



St. Elizabeth's Medical Center

A CARITAS FAMILY HOSPITAL



2009 Community Benefits Report

CONTENTS

I.	Overview	1
II.	Mission & Values Statement	1
III.	Internal Oversight and Management of Community Benefits Program	2
IV.	Community Overview	3
V.	Community Needs Assessment.....	3
VI.	Community Benefits Plan	3
VII.	Community Participation	7
VIII.	Partnership Activities	7
IX.	Selected Community Benefits Programs	9
X.	Next Reporting Year	14
XI.	Contact Information.....	15



I. Overview

St. Elizabeth's Medical Center (SEMC), founded in 1868, 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.

SEMC is a 291-bed academic medical center, affiliated with Tufts University School of Medicine, and located in the Allston-Brighton neighborhood of Boston. Allston-Brighton is one of 19 districts in the city of Boston, Massachusetts and is surrounded by downtown Boston, the cities of Cambridge and Newton, and the towns of Brookline and Watertown. Approximately 34 different languages are spoken in the surrounding neighborhoods.

St. Elizabeth's Medical Center's primary service area is comprised of 17 metro-Boston towns including Allston-Brighton, Newton, Waltham, Watertown and Weston.

As a nonprofit, full-service, tertiary care facility, SEMC provides a full range of diagnostic, emergency, surgical, and specialty services, as well as primary care and specialty outpatient services.

Located in the heart of an urban community, SEMC serves a culturally diverse population. As an integral member of these ethnically and racially diverse neighborhoods, St. Elizabeth's strives to provide culturally and linguistically competent services for all patients.

SEMC's centers of excellence, with national and international reputations, include the Bone & Joint Center, Cardiovascular Center, Cancer Care, Neurology and Neuroscience, and Women's Health. Among the many other medical services provided are Bariatric Medicine, Diabetes Care, Endocrinology, Gastroenterology, Maternity, Neonatology, Pain Management, Pediatrics, Psychiatry, Sleep Medicine, Substance Abuse, Surgery, and Urology. Many of the doctors in the Caritas health care system, including those at St. Elizabeth's, are conducting research on drugs and other therapies that are not yet available to the general public. Our clinical trials range from cancer, to cardiovascular, to pulmonary and neurology.

Key Annual Statistics – Fiscal Year 2009

Licensed beds	291
Physicians (employed & affiliated)	527
Employees (full & part time)	1,934
Discharges (Inpatients)	13,289
Emergency Department Visits	29,028
Outpatient Visits	111,977

II. Mission & Values

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.



St. Elizabeth's Medical Center's Guiding Principles Statement:

- St. Elizabeth's Medical Center will strive to be patient-centered, providing ease of access, convenience, and caring to all who seek its services.
- St. Elizabeth's Medical Center will provide the highest quality of care by managing medical outcomes through excellence in clinical programs and centers of excellence. We will exceed expectations of patients and referring physicians.
- St. Elizabeth's Medical Center will provide leadership in collaboration with its colleagues in Caritas Christi to strengthen clinical and network integration as one health care system.
- St. Elizabeth's Medical Center research programs will affirm their role as an academic resource for Caritas Christi and the community.
- St. Elizabeth's Medical Center, as a major employer, strives to be the best place to work in health care.
- St. Elizabeth's Medical Center will enhance community health and well being through education and outreach programs.



Community Benefits Statement of Purpose

- St. Elizabeth's Medical Center is committed to serving the entire community, including the uninsured, underinsured, poor, and disadvantaged.
- St. Elizabeth's Medical Center is dedicated to providing accessible, high-quality health care services to all within its culturally diverse community, particularly its host community of Allston-Brighton.
- St. Elizabeth's Medical Center is dedicated to maintaining the well being of its community by providing excellence in

health care through preventative health, education and wellness services.

- St. Elizabeth's Medical Center is dedicated to collaborating with our community to identify and respond to issues by fulfilling the physical, spiritual, emotional, and social needs of the people it serves.

III. Internal Oversight and Management of Community Benefits Program

At St. Elizabeth's Medical Center, we operate both as an inpatient, medically focused teaching hospital and as a community-focused provider with a commitment to public health initiatives. As the business of health care evolves, a major imperative exists for us to align ourselves more closely with our community so that we may better improve the health status of the populations we serve.

Our Community Benefits objective reflects this business imperative and complements our long-standing ministry as a Catholic hospital.

SEMC's Community Benefits programming designates Allston-Brighton and surrounding neighborhoods as the primary areas of focus.

Planning for community benefits is centered around the needs and activities of these communities, incorporates several hospital departments, and involves joint efforts with the area's health and human service agencies and centers. The community benefits manager is responsible for assessment, development, implementation, review, and administration of our community benefits processes and programs, through collaboration with various community coalitions and health centers. This function reports to the hospital president and the vice president of community benefits for Caritas Christi Health Care.

SEMC is also an active member of the Conference of Boston Teaching Hospitals (COBTH), a coalition of 14 Boston-area teaching hospitals that collaborate to ensure quality care, with particular attention to working with the City of Boston to protect the public health. SEMC participates in COBTH's on going needs assessment discussion which tracks the efficacy of community benefits programs in improving the health of Boston's neighborhoods.

IV. Community Overview

St. Elizabeth's Medical Center is located in the Allston-Brighton community, Boston's second largest neighborhood, with a diverse population of almost 70,000 residents (14 percent Asian, nine percent Latino, and five percent African-American), according to a 2002 needs assessment. During the past two decades, the Latino and Asian populations have grown significantly. According to the 2002 data, nine percent of residents are aged 65 or older, 75 percent of whom are women. Allston-Brighton has a strong neighborhood flavor and community feeling that is attractive to long-term multigenerational residents, immigrants, students, and young professionals.

SEMC is the largest employer in the area with more than 14 percent (or 340 employees) from the Allston-Brighton community. Other health care facilities in the area include Brighton Marine Health Center, Joseph M. Smith Community Health Center, Franciscan Hospital for Children (a small pediatric rehabilitation hospital), community health centers, nursing homes and physician offices. The community also abuts three major universities and is home to WGBH Educational Foundation.

The multiplier effect of the major employers has resulted in the creation of many small and medium-sized businesses such as restaurants, bars, ethnic grocery stores, convenience stores, auto body shops, banks, hair salons, laundries, locksmiths, moving companies, and real estate offices.

The high cost of housing and living, in general, is a major social issue for Allston-Brighton; 80 percent of its housing is rental property. The lack of buildable land and the large number of college student residents exacerbate the housing crisis.

Additionally, many residents have no health insurance because small business owners cannot afford to pay high insurance premiums or because of residents' undocumented immigrant status. The cost of prescription drugs for the elderly and for families of children with chronic illnesses also is a significant issue.

V. Community Needs Assessment

In March 2002, the Allston-Brighton Healthy Boston Coalition in conjunction with St. Elizabeth's Medical Center, published the Allston-Brighton Community Health Needs Assessment Report. This study was conducted to help SEMC, the coalition, and the community better understand and respond to the health and quality of life issues in Allston-Brighton. The Allston-Brighton community is defined as people who live, work, attend school, or access services in the community. The objectives of this assessment were to engage the Allston-Brighton community in the planning and implementation process in order to develop an accurate and comprehensive report, ensure buy-in to the outcomes and energize participants and the community to work to address the findings. The study is now considered dated. SEMC believes that the profile of the area's poor, working poor, and underserved has changed; perhaps considerably in some cases.

As such, in 2009 SEMC conducted a Community Health Needs Assessment to help more clearly define the critical health needs and concerns of its surrounding communities. Going forward SEMC will use the information found in this report to drive its future community benefits programming. Additionally, SEMC will continue to rely on information the hospital receives in its community outreach efforts, to drive SEMC's community benefits programming.

VI. Community Benefits Plan

The St. Elizabeth's Medical Center Community Benefits Plan is a strategic, community-partnership based plan aimed at demonstrating measurable outcomes reflecting a change in designated target populations. Our plan is driven largely by the aforementioned community health needs assessment.

Additionally, as a Boston hospital, SEMC regularly reports health disparities data to the City of Boston's Public Health Commission and the Massachusetts Department of Public Health. SEMC looks to this information, as well as information the hospital receives in its community outreach efforts, to drive SEMC's community benefits programming.

Our Community Benefits plan includes some of the following programs:

Access Programs

Data from the most recent Allston-Brighton Community Needs Assessment Report demonstrates that access to care has been cited as a factor preventing individuals from receiving the health services they need.

At St. Elizabeth's, we have focused considerable attention on removing these barriers in our commitment to deliver quality health care to all. In particular, SEMC's financial counselors and interpreters work closely with those with limited or no health insurance who are now eligible for coverage under the 2006 Massachusetts health care reform law.

Emergency Department

In May 2009, St. Elizabeth's opened a 24,000 square foot, state-of-the-art Emergency Department to better meet the urgent care needs of the Allston-Brighton Community. The development of this facility led to the creation of a community benefits package through which SEMC committed to take several steps aimed at improving the neighborhood. SEMC donated upwards of \$125,000 to several community programs including: the Veronica Smith Senior Center, a scholarship fund for Allston-Brighton residents pursuing a career in health care, the Allston-Brighton Substance Abuse Task Force for a community needs assessment, educational programs, and community outreach to prevent and reduce substance abuse in Allston-Brighton and the Leaders of Tomorrow Program.

Health Professions Education

As a teaching hospital, St. Elizabeth's is dedicated to preparing new generations of physicians and nurses for future their careers in health care. In 2009, St. Elizabeth's provided clinical training, internships, and residencies for several dozen medical students and clinical training and internships for several hundred nursing students.

Free Care Policy

Our free care policy, which is posted throughout SEMC, stipulates that no individual will ever be refused care. Care is provided regardless of age, race, sex, religion, nationality, or ability to pay. SEMC provides care to the elderly and the indigent under the Medicare and Medicaid programs, granted at a discount, which is generally less than cost. The proportion of services provided to Medicaid patients approximates the proportion of Medicaid beneficiaries living in the medical center's service areas. In addition, SEMC pays

into the Health Safety Net established for hospitals within the state of Massachusetts.

The effects of the 2008 economic crisis that staggered every sector of the economy, including health care, were still felt throughout 2009. Unemployment, home foreclosures, and the price of fuel and food skyrocketed in 2008, forcing citizens across the Commonwealth to forego necessary medical treatment because they could no longer pay for services or afford insurance. Despite the landmark passage of Health Care Reform in 2007, the rate of uninsured in Massachusetts rose dramatically in 2008 as families were left with no choice but to place their health care needs on the back burner in order to pay their mortgages and feed their children. Throughout this economic crisis and 2009, SEMC continued to enroll and provide referral and health care services for the indigent, underinsured and uninsured in our community. SEMC recognizes the delivery of care to those in need as an integral part of our mission and we will continue to focus on meeting the health care needs of this population going forward.



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 St. Elizabeth's Medical Center, Norwood Hospital, Good Samaritan Medical Center, Carney Hospital, Holy Family Hospital, 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.cartiasstelizabeths.org.

Transportation and Parking

SEMC links patients unable to provide their own transportation with rides to and from their doctor's office or St. Elizabeth's campus. In addition, SEMC provides free parking for patients in need as well as those attending community organization meetings held free at SEMC. In 2008-2009, SEMC spent upwards \$300,000 on taxi vouchers and free parking. SEMC participates in Mayor Thomas M. Menino's Cancer Transportation Initiative to provide transportation for oncology patients who are Boston residents, on fixed income, and unable to travel alone.

Patient Emergency Fund

The last thing that a sick person needs to worry about is a financial emergency. While St. Elizabeth's Medical Center's social work services department provides referrals to social services and government services, there are times when a temporary emergency needs immediate personal attention. The social work service department at SEMC runs an emergency fund for such situations. Funds have been used for short-term emergency situations such as buying groceries for a patient returning home from the hospital or locating a winter coat for a patient whose size has changed due to illness. The compassionate care at SEMC permeates every aspect of health care delivery and is fundamental to our mission.

Serving Our Diverse Community

The Allston-Brighton community is a diverse community where people of every age, race, creed, socioeconomic status and national origin reside. As the only acute care facility in this community, St. Elizabeth's Medical Center embraces the myriad of cultural differences presented by its neighbors in order to better meet their needs.

Multilingual Advocates Program

For non-English speaking patients, communication is the key to access. SEMC serves thousands of non-English speaking patients every year. To better meet the needs of these residents, SEMC provides language-accessible and culturally competent health care to an ethnically, culturally and linguistically diverse patient population.

In addition to interpreting, however, multilingual advocates provide cultural assessment, information and referral services for patients and families, translate brochures, announcements, care procedures, discharge instructions, and other important written information, assist with health insurance application procedures for patients and families and educate and train staff on issues of culture and language.

Cultural translation is another important service multilingual advocates provide. Health care practices differ greatly from one country to the next. What is considered normal practice in one culture may be completely inappropriate in another. Multilingual advocates bridge this cultural gap by helping patients understand our health care culture and helping SEMC staff understand the culture of the patient. Full-time multilingual advocates on staff speak Russian, Spanish, Portuguese, and Chinese and several per diem interpreters are also available to provide interpreter services in a variety of other languages.

When a multilingual advocate is not available or when a patient speaks a language that is not covered through the multilingual advocates program, supplemental interpreter services are available thru DeafTalk and the Language Line.

DeafTalk is a state-of-the-art interactive conferencing system. Through DeafTalk, the medical center can access the immediate services of medically certified interpreters in 32 languages and in American Sign Language for virtually face-to-face, real time video connection seven days per week, 24 hours a day. Language Line provides 24-hour interpretation over the telephone in 140 languages, enabling both the patient and the clinician to hear the interpreter at the same time.

St. Elizabeth's Health Care at Brighton Marine, a satellite location of St. Elizabeth's Medical Center, is designated as a principal site by the Massachusetts Department of Public Health for health assessments for refugees and immigrants entering Massachusetts. Under this arrangement, Caritas Health Services at Brighton Marine has agreed to coordinate the provision of bilingual primary care services.

[St. Elizabeth's Medical Center Domestic Violence Task Force](#) Violence is a serious public health issue that is found among all ethnic groups and socioeconomic classes. It is one of the major threats to an individual's health and safety in today's society.

In response to the need of identifying and treating victims of domestic violence, SEMC created the St. Elizabeth's Medical Center Domestic Violence Task Force.

SEMC has a zero-tolerance policy regarding domestic and family violence.

The St. Elizabeth's Medical Center's Domestic Violence Task Force is co-chaired by the director of St. Elizabeth's Comprehensive Addictions Program (SECAP) and a senior staff registered nurse from SEMC's emergency department. The task force is comprised of physicians, representatives of Brighton District court, the District 14 police station, and several departments within SEMC. The medical center departments that collaborate with social work staff and the emergency department to address domestic violence cases include women's health, nursing, multilingual advocates/ translator services, education, substance abuse, psychiatry, internal medicine, security, spiritual care services, pediatrics, community benefits, ante partum, and risk management. The director of SECAP also serves on the Conference of Boston Teaching Hospital's Council on Domestic Violence.

The goals of this multidisciplinary group include:

- Determining what resources are available at St. Elizabeth's Medical Center and which are needed
- Raising hospital awareness about domestic violence
- Ensuring that screening for domestic violence risk and incidence are part of routine medical questioning of patients

- Training staff to identify these patients
- Having a mechanism in place when appropriate patients are identified

The Domestic Violence Task Force has been successful in accomplishing many of these goals. Components of the comprehensive St. Elizabeth's Medical Center Domestic Violence Program include the following:

Response Team

The Response Team, headed by the social work supervisor, comprises social workers and key task force members who will carry a domestic violence beeper and will be available 24-hours a day to answer and respond to domestic violence problems within the hospital and associated clinical sites.

Emergency Department Policy

The emergency department utilizes universal domestic violence screening tools for all female patients. The ED also has ample information available to patients and staff on resources available. The ED should be utilized for any emergency situation and will continue to develop a close relationship with the Boston Police to aid patients in the community.

Safe Bed

A Safe Bed is available on campus for victims of domestic violence who are in great danger and have no immediate housing alternative. The Safe Bed is managed by the social work department and is available to any patient within Caritas Christi Health Care as well as any member of the community who seeks help through the SEMC emergency department.

Community Outreach

The task force has developed a relationship with the victim witness advocate at the Brighton District Court as well as the domestic violence detective and Captain at the District 14 police station in order to streamline the care of St. Elizabeth's patients who may need restraining orders or court appearances.



VII. Community Participation

A Partnership with the Community

The Allston-Brighton community is rich with strong roots and multicultural diversity. At St. Elizabeth's Medical Center, we realize that a neighborhood consists not only of residents, but also of small businesses, multicultural agencies, companies, and other organizations that affect and are affected by the day-to-day life of the community. SEMC provides numerous programs and services to residents and businesses and participates in dozens of community efforts aimed at making life better for members of our neighborhood.

Through a collaborative process that encompasses feedback from the community, external agencies and SEMC staff, we are provided with an ongoing assessment of the needs of the Allston-Brighton community. This assessment enables us to focus on the community's health care priorities through our community benefits programs.

In an effort to strengthen and revitalize the Allston-Brighton business districts, SEMC works with business leaders to attract new businesses to serve Allston-Brighton's diverse population and improve the physical appearance of the community.

SEMC holds active membership with the following Allston and Brighton organizations: Allston Board of Trade, Allston Village Main Streets, Boston Connects, Brighton Board of Trade, Brighton District Court Advisory, Brighton Main Streets, Oak Square YMCA, Jackson-Mann Community Center, SEMC also is a member of the Waltham West Suburban Chamber of Commerce and Watertown-Belmont Chamber of Commerce. St. Elizabeth's is also the fiscal agent for Brighton Main Streets.

The Allston-Brighton Substance Abuse Task Force, formed in 2003 to combat the rising tide of drug abuse among Allston-Brighton youth, is staffed through the fiscal agency of SEMC, with the director of the St. Elizabeth's Comprehensive Addictions Program as co-chair of the task force's board.

VIII. Partnership Activities

Shared Resources

Community organizations regularly use St. Elizabeth's Medical Center's conference rooms, dining room, parking facilities, and auditorium (free of charge) for cultural, educational, and special events. Space is used for English as a Second Language classes, award ceremonies, community policing meetings, conflict resolution programs, public service meetings, professional organization meetings, and self-help group meetings.

In FY 2009, many local organizations and groups held meetings at SEMC for a total of nearly 600 hours. Among the groups were: Alcoholics Anonymous, Allston-Brighton Substance Abuse Task Force, AWOL, Brazilian Women's Group, Breast Feeding Class, Brighton-Allston Historical Society, Cancer Support Group, Community Lectures, Developmental Support Groups, EMT's, Healing Touch Circle, New Mothers Group, Overeaters Anonymous, Parents Helping Parents, St. Elizabeth's Alumni, St. Elizabeth's Comprehensive Addictions Program (SECAP), and Senior Suppers. In addition, area residents are welcome to use St. Elizabeth's Medical Center medical library for research and studying.

Sponsorships

St. Elizabeth's Medical Center and its staff are involved in a number of community-focused sponsorships. SEMC donated nearly \$50,000 in FY 2009 to support non-profit organizations and programs, including:

- Addiction Treatment Center of New England
- Allston Board of Trade
- Allston-Brighton Little League
- Allston-Brighton Parade
- Allston-Brighton Substance Abuse Task Force
- Allston-Brighton Unsung Heroes
- Allston-Brighton Community Development Corporation
- Allston Village Main Streets
- American Heart Association
- Boston Police Relief Association
- Brian J. Honan Charitable Fund
- Brian J. Honan 5K Race
- Brighton Allston Historical Society
- Brighton Board of Trade

- Brighton High School
- Brighton Main Streets
- Brazilian Women's Group
- Commission on Affairs of the Elderly
- Corrib Charitable Trust
- Franciscan Hospital for Children
- Gerry McCarthy Memorial Easter Egg Hunt
- Leaders of Tomorrow
- Jackson Mann Community Center
- Joseph M. Smith Community Health Center
- Massachusetts Alliance of Portuguese Speakers (MAPS)
- Oak Square YMCA
- Parents and Community Build Group, Inc.
- Presentation School Foundation
- St. Elizabeth's Medical Center Task Force Scholarship Fund
- The Fishing Academy
- The Friends of David Smith
- Veronica Smith Senior Center
- Waltham Boys & Girls Club
- Watertown-Belmont Chamber of Commerce
- Watertown Babe Ruth Little League
- Waltham Council on Aging
- West End House Boys and Girls Club

Boys & Girls clubs, and youth athletic teams, such as the Watertown Little League, the West End House Summer Camp, the Allston-Brighton Little League, and Boston College student groups.

- Providing loam, mulch, equipment, food, staff, and materials for community beautification projects.
- Offering internships to high school student interested in a health care career. Over the last year, the following departments welcomed students: Bone & Joint Center, Cardiology, Children's Center, Communications & Marketing, Development, Division of Urology, Hematology-Oncology, Hospitality, Human Resources, Operating Room, Orthopedics, Outpatient Physical Therapy, Pain Management Center, Patient Access, Nutrition & Food Services, Mammography, Neurosciences, Research, Safety & Security, SECAP, and Surgery.



Lending a Helping Hand

As a Catholic institution, St. Elizabeth's Medical Center is committed in a special way to assisting those in need. Several times each year, SEMC and its employees help out with special charitable initiatives. These initiatives include donating men's and women's clothing, canned goods, and toys and gifts for families in need.

Community Enhancement Activities

St. Elizabeth's Medical Center sponsored and participated in a number of community enhancement programs in FY 2009, such as:

- Providing clinical experts as speakers for community groups. Topics covered included: avoiding sports injuries, back health, diabetes, heart health, midwifery, physical therapy for new mothers, and stroke.
- Providing screenings for the community both on and off campus. Topics included: blood pressure, cholesterol, diabetes & heart health, diabetes risk assessment, flu clinic, glucose, prostate cancer, skin cancer, and vision.
- Providing medical supplies such as bandages, splints, tape, disinfectant, latex gloves, medications, chemical ice packs to community organizations, schools, camps,



Dedicated Resources

In addition, throughout 2009, SEMC dedicated materials, equipment, staff, food and other resources to the following community organizations and their events:

- Allston Brighton Parade
- Allston Brighton Substance Abuse Task Force Annual Youth Summit
- Allston Brighton Substance Abuse Task Force Town Hall Meeting on Underage Drinking
- Allston Brighton Substance Abuse Task Force Walk for Recovery
- Allston Brighton Unsung Heroes Dinner
- Allston Main Streets Annual Dinner
- Allston Village Street Fair
- American Heart Association Heart Ball
- American Heart Association Heart Walk
- Another Course to College Career Fair
- Breast Cancer Support Groups
- Boston “Can Share” Thanksgiving Food Drive
- Boston Community Leadership Academy Parent Night
- Boston Police Crime Prevention Lecture
- Boston Private Industry Council Job Training Program
- Boston Shines Clean-up
- Brazilian Independence Day Festival
- Brian Honan 5K Race
- Brighton Main Streets Annual Gala
- Brighton Board of Trade Annual Dinner
- Brighton Main Streets Cable Show
- Commonwealth Tenants Association
- Diabetes Support Groups
- Emergency Department Open Houses
- Faneuil Tenants Association Unity Day
- Franciscan Children’s Hospital Community Leaders Dinner
- Gerry McCarthy Memorial Easter Egg Hunt
- Horace Mann Advisory Board Breakfast
- Jackson Mann School Tutoring Program
- New Balance Employee Fairs
- Nutrition Program at Brighton High School
- Open House at Sisters of St. Joseph of Boston
- Presentation School Foundation Annual Gala
- Presentation School Foundation Breakfast
- Resources, Education, Advocacy, Connections and Hope Program
- Senior Suppers
- St. Elizabeth’s Medical Center Connecting with the Community Night
- St. Elizabeth’s Medical Center Legislative Breakfast
- St. Elizabeth’s Medical Center Scholarship Winners Reception
- Teens Exercise, Education Empowerment Program
- Veronica Smith Senior Center Health Fair
- Waltham Senior Health Fair
- Watertown Faire on the Square
- Watertown Belmont Chamber of Commerce Dinner
- Winship School Health Fair
- YMCA Diabetes and Heart Health Fair
- YMCA Healthy Kids Day
- YMCA “Oak Scare” 5K
- YMCA Reach Out Campaign

IX. Selected Community Benefits Programs

Community Health Programs

St. Elizabeth’s Medical Center provides the community with medical screenings, health education classes, and meeting rooms for self help programs. Community health programs are provided at no cost to area residents.

A list of SEMC’s community health programs is shown below:

Allston-Brighton Substance Abuse Task Force

In response to the explosive growth of illegal drug use and addiction, the Allston-Brighton Substance Abuse Task Force was formed in early 2003 by the St. Elizabeth’s Comprehensive Addictions Program, (SECAP) and Granada House. Other members of the task force include: Addiction Treatment Center of New England, Boston College, Boston College Neighborhood Center, Boston Connects, Boston Police Department, Brighton District Court, Brighton High School, Greater Boston Center for Healthy Communities, Hope House, Joseph M. Smith Community Health Center, Massachusetts Department of Public Health - Bureau of Substance Abuse Services, Massachusetts Organization for Addiction Recovery, Oak Square YMCA, elected officials, and community members.

The SECAP program provides treatment to individuals who are addicted to substances such as alcohol or narcotics and includes in-hospital care for detoxification, intensive after-hospital care, and counseling sessions for patients and their family members. Grenada House is a residential substance abuse treatment program located in Allston.



The Allston-Brighton Substance Abuse Task Force –chaired by SECAP Director Deidre Houtmeyers and Joseph Smith Community Health Center Program Director, Sonia Mee – educates members of the local school community and the community at large on the dangers of underage drinking, prescription drug use, and narcotics (specifically Oxycontin) and raises awareness within the community about the issue of drug addiction and its startling growth, and opens a dialogue between children and their parents with regard to drug abuse. Growing drug use within the community and state and federal budget cuts to substance abuse treatment programs compounded the addiction problem in Allston-Brighton and other communities. In addition, the Surgeon General's 2007 report emphasized a nationwide Underage Drinking Problem, which affects children as young as nine years old and calls for increased community education on this subject specifically aimed at school aged youth and their parents.

The Task Force utilizes two sizable grants to support efforts to reduce underage drinking, prescription drug abuse, and other drug abuse such as narcotics, marijuana, and cocaine in the Allston-Brighton area. Through the fiscal agency and management of SEMC, the Task Force has hired staff to manage day-to-day operations and coordinate and implement outreach activities in the schools, both for parents and the general community.

In 2009, the Task Force continued work on a number of successful initiatives focusing on the reduction of substance abuse in the Allston-Brighton community, including: the Citizens Drug Recognition Academy, Parent Forums on Underage Drinking, Parent Support Group, the annual Walk for Recovery, Underage drinking grant, Youth coalition, Youth Anti-Drug Summit, and Recovery Day.

SEMC realizes substance abuse is one of the top public health concerns in the community of Allston-Brighton. In addition to our participation in the Allston-Brighton Substance Abuse Task Force, we also participate on several city and state drug coalitions, including the Mayor's Task Force and No Drugs Coalition, the Massachusetts Organization of Addiction Recovery, and the Governor's Council on Substance Abuse Rehabilitation (including Recovery Day at the Massachusetts State House).

SEMC staff devotes hundreds of hours consulting with parents. In addition, staff receive training in HIV and AIDS and tobacco education to pass information to parents and children. Family meetings and support groups are held frequently with SEMC staff to help loved ones cope.

[Al-Anon](#)

Sponsored by Alcoholics Anonymous, this group is a fellowship of relatives and friends of alcoholics who share their strength, hope, and experiences in order to deal with the common problem of living with an alcoholic.

[Alcoholics Anonymous](#)

This group assists participants during the recovery phase of alcoholism. Through a variety of meetings held throughout each week, participants share their strength, hope, and experiences with each other.

To best address the needs of certain populations, more focused support groups such as Women's AA, 50+ AA, Simply Sober, Better Late than Never AA, Adult Children AA, and Friday Night AA, have been established in conjunction with the medical center.

[Ambassador Program](#)

The Ambassador Program seeks to put community members in greater contact with leadership at all levels of St. Elizabeth's Medical Center. With a more visible presence in the community, the hospital president, senior managers, physicians, nurses, and staff are in a better position to inform community members about existing resources and programs. Ambassadors also obtain valuable feedback from the community, including questions on hospital operations and plans for the future, such as short and long-term initiatives to address local public health needs.

In 2008-2009, the Ambassador Program expanded considerably. SEMC currently has more than 100 Ambassadors actively participating in the community via work with local businesses, schools, and community groups; many of these Ambassadors are serving on boards of directors for local organizations. This past year, SEMC staff organized and/or participated in 75 community events, including health screenings and lectures, health fairs, dinners, and awards ceremonies. SEMC clinicians and members of the Senior Leadership Team were also guests on a local cable television and radio stations throughout the year.

[Blood Pressure Screening](#)

Free blood pressure screenings are available at scheduled sites on campus and within the community.

[Breast Cancer Support Group](#)

This group meets twice a month and offers women who are living with breast cancer and other types of cancer an opportunity to get support, share information and learn coping techniques.

[Breastfeeding Class and Developmental Support Group](#)

The Pediatrics department offers a program that provides advice and support for new mothers. This class covers breastfeeding education and support from a Board Certified Lactation Consultant as well as infant massage instruction and developmental support.

[Caritas Home Care](#)

Caritas Home Care provides comprehensive, intermittent home health care services to people who are ill at home or recovering from a hospital stay. Basic services include skilled nursing visits, home health aid assistance for personal care and daily living tasks, physical, occupational and speech therapy, and social service assistance related to the illness. Other services available include infusion therapy, maternal/child care, psychiatric nursing, enterostomal therapy, heart care, and diabetes education.

Additionally, Caritas Home Care provides community resource planning and works with other community agencies to set up such services as Meals on Wheels, grocery shopping, and homemaker services. For those patients without health insurance or the financial ability to pay, we provide free care for medically needed services.

Diabetes and Heart Health Screenings

Free blood pressure, total cholesterol, and glucose checks are available at scheduled sites on campus and within the community.

Diabetes Support Group Meetings

St. Elizabeth's Medical Center certified diabetes educators offer a support group for people living with diabetes. This group serves as a forum where people can discuss their feelings about living with diabetes, share ideas, and receive information on living healthy with this condition.

Family Support Group

This group is designed to provide support for family members of a drug or alcohol addicted loved one.

Look Good Feel Better Program

This program offers cancer patients advice from trained cosmetologists on caring for their skin, hair and makeup throughout chemotherapy and radiation treatment.

New Beginnings

This class is lead by a Licensed Occupational Therapist and a Certified Infant Massage Instructor and is designed to help new parents learn about infant massage, parenting tips, and age appropriate toys.

New Movers Parent-Child Playgroup

This class is designed to welcome and educate parents, with children ages 7-18 months, who are new to the Allston-Brighton community. A Physical Therapist and Speech and Language Pathologist cover several relevant topics, including: language development, ways to stimulate language development, ideas for play for different age ranges, and appropriate first walking shoes.

Overeaters Anonymous

A 12-step recovery and support program for anyone who is struggling with food, weight, or obsession relating to food. Meetings provide an opportunity to discuss and support a participant's desire to abstain from compulsive eating by obtaining group support.

Prostate Health Screenings

Prostate cancer is the most common cancer, other than skin cancers, in American men. In an effort to address this growing public health issue, prostate health screenings

are available at scheduled sites on campus and within the community.

REACH Program (Resources, Education, Advocacy, Connections and Hope)

The first three years of a child's life are a critical time for development. The REACH Program at St. Elizabeth's Medical Center provides developmental support for families with children birth to three years of age. REACH aims to carefully coordinate these services so that every family will be provided with the necessary information and resources to support their child's development. The REACH team consists of a Neonatologist, Physical Therapist, Occupational Therapist, Speech Pathologist, Lactation Specialist, and a Developmental Educator.

Reach to Recovery Program

Peer support program designed to put newly diagnosed cancer patients in contact with an individual of the same age who is undergoing similar treatment.

St. Elizabeth's Comprehensive Addictions Program (SECAP)

This program offers in-hospital detoxification, intensive after-hospital care, group counseling and support as well as individual counseling and support for those suffering from drug and alcohol addiction. Family education and support are also available. Outpatient services are geared specifically towards young adults, older adults and women. Other programs are tailored to meet individual needs.

Skin Cancer Screenings

Skin cancer screenings are available at scheduled sites on campus and within the community.

Smoking Cessation Program

This counseling and support program, funded through the Massachusetts Department of Public Health, is for smokers who are contemplating or actively trying to stop or reduce their tobacco use.

Social Services

At St. Elizabeth's Medical Center, social work services are provided to identify, assess, and treat patients and their families who have psychological and/or environmental needs related to the impact of hospitalization, diagnosis, treatment, and discharge. SEMC's social workers collaborate with other professional staff to provide discharge planning for

patients and families referred for service. The social workers contribute to the fundamental goal of providing compassionate and quality patient care, ever mindful of each patient's dignity and individuality.

As compassionate caregivers, we are committed in a special way to advocacy for the poor, people with disabilities and all those in need. Referrals are made to public and private social service agencies whenever necessary. Frequently provided services include bereavement counseling, case management, collaboration on discharge planning, consultations, crisis intervention, financial counseling, high-risk case findings/ screenings, information and referral, patient/family advocacy, patient/family conferences, psychological assessment, psychological counseling, and support groups.

Other social support services available at SEMC are made possible through a \$20,000 grant administered by SEMC. The services include a clothing bank for families in need and miscellaneous, otherwise uncovered patient expenses such as food, medications, rent, and utilities. Social workers are committed to protecting and safeguarding the rights of patients who are the victims of violence. This includes physical, sexual, and emotional abuse as well as economic deprivation. The department provides appropriate social work intervention for any patient referred or identified as being a victim of violence, and social workers give leadership to hospital wide initiatives in this important area. A social worker is on call 24 hours a day, 365 days a year and can handle crises and emergencies throughout the medical center.

[Teens-Empowerment-Exercise-Education-Nutrition \(TEEEN\) Program](#)

A unique youth empowerment program for children ages 10-20 that are prone to be overweight or are overweight. Led by a SEMC Pediatrician, this program incorporates exercise, education, and empowerment tools for adolescents. Activities are aimed at promoting a healthy lifestyle and include nutritional lectures and exercise programs with an exercise physiologist.

[Weight Loss Consultations](#)

Brief weight loss consultations are given by specialists from the Center for Weight Control to help educate patients about medical and surgical weight loss programs available at SEMC and help them decide which option, if any, is right for them.

[Women, Infants and Children](#)

The Women, Infants and Children (WIC) program provides nutrition, health education and general health services to the families of Allston Brighton free of charge.

[Volunteer Program](#)

St. Elizabeth's Medical Center benefited from the services of hundreds of volunteer hours this past year. Volunteers and their efforts include:

[48 Weekday Adult Volunteers](#)

Their duties include Patient Information Desk receptionists, newspaper deliveries to patients, patient mail delivery, Emergency Room greeters, Operating Room and Ambulatory greeters, Gift Shop, and major clerical jobs for every department in the medical center.

Five adult volunteers also participate in the Retired Senior Volunteer Program (RSVP), sponsored by the City of Boston's Commission on Affairs of the Elderly. The program is for people 55 years and older who volunteer in their community to make a difference. RSVP volunteers are eligible for some out-of-pocket expenses while volunteering, such as travel costs, and all RSVP volunteers receive free supplemental accident insurance while volunteering.

[26 Eucharist Ministers](#)

Give Holy Communion to patients seven days per week. Some assist in the chapel services.

[25 College High and School Students](#)

Students from Boston area colleges and high schools volunteer their time after school and during the summer. The responsibilities range from clerical duties to working as greeters at our Senior Suppers and Children's Christmas Party.

[Special Needs Students](#)

Students from the Horace Mann School for the Deaf, Carroll Center for the Blind, and the Kennedy Day School are a constant source of supervised help in our Food Services Department, Shipping and Receiving, and in the Volunteer Office as clerical helpers.

[10 Brighton High School Students](#)

During the summer of 2009, students from Brighton High School volunteered at St. Elizabeth's as part of a job-training program sponsored by the Boston Private Industry Council

(PIC). These students worked in the following areas: Children's Center, Development, Hematology-Oncology, Hospitality, Human Resources, Intensive Care Unit, Interns & Residents, Operating Room, Orthopedics, Peri-Operative Services, Food & Nutrition Services, Radiology, Medical Records, Center of Cancer Systems Biology, Neurosciences, Nursing, Radiology, Research, Security, SECAP, St. Margaret's Center for Women & Infants, Surgery, and Telecommunications.

External Volunteers

In addition to the dozens of volunteers who participate at SEMC each week, there are more than 50 additional volunteers who knit for our infant patients, cancer patients and dialysis patients. These knitters come from all over Boston, Cape Cod, Maine, Connecticut, and New Hampshire. A recent "Angel Wings" knitting program was started and is expected to double the number of volunteers by next year.

Spiritual Care

St. Elizabeth's Medical Center offers the services of the Spiritual Care Department to patients and their families, as well as to staff members throughout the facility. Our ministry extends to people of all faith traditions as well as to those who profess no religious affiliation. The scope of spiritual support includes visiting the patient and offering counsel to help them with the emotional, ethical, and spiritual issues faced by the patient, their family and/or staff personnel. Support is demonstrated by the chaplain's presence, which can include listening and offering prayer and/or Catholic Sacraments. SEMC has a dedicated team of Eucharistic Ministers who provide the Sacrament of the Holy Eucharist for any patient who so desires to receive it. Chaplains will contact a minister of the patient's own faith upon request.

X. Next Reporting Year

In accordance with the Massachusetts Attorney General's Community Benefits Guidelines for Non-Profit Hospitals, St. Elizabeth's Medical Center conducted a Needs Assessment in the spring of 2009. This assessment examined major health trends in three of the towns in the medical center's local service area - Allston-Brighton/Boston, Waltham and Watertown.

This assessment was conducted to help SEMC, community partners, and the community better understand and respond



to the health and quality of life issues in Allston-Brighton. The Allston-Brighton community is defined as people who live, work, attend school, or access services in the community. The objectives of this assessment were to engage the Allston-Brighton community in the planning and implementation process in order to develop an accurate and comprehensive report, ensure buy-in to the outcomes and energize participants and the community to work to address the findings.

A designated community benefits advisory committee served as a vehicle for people who live and work in Allston-Brighton to participate in neighborhood decision making, identify shared concerns, and mobilize internal and external resources to address those shared concerns.

The assessment revealed that the service area is 54% White, 22% African-American, 15% Hispanic, and 8% Asian/Pacific Islander. Of the three communities, Allston-Brighton/Boston has the largest population under age 20 and the highest poverty rate, while Watertown has the largest elderly population and is the overall healthiest of the three towns. Additionally, one-third of the population across all three towns speaks a language other than English at home.

The results of the Needs Assessment indicate that the major health issues facing residents of Allston-Brighton/Boston, Waltham and Watertown are: diabetes, mental health and substance abuse, and prostate cancer. Other top issues include breast cancer, cardiovascular conditions, and communicable diseases.

Rates of mental health and substance abuse hospitalizations were significantly higher than the state in Allston-Brighton/Boston. More specifically, Allston-Brighton/Boston has significantly higher rates of hospitalizations for alcohol, heroin, and marijuana than the state.

It was also revealed that in Allston-Brighton/Boston, the rates of hospitalizations for primary care manageable conditions, especially diabetes-related complications, are higher than the state average, suggesting a problem with access to appropriate medical care. In comparison to the state, Allston-Brighton/Boston also has significantly higher rates of mortality from diabetes.

Additionally, prostate cancer is the most common form of cancer across all three towns while breast and pancreatic cancer rates are considerably higher in Waltham than in the state.

After comprehensive review of the data found in the assessment and thoughtful discussion, the St. Elizabeth's Medical Center Community Benefits Advisory Committee and Community Benefits Hospital Leadership Team determined that the FY2010 Community Benefits Plan will chiefly address diabetes and substance abuse in Allston-Brighton.

In 2010, SEMC aims to successfully implement comprehensive programming for diabetes and substance abuse in the community with the support of the external and internal advisory committees, the Board of Directors, hospital administration leadership, staff, and community partners.

XI. Contact Information

Sheila O'Connell
Community Benefits & Relations Manager
St. Elizabeth's Medical Center
736 Cambridge St.
Brighton, MA 02135
Phone: 617-779-6578
Fax: 617-789-2976
Email: sheila.o'connell@caritaschristi.org





St. Elizabeth's Medical Center

A CARITAS FAMILY HOSPITAL

736 Cambridge Street, Brighton, MA 02135
www.CaritasStElizabets.org