Hallmark Health System Community Benefit Programs

Focused on the community at-large to be prepared for disasters and emergencies:

- Clinical staff and administrators will participate in local, regional, and state activities, including drills aimed
 at preparing for a range of natural and other disasters such as pandemic flu and other health emergencies.
 Hallmark Health will also serve as a receiving facility for victims of emergencies and natural disasters as
 needed.
- The Emergency Planning Team will work to identify the specific needs of underserved populations and address these needs as appropriate.
- Hallmark Health System will partner with the American Red Cross to host blood drives annually.
- Hallmark Health System will continue to collaborate with our communities to provide education and support for seasonal Flu Clinics. Other immunizations and Tuberculosis testing will be provided as needed.
- Hallmark Health System will participate in community-oriented CPR training programs in collaboration with local agencies. American Heart Association "Family and Friends CPR Anytime" will be offered at local high schools in collaboration with community partners.
- An annual dinner and training will be offered to the local first responder groups in the area.
- Hallmark Health will continue to support the City of Melrose's Ambulance Program.
- The Emergency Department will provide "just-in-time" education sessions for ambulance company providers and quarterly M &M education rounds.
- File of Life activities will be supported as requested in local communities.

Fostering collaboration with local community agencies to avoid duplication and allow the provision of services to those most in need.

- Hallmark Health System (HHS) will support membership and leadership activities on boards of local coalitions as appropriate.
- HHS will provide in-kind space for community partners. Programs receiving this type of support must be not-for-profit agencies closely aligned with key community benefits programs.
- HHS will continue ongoing outreach activities to identify new or unknown community agencies that support target populations, especially focused on grass roots and faith-based organizations.
- HHS will provide limited ongoing support for the Haitian-American population in this service area and to the country of Haiti, based on assessed need and available resources.
- HHS will reach out to other local health care systems, such as Cambridge Health Alliance, Winchester Hospital, and others, to explore ways to work collaboratively.
- HHS will regularly attend Community Health Network Area (CHNA) meetings for this area.

Services focused on residents needing access to health care; especially focused on uninsured or underserved residents of our core communities. This includes the recruitment, education, and training of nurses, physicians, other practitioners.

- Information will be provided on the Hallmark Health website, at physician offices, at the hospital campuses, and offsite locations to assist families in accessing financial counseling services.
- Hallmark Health policies will include fair debt-collection practices.
- Hallmark Health Financial Counselors will support individuals to enroll and re-enroll in the distinctive state health programs; such as MassHealth, Commonwealth Care, Children's Medical Security Plan, and others.
- Through collaboration, conversational English classes will be offered to staff and community residents.
- Interpreter service availability will be advertised publicly in conjunction with financial counseling services.
- Hallmark Health System will recruit and diverse staff and medical staff as appropriate.

- The Hallmark Health Diversity Steering Committee will meet quarterly to develop training programs on diversity and discuss system-wide issues impacting access to care and health disparities. Ongoing Diversity Training will continue to be implemented for Hallmark Health staff and leaders.
- Training for nursing and radiology students from the Lawrence Memorial/Regis College School of Nursing/Medical Radiology will be provided; including students representing diverse communities.
- Mentoring opportunities will be made available for nursing and radiology students, for nutrition students, and in other health disciplines such as pharmacy as resources allow.
- Mentoring opportunities for new physicians will be made available through the Hallmark Health Medical Associates Physician Practice Program and in the hospitals.
- Limited transportation services will be made available to residents with no other means of accessing care and to clients in the Partial Hospitalization program.
- Continuing Medical and Nursing Education will be offered regularly at both hospital campuses. These programs will be open to all medical staff and the community.

Programs developed for low to moderate income, unserved and underserved elderly in our communities.

- The VNA Community Outreach Program will provide community outreach for elders through the utilization of a registered nurse at several housing sites, senior centers, and assisted living facilities.
- The LMH Senior Outreach Program will offer nursing services such as nursing assessments and referrals, blood pressure screenings, and individual health conferences. Education programs will be provided on topics ranging from healthy aging to diabetes management.
- The Dutton Center Adult Day Health and Supportive Day Program will continue to offer Supportive Day Care for all seniors and Adult Day Healthcare for those with special physical, cognitive or emotional needs, including those with mental health and developmental challenges.
- Caregiver Support groups will be offered.
- A bi-monthly program "Grandparents Raising Grandchildren in Harmony" will be offered through the North Suburban Child and Family Resource Network (formerly the NSFN), and local community collaborations.
- Senior Suppers will be hosted, alternating between Melrose-Wakefield and Lawrence Memorial Hospitals. Each supper will include health education lectures and at some programs screening services will be available.
- Hallmark Health will continue to support Mystic Valley Elder Services Senior Citizen lunches at the West Medford Community Center.
- The "Supermarket Savvy program" will be offered for elders yearly to assist them with label reading, making healthy food choices and cost comparisons to improve their overall health.
- Chronic Disease Self-Management programs will be offered for seniors in collaboration with Merrimack Valley and Mystic Valley Elder Services and other local providers such as Cambridge Health Alliance.
- Lifeline Services, including medication support, are widely available for community residents.

Supporting women and families with children/adolescents at risk:

- Healthy Families home-visiting program for first-time parents age 20 and under. Healthy Families provides home visits, prenatal and parenting education, mentoring, family-focused groups and activities, and connects families to community resources.
- MA Home-visiting model for 1st time young parents in Everett.
- The North Suburban Women, Infants and Children (WIC) Nutrition Program will provide food and nutrition services to prenatal and postpartum women and infants and children under the age of five at five local sites.
- The "Fit and Fabulous" Prenatal Exercise and Nutrition program will continue to be offered for prenatal women from 16 weeks to term with their health care providers' approval.
- WIC Parenting Education and Support program "Mornings with Mom" will be offered. This free program includes a nutrition class, followed by a playgroup.
- The WIC Farmer's Market program will be offered in the summer. Farmer's Market coupons are provided and used to purchase fresh vegetables and fruits grown at approved Farmer's Markets.

- The "Mothers Helping Mothers" Program, a community resource closet providing free gently used maternity clothes, children's clothing, and infant care products will be available. Parenting Education and resources and referrals are also provided.
- The Family Support Worker position, funded through a WIC pilot will help families with overall support service needs such as referrals to ESL classes, housing assistance, SNAP (formerly Food Stamps), and others.
- Education offerings such as "Shop with Your Tots" and "Go, Glow, Grow" will be provided by the Nutrition Service Department.
- The North Suburban Child and Family Resource Network (NSCFRN) will offer parent/child play and learn groups, parenting education programs, support groups, family fun activities, as well as information on community resources. Programs will also be available for grandparents, single parents, and fathers. Some program will be offered in Everett.
- As a "Help Me Grow" site, the NSCFRN will assist parents and caregivers to learn and use appropriate developmental assessment tools to enhance child growth and development.
- Programs for women will be offered based on needs identified through focus groups.
- "Creative Coping for New Moms" and "Connecting and Caring", parenting education and support group model, will provide group support and parent education for first-time families with children under the age of one
- Integrated breastfeeding support and education will be provided through Maternity Services, Community Health Education, through the Hallmark Health VNA and Hospice, WIC, Healthy Families, the North Suburban WIC program, and the NSCFRN.
- The Melrose-Wakefield Hospital's Baby Café and Melrose-Wakefield Hospital's Baby Café Malden, in affiliation with the UK-based Baby Café Charitable Trust, will provide pregnant and breastfeeding mothers a friendly and comfortable environment to learn more about breastfeeding.
- Shaken Baby prevention and education services will be offered for staff and families in the community through Maternity Services, in Prenatal and Community Health Education programs, and through the Hallmark Health WIC, Healthy Families and North Suburban Child and Family Resource Network programs. One of the WIC staff is a certified "Happiest Baby on the Block" trainer.
- The Supported Pregnancy Program will provide twice-monthly support and education sessions for pregnant women in treatment for addictions.
- The NSCFRN in collaboration with Maternity Services will provide support and education for parents with babies discharged from the Special Care Nursery, especially those under treatment for addictions.
- Prenatal Class Scholarships will be provided for those individuals meeting the guidelines for free care in accordance with the Attorney General's recommended debt collection practices.
- With the ongoing financial instability in this geographic area, families continue to be sheltered in the motels along Route 99 in Malden and Saugus. These families are being sheltered for a variety of reasons and for varying lengths of time. Hallmark Health and other local partners will continue to monitor and address the need for family support by these residents and work together to meet the needs as reasonable.
- In Stoneham, Community Team volunteers provide monthly support for Family Supper programs hosted by the towns. These programs provide a hot meal, health education, and health screenings for families in financial need.
- Community drives to support families in financial need are held throughout the year and include a winter coat
 drive for children in our area, holiday food and toy drives, a school supply drive for needy children in
 Medford, and a prom dress collection for local teens.
- Family Suppers to promote overall health and improved connections between families will be offered.

Provided for residents of all ages coping with a variety of behavioral health issues; this also includes their families.

• Outpatient psychiatric care for vulnerable populations will be provided through a sliding scale fee adjustment for elders or adult psychiatric clients identified in financial need. This program complies with the Hallmark Health debt collection policies and practices.

- Behavioral health visits in the Emergency Departments will include SBIRT Screening (screening, brief-intervention, resource, and treatment) where appropriate.
- In 2012, Hallmark Health will continue to provide support to the Melrose, Medford, and Reading Substance Abuse Prevention Coalitions and add Wakefield support as well.
- A community-based Alcoholics Anonymous (AA) group will continue to be offered weekly at the Melrose campus. This is one of three AA meetings offered in Melrose and is the only handicapped-accessible site.
- In 2012, the Hallmark Health VNA and Hospice will continue to offer a series of ongoing support groups to help those who have experienced loss, including support groups such as *Surviving Grief and Change* and *Surviving Loss Over Sixty*.
- In addition, a program for children who have experienced loss "Kids in Grief"; which utilizes expressional therapy will be offered in multiple sessions this year.
- Domestic Violence Prevention & Education support is a key initiative for Hallmark Health. Hallmark Health staff members provide support to three local coalitions in Melrose, Stoneham, and Wakefield.
- In addition to the support it provides for the prior mentioned domestic violence prevention programs, Hallmark Health will also provide space and services to the Portal to Hope program at LMH.
- In Wakefield and in Stoneham, the Community Teams will continue to support annual drives for local troops stationed overseas in service of our country. The goal of this program is to ease the isolation of local service men and women during their assignment and to provide a community bridge for them as they return home from their work.
- Annually, the Behavioral Health Departments will provide community depression screening and educational sessions.
- In Melrose, Hallmark Health continues to support the "Shine the Light" Program to address a community education need resulting from a sexual predator incident affecting children cared for by the Melrose Family YMCA.
- The Behavioral Health Department continues to provide a single-number resource line to allow the community to easily access behavioral health services. Staff and the community may use this resource to identify services within Hallmark Health and with other local providers.

Offered for residents at risk for developing cardiovascular disease or those experiencing health issues due to undiagnosed or poorly understood cardiovascular risks, including those at risk for developing Congestive Heart Failure (CHF) and for suffering a stroke.

- The "HeartSense for Women" program offering health education and screening will be offered in the community at least twice annually, including as a component of the annual Women and Heart Disease ("Red Dress Day") Event held in February.
- "Watch Over Me", a stroke community health education program will continue to be offered in the community. Volunteers will be trained to reach out to their peers to spread the "FAST" message about stroke, and health education lectures will be provided by trained professional staff and physicians.
- If funded, a monthly stroke support group will be offered. This program will be a component of a new Coagulation Clinic Service that will begin operation in 2012.
- As a component of Hallmark Health's Congestive Heart Failure (CHF) Program, discharged CHF patients identified as at risk for re-admission will receive education sessions, centered on the continued development of CHF management skills or be referred to a free chronic disease management program in the community. A nurse call line will also be available for patients to call after discharge.
- Funding will be sought to extend the number of maintenance sessions available to residents needing cardiac and pulmonary rehabilitation services that do not have insurance coverage. This program will comply with the Hallmark Health debt collection policies and practices.
- Peripheral Vascular Disease (PVD) Screening will be offered annually. Participants found to have abnormal screening values will be referred for treatment and provided follow-up care.

• Blood Pressure clinics will be offered through the VNA and at community events throughout the year. Screening/education tools will be used consistently across program departments to measure the number of residents screened, the health information provided, and any follow-up and referral done with patients.

Services provided for community members at risk for developing diabetes or with diabetes management issues. This includes identification and treatment of gestational diabetes.

- Hallmark Health will sponsor diabetes education and screening programs to support patients in getting their blood sugar under control through diet and exercise and making healthy lifestyle choices.
- Screening to identify community members at risk for developing diabetes will be offered during the year at community events and programs. These screenings will be focused on geographic communities identified through data as having many underserved residents.
- The Malden Elder Asian Diabetes Project, funded by the Marshall Foundation, will offer education and screening for elder Asian residents in collaboration with the Chinese Culture Connection of Malden.
- Diabetes Support Groups will meet monthly. This program receives clinical support from the hospital's Diabetes Self-Management Team.

Programs offered for community members at risk for developing cancer or being treated for cancer, with a focus on lung cancer, colorectal cancer, oral, head and neck cancer, breast cancer, and skin cancer.

- Opportunities for Skin Cancer Screening will be available for community members annually.
- A Breast Health Awareness program will be held in the community annually. The hospital is planning to open a comprehensive Breast Health Center in 2012.
- Through a relationship with the Malden YWCA, underserved women will be provided screening and care to promote breast health. Hallmark Health will participate in the annual YWCA "Tina's Heart" cancer survivor program hosted by the YWCA. Hallmark Health also supports the YWCA's efforts to screen women for breast cancer through their Avon grant.
- Through the resources provided by the Susan G. Komen for the Cure, Massachusetts Affiliate, low-income, diverse young women will be educated in prevention strategies for breast cancer. Diverse older women will be offered navigation support. The "For Best Health Remember Breast Health" program will serve women in the North Suburban WIC communities. In addition three to four mammography screening events will be offered to low-income diverse residents in the services area.
- The HHS Woman's Catalyst Fund will support services for low-income residents with lymph edema.
- An eight-week group support and cessation education will be made available to patient and employee smokers. These low cost programs will be available throughout the year and follow the successful American Lung Association program guidelines.
- An oral, head and neck cancer screening will be offered annually.
- The Hallmark Health Cancer Center in Stoneham will offer a variety of cancer support groups to aid families in coping with the physical, social, and emotional aspects of cancer.
- Community Education programs focused on cancer prevention will be planned and implemented throughout the year, especially focused on geographic areas with a higher than average incidence of certain cancers.

Offered for men and women at risk for developing bone and joint injuries or disease with a focus on injury prevention for all ages; specifically falls prevention, arthritis and osteoporosis prevention and the detection, and prevention of sports injuries, including head injury in youth*.

- Bone and Joint Camp- a pre-surgical education program will continue to be offered to community residents to assist them in planning for post-surgical recovery, thus reducing hospital stays.
- "Joint Talks" will be provided to physician groups to increase their awareness of new arthritis options available for patients.
- "Falls Prevention" lectures will be offered in the community annually.
- The "Falls Prevention Task Force" will continue to meet to offer support system-wide and collect information to reduce falls and promote safety in the community.

- "Back School" lectures will be offered to educate community members about injury prevention, exercises to reduce injuries, and postural control.
- The Osteoporosis Screening and Education Program will continue to offer education and screening programs throughout the Hallmark Health service area.
- The Hallmark Health Rehabilitation Department will offer a variety of sports medicine education programs focused on the prevention of injuries, including head and spine injuries. The education programs will be offered to parents, caregivers, and coaches of student athletes to assist them in preparing children/adolescents for an active lifestyle, while focused on preventing risk of injury.
- School athletic programs will also be offered at some of the local high schools.

Programs offered for men, women, and children with weight management issues, with a specific focus on obesity prevention for adults and children.

- "Healthy Kids in Motion", a nutrition education and exercise program, will be offered to elementary age students both in schools and through after school programs.
- A "Healthy Toddlers in Motion" program will also be developed and implemented this year for preschool children at the North Suburban Child and Family Resource Network.
- A six-week Adult Weight Management program will be offered annually. This program will be available to underserved residents. Follow-up activities and referrals will be made as appropriate.
- A four to six week Advanced Bariatric Support Group will be offered twice annually for patients more than two years post-operative to bariatric surgery.
- Health Awareness Education programs focused on healthy eating will be provided throughout the year. These programs are offered for diverse age groups.
- Body Mass Index (BMI) Screening will be offered annually at local community events.
- Support will be provided to the Everett, Malden, Medford, Melrose, and Wakefield Community Transformation grants as funding allows.
- An Overeaters Anonymous Group will be offered space for their program at LMH.
- The Community Services Department will support the efforts of the "Every One Eats Healthy in Everett" program focused on food equity and racial disparities related to healthy food access. This project is a collaborative effort between the Boston Food Bank, Cambridge Health Alliance, the Joint Committee for Children's Health Care in Everett and other local agencies.

Programs focused on Haitian and Haitian/American families living in our service area, and overseas in Haiti.

- Education programs will be offered to Haitian Elders enrolled in a Better Tomorrow's Senior Program.
- Support will continue to be provided to the Tri-City Haitian Relief Task Force- addressing ongoing health and social service needs of the local Haitian community.
- Health screenings will be offered through the local Haitian parishes and community organizations.

Services provided for residents impacted by Tuberculosis; especially those residing in Everett, Malden, and Medford.

- Hallmark Health will provide space and staffing for the Massachusetts Department of Public Health
 Tuberculosis Clinic. This program provides screening, education, and treatment for residents of all ages in
 Everett, Malden, and Medford. It is operated in collaboration with the city Boards of Health in these
 communities.
- These residents' needs will be addressed as a component of the Emergency Planning process for the health system.