Community Connections
2020

**Community Engagement**

New England Baptist Hospital (NEBH) is committed to collaboratively engaging with the community to promote health and wellness. Hospital leadership and Community Benefits staff work closely with the Community Benefits Advisory Committee (CBAC) to plan, implement and support an array of programs and activities to improve the health and well-being of community residents. CBAC members represent a broad cross-section of organizations serving local residents and are committed to representing the community and its health priorities.

Every three years the hospital conducts a comprehensive Community Health Needs Assessment (CHNA) to identify the most vulnerable populations and most important health needs within its Community Benefits Service Area.

The CHNA process completed in 2019 included community listening sessions, a community health survey, focus groups and key informant interviews. Staff collected information from community residents (with a special focus on hard-to-reach populations), hospital leadership, service providers, public officials and other key stakeholders. Staff also analyzed quantitative data on demographics and various social determinants of health (e.g., income, employment, heath status and access to health care).

The CHNA engaged more than 300 community residents, service providers and other community stakeholders throughout the hospital’s Community Benefits Service Area.
Priority Populations

Findings from the 2019 CHNA indicated that the hospital should prioritize populations with complex needs and/or significant barriers to care, service gaps and adverse social determinants of health. From 2020 to 2022, New England Baptist Hospital will focus on four populations:

- Children and Families
- Older Adults
- Low- and Moderate-Income Populations
- Racially & Ethnically Diverse Populations & Non-English Speakers

Community Health Priorities

Based on findings from the CHNA, the hospital's leadership, Community Benefits Advisory Committee members and Community Benefits staff worked together to identify the community health priorities that they believed were the leading drivers of community health improvement. From 2020 to 2022, New England Baptist Hospital will focus on two health priority areas:
Community Benefits Implementation Strategy

Over the next three years (2020-2022), New England Baptist Hospital’s CBAC will continue to provide oversight and input as the hospital works collaboratively with its community partners and BILH to implement community health programs to address prioritized needs. Following are three examples of programs that are part of New England Baptist Hospital’s Implementation Strategy.

Senior Celtics Program
NEBH works to address chronic disease and social isolation among low-income and underserved older adults in Mission Hill and Roxbury. NEBH partners with the Boston Celtics to offer the Senior Celtics program to provide fitness classes and health education for older adults and address isolation, obesity, nutrition and physical activity. In these sessions, NEBH rehabilitation therapy and nutrition staff and Celtics players and dancers lead workouts and educate participants about the benefits of physical exercise, healthy eating and fall safety/prevention. Participants enjoy a healthy meal and are given equipment to take home to encourage ongoing physical activity.

Over the past six years, the program has grown from 38 participants per class to more than 125.

High School Partnerships Lead to Careers
In 2016, NEBH partnered with Morgan Memorial Goodwill Industries and Madison Park High School to create a one-year job readiness program for young people with significant disabilities. The Project SEARCH High School Transition Program is a workplace-based internship program that provides work experience, training and independent living skills to help youth transition from school to adulthood. Through three targeted internships, students acquire marketable professional skills and develop communication, teamwork and problem-solving skills.

During their time at NEBH, students work in a variety of departments including Food and Nutrition, Patient Transport, Environmental Services, Patient Pre-Screening, Radiology, Employee Health and Amenities. The students receive a weekly stipend that reinforces financial literacy and responsible spending skills.

- Since 2016, NEBH has hosted 4 to 6 students each year.
- In 2019, NEBH hired 2 students as permanent employees.
Transportation as a Health Intervention

Transportation is a vital service for many older adults who want to continue to live independently in their community. For many older residents of Mission Hill, a steep hill at the highest elevation in Boston, transportation is a significant challenge. The need for regular transportation to and from doctor’s appointments, the pharmacy, grocery store and social events has been identified as a critical issue. For more than 25 years, NEBH has been a major supporter of The Mission Link bus that provides transportation Monday through Friday from 10:30 am to 7:00 pm and two Saturdays a month.

In 2019, more than 11,000 community members used The Mission Link bus service.

With Thanks to Our Community Benefits Advisory Committee Members

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

For more information about NEBH’s community programs, please contact Christine Dwyer (cdwyer1@nebh.org).