

## FY17 Community Benefit Report

### Brigham and Women's Faulkner Hospital

#### Organization Information

##### Organization Address and Contact Information

<b>Organization Name:</b>	Brigham and Women's Faulkner Hospital
<b>Address (1):</b>	1153 Centre Street
<b>City, State, Zip:</b>	Boston, Massachusetts 02130
<b>Web Site:</b>	<a href="http://www.brighamandwomensfaulkner.org">http://www.brighamandwomensfaulkner.org</a>
<b>Contact Name:</b>	Tracy Mangini Sylven, MCHES, CHC
<b>Contact Title:</b>	Director of Community Health and Wellness
<b>Contact Department:</b>	Brigham and Women's Faulkner Hospital
<b>Telephone Num:</b>	(617) 983-7451
<b>Fax Num:</b>	(617) 983-7820
<b>E-Mail Address:</b>	tsylven@bwh.harvard.edu
<b>Contact Address (1):</b> (If different from above)	891 Centre Street
<b>Contact Address (2):</b>	5th Floor
<b>City, State, Zip:</b>	Boston, Massachusetts 02130

##### Organization Type and Additional Attributes

<b>Organization Type:</b>	Hospital
<b>For-Profit Status:</b>	Not-For-Profit
<b>Health System:</b>	Partners HealthCare
<b>Community Health Network Area (CHNA):</b>	Alliance for Community Health (Boston/Chelsea/Revere/Winthrop) (CHNA 19)
<b>Regional Center for Healthy Communities (RCHC):</b>	6
<b>Regions Served:</b>	Boston, Boston-Jamaica Plain, Boston-West Roxbury, Boston-Roslindale, Boston-Hyde Park

## CB Mission

### Community Benefits Mission Statement

The Board of Directors, Oversight Committee for Community Health and Wellness, hospital administration, and larger hospital community, are all committed to Brigham and Women's Faulkner's community benefit mission, which is:

- To evaluate the health status of service area neighborhoods of West Roxbury, Roslindale, Hyde Park and Jamaica Plain, and respond to identified needs
- To pay particular attention to health and wellness concerns affecting children in local schools, the elderly, women, and diverse populations who may experience health disparities, among others
- To provide a wide variety of free health screenings and immunizations, health education programs, and other services relating to important health issues affecting communities served
- To seek community participation in and feedback about our community benefits efforts, by involving community members in the hospital's planning and evaluation processes and by keeping the lines of communication open
- To engage in meaningful, active collaboration with a broad range of community residents, schools, service organizations, businesses, government agencies and others, to stay abreast of community needs, and to pool knowledge and resources in addressing those needs
- To periodically review and assess community benefits goals, services, and outcomes to ensure that they remain relevant to issues affecting our communities, and to allocate or reallocate community benefits resources, as needed

### Target Populations

Name of Target Population	Basis for Selection
Brigham and Women's Faulkner's community members with health needs, especially local school children, the elderly, women, and low-income, vulnerable populations	Assessment of quantitative and qualitative data

#### *Publication of Target Populations*

Marketing Collateral, Website

#### *Hospital/HMO Web Page Publicizing Target Pop.*

<http://www.brighamandwomensfaulkner.org/about-us/general-information/community-health-and-wellness/default.aspx?sub=0#.UzSL9KhdVus>

## Key Accomplishments of Reporting Year

Various initiatives served thousands of residents during FY2017, including:

- Provided hundreds of seniors with opportunities to exercise, explore, connect and learn about fitness, safety and health.
- Stroke education, medication safety, health education programs, and free preventive health screenings.
- Development of a food insecurity resource program for the hospital waiting areas and physician offices.
- Thousands of children, teachers, parents, and staff were served by school partnership activities. Including a new weekly healthy food “backpack” program for food insecure families.
- Close collaborative work with community groups on a variety of health issues, such as senior safety; transportation barriers and food insecurity.

## Plans for Next Reporting Year

In 2017, we continued to implement our 2017-2019 community benefit plan as defined by our 2016 community health needs assessment. There are five areas of focus that include:

1. Chronic Diseases
2. Substance Abuse
3. Food Insecurity, Healthy Eating and Active Living
4. Domestic Violence
5. Social Determinants of Health (Language, Poverty, Education, Access, and Youth Engagement)

## Community Benefits Process

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### *Community Benefits Leadership/Team*

The Brigham and Women’s Faulkner Hospital Community Benefits Leadership team is comprised of internal hospital leaders, external stakeholders, and community members.

### *Community Benefits Team Meetings*

Formal meetings include bi-annual oversight committee meetings, periodic meetings of subgroups of the oversight committee, and weekly community benefit staff meetings.

### *Community Partners*

AgeWell  
 American Cancer Society  
 American Heart Association  
 Blake Estates Senior Housing  
 Boston Public Health Commission  
 Cheritan Grove Apartments  
 Curley School  
 The City of Boston

## ETHOS

Fresh Truck  
 Greater Boston Food Bank  
 Healthcare Without Harm  
 Hebrew Senior Life  
 Hyde Park Medical Care  
 Hyde Park YMCA  
 Italian Home for Children  
 Jamaica Plain Tree of Life/Arbol de Vida  
 Jamaica Plain Elder Care Collaborative  
 Malone Senior Housing  
 Manning Elementary School  
 Massachusetts Department of Public Health  
 Parkway Academy of Technology and Health  
 Roche Family Community Center  
 Rockland Towers  
 Roslin Apartments  
 Roslindale Community Leaders Group  
 Sophia Snow Place  
 St. John's Church  
 Spring Street Elder Housing  
 West Roxbury Business Association  
 West Roxbury Medical Group  
 West Roxbury/Roslindale YMCA

## Community Health Needs Assessment

### *Date Last Assessment Completed and Current Status*

In FY16, a comprehensive review of state and local data was conducted to inform our community priorities and goals. In addition, a community survey was administered to 158 residents. The survey focused on assessing respondents' health needs and their views on the health issue that should be a priority focus for Brigham and Women's Faulkner Hospital. Additionally, there were numerous internal and external stakeholder meetings and focus groups held to get the direct input from the community.

### *Consultants/Other Organizations*

None

### *Data Sources*

Hospital, Interviews, MassCHIP, Surveys, Other - Publicly available data including BRFSS, BPHC, DPH

## Community Benefits Programs

### Chronic Disease - Cardiovascular Wellness

<b>Program Type</b>	Community Education, Health Screening, Prevention
<b>Statewide Priority</b>	Chronic Disease Management in Disadvantage Populations
<b>Brief Description or Objective</b>	As a primary stroke facility, Faulkner Hospital provides education to the community about stroke signs and symptoms. While an education campaign is provided year-round, there is a more intensive focus during National Stroke Awareness month, in May. Additionally, Faulkner educates the community about heart disease and diabetes.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury</li> <li>• <b>Health Indicator:</b> Other: Cardiac Disease, Other: Diabetes, Other: Stroke</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Adult</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

#### Goal Description

Use BWFH website, waiting areas, mailings, and internal communications to further educate the community about stroke prevention, signs and symptoms, what to do if you think you or someone else is having a stroke, care for someone after a stroke and aphasia awareness.

Provide screening programs to help residents identify and or monitor risk factors such as cholesterol levels, glucose and blood pressure.

#### Goal Status

In FY17, there were 25 events and 2,000 participant encounters.

In FY17, there were 30 screening clinics and 600 participants.

### Partners

#### Partner Name, Description

Not Specified

#### Partner Web Address

#### Contact Information

Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, tsylven@bwh.harvard.edu

**Healthy Eating and Active Living - Nutrition Services and Food Insecurity**

<b>Program Type</b>	Community Education, Prevention
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
<b>Brief Description or Objective</b>	<p>Nutrition education and nutrition health coaching focuses on helping people understand the complexity of nutrition and helping families and individuals make good choices. Events include supermarket tours, cooking classes, diabetes education, wellness challenge, health coaching etc.</p> <p>Food insecurity education to hospital staff and physicians. Create greater awareness of what food insecurity is and its impact on our community.</p>
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury</li> <li>• <b>Health Indicator:</b> Other: Nutrition</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> All</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

<b>Goal Description</b>	<b>Goal Status</b>
Provide nutrition education to Faulkner community.	In FY17, there were 40 community events and 2,400 participant encounters.
Food insecurity education to hospital staff and physicians. Create greater awareness of what food insecurity is and its impact on our community.	10 Food Resource boxes available for the community in 10 locations on campus and in the community
Food insecurity education to hospital staff and physicians. Create greater awareness of what food insecurity is and its impact on our community.	10 educational sessions and 350 encounters.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Not Specified	

**Contact Information** Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, tsylven@bwh.harvard.edu

**Chronic Disease - Breast Health Care Access Program**

<b>Program Type</b>	Community Education, Health Screening, Prevention
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
<b>Brief Description or Objective</b>	The Breast Health Care Access Program provides free screening mammography, treatment, and follow up care to women without insurance. Participants are educated about BSE and the importance of regular and timely screening.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Boston, Dedham</li> <li>• <b>Health Indicator:</b> Access to Health Care, Other: Cancer, Other: Cancer - Breast, Other: Uninsured/Underinsured</li> <li>• <b>Sex:</b> Female</li> <li>• <b>Age Group:</b> Adult</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

**Goal Description**  
To address disparities in the community by providing free screening mammography, treatment, and follow up to care women without insurance.

**Goal Status**  
In FY17, the program made 180 contacts and 10 women were admitted to the free breast health care access program.

**Partners**

Partner Name, Description	Partner Web Address
Not Specified	
<b>Contact Information</b>	Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, tsylven@bwh.harvard.edu

## Healthy Eating and Active Living - School Partnership Programs

<b>Program Type</b>	Community Education, Community Health Needs Assessment, School/Health Center Partnership
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
<b>Brief Description or Objective</b>	Working with the Manning Elementary School and the Curley Middle School in Jamaica Plain. Programs are designed to help enrich students' wellness curriculum, encourage early awareness of how to foster good health, and help students deal with outside factors that may interfere with their health. The goal is to foster a sense of community-wide responsibility for the education of youth, provide programming, meet student and teacher needs, support the larger school community, and serve as a resource. Programs include school-wide tasting, food bags for food insecure families as identified by food screening, comprehensive nutrition and wellness education for 2nd and 3rd grade, all grade levels talks and visits to the hospital on a health/wellness topic, leadership role on Wellness Council, BWFH representative as school Wellness Champion, support and education for physical fitness of students, health coaching and support for health needs of the staff, etc.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury</li> <li>• <b>Health Indicator:</b> All</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Child-Preteen, Child-Primary School</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

### Goal Description

Provide food bags for food insecure families as identified by food screening.

Foster a sense of community-wide responsibility for the education of youth, provide programming, meet student and teacher needs, support the larger school community, and serve as a resource.

### Goal Status

Provided weekly food bags to 26 food insecure families at the Manning School.

In FY17, there were on-going events throughout the year. All students, staff and parents served at multiple points with thousands of participant encounters.

## Partners

### Partner Name, Description

Joseph P. Manning Elementary School  
Curley K-8 School

### Partner Web Address

<http://www.boston.k12.ma.us/manning>  
<http://curleyk8.com>



**Contact Information** Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, tsylven@bwh.harvard.edu

**Social Determinants - Free Transportation Program**

<b>Program Type</b>	Direct Services
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
<b>Brief Description or Objective</b>	Faulkner Hospital provides free transportation via a cab voucher or free parking at the hospital are provided to those who would not otherwise be able to pay or it would act as a barrier to their healthcare access.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Boston</li> <li>• <b>Health Indicator:</b> Access to Health Care</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> All</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

**Goal Description**

To provide free transportation via a cab voucher or free parking at the hospital are provided to those who would not otherwise be able to pay or it would act as a barrier to their healthcare access.

**Goal Status**

In FY17, 18,000 contacts were made.

**Partners**

Partner Name, Description	Partner Web Address
Not Specified	

**Contact Information** Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, tsylven@bwh.harvard.edu

**Social Determinants - Translation and Interpreter Services**

<b>Program Type</b>	Direct Services
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
<b>Brief Description or Objective</b>	This program assures access to quality health care for non-English speaking and deaf and hard of hearing patients and families by providing language interpretation and translation of key health care documents.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Boston</li> <li>• <b>Health Indicator:</b> Access to Health Care</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> All</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> Cambodian, Cape Verdean Creole, Chinese, Haitian Creole, Hmong, Korean, Laotian, Other, Portuguese, Russian, Spanish, Vietnamese</li> </ul>

<b>Goal Description</b>	<b>Goal Status</b>
To assure access to quality health care for non-English speaking and deaf and hard of hearing patients and families by providing language interpretation and translation of key health care documents.	In FY17, 12,000 contacts were made.

**Partners**

Partner Name, Description	Partner Web Address
Not Specified	
<b>Contact Information</b>	Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, tsylven@bwh.harvard.edu

**Social Determinants - Passageway: Domestic Violence Intervention**

<b>Program Type</b>	Direct Services
<b>Statewide Priority</b>	Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**Brief Description or Objective** Passageway is a domestic violence intervention program that assists patients and employees who are unsafe, controlled, threatened or hurt by current or former intimate partners. We develop and support coordinated responses to domestic violence within the hospital and the community. Passageway offers advocacy, training/education, community linkages and evaluation.

**Target Population**

- **Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury
- **Health Indicator:** Injury and Violence
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goal Description**

Assist patients and employees who are unsafe, controlled, threatened or hurt by current or former intimate partners.

**Goal Status**

In FY17, there were 1,001 patient encounters made.

**Partners**

**Partner Name, Description**

Not Specified

**Partner Web Address**

**Contact Information** Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, tsylven@bwh.harvard.edu

**Healthy Eating and Active Living - Encouraging Physical Activity among the Elderly**

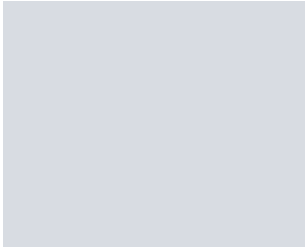
**Program Type** Community Education, Direct Services, Health Screening, Prevention

**Statewide Priority** Chronic Disease Management in Disadvantage Populations

**Brief Description or Objective** Faulkner Hospital has developed a series of programs aimed to encourage members of the community to become more physically active in a safe and social way.

**Target Population**

- **Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury



- **Health Indicator:** Injury and Violence, Mental Health, Other: Elder Care, Other: Safety, Physical Activity
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

**Goal Description**

Balancing Mind Body and More - Provide a 10-session program to allow seniors to explore various modalities of exercise such as; tai chi, balance classes, Zumba, etc.

Moving for Better Balance - Provide a 10-session program for seniors to learn about the importance and benefits of a physically active lifestyle. Design and offer an exercise program option that can help seniors begin and explore various modalities of physical fitness.

**Goal Status**

In FY17, there were two 10-session series, one series was in the fall and the other was in the spring. There were 660 participant encounters.

In FY17, there were two 10-session series, one series was in the fall and the other was in the spring. There were 660 participant encounters.

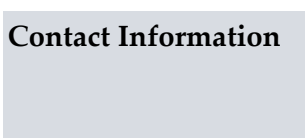
**Partners**

**Partner Name, Description**

West Roxbury YMCA

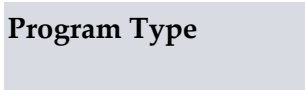
**Partner Web Address**

<http://www.ymcaboston.org/westroxbury>



**Contact Information** Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, [tsylven@bwh.harvard.edu](mailto:tsylven@bwh.harvard.edu)

**Chronic Disease - Balance Improvement and Fall Prevention among the Elderly**



**Program Type**

Community Education, Direct Services, Health Screening, Prevention



**Statewide Priority**

Promoting Wellness of Vulnerable Populations



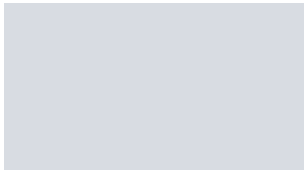
**Brief Description or Objective**

Faulkner Hospital has developed a series of programs aimed to educate elderly members of the community to reduce the fear and risk factors around falling.



**Target Population**

- **Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury
- **Health Indicator:** Mental Health, Other: Elder Care, Overweight and Obesity, Physical Activity



- **Sex:** All
- **Age Group:** Adult-Elder, All
- **Ethnic Group:** All
- **Language:** All

**Goal Description**

Falls Prevention and Awareness - Provide falls assessments, gait testing and education.

**Goal Status**

In FY17, there were 8 events and 240 participants.

**Partners**

**Partner Name, Description**

Not Specified

**Partner Web Address**

**Contact Information**

Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, tsylven@bwh.harvard.edu

**Chronic Disease - Stroke Support and Awareness**

**Program Type**

Community Education, Support Group

**Statewide Priority**

Promoting Wellness of Vulnerable Populations

**Brief Description or Objective**

As a primary stroke facility, Faulkner Hospital has developed a series of programs aimed to educate the community about stroke signs and symptoms. The program offers a unique, ongoing support group for survivors and their families to connect with professionals for resources and information on a variety of topics related to life after stroke.

**Target Population**

- **Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury
- **Health Indicator:** Other: Elder Care, Other: Stroke
- **Sex:** All
- **Age Group:** Adult, Adult-Elder
- **Ethnic Group:** All
- **Language:** All

**Goal Description**

Offer a support group for survivors and their families to connect with professionals

**Goal Status**

In FY17, there were 8 meetings and 100 participant encounters.

for resources and information on a variety of topics related to life after stroke.

**Partners**

Partner Name, Description	Partner Web Address
Not Specified	Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, tsylven@bwh.harvard.edu

**Social Determinants - Workforce Development - Youth Success**

<b>Program Type</b>	Community Education, Mentorship/Career Training/Internship
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform
<b>Brief Description or Objective</b>	Faulkner Hospital has developed a series of programs to provide opportunities for elementary, middle school, high school and college students to gain experience in various departments across the hospital. Students are exposed to different aspects of healthcare which serves two purposes: to help to educate youth and young-adults on current health issues, and to allow participants to explore different career options, which further supports Faulkner Hospital's efforts to improve economic development in its surrounding community. Some of the programs provide paid opportunities. Workforce Development - Youth Success programs include: Academic Advocate, Summer Jobs Program and Job Shadow Program.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Boston-Dorchester, Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury</li> <li>• <b>Health Indicator:</b> Other: Education/Learning Issues</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Adult-Young, Child-Teen</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

Goal Description	Goal Status
Summer Jobs Program - Provide a paid program at the hospital in various departments for students to work for	In FY17, the program hired 6 students over 6 weeks to work in

6 weeks in the summer. Expose students to different aspects in healthcare as well as earn money and stay occupied during the summer.

various hospital departments for 25 hours/week.

Job Shadow Program - offer job shadow opportunities to Curley Middle school students and Boston Private Industry Council (BPIC) High School students in both clinical and non-clinical disciplines in the healthcare setting.

In FY17, there were 50 students who participated in 4 events: BPIC, Food Service, Community Health, and BPS shadow days.

Academic Advocate – Connect BWFH staff with an identified student at the Manning School for a mentoring program to give the student a positive role model. Advocate encourages and helps the student to read, do homework, get focused/organized, etc.

In FY17, there were 12 BWFH staff paired with 12 Manning School students and there were 270 encounters.

**Partners**

Partner Name, Description	Partner Web Address
Mildred Avenue Middle School	<a href="http://www.bostonpublicschools.org/school/mildred-avenue-k-8-school">http://www.bostonpublicschools.org/school/mildred-avenue-k-8-school</a>
Boston Public Schools	<a href="http://www.bostonpublicschools.org">http://www.bostonpublicschools.org</a>
Boston Private Industry Council	<a href="http://www.bostonpic.org/">http://www.bostonpic.org/</a>
Bridgewater State University	<a href="http://www.bridgew.edu/">http://www.bridgew.edu/</a>
Parkway Academy of Technology and Health	<a href="http://www.bostonpublicschools.org/node/506">http://www.bostonpublicschools.org/node/506</a>
Dorchester High School	<a href="http://www.bostonpublicschools.org/node/359">http://www.bostonpublicschools.org/node/359</a>
Curley K-8 School	<a href="http://curleyk8.com">http://curleyk8.com</a>
Boston Public Schools	<a href="http://www.bostonpublicschools.org">http://www.bostonpublicschools.org</a>

**Contact Information** Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, [tsylven@bwh.harvard.edu](mailto:tsylven@bwh.harvard.edu)

**Chronic Disease - Medication Safety Education**

**Program Type** Community Education, Direct Services, Prevention

**Statewide Priority** Promoting Wellness of Vulnerable Populations

**Brief Description or Objective** The medication safety education program addresses the issue of how to best manage taking medications both in and out of the hospital. It provides information to assist patients in the proper way to take,



store, list, and communicate what medications they are taking. The program describes what to look for and questions to ask when in the hospital to help caregivers prevent a medication error.

**Target Population**

- **Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury
- **Health Indicator:** Other: Elder Care, Other: Safety
- **Sex:** All
- **Age Group:** Adult-Elder, All
- **Ethnic Group:** All
- **Language:** All

**Goal Description**

Provide education to elderly on how to manage medication both in and out of the hospital.

**Goal Status**

In FY17, there were 15 events with 350 participants.

**Partners**

**Partner Name, Description**

Not Specified

**Partner Web Address**

**Contact Information**

Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, tsylven@bwh.harvard.edu

**Chronic Disease - Speakers Bureau Educational Lecture Program – Healthy Conversations**

**Program Type**

Community Education

**Statewide Priority**

Promoting Wellness of Vulnerable Populations

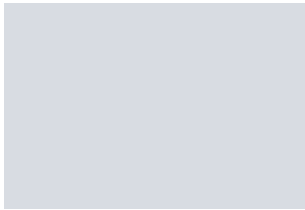
**Brief Description or Objective**

The Healthy Conversations Speakers Bureau Program was developed to fulfill Faulkner’s commitment to educating the community on health promotion topics. Upon request from community leaders and groups, presentations from Faulkner Hospital clinical experts provide current information and trends on specified topics.

**Target Population**

- **Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury





- **Health Indicator:** Other: Elder Care
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

**Goal Description**

Provide a series of educational lectures to educate the community on health promotion topics.

**Goal Status**

In FY17, there were 12 educational lectures with 180 participants.

**Partners**

**Partner Name, Description**

Not Specified

**Partner Web Address**

**Contact Information** Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, tsylven@bwh.harvard.edu

**Chronic Disease - Hand Hygiene**

**Program Type** Community Education

**Statewide Priority** Promoting Wellness of Vulnerable Populations

**Brief Description or Objective** Programming to provide information and education, as well as practical and interactive lessons, on the importance of hand hygiene.

**Target Population**

- **Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury
- **Health Indicator:** Other: Elder Care
- **Sex:** All
- **Age Group:** Adult-Elder
- **Ethnic Group:** All
- **Language:** All

**Goal Description**

Provide events to educate the community on the importance of hand hygiene.

**Goal Status**

In FY17, there were 5 events and 150 contacts.

**Partners**

**Partner Name, Description**                      **Partner Web Address**

Not Specified

**Contact Information**                      Tracy Mangini Sylven, MCHES, CHC, Director, Community Health and Wellness Brigham and Women's Faulkner Hospital, 617-983-7451, tsylven@bwh.harvard.edu

**Social Determinants - Brigham and Women's Faulkner Hospital Certified Application Counselors**

**Program Type**                      Direct Services

**Statewide Priority**                      Address Unmet Health Needs of the Uninsured, Supporting Healthcare Reform

**Brief Description or Objective**                      Brigham and Women's Faulkner Hospital Certified Application Counselors (CACs) provide information about the full range of insurance programs offered by EOHHS and the Health Connector. Our CACs help individuals complete an application or renewal; work with the individual to provide required documentation; submit applications and renewals for the Insurance Programs; interact with EOHHS and the Health Connector on the status of such applications and renewals; and help facilitate enrollment of applicants or beneficiaries in Insurance Programs. In FY17, BWFH CACs contributed to the estimated 75 patient financial counselors across the Partners HealthCare system that served patients who needed assistance with their coverage.

**Target Population**

- **Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston- West Roxbury
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

**Goal Description**  
To provide patients and extended community with individualized assistance with application process, understanding the complex health care system and their rights and obligations as a patient.

**Goal Status**  
In FY17, 1,500 contacts were made.

Provide information about the full range of insurance programs offered by EOHHS and the Health Connector. In FY17, BWFH CACs contributed to the estimated 75 patient financial counselors across the Partners HealthCare system that served patients who needed assistance with their coverage.

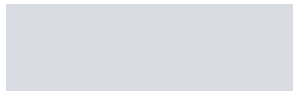
**Partners**

Partner Name, Description	Partner Web Address
Massachusetts Health Connector	<a href="https://betterhealthconnector.com/">https://betterhealthconnector.com/</a>
Mass Health Health Care for All	<a href="http://www.mass.gov/eohhs/gov/departments/masshealth/">http://www.mass.gov/eohhs/gov/departments/masshealth/</a> <a href="https://www.hcfama.org/">https://www.hcfama.org/</a>
Massachusetts Hospital Association	<a href="https://www.mhalink.org/">https://www.mhalink.org/</a>
Massachusetts League of Community Health Centers	<a href="http://www.massleague.org/">http://www.massleague.org/</a>

**Contact Information** Kim Simonian, Director for Public Payer Patient Access, Community Health, Partners Healthcare, [ksimonian@partners.org](mailto:ksimonian@partners.org)

**Chronic Disease & Healthy Eating and Active Living – Hyde Park**

<b>Program Type</b>	Direct Services, Community Education
<b>Statewide Priority</b>	Chronic Disease Management in Disadvantaged Populations, Promoting Wellness of Vulnerable Populations
<b>Brief Description or Objective</b>	A partnership with the Hyde Park YMCA to address community needs. A BWFH registered dietitian provides nutrition education in the community including supermarket tours, community talks, food tastings and demonstrations, a 'prescription card' for healthy produce purchase, and pop up marketing/education events. The program includes a weekly Fresh Truck Mobile Produce Market stop at Hyde Park YMCA providing tastings, food demonstrations and education.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> Boston-Hyde Park,</li> <li>• <b>Health Indicator:</b> Diabetes, Overweight and Obesity, Nutrition, Physical Activity</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> All</li> </ul>



- **Ethnic Group:** All
- **Language:** All

**Goal Description**

Provide education and information to the community about health eating and active living.

Provide a 'prescription card' for healthy produce purchase on The Fresh Truck.

Hyde Park walking maps to educate and encourage community members to walk rather than rely on other modes of transportation.

**Goal Status**

In FY17, 40 community education activities were held representing 600 encounters with the dietician.

In FY17, 70 low-income diabetic patients provided with \$10 weekly cards to increase fruit and vegetable consumption.

Created walking maps in English and Spanish for West Roxbury, Hyde Park, Jamaica Plain and Roslindale.

**Partners**

**Partner Name, Description**

Hyde Park YMCA

The Fresh Truck

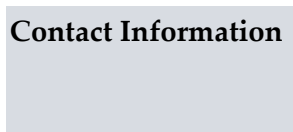
Hyde Park Community Physicians

**Partner Web Address**

<http://ymcaboston.org/menino>

<http://www.freshtruck.org/>

<http://www.brighamandwomensfaulkner.org/programs-and-services/brigham-womens-faulkner-community-physicians/default.aspx>



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**Substance Use and Abuse – Parkway Drug Coalition**



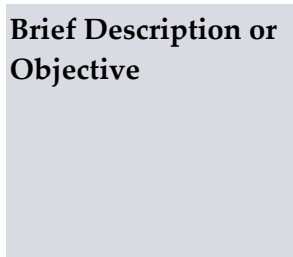
**Program Type**

Community Education



**Statewide Priority**

Chronic Disease Management in Disadvantaged Populations, Promoting Wellness of Vulnerable Populations



**Brief Description or Objective**

A Coalition developed to address the CHNA data and community input that drugs are an issue in the neighborhoods. Based on the community members at the table and our resources, community education and awareness is the focus for the group. Hosting many data and awareness meetings and

planning additional events to talk to youth and families for FY18.

- Target Population**
- **Regions Served:** Boston-Hyde Park,
  - **Health Indicator:** Substance Use
  - **Sex:** All
  - **Age Group:** Adult, Adult-Young, Child-Preteen, Child-Teen
  - **Ethnic Group:** All
  - **Language:** All

**Goal Description**

Host data and awareness meetings to engage with youth and families.

Host data and awareness meetings to engage with youth and families.

**Goal Status**

11/2/17 event featured drug deactivation bags for attendees, "If Only" video screening, and a panel discussion from BWFH addiction medicine and psychiatry staff.

14 meetings and planning sessions help throughout the year.

**Partners**

**Partner Name, Description**

Hyde Park YMCA

Hyde Park Community Physicians

**Partner Web Address**

<http://ymcaboston.org/menino>

<http://www.brighamandwomensfaulkner.org/programs-and-services/brigham-womens-faulkner-community-physicians/default.aspx>

**Contact Information**

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**Substance Use and Abuse – NARCAN**

**Program Type**

Community Education, Prevention

**Statewide Priority**

Chronic Disease Management in Disadvantaged Populations, Promoting Wellness of Vulnerable Populations

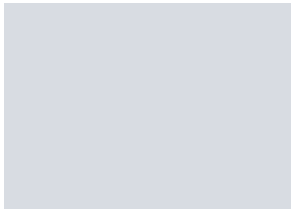
**Brief Description or Objective**

A series of NARCAN trainings were done in the community.

BWFH Pharmacy provided free NARCAN kits to families after admission or visit to ED for substance use.

**Target Population**

- **Regions Served:** Boston-Hyde Park,



- **Health Indicator:** Substance Use
- **Sex:** All
- **Age Group:** Adult, Adult-Young, Child-Preteen, Child-Teen
- **Ethnic Group:** All
- **Language:** All

**Goal Description**

**Goal Status**

Opioid overdose prevention and training.

4 Trainings held with 40 participants.

Opioid overdose prevention and training.

72 Kits provided.

**Partners**

**Partner Name, Description**

**Partner Web Address**

Hyde Park YMCA

<http://ymcaboston.org/menino>

AIDS Action Committee

<http://www.aac.org/>

MA Dept. of Public Health

<https://www.mass.gov/orgs/departement-of-public-health>



**Contact Information**

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## Expenditures

### *Community Benefits Programs*

Expenditures	Amount
Direct Expenses	\$1,940,109
Associated Expenses	N/A
Determination of Need Expenditures	N/A
Employee Volunteerism	N/A
Other Leveraged Resources	N/A

### *Net Charity Care*

Expenditures	Amount
HSN Assessment	\$2,547,356
HSN Denied Claims	\$65,687
Free/Discount Care	\$348,897
Total Net Charity Care	\$2,961,940

Corporate Sponsorships	\$53,136
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**Total Expenditures** **\$4,955,185**

**Total Revenue for 2017** **\$267,028,029**

**Total Patient Care-related expenses for 2017** **\$241,664,071**

**Approved Program Budget for 2018** **\$4,955,185**  
 (\*Excluding expenditures that cannot be projected at the time of the report.)