

## BRIGHAM AND WOMEN’S FAULKNER HOSPITAL COMMUNITY BENEFIT ANNUAL REPORT FY2012



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### Organization Address and Contact Information

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**Organization Name:** Brigham and Women’s Faulkner Hospital  
**Address (1):** 1153 Centre Street  
**Address (2):** Not Specified  
**City, State, Zip:** Boston , Massachusetts 02130  
**Web Site:** <http://www.brighamandwomensfaulkner.org>  
**Contact Name:** Tracy Mangini Sylven, MCHES  
**Contact Title:** Director of Community Health and Benefits  
**Contact Department:** Brigham and Women’s Faulkner Hospital  
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**Contact Address (1):** 1153 Centre Street  
(If different from above)  
**Contact Address (2):** Belkin House  
**City, State, Zip:** Boston , Massachusetts 02130

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### Organization Type and Additional Attributes

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

## Community Benefits Mission Statement

***The Board of Directors, Oversight Committee for Community Health and Benefits, hospital administration, and larger hospital community, are all committed to Faulkner’s community benefit mission, which is:***

- ***To evaluate the health status of service area neighborhoods of West Roxbury, Roslindale, Hyde Park, Jamaica Plain, and Dedham, 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 insure that they remain relevant to issues affecting our communities, and to allocate or reallocate community benefits resources, as needed***

**Target Population:** Faulkner community members with health needs, especially local school children, the elderly, women, and needy minorities.

**Basis for Selection:** Assessment of quantitative and qualitative data.

**Publication of Target Populations:** Marketing Collateral, Website

**Hospital/HMO Web Page Publicizing Target Population:**

[http://www.brighamandwomensfaulkner.org/community\\_benefits.html](http://www.brighamandwomensfaulkner.org/community_benefits.html)

## Key Accomplishments of Reporting Year

### Various initiatives served thousands of residents during FY2012, including:

- Stroke education to more than 6,000 people
- Medication safety to more than 4,000
- Health education programs
- Free preventive health screenings
- Free screening mammography through the Breast Health Care Access Program for women without insurance. Free follow-up care is also provided if needed
- Thousands of children, teachers, parents, and staff were served by school partnership activities
- Close collaborative work with community groups on a variety of health issues, such as senior safety and wellness; transportation barriers and increase opportunity for group, community exercise.

## Plans for Next Reporting Year

FY2013 program plans will be based on our three year plan developed in 2010. Additionally, in 2013, we are performing another assessment that will help us determine the course of work for 2014-2017. The assessment will be conducted similar to how it was in 2010.

There are seven areas of focus that include:

- Address health and safety needs of the elderly
- Provide cardiovascular disease (stroke & heart disease) screening and education
- Offer free breast & colorectal cancer screening and education for un- and under-insured patients
- Work to address domestic violence through the BWF Passageways Program
- Educate youth on nutrition and fitness
- Grant workforce development opportunities for youth
- Reduce barriers to healthcare access for underserved and vulnerable populations

## 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

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

ETHOS  
Greater Boston Food Bank  
Healthy Boston/Healthy Roslindale  
Hyde Park Medical Care  
Italian Home for Children  
Jamaica Plain Tree of Life/Arbol de Vida  
Malone Senior Housing  
Manning Elementary School

Massachusetts Department of Public Health  
 Ohrenberger Community Center  
 Roche Family Community Center  
 Rockland Towers  
 Roslin Apartments  
 Roslindale Community Leaders Group  
 Sophia Snow Place

St. John's Church  
 Spring Street Elder Housing  
 United Way of Massachusetts Bay  
 West Roxbury Educational Complex/PATH  
 West Roxbury Medical Care  
 West Roxbury/Roslindale/Dedham YMCA

### Community Health Needs Assessment

#### Date Last Assessment Completed and Current Status

In FY10, 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 250 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. An assessment is being conducted in 2013 for the 2014-2017 plan.

**Consultants/Other Organizations:** Not Specified

**Data Sources:** Hospital, Interviews, MassCHIP, Surveys, Other - Publicly available data including BRFSS, BPHC, DPH

### Community Benefits Programs

Medication Safety Education	
<b>Program Type</b>	Community Education, Prevention
<b>Brief Description or Objective</b>	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. In FY12, there were 24 events serving 680 participants.
<b>Target Population</b>	<b>Regions Served:</b> Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury <b>Health Indicator:</b> Injury and Violence, Other: Elder Care <b>Sex:</b> All <b>Age Group:</b> Adult-Elder <b>Ethnic Group:</b> All <b>Language:</b> All
<b>Statewide Priority:</b> Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations	
<b>Goal Description</b>	<b>Goal Status</b>
Educate community members to the importance of medication reconciliation as it pertains to a hospitalization.	In FY2012, there were 20 events with 680 participants taking part.

**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, [tsyiven@partners.org](mailto:tsyiven@partners.org)

**A Matter of Balance**

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

**Brief Description or Objective**      An eight session evidence based program designed acknowledges the risk of falling but emphasizes practical coping strategies to reduce this fear. Including • Promoting a view of falls and fear of falling as controllable. • Setting realistic goals for increasing activity • Changing the environment to reduce fall risk factors • Promoting exercise to increase strength and balance. In FY12, there were two program series delivered with a total of 40 participant encounters.

**Target Population**      **Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury  
**Health Indicator:** Injury and Violence, Other: Elder Care, Other: Safety, Physical Activity  
**Sex:** All  
**Age Group:** Adult-Elder  
**Ethnic Group:** All  
**Language:** All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide the community with an eight session evidence based program that acknowledges the risk of falling but emphasizes practical coping strategies to reduce this fear.	In FY12, there were two program series delivered with a total of 40 participant encounters.

**Partner Name, Description      Partner Web Address**

West Roxbury YMCA

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

**Contact Information**      Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, [tsyiven@partners.org](mailto:tsyiven@partners.org)

**Tai Chi**

**Program Type**      Community Education, Prevention

**Brief Description or Objective**      A 10-session martial art program designed to improve overall health. Tai Chi is a popular form of exercise and meditation used to promote healthy living and keeping the body fit. In FY12, 300 participants took part.

**Target Population**      **Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury  
**Health Indicator:** Mental Health, Physical Activity  
**Sex:** All  
**Age Group:** Adult-Elder  
**Ethnic Group:** All  
**Language:** All

**Statewide Priority: Promoting Wellness of Vulnerable Populations**

Goal Description	Goal Status
Implement a 10-session martial art program designed to improve overall health.	300 participants encounters in the two series completed in FY12.

<b>Partner Name, Description</b> West Roxbury YMCA	<b>Partner Web Address</b> <a href="http://www.ymcaboston.org/westroxbury">http://www.ymcaboston.org/westroxbury</a>
<b>Contact Information</b>	Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, <a href="mailto:tsylen@partners.org">tsylen@partners.org</a>

**Balancing Mind, Body, and More**

**Program Type** Direct Services

**Brief Description or Objective** 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. In FY12, there were 660 participant encounters.

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

**Statewide Priority: Promoting Wellness of Vulnerable Populations**

Goal Description	Goal Status
Provide an exercise program option that can help seniors begin and explore various modalities of physical fitness.	In FY12 660 seniors participated in the series.

<b>Partner Name, Description</b> West Roxbury YMCA	<b>Partner Web Address</b> <a href="http://www.ymcaboston.org/westroxbury">http://www.ymcaboston.org/westroxbury</a>
<b>Contact Information</b>	Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, <a href="mailto:tsylen@partners.org">tsylen@partners.org</a>

**Walking Program- Walk for Life**

**Program Type** Community Participation/Capacity Building Initiative

**Brief Description or Objective** Walk for Life was developed in response to the need for more safe, social and consistent ways to exercise. The program leads participants on a safe, moderately paced walk through the Arnold Arboretum. In addition, once a month there is a social hour after with raffles and healthy snacks. In FY12, there were 32 sessions with 400 participant encounters.

**Target Population** Regions Served: Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury  
**Health Indicator:** Other: Cardiac Disease, Physical Activity  
**Sex:** All  
**Age Group:** All  
**Ethnic Group:** All  
**Language:** All

**Statewide Priority: Promoting Wellness of Vulnerable Populations**

Goal Description	Goal Status
Lead participants on a safe, moderately paced walk through the Arnold Arboretum.	In FY12 there were 32 sessions with 400 participant encounters.

**Partner Name, Description**  
The Arnold Arboretum

**Partner Web Address**  
<http://www.arboretum.harvard.edu/>

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

### Stroke Education And Stroke Awareness Month (May)

<b>Program Type</b>	Community Education
<b>Brief Description or Objective</b>	As a primary stroke facility, Brigham and Women’s Faulkner Hospital provides education to the community about stroke signs and symptoms.
<b>Target Population</b>	Additionally, Faulkner uses its website, waiting areas, mailings, and internal communications to further educate the community about stroke. While an education campaign is provided year round, there is a more intensive focus during National Stroke Awareness month, in May. In FY12, there were 30 events with 3000 participant encounters. Regions Served: Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury <b>Health Indicator:</b> Other: Cardiac Disease, Other: Stroke, Physical Activity <b>Sex:</b> All <b>Age Group:</b> Adult-Elder <b>Ethnic Group:</b> All <b>Language:</b> All

**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Provide education/awareness to the community about stroke signs and symptoms	In FY12, there were 30 events with 3000 participant encounters.

**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, [tsylven@partners.org](mailto:tsylven@partners.org)

### Cardiovascular Wellness

<b>Program Type</b>	Community Education, Health Screening
<b>Brief Description or Objective</b>	A series of programs designed to educate the community about heart disease and diabetes. Provide screening programs to help residents identify and or monitor risk factors such as cholesterol levels, glucose and blood pressure. In FY12, there were 20 screening clinics and 360 participants served.
<b>Target Population</b>	Regions Served: Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury <b>Health Indicator:</b> Other: Cardiac Disease, Other: Diabetes, Other: Stroke <b>Sex:</b> All <b>Age Group:</b> Adult <b>Ethnic Group:</b> All <b>Language:</b> All

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

Goal Description	Goal Status
Educate the community about heart disease and diabetes.	In FY12, there were 20 screening clinics and 360 participants served.

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, <a href="mailto:tsylven@partners.org">tsylven@partners.org</a>

### Speakers Bureau Educational Lecture Program – Healthy Conversations

<b>Program Type</b>	Community Education
<b>Brief Description or Objective</b>	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 Brigham and Women’s Faulkner Hospital clinical experts provide current information and trends on specified topics. The Healthy Conversations Speakers Bureau Program presents new practices and physicians, as well as, established clinical experts, with a long-standing outlet for educating the community about their services and expertise. In FY12, 12 educational lectures were attended by 250 participants.
<b>Target Population</b>	Regions Served: Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury <b>Health Indicator:</b> All <b>Sex:</b> All <b>Age Group:</b> All <b>Ethnic Group:</b> All <b>Language:</b> All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Educate the community on health promotion topics	In FY12, 12 educational lectures were attended by 250 participants.



**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, [tsylen@partners.org](mailto:tsylen@partners.org)

**Nutrition Services**

**Program Type**

Community Education

**Brief Description or Objective**

Nutrition education focuses on helping people understand the complexity of nutrition and helping families and individuals make good choices. In FY12, 10 community events served 1000 participants.

**Target Population**

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

**Health Indicator:** Other: Nutrition

**Sex:** All

**Age Group:** All

**Ethnic Group:** All

**Language:** All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Provide nutrition education to Faulkner community	In FY12, 10 community events served 1000 participants.

**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, [tsylen@partners.org](mailto:tsylen@partners.org)

**Breast Health Care Access Program**

**Program Type**

Health Screening, Outreach to Underserved

**Brief Description or Objective**

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. In FY2012, 81 women enrolled in the program.

**Target Population**

Regions Served: Boston, Dedham

**Health Indicator:** Access to Health Care, Other: Cancer - Breast, Other: Uninsured/Underinsured

**Sex:** Female

**Age Group:** Adult

**Ethnic Group:** All

**Language:** All

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To address disparities in the community by	In FY2012, 81 women enrolled in the program.

providing free screening mammography, treatment, and follow up care to women without insurance.	
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**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 , [tsylven@partners.org](mailto:tsylven@partners.org)

**Colorectal Cancer Screening and Education**

**Program Type**                      Community Education, Health Screening

**Brief Description or Objective**                      Colorectal Cancer Screening and Education Program will provide a free colonoscopy to those without insurance, as well as follow up care. In addition, participants will be educated about colorectal cancer and the importance of regular and timely screening. In FY12, two patients were admitted to the free program.

**Target Population**                      Regions Served: Boston-Greater, Dedham  
**Health Indicator:** Access to Health Care, Other: Cancer - Breast, Other: Cancer - Colo-rectal  
**Sex:** All  
**Age Group:** Adult  
**Ethnic Group:** All  
**Language:** All

**Statewide Priority:** Address Unmet Health Needs of the Uninsured

Goal Description	Goal Status
To provide a free colonoscopy to those without insurance, as well as follow up care.	In FY12 two patients were served by the program.

**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, [tsylven@partners.org](mailto:tsylven@partners.org)

**Head and Neck Cancer Screening Program**

**Program Type**                      Health Screening

**Brief Description or Objective**                      This program provides free head and neck cancer screenings to patients in the community. In FY2012, 30 patients participated in the program.

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

**Statewide Priority:** Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
To provide free screenings for head and neck cancer to patients in the community.	In FY2012, 30 patients received free screenings.

**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, [tsylen@partners.org](mailto:tsylen@partners.org)

### School Partnership Programs

<b>Program Type</b>	Community Education, Healthy Communities Partnership, School/Health Center Partnership
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<b>Brief Description or Objective</b>	In partnership with the Manning Elementary School and the Curley Middle School, these 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.
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<b>Target Population</b>	Regions Served: Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury <b>Health Indicator:</b> All <b>Sex:</b> All <b>Age Group:</b> Child-Preteen, Child-Primary School <b>Ethnic Group:</b> All <b>Language:</b> All
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**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
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.	In FY12 there were several on-going events that served students, staff, and parents.

**Partner Name, Description**

**Partner Web Address**

Joseph P. Manning Elementary School

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

Curley K-8 School

<http://curleyk8.com>

**Contact Information**

Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, [tsylen@partners.org](mailto:tsylen@partners.org)

### TOPS – Training Opportunity Program for Students

<b>Program Type</b>	Mentorship/Career Training/Internship
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<b>Brief Description or Objective</b>	This program provides an opportunity for special needs middle school students to work in various areas of the hospital. Over the course of 6 to 10 weeks, students are exposed to a working hospital environment, where they are able to develop their social skills and observe staff working in jobs
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in the hospital they could someday pursue. In FY2012 there were 70 student encounters.

**Target Population**  
**Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury  
**Health Indicator:** Other: Education/Learning Issues  
**Sex:** All  
**Age Group:** Child-Teen  
**Ethnic Group:** All  
**Language:** All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To expose special needs middle students to a hospital working environment and develop their social skills.	In FY2012 there were 70 student encounters.

**Partner Name, Description**      **Partner Web Address**  
 Mildred Avenue Middle School      <http://www.bostonpublicschools.org/school/mildred-avenue-k-8-school>

**Contact Information**      Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, [tsyiven@partners.org](mailto:tsyiven@partners.org)

**Summer Jobs Program**

**Program Type**      Mentorship/Career Training/Internship  
**Brief Description or Objective**      This program provides high school students with a paid six week summer internship where they can be exposed to different aspects of healthcare. In FY2012 8 students participated in the program.

**Target Population**  
**Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury  
**Health Indicator:** Other: Education/Learning Issues  
**Sex:** All  
**Age Group:** Child-Teen  
**Ethnic Group:** All  
**Language:** All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
To expose students to a potential career in the healthcare field through the provision of paid summer internships in the hospital.	In FY2012 8 students participated in the program.

**Partner Name, Description**      **Partner Web Address**  
 Boston Public Schools      <http://www.bostonpublicschools.org>  
 Boston Private Industry Council      <http://www.bostonpic.org/>

**Contact Information**      Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, [tsyiven@partners.org](mailto:tsyiven@partners.org)

**Healthcare Internships**

<b>Program Type</b>	Mentorship/Career Training/Internship
<b>Brief Description or Objective</b>	This program provides an opportunity for a health education student to intern in the department to gain valuable hands on experience in the field of health education and wellness. In FY2012 1 student participated in the program.
<b>Target Population</b>	Regions Served: Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury <b>Health Indicator:</b> Other: Education/Learning Issues <b>Sex:</b> All <b>Age Group:</b> Adult <b>Ethnic Group:</b> All <b>Language:</b> All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
To provide an opportunity for a health education student to intern in the department to gain valuable hands on experience in the field of health education and wellness.	In FY12, one student completed a 300 hour internship.

Partner Name, Description	Partner Web Address
Bridgewater State University	<a href="http://www.bridgew.edu/">http://www.bridgew.edu/</a>
<b>Contact Information</b>	Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, <a href="mailto:tsylen@partners.org">tsylen@partners.org</a>

**Nursing Job Shadow Day**

<b>Program Type</b>	Mentorship/Career Training/Internship
<b>Brief Description or Objective</b>	This program provides local high school students with an interest in nursing with the opportunity to experience a traditional clinical unit as well as other nursing disciplines (IT, staff development, emergency preparedness, quality and safety, etc.). The goal is to demonstrate to students the many options a career in nursing has to offer. In FY2012, 12 students participated in the program.
<b>Target Population</b>	Regions Served: Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury, Dedham <b>Health Indicator:</b> Other: Education/Learning Issues <b>Sex:</b> All <b>Age Group:</b> Child-Teen <b>Ethnic Group:</b> All <b>Language:</b> All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

Goal Description	Goal Status
Provide an opportunity for students interested in nursing to participate in a	In FY12 12 students participated in the program.

nursing specific job shadow day	
<b>Partner Name, Description</b> Parkway Academy of Technology and Health	<b>Partner Web Address</b> <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>
<b>Contact Information</b>	Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, <a href="mailto:tsylven@partners.org">tsylven@partners.org</a>

**Job Shadow Program**

<b>Program Type</b>	Mentorship/Career Training/Internship
<b>Brief Description or Objective</b>	This program offers job shadow opportunities to Curley Middle school students and BPIC High School students in both clinical and non-clinical disciplines in the healthcare setting. In FY2012 32 students participated in the program.
<b>Target Population</b>	Regions Served: Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury <b>Health Indicator:</b> Other: Education/Learning Issues <b>Sex:</b> All <b>Age Group:</b> Child-Teen <b>Ethnic Group:</b> All <b>Language:</b> All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

<b>Goal Description</b>	<b>Goal Status</b>
To offer job shadowing opportunities to students in both clinical and non clinical settings.	In FY2012 32 students participated in the program.

<b>Partner Name, Description</b> Curley K-8 School	<b>Partner Web Address</b> <a href="http://curleyk8.com">http://curleyk8.com</a>
Boston Public Schools	<a href="http://www.bostonpublicschools.org">http://www.bostonpublicschools.org</a>
<b>Contact Information</b>	Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, <a href="mailto:tsylven@partners.org">tsylven@partners.org</a>

**Patient Financial Counselors**

<b>Program Type</b>	Outreach to Underserved
<b>Brief Description or Objective</b>	Patient financial counselors are made available to patients and extended community for individualized assistance with application process, understanding the complex health care system and their rights and obligations as a patient. In FY2012, 1,400 requests were processed.
<b>Target Population</b>	<b>Regions Served:</b> Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury <b>Health Indicator:</b> Access to Health Care, All <b>Sex:</b> All <b>Age Group:</b> All <b>Ethnic Group:</b> All <b>Language:</b> All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To increase access to care by providing patients with individual assistance while applying for health coverage.	In FY2012, 1,400 applications were processed.

**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 , [tsylven@partners.org](mailto:tsylven@partners.org)

### Stroke Support Group

<b>Program Type</b>	Support Group
<b>Brief Description or Objective</b>	This program offers a unique, ongoing support group for stroke survivors and their families in order to connect with professionals for resources and information on a variety of topics related to life after stroke. In FY2012, there were 8 meetings with 80 participant encounters.

<b>Target Population</b>	<p><b>Regions Served:</b> Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury, Dedham</p> <p><b>Health Indicator:</b> Other: Stroke</p> <p><b>Sex:</b> All</p> <p><b>Age Group:</b> All</p> <p><b>Ethnic Group:</b> All</p> <p><b>Language:</b> All</p>
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**Statewide Priority:** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
To provide educational support for stroke survivors and their families.	In FY2012, there were 8 meetings with 80 participant encounters.

**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, [tsylven@partners.org](mailto:tsylven@partners.org)

### American Cancer Society: Look Good, Feel Better

<b>Program Type</b>	Support Group
<b>Brief Description or Objective</b>	In this program, cosmetologists lead small groups of patients undergoing cancer treatment. Participants learn makeup application, skin care, nail care, and ways to deal with hair loss. In FY2012, 12 cancer patients participated in this program.

<b>Target Population</b>	<p><b>Regions Served:</b> Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury</p> <p><b>Health Indicator:</b> Other: Cancer</p> <p><b>Sex:</b> Female, Transgender</p> <p><b>Age Group:</b> Adult</p> <p><b>Ethnic Group:</b> All</p>
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**Language:** All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
To educate cancer patients on the topics of makeup application, skin care, nail care, and ways to deal with hair loss.	In FY2012, 12 cancer patients participated in this program.

<b>Partner Name, Description</b> American Cancer Society	<b>Partner Web Address</b> <a href="http://www.cancer.org">http://www.cancer.org</a>
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**Contact Information** Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, [tsylven@partners.org](mailto:tsylven@partners.org)

**Patient Family Resource Center’s Open Houses**

**Program Type** Community Education

**Brief Description or Objective** Each month an Open House is offered on a specific health topic. Led by an expert in their field, the event presents educational information, demonstration, resources, and screenings. In FY2012, there were 12 educational sessions and 500 participants.

**Target Population** **Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury, Dedham  
**Health Indicator:** All  
**Sex:** All  
**Age Group:** All  
**Ethnic Group:** All  
**Language:** All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To provide the community with educational information, demonstration, resources, and screenings	In FY2012, the hospital delivered 12 educational sessions to 500 participants

<b>Partner Name, Description</b> Not Specified	<b>Partner Web Address</b>
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**Contact Information** Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, [tsylven@partners.org](mailto:tsylven@partners.org)

**Lifeworks**

**Program Type** Community Education, Prevention

**Brief Description or Objective** Lifeworks is an educational series that looks at personal whole health and addresses issues such as care management, personal finances, and fitness. In FY2012, 12 educational sessions were delivered.

**Target Population** **Regions Served:** Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury  
**Health Indicator:** All  
**Sex:** All  
**Age Group:** All  
**Ethnic Group:** All



**Language:** All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
To provide an educational series that looks at personal whole health and addresses issues such as care management, personal finances, and fitness.	In FY2012 12 educational sessions were delivered.

**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, [tsylven@partners.org](mailto:tsylven@partners.org)

**Transportation Workshop**

<b>Program Type</b>	Community Education, Outreach to Underserved, Prevention
<b>Brief Description or Objective</b>	A one session bi-lingual presentation of various transportation services (i.e. MBTA The Ride, ITN, City of Boston Elder Taxi Coupons) that are available in Jamaica Plain and how to access and navigate them. In FY12 30 elders were served.
<b>Target Population</b>	<p><b>Regions Served:</b> Boston, Boston-Jamaica Plain</p> <p><b>Health Indicator:</b> Other: Homebound, Other: Safety</p> <p><b>Sex:</b> All</p> <p><b>Age Group:</b> Adult-Elder</p> <p><b>Ethnic Group:</b> All</p> <p><b>Language:</b> All</p>

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
Provide bi-lingual presentation of various transportation services (i.e. MBTA The Ride, ITN, City of Boston Elder Taxi Coupons) that are available in Jamaica Plain and how to access and navigate them.	In FY12 30 elders were served.

**Partner Name, Description**

**Partner Web Address**

JP Eldercare Network

**Contact Information**

Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, [tsylven@partners.org](mailto:tsylven@partners.org)

**Free Transportation Program**

<b>Program Type</b>	Direct Services
<b>Brief Description or Objective</b>	Brigham and Women’s Faulkner Hospital provides free transportation via a cab voucher or free parking at the hospital for those who would not otherwise be able to pay or it would act as a barrier to their healthcare access. In FY2012 17,500 contacts were made.
<b>Target Population</b>	<p><b>Regions Served:</b> Boston</p> <p><b>Health Indicator:</b> Access to Health Care</p> <p><b>Sex:</b> All</p>

**Age Group:** All  
**Ethnic Group:** All  
**Language:** All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
To provide transportation via a cab voucher or free parking at the hospital to those who would not otherwise be able to pay or it would act as a barrier to their healthcare access.	In FY2012 17,500 contacts were made.

**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, [tsylven@partners.org](mailto:tsylven@partners.org)

**Translation and Interpreter Services**

<b>Program Type</b>	Direct Services
<b>Brief Description or Objective</b>	To assure access to quality health care for non-English speaking and deaf and hard of hearing patients and families, FH provides language interpretation and translation of key health care documents. In FY2012 there were 9,500 contacts.
<b>Target Population</b>	<p><b>Regions Served:</b> Boston</p> <p><b>Health Indicator:</b> Access to Health Care</p> <p><b>Sex:</b> All</p> <p><b>Age Group:</b> All</p> <p><b>Ethnic Group:</b> All</p> <p><b>Language:</b> All</p>

**Statewide Priority:** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description	Goal Status
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 FY2012M 9,500 contacts were made.

**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, [tsylven@partners.org](mailto:tsylven@partners.org)

**Passageway: Domestic Violence Intervention**

<b>Program Type</b>	Prevention
<b>Brief Description or Objective</b>	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. In FY2012, there were over 1200 service contacts as well as a number of educational sessions and advocacy work done for and on behalf of patients and staff.
<b>Target Population</b>	<b>Regions Served:</b> Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Boston-West Roxbury, Dedham <b>Health Indicator:</b> Injury and Violence <b>Sex:</b> All <b>Age Group:</b> All <b>Ethnic Group:</b> All <b>Language:</b> All

**Statewide Priority:** Promoting Wellness of Vulnerable Populations

Goal Description	Goal Status
Assist patients and employees who are unsafe, controlled, threatened or hurt by current or former intimate partners.	In FY12 there were over 1200 service contacts as well as a number of educational sessions and advocacy work done for and on behalf of patients and staff.

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Not Specified	
<b>Contact Information</b>	Tracy Mangini Sylven, MCHES, CHC Director, Community Health and Wellness Brigham and Women’s Faulkner Hospital, <a href="mailto:tsylven@partners.org">tsylven@partners.org</a>

## Expenditures

<b>Community Benefits Programs</b>	
Expenditures	Amount
Direct Expenses	\$1,563,271
Associated Expenses	Not Specified
Determination of Need Expenditures	Not Specified
Employee Volunteerism	Not Specified
Other Leveraged Resources	\$46,463

<b>Net Charity Care</b>	
Expenditures	Amount
HSN Assessment	\$3,686,719
HSN Denied Claims	\$132,371
Free/Discount Care	\$174,037
Total Net Charity Care	\$3,993,127

Corporate Sponsorships \$40,889

<b>Total Expenditures</b>	\$5,643,750
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<b>Total Revenue for 2012</b>	\$536,019,000
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<b>Total Patient Care-related expenses for 2012</b>	\$177,302,022
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<b>Approved Program Budget for 2013</b> (*Excluding expenditures that cannot be projected at the time of the report.)	\$5,643,750
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## Optional Information

<b>Community Service Programs</b>	
Expenditures	Amount
Direct Expenses	Not Specified
Associated Expenses	Not Specified
Determination of Need Expenditures	Not Specified
Employee Volunteerism	Not Specified
Other Leveraged Resources	Not Specified

**Total Community Service Programs** Not Specified

**Full-Text PDF Report:** Not Specified

**Original Full-Text Report:** Not Specified  
**Bad Debt:** Not Specified Not Specified  
**IRS 990:** Not Specified