

FY17 Community Benefits Report

Our History

The Boston Dispensary was established in 1796 as New England's first 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, to Boston residents and regionally, from primary care to tertiary and quaternary care. Tufts MC is also the principal teaching hospital for Tufts University School of Medicine, and thus helps to educate the next generation of physicians, while conducting innovative and groundbreaking bench research, clinical trials and developments in health policy.

We have long-standing relationships with, and continue to draw from, the Boston neighborhoods of Chinatown, Dorchester, South Boston, and the South End, as well as the Greater Boston Asian community. Our commitment is reflected by community-supported programs and clinical department initiatives. Tufts MC's efforts seek to institutionalize preventative health promotion and education, screenings, disease management, and early diagnosis and treatment for illnesses.

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 senior level staff, governance leadership, 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 community-based and supported programs and departmental initiatives to address critical health issues for residents and community members of Chinatown, South End, Dorchester, and South Boston.

Our Community Benefits Mission

Tufts Medical Center is committed to improving the health and wellbeing of the communities we serve, while striving to reduce health disparities and inequities in those communities. We seek to identify current and emerging health needs, collaborate with community partners, provide culturally and linguistically appropriate health services and resources, and address community health needs through education, prevention, and treatment.

Community Benefit Priorities in 2017

Every three years Tufts MC conducts a Community Health Needs Assessment (CHNA) to identify and prioritize health needs of our priority communities and to guide our community health improvement efforts. Tufts MC's 2016 CHNA reviewed multiple sources of data including health data from the Boston Public Health Commission's (BPHC) "Health of Boston" reports and available neighborhood-specific reports from the BPHC, census data, Tufts MC patient data, informant interviews with key community stakeholders, and other relevant social determinants of health data such as employment and socioeconomic information.

Guided by the 2016 CHNA, Tufts MC focused resources in Chinatown, Dorchester, South Boston, and the South End. Health data for the communities was summarized and then reviewed and approved by members of the Medical Center's senior leadership and Tufts MC's Board of Governors. Tufts MC has in place community advisory committees to further guide two of its community health initiatives, the Asian Health Initiative (AHI) and the Dorchester Health Initiative (DHI), each of which is comprised of representatives from the community, representatives from public health and representatives from Tufts MC. Based on review of available data, thoughtful discussion, and knowledge of the respective communities, Tufts MC identified three significant health priorities.

Tobacco Use Cessation, Education and Prevention

The 2016 CHNA identified tobacco use as a primary health concern in Boston, especially within the Asian and Asian American community and those residing in the Chinatown neighborhood. The Boston Public Health Commission's Health of Boston 2014-2015 report identified cancer as the leading cause of death among Boston's Asian population from 2008-2012, and lung cancer as the leading type of cancer death. In addition to the numerous health risks associated with tobacco use and second hand smoke exposure, community members expressed concerns about tobacco-related litter and tobacco advertisements targeting youth. Tufts MC addressed this challenging and pervasive health issue through departmental programs and by supporting area nonprofit organizations' tobacco use cessation, education, and prevention programs as part of its AHI. AHI programs support the whole health of, and reach a broad spectrum of, the community where they live and work. The AHI also promotes social service programs, education, and healthcare, for all ages, from kids and adolescents to adults and seniors.

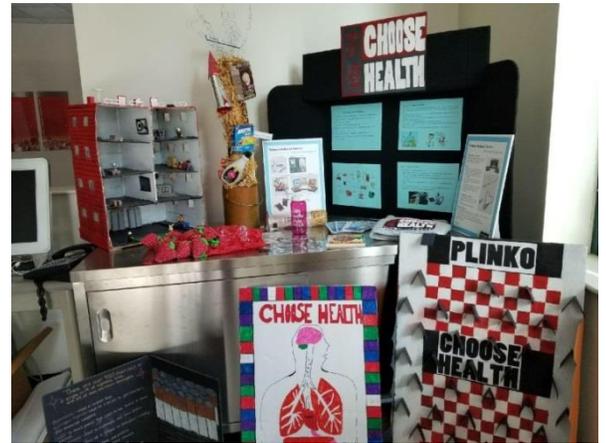
With support from and in partnership with Tufts MC's AHI, **Josiah Quincy Elementary School** introduced tobacco education curriculum for its 3rd, 4th and 5th grade students led by a full-time health educator. Over **400** students learned about the dangers of tobacco use and nicotine addiction over the course of four months, and their families attended evening health events where they were



T-Shirt designed by Josiah Quincy Elementary School student reads "Don't Smoke, It's Not a Joke" and "Lung and Heart Disease on a Stick"

offered smoking cessation resources and education. After just one semester of the curriculum, **98%** of the students were able to identify the addictive properties of tobacco, the health risks of all tobacco products, and the benefits of being tobacco free.

The Boston Asian Youth Essential Service implemented a tobacco education program for Chinatown teenagers, who are at a critical and vulnerable age for picking up smoking since they are susceptible to peer pressure and external influences. The program engaged 13 teenagers in an intensive tobacco education series intended to train the teens to be peer educators. The teen cohort then created presentations, quizzes, games, and displays to educate their fellow Chinatown teens about the dangers of tobacco use, harmful cigarette ingredients, and how to identify and resist tobacco marketing aimed at youth. The teens reached over **700** individuals through their awareness campaign and distributed **950** anti-smoking materials and items in FY2017.



Tobacco education and prevention games, models and presentation materials designed by Boston Asian: Youth Essential Service teenagers

For active smokers, the **Asian American Civic Association (AACA)** and the **Rose Kennedy Greenway Conservancy** (Greenway) partnered to target tobacco use and the resulting cigarette-butt induced litter in the popular Mary Soo Hoo Park in Chinatown, by referring smokers in the park and the larger community to smoking cessation resources. The Greenway posted information to discourage smoking in the park; AACA identified active smokers, offering them nicotine replacement therapy, group counseling, and one-on-one case management. Tobacco use cessation can be a long and challenging process; AACA is playing a critical role in the Chinatown community by providing consistent, personalized support for those on the road to quitting. Three program participants have reported quitting successfully with no relapses since engaging in the program. In a designated area of the Mary Soo Hoo Park, the number of cigarette butts dropped from **9.6** per visit to **5.75** per over a three-month period.

The **Asian American Civic Association's Sampan** biweekly community newspaper disseminated bilingual tobacco-related health articles to its readership to provide education about the health risks associated with tobacco and nicotine. Sampan consolidated its first six months of tobacco-related health articles into a booklet distributed around Chinatown to educate residents about tobacco and will continue to do so for the duration of the current initiative. Sampan estimated that it reached **24,000** readers per issue in FY2017, and received approximately **10,000** website hits per month as well.

The **Boston Chinatown Neighborhood Center** implemented the Smoke-Free Chinatown program, an agency-wide effort to directly engage members of the Chinatown community in educational activities on the health effects of smoking and smoking cessation resources.

The program provided tobacco education and prevention information to **166** participants in its existing programming for children, adults, and seniors in FY2017.

The **Greater Boston Chinese Golden Age Center's** Smoke-Free Living Program provided eight workshops to **200** Chinese American seniors at senior housing centers to help them understand the problems of tobacco usage and its negative effects on the body. Workshop attendees were able to refer education and cessation services to other tobacco users, including family members and friends.



education workshop

Asthmatic youth with smokers in the household are susceptible to exposure to second hand smoke, a common environmental trigger of asthma. Tufts MC's **Asthma Prevention and Management Initiative** (APMI) provided asthma education classes at Josiah Quincy Elementary School to teach students about proper medication use and strategies to minimize exposure to asthma triggers, including second hand smoke. Physicians at Tufts MC also referred asthma cases to APMI who they felt would benefit from home visits, inpatient and/or outpatient clinic education. APMI offered home visits to identify asthma triggers in the home or discussed through hospital-based education. In FY2017, **41%** of patients who received home visits had a smoker living in the home, potentially exacerbating the patients' asthma. Families with smokers in the household were given recommendations for reducing the patients' exposure to second hand smoke and referred to tobacco cessation resources.

Substance Use Prevention and Treatment

The 2016 Community Health Needs Assessment identified substance use disorder as a primary health concern across Boston, particularly in Dorchester and South Boston neighborhoods. Tufts MC has worked with impacted communities to establish and support substance use prevention and treatment programs since the early 1990s, and has increased its support in response to the re-emerging opioid crisis, via its Dorchester and South Boston health funding initiatives, departmental programs, and health center support.

With support from the Dorchester Health Initiative (DHI) six programs addressed youth violence prevention and wellness, including those aimed to promote an understanding the harms of substance abuse. **Codman Square Health Center** focused more exclusively on substance use programming and added a Community Health Worker, who connects patients to local resources and assist patients in navigating services for prevention and treatment. The Community Health Worker assisted over **180** patients seeking substance use treatment and other social and community resources in the Codman Square neighborhood of Dorchester in FY2017.

Tufts MC continued to support **Gavin Foundation's Cushing House for Boys** in South Boston. The Cushing House is a residential substance use treatment program for young men who are unable to be served in a less restrictive environment. The program implements a holistic approach to substance use treatment, emphasizing physical and emotional health support to target the underlying issues that may influence

substance use and other risky behaviors. The program served **50** young men in the residential program; **46%** of residents achieved 6 months or more free from alcohol and other substances in FY2017.

46% of Cushing House for Boys residents achieved 6 months or more free from alcohol and other substances in FY2017.

Tufts MC's support of **South Boston Community Health Center's** Office-Based Opioid Treatment facilitated screening and identification of **144** patients taking narcotics for substance use disorder and referral of patients to a licensed alcohol and drug counselor on staff. In some cases, patients self-referred to the treatment program as well. The program had success with gradually decreasing the number of patients on chronic opioids with strict monitoring and follow-up.

Tufts MC's **South Boston Behavioral Health** outpatient walk-in clinic provides comprehensive evaluation and treatment for adults and children for an array of psychiatric issues and substance use disorder. Its Opioid Dependence Treatment Program provided youth patients with medication-assisted treatment with buprenorphine-naloxone, individual counseling, and treatment of comorbid psychiatric issues. The program provided this critical treatment for **19** young men and women in FY2017. Additionally, the Psychiatry department provided support and treatment for adults with substance use disorder and mental health issues. The outpatient services included individual, group, and medication management treatment services as well as suboxone treatment for opiate-addicted individuals. The clinic offered these services to **1,300** individuals in FY2017.

Youth Violence Prevention

Our 2016 Community Health Needs Assessment also identified youth violence as a health concern particularly in Dorchester, where the rates of non-fatal gunshot/stabbing emergency department visits and of homicides are more than double the city-wide rates. Tufts MC responded to these concerns with community partnerships through our Dorchester Health Initiative (DHI) and internal youth violence prevention programming to offer alternate paths, safe spaces, positive role models, and improved police-youth relations for local youth.

With support from Tufts MC's DHI, **Boys & Girls Clubs of Dorchester** and **Sportsmens' Tennis and Enrichment Center** provided youth programming for children and teens in Dorchester neighborhoods. In addition to mentoring, physical activity, and after school and summer



Youth participant plays tennis as part of Sportsmens' Tennis and Enrichment Center's Volley Against Violence program

programming, both organizations included activities in partnership with members of the Boston Police Department, in order to foster trust and positive relationships between Dorchester youth and police. More than **1,700** Dorchester youth and teens benefitted from programs at the two organizations in FY2017.

Neponset Health Center focused on educating teenage male athletes about relationship violence. The Coaching Boys into Men program recruited high school athletic coaches in Dorchester schools to provide ongoing skill building and role-modeling to students participating in sports, reaching a total of **30** students who may have otherwise been bystanders and/or potential perpetrators of violence in FY2017.

The **Salvation Army's Kroc Center's** Bridging the Gap Between Youth and Community Services program is a life skills diversion program that provides safe alternatives to violent and risky behavior for court-involved youth between the ages of 12 and 18. The program focuses on reducing the risk factors and increasing protective factors for youth at high-risk for experiencing violence in their lives, reducing the potential for youth to re-offend, and reducing the number of youth in the juvenile justice system by providing them with the tools to achieve a more promising future. In FY2017, the program achieved a **75%** success rate in youth who did not reoffend within one year of completing the program.

"I'm just really excited for school tomorrow... I just want to get all my work done [and be] that honor roll student again. This is my year."

- 2017 Bridging the Gap participant

DotHouse Health grew its popular Generation Next Academy program for Dorchester teens by adding behavioral health support around violence and addiction, supporting summer work opportunities for teens, and expanding its media arts program to engage teens in self-reflective media and journaling. In FY2017, **62** teens were assisted in obtaining summer employment and improved their interviewing and presentation skills. DotHouse also held **24** group sessions with a behavioral health clinician and offered one-on-one sessions for teens.

Tufts Medical Center provided in-house programming to respond to social determinants of health that may impact the community's youth, providing employment and learning opportunities in a safe space, within the hospital and nonprofit community settings. The high school summer internship program helped students to stay out of troubled environments by giving them an opportunity to earn money and develop new skills. In FY2017, **39** Boston Public School high school students interned in departments across the Medical Center. The internship program provided youth with the opportunity to explore



Tufts MC high school interns learn about personal protective equipment at a professional development workshop

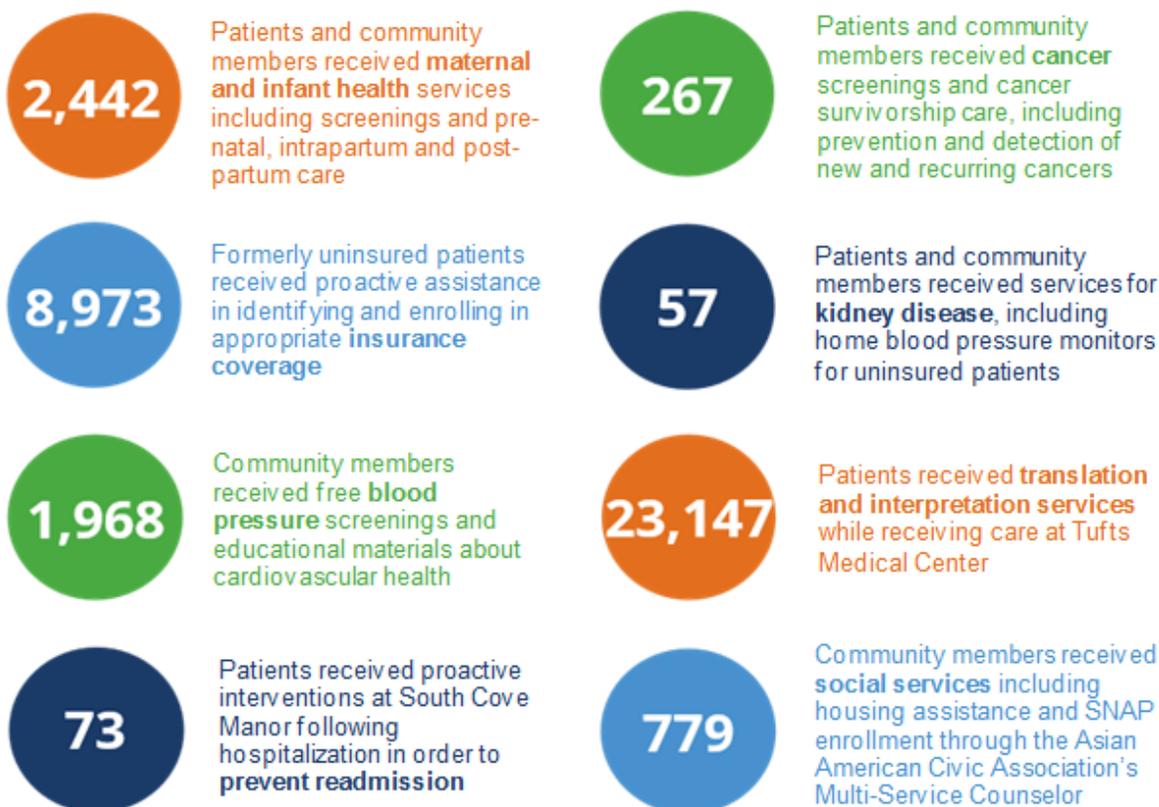
different career opportunities in the health care field while learning from positive role models and mentors in the workplace.

Other Community Benefit Programming

The 2016 CHNA also identified that the South End neighborhood's most vulnerable populations include linguistic minorities (Chinese and Spanish speakers), whose incomes fall well below the median household income and for whom cancer and diseases of the heart are the leading causes of death. In FY2017, the South End Community Health Center focused on increasing health knowledge and prevention, and supported at-risk individuals with screenings and access to early treatment to improve health outcomes for cancer, heart disease and diabetes. Additionally, through our youth internship program, asthma education, AHI and other Chinatown partnerships we provided education and treatment services to Chinese-speaking residents in the South End.

We served **62,571** individuals in FY2017 through community benefits programs. In addition to the three major health priorities of smoking, substance use disorder, and youth violence described earlier, chronic diseases and health disparities were also issues of concern in our CHNA, which were addressed through hospital- and community-based programs. Below is a snapshot of our other community benefit programs.

FY2017 Community Benefits by the Numbers



2,804

Community members, including youth, received **mental health and psychiatry** services through community benefit programming

348

Job seekers attended a Tufts Medical Center **career fair**, 78% of whom were referred from a partner community organization

1,894

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

80

Patients and community members participated in **diabetes** screening and management programs, including self-management classes

428

Patients with complex and chronic diseases received **free specialty medications** through Tufts Medical Center's pharmacy co-pay assistance program

117

Community members in underserved populations received proactive **ophthalmology services** including vision tests and screenings for eye diseases

Addressing Community Health Concerns in FY2018

In FY2018, Tufts MC will continue to support the priorities identified in the 2016 Community Health Needs assessment, including the ongoing AHI, DHI, and departmental programs targeting substance use disorder, tobacco use, and youth violence. In addition, Tufts MC will be preparing to conduct research for its 2019 Community Health Needs assessment to determine current and emerging health concerns in Chinatown, Dorchester, South Boston, and the South End.

Our FY2017 Partners

Asian American Civic Association
Asian American Commission
Asian American Resource Workshop
Asian American Service Association
Asian Community Development Corporation
Asian Spectrum
Asian Task Force Against Domestic Violence
Benevolent Asian Jade Society of New England
Boston Asian: Youth Essential Service
Boston Children's Museum
Boston Chinatown Neighborhood Center
Boston Chinatown Residents' Association
Boston Private Industry Council
Boys & Girls Clubs of Brockton/Shields
Boys & Girls Clubs of Dorchester
Center for Collaborative Leadership at the
University of Massachusetts
Chinese Consolidated Benevolent Association
Chinese Culture Connection
Chinese Historical Society of New England
Chinese Women's Association
Chinese Progressive Association
City of Boston's Mayor's Office of Immigrant
Advancement
Circle Health
Codman Square Health Center
DotHouse Health
Friends of the Public Garden
Gavin Foundation
Greater Boston Chamber of Commerce
Greater Boston Chinese Golden Age Center

Hallmark Health
Hallmark Home Health Foundation
International Institute of New England
Josiah Quincy Elementary School
Judge Baker Children's Center
Kwong Kow Chinese School
Lawrence General Hospital
Massachusetts Association for Mental Health
Massachusetts Breast Cancer Coalition
Massachusetts Health Council
Melrose-Wakefield Hospital
Metropolitan Boston Emergency Medical Services
Council
Mila Filatova Piano Academy
Neponset Health Center
New England Asian-American Professional
Association
New England Pediatric Care
Quincy Asian Resources, Inc.
Rose Kennedy Greenway Conservancy
Salvation Army Kroc Center
Sampan Newspaper
Shattuck Partners
Signature Healthcare
South Boston Community Health Center
South Cove Community Health Center
South Cove Manor and Rehabilitation
South End Community Health Center
Sportsmens' Tennis & Enrichment Center
Tufts Medstart
Wang YMCA of Chinatown