

FY16 Community Benefits Report

History and Mission

The Boston Dispensary was established in 1796 as New England's first permanent medical facility to provide care to Boston's underserved working and poor population. Over the last two hundred plus years, the Boston Dispensary, Floating Hospital for Children and Pratt Diagnostic Institute joined to become Tufts Medical Center (Tufts MC). Tufts MC continues to honor its original mission to provide high-quality accessible care, not only to Boston residents but regionally, from primary care to tertiary and quaternary care, while fulfilling important roles as the principal teaching hospital for Tufts University School of Medicine, educating the next generation of physicians, and conducting innovative and groundbreaking bench research, clinical trials and developments in health policy.

In accordance with our community benefits mission to support and sustain the health and well-being of residents in communities that we have historic or developing relationships with, we have worked particularly closely with and in those communities with which the Medical Center has had long-standing relationships. This includes the Boston neighborhoods of Chinatown, South End, Dorchester and South Boston as well as the Greater Boston Asian community. Our commitment is reflected by grant-supported programs and clinical department initiatives to institutionalize health education, screenings, and early diagnosis and treatment for illnesses that can be prevented or treated to restore patients to good health.

The health issues and/or health inequities that affect the patient population and the residents of our core communities are reviewed on a regular basis by both senior level staff and advisory committees to ensure that resources are responsive to community health needs. Health issues identified in the 2016 Community Health Needs Assessment (CHNA) guided Tufts MC's recent grant-making for the Asian and Dorchester Health Initiatives and departmental initiatives to address critical health issues for residents of Chinatown, South End, Dorchester and South Boston.

Our Work in 2016

Meeting the Community Where They Are

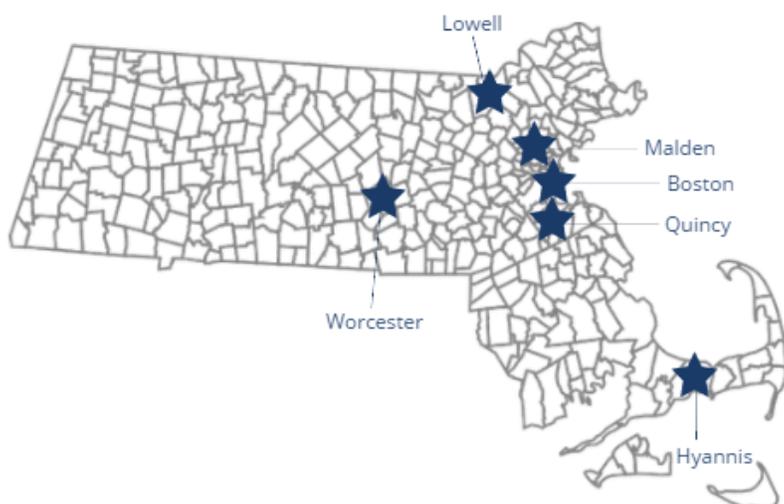
Seeking health care can be challenging for community members regardless of their circumstances, but may be especially difficult for those who speak limited or no English or worry about costly care. Tufts MC brings care into the community by offering free health screenings provided by bilingual providers and distributing bilingual health education materials at popular events that take place in local communities.

The Office of Community Health Improvement Programs, the New England Eye Center, the Nephrology Department, and Asian General Pediatric and Adolescent Health Services are among those who participated in various community celebrations and cultural celebrations throughout the year in Chinatown, Quincy and throughout the region, providing blood pressure screenings, asthma and smoking cessation education, and resources to access our services, including bilingual and bicultural medical providers.

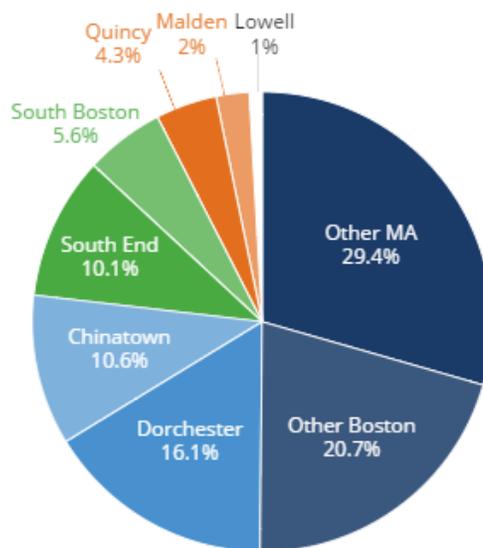
The Cardiology Department conducted Boston Bruins Heart Health Night at Boston's TD Garden to provide blood pressure screenings to hockey fans. Those with abnormal results were given literature and contact information to make an appointment with a Cardiologist, assisting at-risk community members with taking the first steps to receiving important care.

Additionally, the Adolescent Psychiatry Department provided consultations and professional development to the staff at a local elementary school to assist with the mental health issues affecting students. Psychiatric evaluations and small group work was provided as needed. The program provided school-based mental health consultation that served 100 students in FY2016.

FY16 Community Benefits Service Areas



FY16 Statewide Community Benefits Impact*



**Please note that several Tufts MC-funded programs providing health education content via media are not able to accurately report demographic data and are omitted from this chart.*

Providing Culturally Appropriate Care

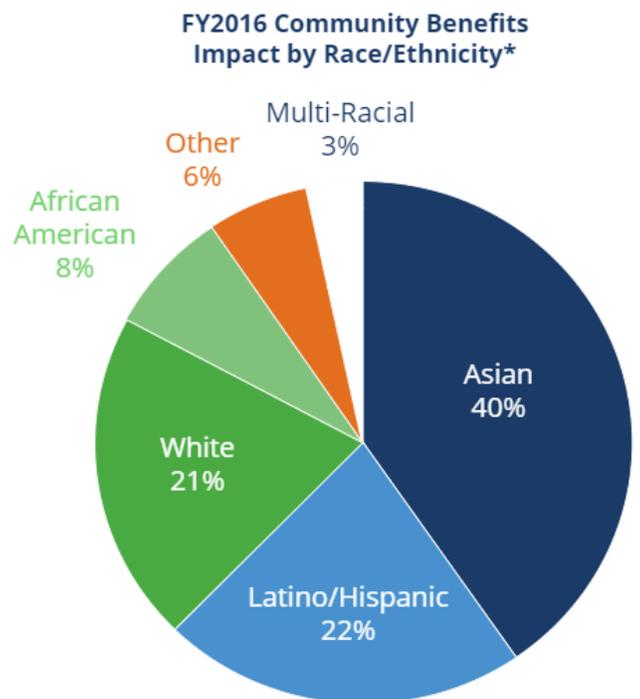
Located in Boston's Chinatown, Tufts Medical Center has a long history of meeting the needs of diverse patients by providing culturally- and linguistically-appropriate care. For example, the Asian General Pediatric and Adolescent Health Services clinic provided bilingual primary care services, from routine physicals to acute urgent care, to over 2,600 patients in FY2016. Some patients came from as far as Braintree, Lexington, Medford, and Newton to receive medical services, reinforcing the value of bilingual and culturally appropriate medical care to our patients' families.

In the Obstetrics and Gynecology Department, the Asian Access Women's Health Clinic provided comprehensive pre-natal, intra-partum and post-partum care to 1,500 underserved Chinese speaking patients. The clinic includes bilingual and bicultural care providers to ensure clear and comfortable communication before, during and after pregnancy.

According to 2000 and 2010 U.S. Census estimates, Arab Americans are among the fastest-growing populations in Massachusetts. In response to the needs of this growing population, The Center for Children with Special Needs developed the Ousraty Program for Massachusetts' Arab families, to increase parental knowledge about special needs and disabilities. Through the Ousraty Program, parents learn about the mandated services provided by the special education system and build supportive relationships with other parents and health care providers.

Tufts Medical Center also partnered with the South End Community Health Center (SECHC) to support care coordination efforts for their patients. SECHC served over 14,000 patients in FY2016, more than half of whom were Latino/Hispanic and Spanish-speaking.

Additional programs that provided culturally and linguistically appropriate care to community members in FY2016 included the Pulmonary Department's Asian Lung Clinic, which provided bilingual care to 78 patients, as well as the Interpreter Services Department, which provided translation services for over 22,000 patients in Chinese, Vietnamese, Spanish, Haitian Creole, Polish, Russian, and many other languages.



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Addressing Recent Health Trends

As a result of the opioid epidemic in Massachusetts, the incidence of Hepatitis C is increasing. At Tufts Medical Center, providers in the Infectious Disease department have treated over 100 patients, and have achieved a ninety-four percent cure rate, through the new Hepatitis C Virus (HCV) Program. Forty percent of patients were non-white and the mean age was 51, representing two at-risk populations that include substance users and baby boomers. The program treats patients from Metropolitan Boston and the Duffy Health Center in Cape Cod. Tufts Medical Center's Allergy Department developed and implemented the new Asthma Tele-Management program to help decrease school absences and Emergency Department visits through the use of smartphones to improve asthma-related communication and management, making asthma management easier for patients by integrating into their existing tools and reducing the need for hospital-based care.

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.

Asian American Civic Association

Tufts Medical Center provided support for the Asian American Civic Association's (AACA) Chinatown Multi-Service Center program to provide patients and community members with a range of social services including assistance in applying for food stamps, fuel assistance, housing assistance, and health referral services. In FY2016, 673 Chinatown residents received bilingual and bicultural case management services through the Multi-Service Center.

Asian Health Initiative

The Asian Health Initiative targets health issues Boston's Chinatown community and broader Asian population, as determined by the CHNA. The 2014-2016 grant cycle prioritized improving physical and emotional wellness, promoting health education, and chronic disease management. In FY2016, AHI programs served 35,036 Asian residents in the Boston area.

Dorchester Health Initiative

Tufts Medical Center's Dorchester Health Initiative (DHI) partners with Dorchester-based nonprofit agencies to address critical health issues, as determined by the tri-annual CHNA. The 2014-2016 grant cycle focused on improving physical emotional wellness, preventing obesity and diabetes, improving chronic disease management, and violence prevention programming for youth. In FY2016, DHI programs served 1,591 youth and adults in Dorchester.

Gavin Foundation

Tufts Medical Center supported the Gavin Foundation's Cushing House, a youth recovery home for teenagers coping with addiction. Cushing House focuses on abstinence from substance use, improved family functioning, the development of job skills, and improved overall physical and emotional health. In FY2016, the program provided stabilizing transitional care for 65 young men with moderate to severe substance abuse.

Neponset Health Center

Tufts MC supported the Dorchester-based Neponset Health Center's Infant Mortality Reduction program, which provides women of gestational age with comprehensive and culturally-appropriate counseling and perinatal care. The program offers support services for low-income women, screenings for HIV, hepatitis B, and gestational diabetes, and breastfeeding support. In FY2016, the program screened 168 patients for potential physical, behavioral, and social risks and provided a team to support any issues presented.

Parent-to-Parent Initiative

The Parent-to-Parent (P2P) initiative supports case management services to improve maternal and infant health and birth outcomes. In FY2016, P2P partners served 428 residents, focusing on prevention programs for teenagers and case management for expectant mothers. All P2P programs reported that all infants born were of a healthy weight and no infant deaths were reported during the fiscal year.

South Boston Community Health Center

In FY2016, Tufts MC supported South Boston Community Health Center's (SBCHC) efforts to improve pediatric asthma management, treat patients with Hepatitis C, and provide substance abuse screening and treatment. SBCHC also provided a primary prevention program for at-risk youth in the areas of substance abuse prevention, tobacco control, and violence prevention. These programs collectively served 489 community residents in FY2016.

South End Community Health Center

Support for the South End Community Health Center (SECHC) focused on coordinated care for its priority population, individuals who are either homeless or public housing residents. SECHC worked across clinical departments to assemble care coordination teams in order to provide patients with more comprehensive care, specifically promoting improved behavioral and physical health. SECHC's coordinated care efforts served 14,320 patients in FY2016.

Our 2016 Partners

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

FY2016 Community Benefits by the Numbers

1,484

Teens and children were engaged in youth violence prevention activities, including mentoring activities and youth leadership training

2,714

Patients and community members received maternal and infant health services including screenings and pre-natal, intrapartum and post-partum care

1,923

Patients and community members received substance abuse care including residential treatment for young men and outpatient medication-assisted treatment for teens

1,137

Community members received nutrition, obesity and exercise education services through free clinics, workshops and interactive discussions

447

Community members participated in tobacco use education, prevention and cessation activities including lectures and education accompanying head and neck cancer screenings

1,602

Adult and youth patients and community members received mental health services including mental health training for teachers and residential treatment for young adults

1,678

Patients and community members participated in asthma education and management programs, including home visits, inpatient education, and school-based asthma management classes

556

Community members participated in diabetes screening and management programs, including self-management classes and free glucose level testing clinics

**Some community benefits programs addressed multiple health topics, and their participants are counted as part of several health topics listed above.*

Addressing Community Health Concerns in 2017

Based upon Tufts Medical Center's most recent Community Health Needs Assessment (CHNA), priorities for the Asian Health Initiative (AHI) and Dorchester Health Initiative (DHI) respond to critical health issues in each community.

In Chinatown and Boston's Asian community, community partners are implementing programs tackling the challenging issue of smoking and its associated health risks. AHI partners are carrying out programs to educate youth and adults about the harmful effects of smoking, connect current smokers with linguistically appropriate cessation resources, and clean up community spaces that contain tobacco-related waste.

In Dorchester, the CHNA identified increasing substance use disorder and ongoing issues with youth violence as its critical health priorities. DHI partner organizations are implementing programs targeting vulnerable youth to provide mentorship and weekend and weeknight activities to prevent youth violence, and DHI's health center partners are providing counseling and prevention services for substance use disorder.