



Report to the Attorney General's Office
Fiscal Year 2015

TUFTS MEDICAL CENTER
Community Health Improvement Programs
800 Washington Street, Box 116
Boston, MA 02111



Our History and Our Mission

Founded in 1796 as the Boston Dispensary, Tufts Medical Center is the oldest permanent medical facility in the United States. Tufts Medical Center's mission is to provide high-quality accessible care to all in need while fulfilling its tripartite mission of healthcare service delivery, educating the next generation of healthcare providers as the principal teaching hospital for Tufts University School of Medicine, and research.

Tufts Medical Center is committed to meeting the needs, and addressing the health disparities, in the communities we serve in the city of Boston and the Greater Boston area.

Community Needs and Community Partnerships

The health issues and/or health inequities that affect our patients and the residents of our core communities, the Boston neighborhoods of Chinatown, Dorchester, South Boston and South End, are reviewed on a tri-annual basis to guide departmental efforts and grant-funded initiatives. Advisory committees, interviews with key community stakeholders, and available public health data help to identify priorities for Chinatown and Dorchester, and community key informants and public health data guide the focus of community benefits for the South Boston and South End communities.

In Fiscal Year 2015 community partners included:

Asian American Civic Association's <i>Sampan</i>	Kit Clark Senior Services
Asian Spectrum	La Alianza Hispana
Bird Street Community Center	Neponset Health Center
Boston Asian: Youth Essential Service	South Boston Community Health Center
Boys & Girls Clubs of Dorchester	South Cove Manor
Codman Square Health Center	South End Community Health Center
DotHouse Health	Sportsmen's Tennis & Education Center
Gavin Foundation/Cushing House	Wang YMCA of Chinatown
Greater Boston Chinese Golden Age Center	

In fiscal year 2015 departmental and community partnerships addressed health inequities and health disparities which affect patients and/or community members. Among the programs and activities undertaken to meet the needs of at-risk or vulnerable populations were:

Meeting the needs of at-risk populations:

- ✦ The Allergy Department designed and implemented workshops and remote visits to help pediatric asthma patients and local public school students and their parents to improve management of their asthma to reduce emergency department visits and school absences.
- ✦ The Dermatology Department partnered with local employers to provide on-site skin cancer screenings for employees.
- ✦ The Departments of Otolaryngology and Pathology conducted screenings for populations with higher incidences of oral, head, neck, breast and cervical cancer.
- ✦ Health center support and funding for the Parent-to-Parent program helped to promote maternal and infant health to reduce pre-term births, low birth weights and infant mortality.
- ✦ Financial support enabled neighborhood health centers to provide services to prevent substance abuse, improve chronic disease management and increase access to health insurance.
- ✦ Clinical services from the Departments of Adolescent Medicine and Psychiatry gave support for patients' recovery from substance abuse.
- ✦ A bilingual (Chinese/English) series on diabetes produced by Asian Spectrum, a community nonprofit, aired on cable broadcast to the communities of Boston, Malden and Quincy.

Promoting physical and emotional wellness:

- ✦ School consultations were provided to Boston elementary and suburban elementary schools by the Departments of Adolescent Psychiatry and Pediatric Behavioral Services.
- ✦ Community outreach events and participation in community health fairs provided educational materials and opportunities to meet with providers to promote prevention, screenings and early diagnosis and treatment of hypertension, kidney disease, and eye disease.
- ✦ Grant funding for community-based organizations through the Dorchester Health Initiative provided services to encourage good nutrition, healthy diets and lifestyles.
- ✦ Funding through the Asian Health Initiative supported community-based organization programs to integrate health related activities into core services to promote healthy lifestyles and, prevent the on-set of chronic diseases or improve management of chronic diseases.
- ✦ Participation in community networks promoted injury prevention, public safety and healthy environments for residents and local business staff.
- ✦ Use of community print and electronic media led to increased health knowledge.

Expanding the capacity of health centers:

- Funding program strategies to address increases in the incidence of Hepatitis C.
- Increasing services to help populations with a high incidence of diabetes to better manage their chronic illness.
- Underwriting program activities to promote leadership skills and resiliency to reduce youth violence.

Improving health outcomes through print, electronic and social media:

- ✦ Development and broadcast of an educational series on diabetes for Chinese speaking cable subscribers in Boston, Malden and Quincy
- ✦ Expansion of the Sampan's bi-weekly, bilingual health column to a full health page



Asian Spectrum Volunteer Crew Member for "Diabetes Awareness: Ounce of Prevention, Pounds Off for Cure"

Tufts Medical Center Community Benefit Statistics:

Grant Funded Initiatives:

Name	Focus	Total Number Served: 43,199
Asian Health Initiative (Chinatown and Boston Asian Community)	Improving physical and emotional wellness, promoting health education and chronic disease management	41,152* * includes estimated media audience
Dorchester Health Initiative (Dorchester)	Improving physical and emotional wellness, preventing obesity and diabetes, improving chronic disease management and violence prevention programming for youth	1,576
Parent-to-Parent (Dorchester)	Improving maternal and infant health and birth outcomes	471

- ✚ 68% of individuals served by the Asian Health Initiative lived in Chinatown; 90% of the total served were Boston resident; 10% were from the communities of Quincy, Malden and other communities
- ✚ 56% of individuals served by the Dorchester Health Initiative lived in Dorchester; 34% lived in South Boston and other Boston neighborhoods; 10% lived outside of Boston.
- ✚ 67% of women served by the Parent-to-Parent Program lived in Dorchester; 11% lived in other neighborhoods of Boston; 8% lived in Quincy; approximately 16% lived in neighboring cities or towns.

Health Center Support:

Name	Focus	Total Number Served: 28,224
Neponset Health Center (Dorchester)	Improving maternal and infant health and reducing infant mortality	173
South Boston Community Health Center (South Boston)	Improving asthma management for pediatric patients, treatment for patients with hepatitis C, substance abuse screening and treatment, and violence prevention programming for youth	14,451
South End Community Health Center (South End)	Improving diabetes management, increasing patient access to health insurance, programs, general operations	13,600

- ✚ 50% of Neponset Health Center's patients reside in Dorchester; 5% reside in South Boston; 27% were from the city of Quincy; 18% were from other towns and cities.

- ✚ 50% of South Boston Community Health Center’s patients live in the neighborhood; 21% live in other Boston neighborhoods including Chinatown and Dorchester; 29% live in Quincy, Lowell, Malden, or other cities and towns.

Tufts Medical Center, through its community health needs assessments (CHNA), identified populations who were at higher risk for certain disease and initiated services to educate and screen patients and community members for oral, head and neck cancer, breast and cervical cancer, hypertension and kidney disease. The goals for each medical specialty were to promote regular screenings and encourage early diagnosis and successful treatment.

Medical departments designed and introduced new services in FY 2015 to support patients with their asthma management with workshops for Epi-pen use and smartphone based remote visits, workshops in community settings to prevent falls and the loss of independence among seniors. Collectively 16 departments reached out and provided 69,539 individuals an encounter with a provider.

The CHNA also identified a critical health issue for one Boston neighborhood – substance abuse. The Medical Center continued to provide financial support for recovery services based in the community and treatment services through its Pediatric/Adolescent Clinic and Psychiatry Department.

Total Impact of all Community Benefits Activities for Fiscal Year 2015: 141,020.



“Reading and Understanding Nutrition Labels” – participants at DotHouse Health’s Healthy Weight for Life Family Clinic