Beth Israel Lahey Health
New England Baptist Hospital

2018
Community Benefits Report
New England Baptist Hospital was founded in 1893 as a single-room dispensary that provided free medical care for the community’s poor.

The Hospital has expanded since then and is now the premier regional provider for orthopedic surgery and the treatment of musculoskeletal diseases and disorders.

But our commitment to serving our community continues.
Community Benefits Mission Statement
Approved by NEBH Board of Trustees, October 2009

“New England Baptist Hospital is committed to collaborating with community partners and residents across Boston to identify areas of special need in musculoskeletal disease and collaborate on programs to address these needs, with special focus on underserved populations through outreach, education and provision of services to address musculoskeletal health.”

Our Philosophy

New England Baptist Hospital’s philosophy is to partner directly with local organizations to provide direct services in our priority areas, to streamline and reduce duplication and to build positive relationships in the neighborhood.

Our Neighborhood

Mission Hill is a one square mile neighborhood located approximately one mile from Boston’s downtown business district. Approximately three quarters of the neighborhood is residential made-up of privately owned one to three family buildings and a number of multi-family buildings. Mission Hill’s population is more than 19,000 people and is racially and economically diverse.

Atop the hill is New England Baptist Hospital and McLaughlin Playground, which extends from the hospital grounds down Parker Hill Avenue. McLaughlin Playground, is one of the highest points in the city where you can observe a panoramic view of downtown Boston, Boston Harbor, and the Blue Hills.
Hospital Leadership

The Hospital’s governing board and senior management are responsible for overseeing the development and implementation of the Community Benefits Plan. Community planning is done in conjunction with members of the designated Hospital community, who may provide insight and recommendations on community health issues. The Board is responsible for developing policy to implement and evaluating the Hospital’s current and future community programs. The Community Benefit Planning process has the internal oversight and management components described below:

Management Structure

The Director of Community and Government Affairs reports to senior management and to the President of the Hospital on community benefit activities and plans.

Director of Community and Government Affairs, responsibilities include:

- Planning, organizing and evaluating the community benefits programming in collaboration with Hospital administration, NEBH staff and key stakeholders within the community.
- Coordinating the Hospital’s current community benefit program with numerous departments throughout the Hospital.

NEBH Staff Advisors

Community relations staff works collaboratively with multiple departments to develop and implement community benefit activities. These advisors provide input on the direction of the Hospital’s community benefit efforts. These advisors add significant value in these areas:

- As health care providers who can offer their expertise as the Hospital collaborates with the community to develop new health education programs addressing the key aspects of the Hospital mission.
- As residents within the Hospital’s immediate neighborhoods they help the committee assess the needs of this community.
- They are involved as providers in the Hospital’s community benefit program, and can help determine their effectiveness.
- They have special expertise essential to the community benefit planning process; e.g., staff from the nursing department has community education expertise.
- They are directly responsible or involved in managing the clinical areas identified in the community benefit mission statement, specifically to address musculoskeletal disease and can guide the Hospital as it works with the community to develop programs.
- The Patient and Family Advisory Council provides input into the community benefits program, through committee collaboration, assistance with implementation, analysis and feasibility assessment.
Community Benefits Advisory Committee

The Hospital’s Community Benefits Advisory Committee consists of community residents, representatives from community agencies, employees and members of the Hospital’s President’s Council. The committee reviews the community service and community benefits program provided by the Hospital. The Hospital continues to focus on the following areas: Musculoskeletal Health, Obesity Prevention, Food Insecurity/Hunger, Mobility and Transportation for the Elderly, Access to Healthy Affordable Food, Elder Isolation, Violence Prevention and Workforce Development.

Community Benefits Advisory Committee Members

David A. Passafaro, President, NEBH  
Christine Dwyer, Director, Community and Government Affairs  
Laura Adams, Director, Senior Programs, Roxbury Tenants of Harvard, and Community Member  
David Welch, Board Member, Mission Hill Neighborhood Housing, and Community Member  
Linda Percy, Member, NEBH Patient Family Advisory Committee (PFAC) and Community Member  
John Jackson, Administrative Coordinator, Tobin Community Center, Boston Centers for Youth & Families (BCYF)  
Sophie Deung, Roxbury Tenants of Harvard Community Member, Senior Programs Leader  
Carmen Pola, Founding Member of Mission Hill Senior Legacy Project  
Jarlin Rizik, Manager, Central Transportation  
Lynn Stewart, Manager, Amenities and Student Services  
Elaine Adams, RN, Registered Nurse and Community Member  
Ashley Dubois, HRIS Coordinator, Human Resources  
Eileen O’Donnell, RN, Clinical Leader, Employee Health  
Paige Legassie, Business Partner, Human Resources

New England Baptist Hospital President’s Council

David A. Passafaro, President  
Mary Sullivan Smith, RN, MS, Sr. Vice President, Chief Operating Officer and Chief Nursing Officer  
Frederick Basilico, MD, Physician in Chief and Chair, Department of Medicine  
David Mattingly, MD, Surgeon in Chief and Clinical Chair, Department of Orthopedics  
Michael Esteghamati, MD, Chair, Anesthesia  
Jihad Hayek, MD, Chair, Pathology  
Damon Spitz, MD, Chair, Radiology  
James Bono, MD, Vice Chair, Orthopedics  
John Richmond, MD, Medical Director for Network Development  
Scott Tromanhauser, MD, Chief Medical Quality Officer and Chief, Spine Section  
Tom Gheringhelli, Sr. Vice President, Finance, Chief Financial Officer  
Morgan Herman, Vice President, Philanthropy  
Linda Thompson, Sr. Vice President, Human Resources and Service Excellence
Community Health Needs Assessment

NEBH is in the process of conducting a Community Health Needs Assessment (CHNA) that will be completed in 2019. The last comprehensive community health needs assessment focusing on Mission Hill and Roxbury was conducted in 2016.

The overall goal of the assessment is to compile information from a range of quantitative and qualitative sources to clarify the health care needs and priorities of community residents and assess the overall strengths and weaknesses of the area’s health and social service systems. Ultimately, the purpose of the assessment is to facilitate the development of a strategic plan that would guide how NEBH would work with stakeholders in Mission and Hill and Roxbury to strengthen the community and improve health status moving forward.

Identifying Needs

The most significant health-related issue facing the communities surrounding NEBH are the broader social and economic determinants (e.g., poverty, unemployment, food insecurity, violence, transportation). In addition to this underlying priority, issues related obesity, lack of physical exercise, and poor nutrition as well as the chronic diseases that are often associated with these factors are seen as another priority. Also, issues related to older adult health (e.g., general health and wellness, falls prevention, isolation/depression, osteoporosis, chronic disease) are also a priority.

The expressed needs from the CHNA in 2016, led to NEBH’s focus on the following areas: Musculoskeletal Health, Obesity Prevention, Violence Prevention, Workforce Development, Elder Isolation, Access to Healthy Affordable Food, Food Insecurity/Hunger and Mobility and Transportation for the Elderly.

NEBH is committed to improving the health status and well-being of those living throughout its community benefit service area. NEBH’s Community Health Implementation Plan, includes many activities that impacts all residents.

The information gathered as part of this effort allowed NEBH to engage the community and gain a better understanding of the health status, health care needs, service gaps, and barriers to care of those living in Mission Hill and Roxbury, NEBH’s primary service for its community benefit efforts.

Key Accomplishments

NEBH collaborated with Morgan Memorial, Goodwill and Madison Park High School in Roxbury to offer a one-year, school-to-work internship through the Project SEARCH High School Transition Program. The program provides real-life work experience combined with training and independent living skills to help youths with significant disabilities make successful transitions from school to productive adult life. Eight students participated in the program. Three of the eight students have been hired in permanent positions at the hospital.

NEBH collaborated with Roxbury Tenants of Harvard (RTH) and Fair Foods to offer fresh fruits and vegetables at a discount for the residents of RTH.

Aging Well at Roxbury Tenants of Harvard (RTH) - NEBH collaborated with RTH on three programs, Easy Steps Program, an exercise class for seniors that concentrates on strength,
balance, flexibility, fall safety and endurance; Walk and Talk, a walking group that walks twice a week; and Healthy Moves, a program for seniors that have competed the Easy Steps Program. This program focused on building upon the strength, balance, flexibility, and endurance learned in Easy Steps as well as an educational series that included classes on cognitive thinking, fall prevention and nutrition.

NEBH continues to be the major funder of the Mission Link bus that provides much needed transportation to the elderly in Mission Hill.

NEBH collaborated with the Boston Celtics on Sr. Celtics. The Sr. Celtics program encourages elderly members of the Mission Hill/Roxbury community to maintain an active lifestyle through participation in fitness and health education classes. Celtics players, legends and New England Baptist Hospital staff led seniors in group workouts and discussed the benefits of physical exercise.

NEBH partnered with the Boston Celtics on Jr. Celtics. The Jr. Celtics program challenges over 600 3rd-5th graders to develop their basketball game through skills, drills and leadership training.

To help with senior isolation in Mission Hill/Roxbury, NEBH collaborates with the Mission Hill Senior Legacy Project on a number of activities, including the quarterly birthday party, annual Senior Prom and the Sr. Celtics fitness program. These activities have been very successful with over 125 seniors attending each event. These programs keep seniors active and moving and also help with the isolation/depression problem with the elderly.

Eleven students from Mission Hill/Roxbury/Boston were employed for the summer through the Meredith Cameron Youth Opportunity Internship at NEBH.

By partnering with the Mission Hill School and residents of Mission Hill, forty six families were given food during the winter holidays. Food is also provided to supplement student and family food needs, as meals are not served by the Boston school system during vacations.

NEBH provided much needed warm winter clothing to 72 community members.

NEBH collaborated with the Boston Public Library, to offer Yoga for Older Adults.

**Community Programs and Service**

NEBH provides many public benefits to the City of Boston, including helping to maintain the City’s reputation as home to one of the country’s premier medical communities. Each year, NEBH contributes approximately $3.2 million to the Massachusetts Uncompensated Care Pool.

NEBH has been in the Mission Hill community for over 125 years and recognizes that the health and strength of the Hospital is linked to the health and strength of its neighborhood. NEBH currently supports a number of educational and outreach initiatives and continues to work, expand and identify further means of maintaining and improving the health of its community.
Community programs and events in which NEBH plays a leadership role include:

Musculoskeletal Health

The Sr. Celtics program, encourages elderly members of the Mission Hill/Roxbury community to maintain an active lifestyle through participation in fitness and health education classes. In the inaugural year of the program, Celtics legends and New England Baptist Hospital staff led seniors in group workouts and discussed the benefits of physical exercise. Between 80-100 elders from the Mission Hill/Roxbury community attend the events.

The Jr. Celtics program challenges 3rd to 5th graders to develop their basketball game through skills, drills and leadership training. Also keeping them active with physical exercise. The Jr. Celtics held 2 programs in the Mission Hill area that benefitted youth in Mission Hill/Roxbury.
Osteoporosis is a major public health threat for an estimated 54 million Americans age 50 and older. Twenty percent of non-Hispanic Caucasian and Asian women aged 50 and older are estimated to have osteoporosis, and 52 percent are estimated to have low bone mass.

The Massachusetts Department of Public Health (DPH) has identified osteoporosis as a public health issue and established the Osteoporosis awareness program. Physical activity can improve the overall health and well-being of older adults. Even modest levels of activity, done each day for a total of 30 minutes, can prevent or control osteoporosis and weight gain. NEBH supports the walking group at Roxbury Tenants of Harvard: A walking/exercise program held in Mission Hill, serving between 20-40 women and men between the ages of 50 and 90 from all ethnic backgrounds at each session.

**Easy Steps and Healthy Moves**

Easy Steps and Healthy Moves are programs for seniors that focus on strength, balance, flexibility, endurance, nutrition and fall prevention. Every week, between 15-20 elder residents participate in the Easy Steps and Healthy Moves programs. Residents have reported that they feel healthier, stronger and have more energy.

**Transportation**

**The Mission Link**

Because the neighborhood of Mission Hill is located on a steep hill, at the highest elevation in Boston, it presents a significant issue to mobility for the elderly population. The need for regular transportation to avoid social isolation of those seniors in the Mission Hill Community was identified as a critical issue during the Community Health Needs Assessment in 2016.

NEBH continues to be the major supporter of the Mission Link.
**Elder Isolation**

The Mission Hill Senior Legacy Project brings seniors from throughout the Mission Hill/Roxbury neighborhood together for social and educational events. It is evident that there are many issues related to older adult health in the Mission Hill community. NEBH is committed to the Mission Hill Senior Legacy Project to help with elder isolation. NEBH provides a Birthday Celebration program that travels throughout housing developments in Mission Hill on a quarterly basis and supports the annual Mission Hill Senior Prom.

**Obesity Prevention**

Obesity has reached epidemic proportions in the United States. Obesity is becoming a major issue in Massachusetts and has a significant negative impact on the musculoskeletal system.

NEBH has a long-standing commitment to improving the health status of Boston residents, with a focus on movement and prevention of obesity. The Hospital supports the Mission Hill Little League, Maurice J. Tobin Community Center, Roxbury Tenants of Harvard and Sociedad Latina for the programs in physical activity. The Hospital supports the gym, leagues, and summer camp at the Maurice J. Tobin Community Center as well as the Health Educators in Action program at Sociedad Latina. For many years, NEBH has maintained the McLaughlin Field to foster its use for physical activity.
Workforce Development

Meredith Cameron Youth Opportunity Internship

The goal of this program is to offer eight to ten high school and college students who permanently reside in the Mission Hill/Roxbury community an 8 to 10 week paid summer employment in positions that will be engaging, enriching and rewarding while providing exposure to health and science related career paths. These jobs are in clinical areas that allow the students to observe/become familiar with patient care while they perform ancillary functions or in departments that support our patient care efforts involving some exposure to science/health care careers.

NEBH works with high school and college students through existing partnerships with the Roxbury Tenants of Harvard, ABCD Parker Hill/Fenway Neighborhood Service Center, Private Industry Council (PIC) and Sociedad Latina.

Project Search

NEBH collaborates with Morgan Memorial, Goodwill and Madison Park High School in Roxbury to offer a one-year, school-to-work internship through the Project SEARCH High School Transition Program.

The program provides real-life work experience combined with training and independent living skills to help youths with significant disabilities make successful transitions from school to productive adult life. Eight students participated in the program. Three of the eight students have been hired in permanent positions at the hospital.

ABCD Summerworks Program

NEBH has been a sponsor of the Summerworks program for many years. The program offers youth living in Mission Hill a meaningful work experience at local non-profit, academic, and medical institutions during the summer.
**Violence Prevention**

Creating a strong feeling of community and focusing on youth education are two important aspects of violence prevention.

NEBH continues to work with community groups in Mission Hill and the Boston Police to help educate and keep our youth engaged in activities to prevent violence in our community.

**Security Camera’s and Rounds**

NEBH continues to maintain our security camera’s that reach the surrounding streets in Mission Hill and we perform security rounds throughout the Mission Hill area 7 Days a week 24 hours a day at scheduled and unscheduled intervals. This service provides detection and deterrence in the neighborhood.

NEBH also works with the Mission Hill Problem Properties Task Forces to improve safety and security of the community.

**Food Insecurity/Hunger**

Hunger continues to rise in Massachusetts. Food is needed to sustain families during the holidays, school vacations and when the children are not attending school. NEBH partnered the ABCD, Parker Hill Fenway Neighborhood Service Center, Mission Hill Elementary School, Roxbury Tenants of Harvard and the Mission Hill Senior Legacy Project to combat hunger.

NEBH is committed to combating hunger in our local neighborhoods. Each year, much needed food is given during the Thanksgiving and Christmas holidays and during school vacations. Food is provided to supplement student and family food needs, as meals are not served by the school system during vacations. Lunch is also provided during the winter months for children participating in the YMCA and the CHILL Foundation’s ski program. During the holidays, food is given to seniors in need through the Mission Hill Senior Legacy Program. NEBH provides financial support for the food pantry at the ABCD Parker Hill/Fenway site. The pantry provides emergency food for low income families in the community. The pantry helps over 250 families a month with food assistance.

NEBH provides food and Stop & Shop gift cards to families from the Mission Hill School during holidays and school vacations and to families that live in Mission Hill throughout the year. Last year NEBH helped 46 families with food assistance through Stop and Shop gift cards and food.
Increase Access to Healthy Foods

Access to healthy fruits and vegetables

As identified in the CHNA, there is a need in Mission Hill for access to affordable healthy food. NEBH is committed to providing access to affordable healthy food. NEBH partnered with Fair Foods and Roxbury Tenants of Harvard on the $2 a Bag Program to offset the cost of fresh fruits and vegetables.

Other Community Programs and Events

Dinner at Pine Street Inn’s Doe House

On the third Wednesday of the month, volunteers from NEBH have dinner with the residents of the Doe House. Staff cook and serve dinner, and spend time conversing with the residents. Each month, residents receive a gift card to Stop and Shop.

Giving Tree/Adopt a Family

During December, NEBH participates in the Mission Hill Elementary School’s “Adopt a Family” program. Over 74 children and 12 parents/grandparents received holiday gifts and much needed winter coats and boots that would otherwise have not been available to them. Year after year, NEBH employees and the hospital donate the gifts. NEBH also provides gifts for the residents of the Doe House.

Mission Hill School Medical Supplies

NEBH provides much needed medical supplies to the Mission Hill Elementary School. Each year, a request comes from the school nurse for items such as cough medicine, band aids, acetaminophen, ibuprofen, cough drops, bandages, etc.
Three Kings Celebration

NEBH supports the yearly Three Kings Celebration at Mission Church and Sociedad Latina.

Mission Hill Road Race

The hospital is a long term supporter of the Mission Hill Road Race. The race supports the Kevin Fitzgerald Park.

The Mission Church/St. Vincent De Paul Walk

NEBH is a proud supporter of the St. Vincent De Paul Walk that benefits residents living in Mission Hill.

Mission Hill March Madness

NEBH is a supporter of the Tobin Community Center’s March Madness Basketball Tournament. This tournament allows middle school aged youth from Mission Hill the opportunity to play against each other and focus on the value of teamwork.

Mission Main Annual Summer Party

NEBH is a supporter of the annual summer and Christmas party for residents at the Mission Main Housing Development.

Annual Hispanic Heritage Celebration

NEBH is a supporter of the Mayor’s annual luncheon.

Alice Heyward Taylor Annual Summer Party

NEBH is a supporter of the annual summer event at the Alice Heyward Taylor Housing Development.

NEBH provides direct financial support and sponsorship funding for a wide range of community based programs, events and in kind services. The following represents a partial list.

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<thead>
<tr>
<th>Project Search</th>
<th>Mission Hill Link</th>
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<tbody>
<tr>
<td>McLaughlin Field (Maintenance)</td>
<td>Mission Hill Senior Legacy Project</td>
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<tr>
<td>Meredith Cameron Youth Internship</td>
<td>Sociedad Latina Building Fund</td>
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<td>Sociedad Latina (Three Kings Celebration)</td>
<td>Latino Heritage Month-Sociedad Latina</td>
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<td>Mission Hill Elementary School (food and clothing)</td>
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<td>Tobin Community Center-Summer Camp</td>
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<td>Alice Heyward Taylor Housing Development</td>
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<td>Mission Hill Road Race</td>
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<td>Boston Public Library, Mission Hill Branch, Yoga Program</td>
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Walking Group at Roxbury Tenants of Harvard
Events at Roxbury Tenants of Harvard
Greater Boston Arthritis Foundation’s Jingle Bell Run
Jr. Celtics Program
Sr. Celtics Program
Mission Hill Crime Committee
Mission Church/Society of St. Vincent DePaul Walk
Mission Church Hispanic Committee (Holiday Party)
Mission Hill Main Streets
Mission Main Task Force
Medical Supplies for Mission Hill Elementary School
Morgan Memorial Goodwill
Boston Heart Walk
Boston Building Materials
Mission Church
Arthritis & Lupus Support Group
Mayor’s Rose Garden Party

**Total Value of NEBH Commitment to the City of Boston/Mission Hill**

During the last fiscal year, 2018, NEBH estimates that the value of all payments, community benefits, community service and sponsorships for Boston-based programs and services is over **$1,108,768.** The hospital also contributes over **$3.2 million** in Net Charity Care.

| PILOT (Payment in Lieu of Taxes) Payments | $370,872 |
| Community Benefits | $703,483.00 |
| Community Service | $4,125.00 |
| Employee Voluntarism | $7,288.00 |
| Sponsorships | $23,000.00 |
| **Total** | **$1,108,768** |

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