

## NEWTON-WELLESLEY HOSPITAL COMMUNITY BENEFIT ANNUAL REPORT FY2012




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### Organization Information

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<b>Organization Name:</b>	Newton-Wellesley Hospital
<b>Address (1):</b>	2014 Washington Street
<b>Address (2):</b>	Not Specified
<b>City, State, Zip:</b>	Newton , Massachusetts 02462
<b>Web Site:</b>	www.nwh.org
<b>Contact Name:</b>	Ronald Ponte
<b>Contact Title:</b>	Director
<b>Contact Department:</b>	Community Partnerships
<b>Telephone Num:</b>	617-243-6088
<b>Fax Num:</b>	617-243-6925
<b>E-Mail Address:</b>	rponte@partners.org
<b>Contact Address (1):</b> (If different from above)	Not Specified
<b>Contact Address (2):</b>	Not Specified
<b>City, State, Zip:</b>	Not Specified , Not Specified Not Specified

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### Organization Type and Additional Attributes

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<b>Organization Type:</b>	Hospital
<b>For-Profit Status:</b>	Not-For-Profit
<b>DHCFP ID:</b>	Not Specified
<b>Health System:</b>	Partners HealthCare
<b>Community Health Network Area (CHNA):</b>	West Suburban Health Network (Newton/Waltham)(CHNA 18)
<b>Regional Center for Healthy Communities (RCHC):</b>	4
<b>Regions Served:</b>	Needham, Newton, Waltham, Wellesley, Weston

### Community Benefits Mission Statement

- ***To increase access to care in an equitable and efficient fashion to all***
- ***To identify and address specific health care needs which are unique to the hospital's community***
- ***To improve the health of the community and reduce health care costs through programs of preventive medicine and health promotion***

**Target Populations:** Child & Adolescent Health, the Elderly, and those affected by domestic, family, or sexual violence.

**Basis for Selection :** CDC Risk Behavior Surveys; Emergency Department data sources; and national, state, and local statistics.

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

**Hospital/HMO Web Page Publicizing Target Population:** <http://www.nwh.org/community-health-resources/>

### Key Accomplishments of Reporting Year

- Among community dwelling elders, fall-related injuries are the most common type of injury. In FY12, 38 elders participated in the Matter of Balance program, bringing the total number of participants since the program inception in 1997 to 1,359.
- In FY12, the Domestic Violence/Sexual Assault Program and NWH provided free, voluntary, and confidential services to 55 survivors of domestic, family, or sexual violence.
- In FY12. There were 71 visits to Health At Work and 38 visits to the NWH Employee Assistance Program.
- In FY12, the Pediatric Primary Care Clinic provided care to over 200 families (551 visits).
- In FY12, 22 seniors participated in 3 programs geared at educating seniors about nutrition and promoting better health.
- The medical transportation program provided in conjunction with Springwell (AAA) assisted seniors in access to medical care.

### Plans for Next Reporting Year

In addition to ongoing programs, the hospital plans to expand its support to alcohol and substance abuse prevention programs in the community. Medical transportation to improve access to health care will be expanded. Collaborate with other providers in building social connection between people in the community. Bolstering mental health/mental illness education programs and treatment resources will be another focus of the hospital. Providing education for more effective parenting will be a focus as well.

### Community Benefits Leadership/Team

The Team consists of Board Members, senior leadership, and Directors. Additionally, the Directors of Health for each town in the area are de facto members of the Committee

### Community Benefits Team Meetings

The Committee meets semi-annually.

### Community Partners

American Cancer Society  
Boston Athletic Association  
Boston Area Rape Crisis Center  
Brigham Community House  
Middlesex Child Fatality Review Team  
Newton-Needham Chamber of Commerce

Newton, Needham, WALTHAM, Wellesley &  
Weston Councils on Aging  
Newton, Needham, WALTHAM, Wellesley &  
Weston Health Departments  
Newton, Needham, WALTHAM, Wellesley &  
Weston School Departments

Newton & Waltham Boys and Girls Clubs  
 Newton Rotary Club  
 REACH  
 Springwell Area Agency on Aging  
 The Second Step, Inc.  
 Waltham Chamber of Commerce

Waltham Rotary Club  
 Waltham School Department  
 Waltham Senior Center  
 Waltham YMCA  
 Weston Health Council  
 West Suburban Health Network (CHNA 18)

### Community Health Needs Assessment

#### Date Last Assessment Completed and Current Status

The hospital has participated in a CHNA 18 led effort to complete a comprehensive community needs assessment. Phase I of this assessment was completed in the fall of 2011. In March, 2012 a second community CHNA 18 forum was held and plans for Phase II were initiated. At this forum, the findings of the assessment were discussed, and plans for Phase II will be initiated.

#### Consultants/Other Organizations

CHNA 18, MA Dept. of Public Health, Regional Center for Healthy Communities, and Healthy Waltham, Weston Health Council, and the Waltham School Department’s School Health Advisory Committee.

#### Data Sources

Consumer Group, Interviews, MassCHIP, Public Health Personnel, Surveys

### Community Benefits Programs

<b>Fall-Related Injuries among Community Dwelling Elders: A Matter of Balance</b>	
<b>Program Type</b>	Direct Services, Healthy Communities Partnership, Outreach to Underserved, Prevention
<b>Brief Description or Objective</b>	Among community dwelling elders, fall-related injuries are the most common type of injury. The intervention, A Matter of Balance, mitigates the negative effects of fear of falling has among elders. The program focuses on coping skills, fall risk reduction and decreasing activity restrictions. The purpose of the program is to reverse or prevent loss of function and disablement commonly associated with fear of falling among older persons. In FY12, 38 elders participated in the Matter of Balance program, bringing the total number of participants since the program inception in 1997 to 1,359.
<b>Target Population</b>	<b>Regions Served:</b> Needham, Newton, Waltham, Wellesley, Weston <b>Health Indicator:</b> Injury and Violence, Other: Safety - Home, Physical Activity <b>Sex:</b> All <b>Age Group:</b> Adult-Elder <b>Ethnic Group:</b> Asian, Hispanic/Latino, White <b>Language:</b> Chinese , English , Russian , Spanish
<b>Statewide Priority:</b> Promoting Wellness of Vulnerable Populations	
<b>Goal Description</b>	<b>Goal Status</b>
Reverse or prevent loss of function and disablement commonly associated with	In FY12 the program served 38 participants for a total of 1,359 since inception in 1997.

<p>fear of falling among older persons</p> <p>Provide a group experience to reduce maladaptive ideas and beliefs about falls</p>	<p>In FY12, participants (two programs offered through senior centers, Newton and Waltham) showed signs of fall efficacy (degree of confidence in performing common daily activities).</p>
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**Partner Name, Description**

Community Senior Centers

**Partner Web Address**

New England Research Institute (NERI)

<http://www.neriscience.com/>

**Contact Information**

Kathy Beans Program Coordinator, Newton-Wellesley Hospital Wellness Center , 2014 Washington St., Newton, 617-243-6649 , [kbeans@partners.org](mailto:kbeans@partners.org)

**The Domestic Violence/Sexual Assault Program at Newton-Wellesley Hospital (DV/SA Program)**

<b>Program Type</b>	Direct Services, Health Screening, Healthy Communities Partnership, Mentorship/Career Training/Internship, Outreach to Underserved, Prevention
<b>Brief Description or Objective</b>	The DV/SA Program provides free, voluntary, and confidential services to patients and employees who are experiencing domestic violence, family violence and sexual assault. In FY12, 55 survivors were served.
<b>Target Population</b>	<p><b>Regions Served:</b> Needham, Newton, Waltham, Wellesley, Weston</p> <p><b>Health Indicator:</b> Injury and Violence, Other: Domestic Violence, Other: Rape</p> <p><b>Sex:</b> All</p> <p><b>Age Group:</b> Adult, Adult-Elder, All Children</p> <p><b>Ethnic Group:</b> All</p> <p><b>Language:</b> All</p>

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

<b>Goal Description</b>	<b>Goal Status</b>
Provides free, voluntary, and confidential services to patients and employees who are experiencing domestic violence, family violence and sexual assault.	In FY12 the program served 55 survivors.
Continue to increase safety, health and well-being of patients and employees by providing comprehensive services to those experiencing domestic and sexual violence.	In FY12 the program provided 575 hours of safety planning, counseling and advocacy to survivors.
Continue to increase safety, health and well-being of patients and employees by providing comprehensive services to those experiencing domestic and sexual violence.	In FY12, the program responded to 5 hotlines.
Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff.	In FY12 the program participated on an interdisciplinary team that secured a 3-year federal grant to implement the National SANE Telenursing Center, which will use telemedicine to export SANE expertise to underserved

	populations nationwide.
Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff.	In FY12, the The Newton-Wellesley Hospital Sexual Violence conference was held and attended by more than 100 health professionals.
Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff.	In FY12 the program participated with the Boston Association for Childbirth Education to bring over 100 nurses a program ...”Early Trauma on Childbearing Women.”
Increase access to services for patients and employees by increasing education and consultation services to health care providers and staff.	In FY12 the program staff participated on the SAGE steering committee in planning and implementing the 2nd annual Abuse in Later Life Conference.
Increase access to services by contributing to improved hospital policy	In FY12 the program planned and organized an Advocate Self-Care day for providers in area shelter programs.
Support shelter infrastructure	n FY12 the program partnered with the SANE program by serving a a regional SANE training host.

**Partner Name, Description**

REACH Beyond Domestic Violence

The Second Step

Boston Area Rape Crisis Center

GLBT Domestic Violence Coalition

Middlesex Co DA’s Office

Jane Doe, Inc.

**Partner Web Address**

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

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

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

<http://www.thenetworklared.org/glbtdvcwebappl.pdf>

<http://www.middlesexda.com/>

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

**Contact Information**

Erin C. Miller Domestic Violence/Sexual Assault Coordinator Newton-Wellesley Hospital, [emiller11@partners.org](mailto:emiller11@partners.org)

**Occupational Medicine services to City of Newton employees.**

<b>Program Type</b>	Direct Services, Health Screening, Healthy Communities Partnership, Prevention
<b>Brief Description or Objective</b>	Health At Work (HAW) provides a wide range of services including an Employee Assistance Program (EAP), injury management, follow-up care, employment activities, drug testing, and employee fitness screenings for “first responders” and other municipal employees. In FY12, there were 71 Visits to Health At Work and 38 visits to EAP.
<b>Target Population</b>	<b>Regions Served:</b> Newton, Waltham <b>Health Indicator:</b> Injury and Violence <b>Sex:</b> All <b>Age Group:</b> Adult

**Ethnic Group:** All

**Language:** All

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

Goal Description	Goal Status
Provide Occupational Medicine services to City of Newton employees.	In FY12 there were 71 Visits to Health At Work and 38 visits to EAP.
Access to medical care for minor injuries and allow for early return job duties	In FY12 employees have reported confidence in confidential, competent, and timely services.
Identify at risk employees through pre-employment physicals and drug screening	In FY12 managers have reported early return to employment for employees voluntarily seeking HAW services.
Mitigate stress, grief and other psychosocial conditions through EAP services	In FY12 the cost of health care has been reduced through the services provided by HAW.

**Partner Name, Description**

City of Newton

**Partner Web Address**

<http://www.ci.newton.ma.us/>

Waltham Urgent Care Center

<http://www.nwh.org/clinical-centers/waltham-urgent-care-center/>

Partners EAP

<http://www.eap.partners.org/>

**Contact Information**

Joan Millian RN, Manager, NWH Urgent Care Center 9 Hope Ave. Waltham 02453, 617-243-5594 , [jmillian@partners.org](mailto:jmillian@partners.org)

**Provision of primary care to children and adolescents who are uninsured or present other challenges interfering with accessing primary care.**

<b>Program Type</b>	Direct Services, Health Screening, School/Health Center Partnership
<b>Brief Description or Objective</b>	The Pediatric Primary Care Clinic (PPCC) provides medical care to children and adolescents who do not have access to a private physician. Additionally, a wide range of specialty clinics associated with Massachusetts General Hospital for Children are available to Clinic patients. In FY12, there were 551 visits (over 200 families).
<b>Target Population</b>	<p><b>Regions Served:</b> Natick, Needham, Newton, Waltham, Weston</p> <p><b>Health Indicator:</b> Access to Health Care, Immunization, Other: Asthma/Allergies, Other: Uninsured/Underinsured</p> <p><b>Sex:</b> All</p> <p><b>Age Group:</b> All Children</p> <p><b>Ethnic Group:</b> All</p> <p><b>Language:</b> All</p>

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

Goal Description	Goal Status
Provide primary care to children and adolescents who are uninsured or present other challenges interfering with accessing	In FY12 there were 551 visits (over 200 families).

primary care.	
Accept agency referrals for children/adolescents without primary care	In FY12 there was a significant increase in number of youth served compared to last year.
Provide primary and specialty care to uninsured children and/or those with medical/social conditions beyond ability of private office	In FY12 there were numerous school consultations and participation on agency boards, e.g. Newton Boys & Girls Club.
Consult to schools and agencies and coordinate services for disadvantaged youth	In FY12 there was a minimized loss of school days for clinic youth as a result of primary and preventive care.

**Partner Name, Description**

**Partner Web Address**

Not Specified

**Contact Information**

Joel Bass, MD Chair, Department of Pediatrics Newton-Wellesley Hospital  
617-243-6565 , [jbass@partners.org](mailto:jbass@partners.org)

**Health promotion focusing on nutrition and lifestyle.**

<b>Program Type</b>	Community Education, Direct Services, Healthy Communities Partnership, Outreach to Underserved, Prevention, Support Group
<b>Brief Description or Objective</b>	The program is a partnership between the hospital and Springwell (Area Agency on Aging) for seniors who want to learn more about nutrition and how lifestyle changes can promote better health. In FY12, there were three programs held (six sessions, 15 hours per program) and a total of 22 participants.
<b>Target Population</b>	<b>Regions Served:</b> Natick, Needham, Newton, Waltham, Watertown, Weston <b>Health Indicator:</b> Other: Cardiac Disease, Other: Hypertension, Other: Nutrition, Other: Osteoporosis/Menopause <b>Sex:</b> All <b>Age Group:</b> Adult-Elder <b>Ethnic Group:</b> All <b>Language:</b> All

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

<b>Goal Description</b>	<b>Goal Status</b>
Recognize importance of nutrition and healthy eating	In FY12, participants reported healthier eating behaviors
Educate seniors who want to learn more about nutrition and how lifestyle changes can promote better health	In FY12 there were 3 programs held (six sessions, 15 hours per program) with a total of 22 participants. Since program inception in 2010, 108 seniors have participated.
Assist participants in goal setting and problem solving in eating and exercise habits	In FY12, participants reported increased physical activity.

**Partner Name, Description**

**Partner Web Address**

Springwell

<http://www.springwell.com/>

Wholefoods, Newton

<http://wholefoodsmarket.com/stores/newton/>

**Contact Information** Kathleen Beans, Department Coordinator, Wellness Center, Newton-Wellesley Hospital 2014 Washington St., Newton, MA, 617-243-6649 and Kathy Siemionko, Director of Community Planning, Springwell, 125 Walnut St., Watertown, MA 02472, 617-926—9897, [ksiemionko@springwell.com](mailto:ksiemionko@springwell.com)

**Springwell/NWH Inter-City Medical Transportation**

**Program Type** Outreach to Underserved  
**Brief Description or Objective** To assist with access issues, NWH provides medical transport through Springwell, the area agency on aging. Residents of surrounding communities are provided transportation with 48 hour notice to the provider.

**Target Population** **Regions Served:** Boston-Allston, Waltham, Watertown  
**Health Indicator:** Access to Health Care  
**Sex:** All  
**Age Group:** Adult-Elder  
**Ethnic Group:** All  
**Language:** All

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

Goal Description	Goal Status
Provide transportation to seniors who are otherwise unable to obtain health care services due to transportation obstacles	Seniors from Waltham and Watertown were provided with round trip service to physician and hospital services.
Make appointments for seniors who do need either primary or specialty care	The hospital’s Care Finder program facilitates scheduling appointments for patients in need of a physician or hospital service.

**Partner Name, Description** Springwell (AAA) **Partner Web Address** [www.springwell.com](http://www.springwell.com)

**Contact Information** Brian O’Dea, Director Mkt./Public Affairs, Newton-Wellesley Hospital, 2014 Washington St., Newton, MA 02462 617-243-5820, [bodea@partners.org](mailto:bodea@partners.org)

**Expenditures**

Community Benefits Programs	
Expenditures	Amount
Direct Expenses	\$607,897
Associated Expenses	Not Specified
Determination of Need Expenditures	Not Specified
Employee Volunteerism	Not Specified
Other Leveraged Resources	\$210,189

Net Charity Care	
Expenditures	Amount
HSN Assessment	\$8,180,502



HSN Denied Claims	\$123,961
Free/Discount Care	\$35,414
Total Net Charity Care	\$8,339,877

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Corporate Sponsorships	\$162,276
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<b>Total Expenditures</b>	\$9,320,239
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<b>Total Revenue for 2012</b>	\$1,136,869,000
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<b>Total Patient Care-related expenses for 2012</b>	\$362,111,675
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<b>Approved Program Budget for 2013</b> (*Excluding expenditures that cannot be projected at the time of the report.)	\$9,320,239
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Comments:  Not Specified

**Optional Information**

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<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