

FY17 Community Benefit Report

Organization Information

Heywood Hospital

Organization Address and Contact Information

Organization Name: Heywood Hospital
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City, State, Zip: Gardner, MA 01440
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Organization Type and Additional Attributes

Organization Type: Hospital
For-Profit Status: Not-For-Profit
Health System: Heywood Healthcare
Community Health Network Area (CHNA): CHNA 9
Regional Center for Healthy Communities (RCHC): 2
Regions Served: Ashburnham, Gardner, Hubbardston, Templeton, Westminster, Winchendon

CB Mission

Community Benefits Mission Statement: Heywood Hospital is dedicated to the community benefit goals of improving the health status of our community, addressing the special health needs of the underserved, and collaboration with others to enhance quality and contain the growth of community health care costs.

Target Populations:

Name of Target Population	Basis for Selection
Committed to addressing health disparities that exist in our region and improving access to care for populations adversely affected by social determinants of health especially populations living in poverty, ethnic and linguistic minorities, disadvantaged youth, veterans, and elders and their caregivers. Priority Health Issues identified are Mental Health and Substance Abuse; Suicide Prevention; Chronic Disease and related risk factors; Nutrition Issues including Obesity and food insecurity.	2015 Community Health Needs Assessment quantitative and qualitative data

Publication of Target Populations: Marketing Collateral, Website

Hospital/HMO Web Page Publicizing Target pop.: www.heywood.org

Key Accomplishments of Reporting Year:

- Provided nutrition education to 1,120 individuals through cooking classes and interactive presentations promoting wellness and managing chronic disease with good nutrition.
- Robust partnership with the Gardner and Ashburnham-Westminster schools offering nutrition education and physical activities to 248 elementary students and provided food assistance to 220 low- income and at-risk youth through a weekend backpack food program.
- Provided health information about heart disease and diabetes to over 185 individuals by participating in community health fairs and events reaching vulnerable populations.
- Offered wellness instruction and self-care techniques to 980 individuals to manage symptoms associated with having a mental health and/or substance use disorder.
- Provided training on Opioid Overdose Prevention and Narcan Administration to 473 community members and QPR Gatekeeper training for 135 increasing knowledge on signs and symptoms of a suicide crisis and substance use and how to respond.
- Provided health and financial insurance information and enrollment assistance to 4,048 individuals reducing financial barriers to accessing healthcare.
- Offered free psychosocial support to 58 community members looking for information and referrals on issues related to housing, food, transportation, behavioral and substance abuse.
- Assisted and paid for legal services (such as healthcare proxy, guardianship, advanced directives) for 27 patients who did not have the means to pay.
- Assisted 61 patients with transportation and as a result was able to follow up with their healthcare and prevented missed appointments.
- Provided 5,876 hours of mentorship to 207 students pursuing careers in healthcare.
- Lead several multi-sector coalitions and actively participated on community boards and committees to collaboratively address community health needs and gaps in services.
- Distributed \$119,874 grants to 25 local organizations that provide programs in line with the hospital's community benefit areas of focus and reach the targeted population.

Plans for Next Reporting Year: In 2018, Heywood is in the process of conducting a comprehensive community health needs assessment (CHNA) to be completed by September 2018. Heywood Hospital remains committed to addressing health disparities and the health needs of our region. A focus of the health assessment is to understand the needs of vulnerable populations (low-income individuals and families, school children, elderly, minority, veterans, and the disabled) and to identify and prioritize health issues and related socio-economic determinants of health. Our community benefits programming will focus on these needs identified and improving access to care and health outcomes.

Community Benefits Process

Community Benefits Leadership/Team: Heywood Hospital's community benefit leadership team is a 13 member Community Investment Committee (CIC), comprised of internal hospital leaders, community members, CHNA 9, and external stakeholders representing the minority community, schools, and local

businesses. Meetings are staffed by the VP of External Affairs. The Community Health Needs Assessment and related Community Benefit Plan goals and activities are shared with the Board of Trustees for approval.

Community Benefits Team Meetings: Formal Meetings of the CIC are held quarterly. Periodic meetings are held between the Community Benefits Manager and the program leads. Updates are provided at the Hospital's senior leadership meetings with feedback incorporated for program expansion and improvement. Members of the management team actively participate in various community agency boards, coalitions, and committees, which assists in identifying community needs and facilitates new ideas and community collaborations to address the issues.

Community Partners: Heywood's approach to Community Benefits is to actively participate in and collaborate with cross-sector coalitions, healthcare and behavioral health providers, community, and faith-based organizations and businesses to develop and implement our plan, goals, and strategies. Partners include: CHNA9; Gardner Area Interagency Team (GAIT); Suicide Prevention Task Force; Regional Behavioral Health Collaborative; North Central MA Minority Coalition; Health Disparities Collaborative; Community Health Connections FQHC; GVNA Healthcare; Community Health Link; LUK, Inc; AED Foundation; SHINE Initiative; Gardner Community Action Team (GCAT); Montachusett Opioid Prevention Coalition (MOPC); Greater Gardner Religious Council; Unitarian Church; Gardner CAC; HOPE House; Peoples Place Tobacco Cessation Group; Greater Gardner School to Career Partnership, Inc; Gardner, Ashburnham, Narragansett, Winchendon and Westminster Public School Districts; Montachusett Vocational Technical High School; The Winchendon School; Mount Wachusett Community College; Fitchburg State University; Framingham State University; University of New Hampshire; Bates College; Gardner Rotary Club; Greater Gardner and North Central MA Chamber of Commerce; Fitchburg and Gardner Housing Authority; Employment Links, Inc; United Way of North Central MA; Hannaford and TOPS Supermarkets; Gardner News.

Community Health Needs Assessment: The target needs and populations for Heywood Hospital's 2017 Community Benefit initiatives were identified through a 2015 Community Health Assessment conducted in partnership by the CHNA 9, the Joint Coalition on Health and the Minority Coalition of North Central Massachusetts. Additionally, the Heywood Healthcare Board of Trustees was integral in the development and support of identified initiatives.

Date Last Assessment Completed and Current Status: During 2015 an updated Community Health Assessment of North Central MA (CHA) was conducted, including the greater Gardner area served by Heywood Hospital. The assessment report was released in 2015 and Hospital staff and community partners presented the findings at various venues to community members, stakeholders, and partners. Hospital staff, community partners, and the community benefit's leadership team analyzed the data and identified priority areas and developed a board approved implementation strategy to address the needs. The Assessment and Implementation Plan are posted on the hospital's website at www.heywoodhospital.org. The CHNA 9, Athol Hospital, Heywood Hospital, and Health Alliance Hospital have developed a Community Health Improvement Plan (CHIP) in response to the CHA. Four areas were prioritized based on CHA data. The priority areas include: 1) Healthy Eating and Active Living

based on high rates of diabetes, heart disease, and obesity; 2) Individuals and Families in Healthy and Safe Relationships based on high rates of domestic violence and child abuse/ neglect; 3) Behavioral Health and Substance Abuse based on high rates of smoking, alcohol, and opioid abuse and on ongoing shortage of beds/services for behavioral health; 4) Transportation and Access based on qualitative data showing transportation as a major barrier to accessing health care, jobs, social services, and healthy food. The CHIP aligns with the hospital efforts and with other work being done in the region, leverages cross-sector resources and expertise in the community, and maximizes the impact on improving population health. The targeted population and priority areas of Heywood Hospital’s 2016-2018 Community Benefit plan fits within this larger community context.

Consultants/Other Organizations: Health Assessment partners include Heywood Healthcare (Athol and Heywood Hospitals), Health Alliance Hospital, Community Health Connections FQHC, The Joint Coalition on Health, and the Montachusett Public Health Network. The Center for Health IMPACT (formerly known as the Central Mass. AHEC) was subcontracted with for the quantitative and qualitative data analysis and to prepare the report.

Data Sources:

Quantitative Data sources included: MassCHIP; CDC Behavioral Risk Factor Surveillance System (BRFSS); U.S. Census Data and American Community Survey; MA Dept of Education; MA Dept of Workforce Development; MA Dept of Corrections; Tufts Foundation “ Healthy Aging Report; Athol Community Assessment; MPH 2014 Community Assessment; North Quabbin Community Assessment.

Qualitative data included focus groups and/or interviews with the diverse communities and populations of North Central Ma, they included: Study Partners, Westwinds Clubhouse; North Quabbin Community Coalition; Veterans Homestead Inc; 15 West Teen Coffeehouse; Clinton Hospital; Montachusett Opportunity Council; New Hope Baptist Church; Hope Center; Fitchburg Senior Center; Goodrich Academy Alternative High School; and Regional Behavioral Health Collaborative.

Community Benefits Programs

Priority Area: Nutrition Services

Program Type: Community Education

Statewide Priority: Promoting Wellness of vulnerable populations, Chronic Disease management in disadvantaged populations

Brief Description or Objective: Nutrition education and exercise consultation focused on helping individuals understand the role of good nutrition and an active lifestyle on the prevention and management of chronic conditions. Families and individuals participate in educational events including cooking classes, presentations, and individualized sessions designed to give participants the knowledge and tools to manage their chronic conditions.

Target Population: Regions Served- Greater Heywood Service Area

Health Indicator- Chronic Conditions Nutrition, Diabetes, Cardiac Disease

Sex- All Age Group- All Ethnic Group- All Language-All

Goal Description	Goal Status Need updates
<p>Cooking Classes: An interactive and fun way to translate complex nutrition information into everyday low cost, practical and healthy meals.</p>	<p>Two interactive cooking classes were held for the community at the Heywood Hospital cafeteria with total 47 participating.</p>

<p>Each nutrition and cooking class features a nutrition lecture by a registered dietitian and live cooking demonstration offered in a community-based group setting. The program reaches vulnerable groups including low-income children and families and elderly.</p>	<p>At each of the cooking classes, participants learned healthful cooking techniques and expressed ways they would incorporate into their home preparation.</p>
<p>Nutrition Presentations- Provided by a Registered Dietitian these presentations are offered to adults with chronic conditions. Focuses on the role good nutrition and weight loss can have on the management and slowing the progression of the disease.</p>	<p>- 1030 individuals attended nutrition education presentations focused on managing heart disease, COPD, and Diabetes. The presentations were conducted at the hospital for the community at large and at the Bridge reaching individuals with mental health challenges. Participants gained knowledge on how to maintain a low fat and low sodium diet, incorporating fiber, and techniques for maintaining a healthy weight and nutritious diet.</p>
<p>Support Group for Individuals with Diabetes- Monthly groups facilitated by Registered Dietitian providing nutrition education and to provide support and guidance on lifestyle changes for participants to manage their chronic condition.</p>	<p>-6 participants residing at the Wakefield Apartments in Gardner participated in a monthly support group. Individuals increased their knowledge and confidence level in managing their diabetes. They supported each other on issues related to healthy eating, exercise, and managing stress.</p>
<p>Exercise Consultation for Bariatric patients- Provides individuals with a general physical assessment and counseling to determine their physical limitations and their ability to perform the exercise.</p>	<p>-37 individuals diagnosed with chronic conditions and comorbid obesity gained knowledge on functional fitness and the following topics: Benefits of physical activity and weight loss before and after bariatric surgery; Ways to maximize walking for weight loss; Functional fitness exercises (chair squat, wall push-ups, and low row) to increase weight loss; and Flexibility exercises. They gained an understanding which exercises they can perform safely pre and post-surgery.</p>

Contact Information:

Name- Denise Foresman

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Priority Area: *Nutrition Services*

Program Type: School Partnership

Statewide Priority: Promoting Wellness of Vulnerable Populations, Reducing Health Disparities

Brief Description or Objective: In conjunction with area schools, programs are designed to help enrich student’s wellness curriculum and foster good health in and out of school time. Programs incorporate physical activity and nutrition education as well as supplementing low-income, at-risk students with food on the weekend.

Target Population: Regions Served- Gardner, Ashburnham

Health Indicator- Nutrition, Overweight and Obesity, Food insecurity

Sex- All

Age Group- school aged children

Ethnic Group- All

Language-All

Goal Description	Goal Status
<p>“Off Our Rockers”: An after-school fitness instruction and healthy snack provided at Gardner Elementary for children in grades K-2. The objective is to reduce the incidence of childhood obesity, increase fitness levels. Managed by Registered Dietitian and a Registered Nurse.</p>	<p>Two 6 week sessions were provided with 80 students participating. Through this program, students gained exposure to new fruits and vegetables and became more comfortable and improved their exercise ability.</p>
<p>“Girls on the Run”: A program for middle school girls that creates a positive, structured space for middle school girls to learn about themselves, as they move through adolescence and beyond. The curriculum addresses the whole girl—body, brain, heart, spirit and social connection.</p>	<p>10 girl scouts meeting at the Westminster Middle School participated in a 3-week Girls on the Run wellness sessions. The girls were able to gain knowledge and explore issues such as healthy body image, healthy snacks, exercise, and fitness.</p>
<p>Project LEAP: Nutrition and physical activity program for early elementary aged students. The curriculum engages parent volunteers and exposes students and families to nutritious foods and healthy eating habits so that students can reach learning potential.</p>	<p>- 72 Kindergarten and 76 first-grade students at Ashburnham Briggs Elementary School participated in 74 fun and interactive activities that included taste-testing healthy foods, learning about food groups and engaging in physical movement. - 30 kindergarten and first graders participated in a 5 week after school fitness and nutrition program building off of the in-school Project Leap lessons. -Pre and post assessment done with Project Leap participants showed an increase in student knowledge on how to create a healthy dinner increased from 70% to 96% and that behavior change of bringing in a healthy snack improved from 69%- 84%.</p>
<p>Weekend Backpack Program: A backpack of kid-friendly and healthy food items is given out on Friday for the weekend when kids are likely to be most hungry. The food is discreetly and conveniently distributed at the school.</p>	<p>220 low income third and fourth-grade students that attend the Gardner Public Schools benefited from the Backpack program. 8,800 food bags were distributed over the school year. In addition to helping children with having enough food on the weekend and not coming to school hungry on Monday, the school administration expressed it building a connection between the families and the school.</p>

<p>United Way Meal Packing Event: United Way initiative to provide healthy nutrition assistance for food insecure children, and families.</p>	<p>Staff participated in packing and distributing 600,000 shelf stable meal packages to after-school programs, daycare centers, and community meal sites in Fitchburg, Leominster, Westminster, and Gardner. These groups identified individuals in need of nutritional assistance.</p>
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Name- Dawn Casavant
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Priority Area: Chronic Disease

Program Type: Outreach to underserved and community education

Statewide Priority: Promoting wellness of vulnerable populations

Brief Description or Objective: Participation at community events and health fairs hosted by partner organizations such as schools, senior centers where targeted populations are served. Different hospital departments offer education on a variety of health and wellness topics.

Target Population: Regions Served- Greater Heywood Service Area

Health Indicator- Chronic conditions

Sex- All

Age Group- All

Ethnic Group- All

Language- All

Goal Description	Goal Status
<p>Cardiac and Nutrition Department provided educational information on diabetes and cardiovascular disease.</p>	<p>185 participants at the following events increased knowledge about the risk factors, prevention and treatment of Diabetes and Cardiovascular Disease: -Diabetes Fair (over 85 participants) community event held at the Mount Wachusett Community College. Participants received information asked questions from pharmacists, podiatrists, and nutritionists related to diabetes self-care. -Winchendon Health Fair- (100 participants) Participants received information on Healthy Eating and fresh fruits and vegetables</p>
<p>The Conversation Project- presentations and conversations with individuals with advanced stage chronic conditions and their families on end of life planning.</p>	<p>3 families gained a better understanding of the medical, legal, spiritual considerations with the end of life care and how to communicate their wishes for end of life care.</p>

Contact Information:

Name- Denise Foresman

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Priority Area: Wellness- Mental Health and Substance Use

Program Type: Community Education and Direct Service

Statewide Priority: Promoting wellness of vulnerable populations

Brief Description: Education provided to the community on recognizing signs and symptom of suicide crisis and substance use and how to respond. Self-care techniques provided for individuals suffering mental health and substance abuse disorders.

Target Population: Regions Served- Greater Heywood Service Area

Health Indicator- Mental Health and Substance Use

Sex- All

Age Group- adults and elders

Ethnic Group- All

Language-All

Goal Description	Goal Status
Caregivers Support Group for family and caregivers of a person with Alzheimer's Disease or Dementia.	Support Group offered monthly serving 32 caregivers. Participants benefited from information and referral, education, and peer support around coping with taking care of an individual with Alzheimers/ dementia
Wellness groups- Interactive group education on ways to manage addiction for individuals with co-occurring behavioral health and substance use disorders. Provides an introduction to and application of principles for creating a balanced and healthy lifestyle.	Wellness groups were provided twice weekly at the Partial Hospitalization Program reaching 856 participants. Through interactive sessions, the participants were able to practice and demonstrate self-management and calming techniques to manage addiction. Topics included: healthy eating; hydration; label reading; starting an exercise program; goal setting; and stress reduction via yoga and guided breathing.
MENders- Men's support group promoting healthy living and offering coping skills for managing symptoms associated with mental illness and substance use.	92 men and 220 total visits participated in the MENders support program. Through this support group, men became connected to resources; gained confidence in themselves and learned coping skills to better manage their behavioral health and/or addiction issues.
Provided Mental Health Services for Male Veterans in collaboration with the North Central Massachusetts Veteran Service Providers. A group of agencies and organizations that provide services in part or in whole to Veterans in our Region.	The group meets to create links for services and to educate other providers as to what services may be available to a veteran client they may be working with. Created a resource listing that is available through the Veterans Services Department at MWCC. In addition, the group hosted a job fair and a veteran's resource fair at Mount Wachusett Community College.
Opioid Overdose prevention and Narcan Administration Training	473 individuals trained on how to prevent and recognize an opioid overdose, what to do if one occurs, the importance of calling 911, how to perform rescue breathing, and how to administer

	naloxone.
QPR (Question, Persuade, and Refer) Gatekeeper Training for Suicide Prevention is a 1-2 hour educational program designed to teach lay and professional "gatekeepers" the warning signs of a suicide crisis and how to respond.	QPR Trainings provided at the Templeton Fire Dept reaching 10 firefighters; at Mount Wachusett Community College for 111 Nursing; and for 14 Rotarians. Participants gained knowledge about suicide; gatekeeper skills and awareness of suicide prevention resources.

Contact Information:

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Name- Denise Foresman

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Priority Area: Behavioral Health and Social Determinants of Health

Program Type: Community Participation/ Community Building Initiative

Statewide Priority: Promoting Wellness of Vulnerable Populations; Supporting health care reform

Brief Description or Objective: Heywood Hospital leads several coalitions that include bringing together multi-sector partners in the planning and implementation of strategies to reduce identified health needs and gaps in services. Additionally, hospital staff actively participates in and take leadership roles on a number of organization boards and committees.

Target Population: Regions Served- Greater Heywood Service Area

Health Indicator- Behavioral Health and Social Determinants of Health

Sex- All

Age Group- All

Ethnic Group- All

Language-All

Goal Description	Goal Status
GAIT (Gardner Area Interagency Team) Administered by Heywood, this well-established coalition has been working together for over 35 years to improve access to health and social services for the communities' most compromised populations. GAIT consists of over 50 members representing school departments, elected officials, health and human service providers, mental health providers, home care services and businesses.	Monthly meetings consistently had 40 members attend. The meetings provided opportunities for networking, information on community services, and collaboration on addressing community health needs. Annual activities include a Community Resource Service Fair with over 200 people attending and a Legislative breakfast.
The Montachusett Suicide Prevention Task Force – Spearheaded by HH, this multi-sector Task Force serves the City of Gardner and the surrounding 22 towns. In its fourth year, its mission is to prevent suicide by providing education and resources to help those who struggle with depression, survivors	Approx 40 members participated monthly for resource sharing and educational events. Offered QPR training for community groups, organized Ride of your Life and supported MENders support group.

of suicide and those who have lost loved ones to suicide.	
Regional Behavioral Health Collaborative Developed in partnership with Heywood Healthcare and HealthAlliance Hospital, Leominster, membership consists of emergency department directors and staff, clinical emergency service and behavioral health providers, school personnel (nursing, guidance, and administration), community health workers, as well as hospital administration. The goal is to facilitate improved and protocol development.	Approx 20 members participated monthly for information sharing and to develop a system-wide response to the region’s behavioral health needs. The RBHC is coordinating the implementation of HelpPro, a shared, online resource directory used by clinicians, physicians and consumers to assist with resource identification from mental health and addiction services to transportation.
Community Board and organization participation.	Heywood staff actively participated in the following coalitions/boards: Gardner Community Action Team; GAAMHA; House of Peace and Education; Gardner Rotary; Gardner Chamber of Commerce; GVNA Healthcare; Community Health Connections FQHC; Fitchburg Housing Authority; Clark YMCA; Growing Places; North Central Mass Minority Coalition; Greater Gardner Religious Council; Women’s Circle of Giving; United Way of North Central MA; Mount Wachusett Community College.

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Name- Dawn Casavant
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Priority Area: Social Determinants of Health

Program Type: Direct Services

Statewide Priority: Supporting Health Care Reform

Brief Description or Objective: Provide psychosocial supports for individuals and families to address needs and overcome barriers. Direct support includes health coverage enrollments; transportation; legal services; and information and referral.

Target Population: Regions Served- Greater Heywood Service Area

Health Indicator- Social Determinants of Health

Sex- All

Age Group- All

Ethnic Group- All

Language-All

Goal Description	Goal Status
Provide uninsured or underinsured patients with information and enrollment assistance with health	4,048 individuals received counseling on health insurance coverage and financial assistance to

care.	overcome barriers to accessing needed health care. 633 health insurance applications were completed and 692 referrals made to other services.
Assist vulnerable individuals with information and referrals to community programs that could address their needs.	Assisted 58 individuals, which either phoned in or walked in, with psychosocial services. Many of the individuals served were elder caretakers, homeless individuals or veterans. Provided information and referrals on issues related to housing, food, transportation, behavioral health and substance abuse.
Assist low-income families with free legal services.	Assisted 27 patients with completing the paperwork and paying the attorney fees. Type of legal services includes guardianship, healthcare proxy, power of attorney, advanced directives and civil commitments.
Arrange for transportation for individuals who do not have transportation and it would be a financial burden to go to their medical appointments.	61 patients assisted with transportation and as a result was able to follow up with their healthcare and prevented missed appointments.

Contact Information:

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Priority Area: Social Determinants- Career Development

Program Type: Mentorship/Career Training/Internship

Statewide Priority: Promoting Wellness of Vulnerable Populations/ Reducing Health Disparity/ Supporting Health Care Reform

Brief Description or Objective: Heywood Hospital provides opportunities for high school and college students to gain experiences in various departments across the hospital. Students are exposed to different aspects of healthcare which serves two different purposes: to help educate young adults on current health issues and to allow participants to explore different career options, which further supports Heywood Hospitals efforts to improve local socio-economic factors and to increase the availability of trained healthcare workforce.

Target Population:

Regions Served- Greater Heywood Service Area

Health Indicator- Social Determinants of Health- Education, Employment, Income

Sex- All **Age Group-** Teens and Young Adults **Ethnic Group-** All **Language-**All

Goal Description	Goal Status
<p>Rehabilitation Services serves as a clinical education site for college students to gain experience in an array of acute inpatient and outpatient physical and occupational therapy services.</p>	<p>Staff precepted 3 college student during a 240-hour internship required for graduation with a BS in Exercise Science.</p>
<p>Radiology department serves as a clinical site to train first and second-year graduate students.</p>	<p>Radiology staff provided 64 hours mentoring for 3 students enrolled in the Quinsigamond Community College Radiology Technology Program.</p>
<p>Nursing Department serves as a clinical site for nursing students enrolled at Monty Tech Vocational High School, Mount Wachusett Community College, Mass College of Pharmacy, and Fitchburg State University. Nursing students rotate through Inpatient, Emergency Room, Geri- psych Unit, and Mental Health Unit.</p>	<p>Nursing students rotated through the different departments. 185 nursing department staff spent total 2,080 hours working with these students over the course of the year. The experiences students gain through this clinical rotation fulfills a requirement to graduate nursing school.</p>
<p>Nutrition Department provides internship and work-study opportunities for Dietetic students attending Framingham State University. The dietetic internship provides a 17-week rotation for students to observe counseling skills and nutrition care planning for a variety of health conditions.</p>	<p>2 FSU student RD interns worked alongside nutrition preceptor for 455 hours each to complete their clinical rotation. These students gained knowledge on conducting patient nutrition assessments, care planning, and nutrition education. Participated in chart multidisciplinary team meetings and chart documentation cosigned by R.D. The clinical internship fulfilled student’s requirements to be eligible to take the RD exam.</p> <p>Additionally, 3 students completed a 20-hour nutrition practicum observing RD at inpatient and outpatient clinics conduct diet history and counseling.</p>
<p>Philanthropy Department hosts summer work study for Bates Students to explore and gain knowledge of hospital administration and population health management.</p>	<p>Staff precepted one student for 140 hours. Projects completed included a review of community health assessment data and assisting with identifying priority areas specific to each community and the region; educating patients on the patient portal; and assisting with community events.</p>
<p>Heywood Medical Group supports Medical Assistance Externships for students from Monty Tech Vocational School, Mount Wachusett Community College, and Porter and Chester Institute.</p>	<p>Our clinical staff (MAs, Nurses, APPs, MDs) provided 2,382 hours of training for 15 medical assistant students. The students were mentored and increased skills on the following requirements of their program: 1. Measuring and</p>

	recording in EHR (ex. blood pressure, temperature, height, weight etc.); 2. Performance (Ekg, blood draws etc); 3. Screening of patient intake; 4. Medication review; 5. Infection control; 6. Effective communication; 7. Answering phones and scheduling patients in HER; 8. Assisting provider with patient care; 9. Injection administration.
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Contact Information:

Name- Dayna Girouard

Title- Director Professional Practice and Patient Experience

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Priority Area: Nutrition; Chronic Disease; Mental health and substance use; and Social Determinants

Program Type: Grant/Donation/Foundation Scholarship

Statewide Priority: Chronic Disease Management in Disadvantaged Populations; Reducing Health Disparities; Promoting Wellness of Vulnerable Populations

Brief Description or Objective: Grants provided to local organizations to fund programs that are in line with the hospital’s community benefit areas of focus and targeted population. 25 grants totaling \$127,000 supported projects that addressed mental health and substance abuse, diabetes prevention, nutrition, access to care, youth development, and social determinants.

Target Population:

Regions Served- Greater Heywood Service Area

Health Indicator- Nutrition; Chronic Disease; Mental health and substance use; and Social Determinants

Sex- all

Age Group- all

Ethnic Group- all

Language-all

Goal Description FY2017 grantees	Goal Status
<p>Our Fathers House to support a part-time Street Outreach worker to engage and assist chronically homeless individuals in the Heywood Healthcare Service Area.</p>	<p>62 chronically homeless individuals were engaged and assessed by the Outreach Worker. 60% chose to live at the OFH Emergency Homeless Shelter in Fitchburg. At the shelter, each client received case management to increase their income and get health insurance, etc. 55% of the chronically homeless clients were assisted with applying for Mass Health insurance</p>
<p>Seeds of Solidarity to develop and implement therapeutic gardens at the Quabbin Retreat a behavioral health and substance abuse treatment facility.</p>	<p>A healing garden with herbs, perennials, and inspirational quotes, and also vegetable gardens that produce fresh food through the seasons was built. Developed an experiential curriculum to be used by staff at Quabbin Retreat to introduce those in the Day and Residential treatment to both the meditative and practical aspects of organic gardening.</p>

<p>Community Health Connections to expand office-based opioid treatment at the Greater Gardner Community Health Center.</p>	<p>Office-based opioid treatment visits at the Greater Gardner Community Health Center increased by 27% when compared to the year preceding the grant period.</p>
<p>The Village School for improving infrastructure on MREC's Camp Caravan campus for use by the Skills for Life residential program for vulnerable young adults ages 18-30.</p>	<p>The roof on the Arts and Crafts building was repaired and now has a full woodworking shop. Woodworking skills can now be taught to Skills for Life participants. Additionally, two cabins have new roofs and will be renovated for residential space, for use by Skills for Life.</p>
<p>YOU Inc to expand the position of the Prevention Specialist to support families with immediate needs, create plans to stabilize families for long-term, and provides workshops and support groups for parents.</p>	<p>Prevention specialist led a monthly parent support group and parent cafes providing parents with resources and skills to proactively address parenting, socioeconomic, and behavioral health issues before they advance to a crisis stage.</p>
<p>Gardner Middle Schools to provide staff training to offer mindfulness program during the school day.</p>	<p>Staff trained on mindfulness to incorporate techniques into the classroom focusing on the following areas: concentration, self-control, self-care, and care and respect for others. Mindfulness has shown to decrease stress levels and increase positive relationships between students and teachers. In a middle school, these are priorities to a healthy learning environment</p>
<p>GAAHMA, Inc to support the purchase and implementation of a cloud-based system to effectively manage client records.</p>	<p>The client record system increases the efficiency of GAAMHA's client record at the Day program for individuals with intellectual/developmental disabilities and at the Pathway sober residential program.</p>
<p>North Quabbin Community Coalition to support staff time for the Jail to Community Task Force which supports men returning to the North Quabbin area after being incarcerated.</p>	<p>Updated a comprehensive resource Directory located on www.nqcc.org designed to educate all community members about local resources, the opiate crisis, substance abuse warning signs and tools available. Implemented a support group for men post-incarceration reaching 8-18 men weekly. Coordinate follow-up meetings to the Sequential Intercept Mapping providing guidance on task force next steps.</p>
<p>The United Arc for the "Healthy Families Living Well" 10-week program providing education and support to parents care for a child with a physical, mental or cognitive disability to live healthier lives.</p>	<p>Participants of the program gained knowledge and skills to improve their families' emotional and nutritional health.</p>
<p>National Alliance on Mental Health North Central Mass to provide training for "In Our Own Voice" (IOOV) presenters and to provide presentations by two people living with serious mental illnesses who share their journeys.</p>	<p>12 individual in recovery were trained to tell their stories to diverse audiences. Of the twelve individuals who were trained, nine have done at least one IOOV presentation</p>
<p>Mission E4 focuses on providing at-risk youth in</p>	<p>Funding provided an upgrade to space for our</p>

<p>grades 6-12 with safe and fun afterschool environment.</p>	<p>Student Activity Center. The center provides homework tutoring and now features multiple recreational areas that include swimming, boating, volleyball, basketball, and indoor games. The program serves an average of 35 unique attendees weekly.</p>
<p>CHNA 9 to disburse mini-grants to community-based agencies that will support the hospital's community benefit priority areas.</p>	<p>14 mini-grants totaling \$26,124 were provided to agencies serving the region. Priority areas addressed through these grants were behavioral and substance use, youth development, healthy and safe relationships, social determinants, healthy eating and active living, transportation and access, and social justice. The programs had a focus on health equity targeting disadvantaged groups such as low-income children and families, developmentally disabled, and Latinos.</p>

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