than a decade ago, which has remained a community-wide initiative to feed the city's hungry. Open several times a week, at a centrally located church, Food Pantry staff dispenses approximately 12,000 bags of groceries annually. The hospital continues to support the program contributing over \$41,684 FY 2009. Through the involvement of Bristol Elder Services, many of these groceries are delivered to at-risk, homebound seniors.

### Providing for Our Seniors

#### **Behavioral Medicine Services**

The Greater Fall River area has a higher proportion of elders than the state average, many of whom are in a low income bracket. These factors result in a larger number of our elders who are at increased risk for mental illness and health problems.

Our Center for Behavioral Medicine at Saint Anne's offers specialized treatment programs to meet the needs of men and women 45 years and older. The partial hospitalization program specializes in treating patients who, with a psychiatric diagnosis, have not responded to outpatient treatment and are at risk for hospitalization or may require further intervention following inpatient treatment. Duration of treatment varies between 15 to 30 visits. Patients attend the program generally five days per week, and transportation is provided for those in need from a wide geographic area. Many elderly patients had difficulty attending a 5-day-a-week program due to age and illness and conflicting medical care appointments. In 2006, an Intensive Outpatient component was added to provide a similar service three days a week and fewer hours per day.

Funded through a grant from Coastline and Bristol Elderly Services, and supplemented with financial and staff support from the hospital, the Center continues to provide free in-home mental health evaluations for individuals age 60 and older. The evaluations are done by an experienced

psychiatric nurse with telephone consultation from a psychiatrist, and are available for those with symptoms of depression, anxiety, thought disorder, or dementia. Center staff works closely with agency case management staff to provide rapid comprehensive service to area seniors in need. The Center now provides an average of 35 mental health assessments each month at no charge to at-risk seniors.

### Professional and Community Education on Aging and Mental Health

The Center also provides professional and community education regarding the mental health needs of older Americans for professionals and the general community at senior centers, extended care facilities, and human service agencies. Center staff plan and host a regular, free monthly breakfast series to a packed "house" of professionals seeking continuing education on caring for elders.

The Center staff and patients have joined to form "Saint Anne's Players," an educational theater group which presents dramatizations of elder issues at elder care facilities and human service agencies throughout our source area.

Funded through a grant from the Department of Public Health, Center staff provided a full day conference on Suicide Prevention attended by 175 elder service providers as well as delivering numerous in-service and public suicide prevention presentations for community agencies and elder residential facilities.

### **Sunday Senior Luncheon**

Saint Anne's continues to offer our Sunday Senior Luncheon to provide a low-cost, healthy meal to seniors at risk for poor nutrition and decreased socialization. More than 65 "regulars" gather for a nutritious meal, a timely educational presentation, lively discussion and plenty of socializing. The hospital provides space, staff, and speakers and subsidizes more than one-third of the meal costs

## VII. Next Reporting Year

During FY 2009 and in preparation for FY 2010, St. Anne's 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.

## VIII. Community Benefits Expenditures for FY 2009

### Community Benefits Programs

Direct Expenses: .....	\$3,051,754.00
Associated Expenses: .....	\$55,606.00
Determination of Need Expenditures:.....	0
Employee Volunteerism: .....	Not Specified
Other Leveraged Resources: .....	\$2,161,263.00

### Community Service Programs\*

Direct Expenses: .....	\$138,465.00
Associated Expenses: .....	0
Determination of Need Expenditures:.....	0
Employee Volunteerism: .....	\$52,611.00
Other Leveraged Resources: .....	0
Net Charity Care FY 2009:.....	\$937,095.00
Corporate Sponsorships: .....	\$10,000.00

**FY 2009 TOTAL: ..... \$6,406,794.00**

**Total Patient Care-Related Expenses for FY 2009:  
..... \$75,199,697.00**

Comments: \* Includes a \$135,000.00 cost for Patient Financial Counselors to assist patients with enrollment in public assistance programs.

## Additional Considerations

The major challenges facing St. Anne's 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.

## IX. Contact Information

For more information please contact:  
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# Saint Anne's Hospital

A CARITAS FAMILY HOSPITAL

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