

# Community Benefits Report

## Fiscal Year 2019

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## Section I: MISSION STATEMENT

### Summary and Mission

Beth Israel Deaconess Hospital-Milton (BID Milton) is a member of Beth Israel Lahey Health. BILH was established with an appreciation for the importance of caring for patients and communities in new and better ways. BILH brings together an exceptional array of clinical organizations spanning the full continuum of health care delivery – academic and teaching hospitals, community hospitals, ambulatory and urgent care centers, behavioral health programs, and home care – in a shared mission to expand access to great care and advance the science and practice of medicine through groundbreaking research and education.

At the heart of BILH is the belief that everyone deserves high-quality, affordable health care and this belief is what drives us to work with community partners across the region to promote health, expand access, and deliver the best care in the communities BILH serves. BILH's Community Benefits staff are committed to working collaboratively with BILH's communities to address the leading health issues and create a healthy future for individuals, families, and communities.

The mission of Beth Israel Deaconess Hospital-Milton is to provide free or low-cost programs that address unmet health and wellness needs of racially, ethnically and linguistically diverse communities in Milton, Randolph and Quincy, in a manner shaped by community input, aligned with hospital resources, and guided by our objective to deliver high-quality care with compassion, dignity and respect.

The following annual report provides specific details on how BID Milton is honoring its commitment and includes information on BID Milton's Community Benefits Service Area (CBSA), community health priorities, target populations, and community partners, as well as detailed descriptions of its community benefits programs and their impacts.

More broadly, the Beth Israel Deaconess Hospital-Milton's Community Benefits mission is fulfilled by:

- **Involving BID Milton's staff**, including its leadership, and dozens of community partners in the community health assessment process as well as in the development, implementation, and oversight of the Implementation Strategy;
- **Engaging and learning from residents** from throughout BID Milton's service area in all aspects of the community benefits process, including assessment, planning, implementation, and evaluation. In this regard, special attention is given to engaging diverse perspectives from those who are not patients of BID Milton and those who are often left out of these assessment, planning, and program implementation processes;
- **Assessing unmet community need** by collecting primary and secondary data (both quantitative and qualitative) to identify unmet health-related needs and to characterize those in the community who are most vulnerable and face disparities in access and outcomes;
- **Implementing community health programs and services** in BID Milton's Community Benefits Service Area that is geared towards improving current and future health status of individuals,

families, and communities by removing barriers to care, addressing social determinants of health, strengthening the healthcare system, and working to decrease the burden of the leading health issues;

- **Promoting health equity** by addressing social and institutional inequities, racism, and bigotry, as well as ensuring that all patients are welcomed and received with respect and culturally responsiveness; and
- **Facilitating collaboration and partnership** within and across sectors (e.g., public health, health care, social service, business, academic, and community health) to advocate for, support, and implement effective health policies, community programs, and services.

### **Name of Target Population**

Beth Israel Deaconess Hospital-Milton's Community Benefits Service Area (CBSA) includes the city of Quincy, and the towns of Milton and Randolph. BID Milton's FY 2019 Community Health Needs Assessment's (CHNA) quantitative and qualitative findings, on which this report is based, identified certain demographic and socio-economic segments of the population that have complex needs or face especially significant barriers to care, service gaps, or adverse social determinants of health that put them at greater risk. While BID Milton is committed to improving the health status and well-being of those living throughout its entire service area, per the Commonwealth's updated community benefits guidelines, BID Milton's Implementation Strategy will focus on the following most at-risk priority populations in the identified service area – Youth; Older Adults; Low- to moderate-income individuals and families; Individuals with chronic and complex conditions; and Racial/ethnic minorities and Non-English Speakers.

### **Basis for Selection**

Community health needs assessments; public health data available from government (MDPH, Boston Public Health Commission, federal agencies) and private resources (foundations, advocacy groups); BID Milton's areas of expertise.

### **Key Accomplishments of Reporting Year**

While Beth Israel Deaconess Hospital-Milton's most recent CHNA was completed during FY 2019, unless otherwise noted, the accomplishments highlighted in this report are based upon priorities identified and programs contained in BID Milton's FY 2017-2019 Implementation Strategy (IS):

#### **Health Risk Factors:**

- Continued to raise awareness and provide education on mental health and chronic disease prevention
- Partnered with Quincy Public Schools to provide funding to implement education centered on tobacco and vaping prevention
- Began new partnership with Randolph Public Schools to provide low-income students with access to healthy food on the weekends for the new 2020-2021 school year
- Provided funding to Quincy Community Action Program to put towards rental assistance and eviction prevention program to be implemented in FY20

#### **Physical Disease Management and Prevention**

- Continued to organize and hold hospital's annual diabetes fair
- Began new partnership with South Shore YMCA to hold evidence-based diabetes self-management workshops at the hospital

- Provided grant funding to Enhance Asian Services on Health to implement Chinese T2 Diabetes Prevention Program
- Continued to offer free community skin, prostate and oral, neck and head cancer screenings
- Implemented free, low-dose CT scans for lung cancer screenings
- Added an additional three primary care providers able to support chronic disease management, particularly in Randolph

### **Behavioral Health**

- Continued to provide support to the Town of Milton’s Interface line
- Continue to provide meeting space for substance use and behavioral health support groups
- Partnered with Milton Public Schools to implement new health education program geared around substance use prevention and social emotional learning
- Put processes and resources in place to begin new Peer Recovery Coach Program in the hospital’s Emergency Department

### **Healthy Aging**

- Provided access to wellness programs such as Tai Chi to assist with falls prevention in the elderly community
- Continued to offer AARP Driver Safety Courses to encourage seniors who are capable to keep driving to prevent social isolation
- Provided funding and assistance to the Blue Hills Regional Coordinating Council to improve access to transportation

### **Plans for Next Reporting Year**

In FY 2019, Beth Israel Deaconess Hospital-Milton conducted a comprehensive and inclusive Community Health Needs Assessment (CHNA) that included qualitative and quantitative data collection, robust community engagement activities, and an inclusive prioritization process. These activities were in full compliance with the Commonwealth’s updated Community Benefits Guidelines for FY 2019. In response to the FY19 CHNA, BID Milton will focus its FY 2020 – 2022 Implementation Strategy on the following priority areas. These priority areas collectively address the broad range of health and social issues facing residents living in BID Milton’s CBSA who face the greatest health disparities. These priority areas are:

- 1) Mental Health and Substance Use
- 2) Chronic/Complex Conditions and their Risk Factors
- 3) Social Determinants of Health and Access to Care

It should also be noted that these priority areas are aligned with the statewide health priorities identified by the Executive Office of Health and Human Services (EOHHS) in 2017 (i.e., Chronic Disease, Housing Stability/Homelessness, Mental Illness and Mental Health, and Substance Use Disorders). Beth Israel Deaconess Hospital-Milton’s priorities are also aligned with the priorities identified by the Massachusetts Department of Public Health (DPH) to guide the Community-based Health Initiative (CHI) investments funded by the Determination of Need (DON) process, which underscore the importance of investing in the social determinants of health (i.e., built environment, social environment, housing, violence, education, and employment).

The FY 19 CHNA provided new guidance and invaluable insight on quantitative trends and community perceptions that are being used to inform and refine BID Milton’s efforts. In completing the FY 2019 CHNA and FY 2020-FY 2022 Implementation Strategy, BID Milton, along with its other, public health, social

service, school systems and community partners, is committed to improving the health status and well-being of all residents living throughout its CBSA. As discussed above, based on the assessment's quantitative and qualitative findings, including discussions with a broad range of community participants, there was an agreement that BID Milton's FY 2020-2022 IS should prioritize certain demographic, socio-economic and geographic population segments that have complex needs, face barriers to care and service gaps, as well as other adverse social determinants of health. These factors put these segments at greater risk, limit their access to needed services, and can often lead to disparities in health outcomes. More specifically, the FY 2019 CHNA identified the importance of supporting initiatives that targeted low income populations, youth, older adults, racially/ethnically diverse populations and limited English proficient populations.

Beth Israel Deaconess Hospital-Milton partners with dozens of community-based organizations and service providers to execute its Implementation Strategy, including public agencies, social service providers, community health organizations, academic organizations, and businesses. Strategies and programs that are planned will aim to address and improve upon the above identified priority areas:

- **Mental Health and Substance Use:**

- Beth Israel Deaconess Hospital-Milton will continue to be an active member of the Milton Substance Abuse Prevention Coalition and work alongside the local public health department and law enforcement to provide staff and financial resources to coordinate education, community health improvement activities and referral services.
- BID Milton will enhance access to mental health and substance use screening, assessment and treatment services to implement Peer Recovery Coach programs in its Emergency Department to link those individuals with recovery, case management and navigation support.
- BID Milton will also work to reduce stigma associated with mental health and substance issues by increasing community education opportunities, offering Mental Health First Aid Trainings and opportunities for support groups.

- **Chronic Complex Conditions and Their Risk Factors:**

- Beth Israel Deaconess Hospital-Milton will continue to share knowledge and coordinate community education opportunities, including regular lectures by physicians and clinical staff at the hospital and out in the community
- BID Milton will partner with local service agencies including the YMCA to provide evidence based health education and self-management support programs
- BID Milton will work with local school systems to provide resources and education to youth and adolescents geared to reducing vaping and tobacco use

- **Social Determinants of Health and Access to Care**

- Beth Israel Deaconess Hospital-Milton will continue to provide enrollment counseling and assistance and patient navigation support services to uninsured/underinsured residents
- BID Milton will continue to provide grant funding for local partners and social service agencies that address social determinants of health to help low-income individuals and families maintain/access housing
- BID Milton will continue to partner with local schools to promote food-access and continue education around healthy food choices
- BID Milton will continue to partner with the Blue Hills Regional Coordinating Council and other community partners to enhance access to affordable, safe and accessible transportation options in the hospital's CBSA.

**Self-Assessment Form:**

Working with its Community Benefits Leadership team and its Community Benefits Advisory Committee (CBAC), the Beth Israel Deaconess Hospital-Milton Community Benefits team completed a self-assessment form (Section VII – page 30-38). Additionally, the BID Milton Community Benefits team shared and solicited the Community Representative Feedback Form to many CBAC and community stakeholders who participated in the BID Milton’s CHNA.

## Section II: Community Benefits Process

**Community Benefits Leadership/Team and Community Benefits Advisory Committee (CBAC):**

The membership of Beth Israel Deaconess Hospital-Milton’s Community Benefits Advisory Committee (CBAC) aspires to be representative of the constituencies and priority populations of BID Milton’s programmatic endeavors including those from diverse racial and ethnic backgrounds, age, gender, sexual orientation and gender identity, as well as those from corporate and non-profit community organizations. Senior management is actively engaged in the development and implementation of the Community Benefits plan, ensuring that hospital policies and resources are allocated to support planned activities.

It is not only the Board and senior leadership that are held accountable in fulfilling BID Milton’s Community Benefits mission. Consistent with BID Milton’s core values is the recognition that the most successful community benefits programs are those that are implemented organization-wide and integrated into the very fabric of the hospital’s culture, policies and procedures. It is not a stand-alone effort that is the responsibility of one staff or department but rather an orientation and value manifested throughout BID Milton’s structure, reflected in how it provides care at BID Milton and in affiliated practices in urban neighborhoods and rural areas.

Beth Israel Deaconess Hospital-Milton is a member of BILH. While BID Milton oversees local Community Benefits programming and community engagement efforts, Community Benefits is under the purview of the BILH Chief Strategy Officer. This structure ensures that Community Benefits efforts, prioritization, planning and strategy align and/or are integrated with local and system strategic and regulatory priorities.

The BID Milton Community Benefits Program is spearheaded by BID Milton’s Marketing and Public Relations Department. The Marketing and Public Relations Department has direct access and is accountable to the BID Milton President and the BILH Vice President of Community Benefits and Community Relations, the latter of whom reports directly to the BILH Chief Strategy Officer. It is the responsibility of these senior managers to ensure that Community Benefits is addressed by the entire organization and the needs of the underserved populations are considered every day in discussions on resource allocation, policies, and program development.

This is the structure and methodology employed to ensure that Community Benefits is not the purview of one office alone and to maximize the extent to which efforts across the organization are fulfilling the mission and goals of community benefits.

### **Community Benefits Committee Meetings**

Beth Israel Deaconess Hospital-Milton's CBAC met three times during FY 2019:

November 16, 2018

April 11, 2019

September 25, 2019

### **Community Partners**

The Beth Israel Deaconess Hospital-Milton recognizes its role as a local community hospital in a larger health system and knows that to be successful it needs to collaborate with its community partners and those it serves. Beth Israel Deaconess Hospital-Milton's Community Health Needs Assessment (CHNA) and the associated Implementation Strategy were completed in close collaboration with BID Milton's staff, its health and social service partners, and the community at-large. Beth Israel Deaconess Hospital-Milton's community benefits program exemplifies the spirit of collaboration that is such a vital part of the hospital's mission.

Beth Israel Deaconess Hospital-Milton currently supports several educational, outreach, community health improvement, and health system strengthening initiatives within the CBSA. In so doing, Beth Israel Deaconess Hospital-Milton collaborates with many public health and social service organizations

Beth Israel Deaconess Hospital-Milton is an active participant in the Blue Hills Community Health Alliance (CHNA 20). Joining with such grass-roots community groups and residents, Beth Israel Deaconess Hospital-Milton strives to create a vision for both city-wide and neighborhood-based health improvement. Another important partnership is Beth Israel Deaconess Hospital-Milton's involvement with the Milton Substance Abuse Prevention Coalition. BID Milton works alongside the coalition's community stakeholders, professionals, students and town leaders to work collaboratively on reducing, preventing, and addressing substance abuse and related mental health challenges in our Town of Milton, primarily amongst youth.

Beth Israel Deaconess Hospital-Milton's Board of Directors along with its clinical and administrative staff is committed to improving the health and well-being of residents throughout its service area and beyond. World-class clinical expertise and education, along with an underlying commitment to health equity are the primary tenets of its mission. BID Milton's Community Benefits Department, under the direct oversight of BID Milton's Board of Directors, is dedicated to collaborating with community partners and residents and will continue to do so in order to meet its community benefits obligations.

The following is a comprehensive listing of the community partners with which Beth Israel Deaconess Hospital-Milton joins in assessing community need as well as planning, implementing, and overseeing its community benefits Implementation Strategy. The level of engagement of a select group of community partners can be found in the Self-Assessment (Section VII).

- AARP
- Asian American Service Association
- Aspire Health Alliance (formerly South Shore Mental Health)
- Bay State Community Services
- BID Milton Patient Family Advisory Council
- Blue Hills Regional Coordinating Council
- Blue Hills Regional Health Network (CHNA 20)
- Curry College
- Enhance Asian Communities on Health



- First Baptist Church, Randolph
- Fuller Village
- Greater Boston Urology
- Interfaith Social Services
- Manet Community Health Centers
- Milton Board of Health
- Milton Council on Aging
- Milton Substance Abuse Prevention Coalition
- Milton Police Department
- Milton Public Schools
- Quincy Board of Health
- Quincy Community Action Programs
- Quincy Family Resource Center
- Quincy Public Schools
- Randolph Board of Health
- Randolph Intergenerational Center
- Randolph Public Schools
- South Shore Dermatology
- South Shore Elder Services
- South Shore YMCA

## Section III: Community Health Needs Assessment

### **Date Last Assessment Completed and Current Status**

The FY 2019 Community Health Needs Assessment (CHNA) along with the associated FY 2020 - 2022 Implementation Strategy was developed over a ten-month period from October 2018 to August 2019. These community health assessment, planning, and implementation efforts fulfill the Commonwealth of Massachusetts Attorney General's Office and Federal Internal Revenue Service's (IRS) requirements. More specifically, these activities fulfill Beth Israel Deaconess Hospital-Milton's need to conduct a community health needs assessment, engage the community, identify priority health issues, inventory community assets, assess impact, and develop an Implementation Strategy. However, these activities are driven primarily by BID Milton's dedication to its mission, its covenant to the underserved, and its commitment to community health improvement.

As mentioned above, BID Milton's most recent CHNA was completed during FY 2019 but its FY 2019 community benefits programming was informed by the FY 2016 CHNA and aligns with BID Milton's FY 2017 – FY 2019 Implementation Strategy. The following is a summary description of the FY 2019 CHNA approach, methods, and key findings.

### **Approach and Methods**

The FY 2019 CHNA was conducted in three phases, which allowed Beth Israel Deaconess Hospital-Milton to: 1) compile an extensive amount of quantitative and qualitative data, 2) engage and involve key stakeholders, members of public health, local service agencies, BID Milton clinical and administrative staff, and the community at-large, 3) develop a report and detailed strategic plan, and 4) comply with all Commonwealth Attorney General and Federal IRS community benefits requirements. Data sources included a broad array of publicly available secondary data, key informant interviews, and four community forums.

Beth Israel Deaconess Hospital-Milton's Community Benefits program is predicated on the notion of partnership and dialogue with its many communities. BID Milton's understanding of these communities' needs is derived from discussions with and observations by healthcare and health-related workers in the neighborhoods as well as more formal assessments through available public health data, focus groups, surveys, etc. This data was then augmented by demographic and health status information gleaned from a variety of sources including The Massachusetts Department of Public Health, The Boston Public Health Commission, federal resources such as the Institute of Medicine, and Centers for Disease Control and Prevention, and review of literature relevant to a particular community's needs.

The articulation of each specific community's needs (done in partnership between Beth Israel Deaconess Hospital-Milton and community partners) is used to inform BID Milton's decision-making about priorities for community benefits efforts. BID Milton works in concert with community residents and leaders to design specific actions to be undertaken each year. Each component of the plan is thus developed and eventually woven into the annual goals and agenda for the BID Milton Community Benefits Plan that is adopted by the Board of Directors.

### **Summary of Key Health-Related Findings from FY 2019 CHNA**

#### **Access to Care**

- **Challenges Navigating the System and Coordinating Needed Services.**

A major theme from the interviews, focus groups, and community meetings conducted for Beth Israel Deaconess Hospital-Milton's Community Needs Assessment was the challenges that many people in BID Milton's CBSA face navigating the health and social service system. There was a general sense that there was a broad range of health and social services available in the region, but that many did not know where to go for services or struggled to access the services even if they knew where to go. Once again, the population segments who struggle most to navigate the system are older adults, low-income individuals/families, racial/ethnic minorities, non-English speakers, and those with chronic / complex conditions.

#### **Chronic Disease Management and Health Risk Factors**

- **High Rates of Chronic and Acute Physical Health Conditions (e.g., heart disease, hypertension, cancer, and asthma).** The assessment's quantitative data clearly shows that many communities in Beth Israel Deaconess Hospital-Milton's CBSA have high rates for many of the leading physical health conditions (e.g., heart disease, hypertension, cancer, and asthma). In many communities these rates are statistically higher than Commonwealth rates, indicating a particularly significant problem. However, even for those communities where the rates are not statistically higher, these conditions are still the leading causes of premature death.
- **High Rates of the Leading Health Risk Factors (e.g., Lack of Nutritional Food and Physical Activity, Alcohol/Illicit Drug Use, and Tobacco Use).** Based on information gathered from focus groups, interviews, community meetings, the community health survey, and quantitative sources the assessment found that there were substantial concerns related to the leading health risk factors, such as healthy eating, physical activity, obesity, tobacco use/vaping, alcohol use, and stress. Many of those who were involved in the assessment believed that there was a need for more health education and a greater emphasis on health promotion and illness prevention

#### **Social Determinants of Health**

- **Social Determinants of Health Continue to Have a Tremendous Impact on Many Segments of the Population:** One of the dominant themes from the assessment’s findings was the impact that the underlying social determinants of health are having on those living in the CBSA. The segments of the population most challenged by these issues are older adults, low-income individuals/families, racial/ethnic minorities, non-English speakers, and those with disabilities or with chronic / complex conditions. More specifically, these segments struggle with financial insecurity, safe/affordable housing, transportation, access to healthy/affordable food, lack of social support, social isolation, and language access /cultural humility. These issues impact many people’s and families’ ability to access or pay for the services, housing, food, or other essential items they need and/or to live a happy, fulfilling, productive life.

### **Behavioral Health and Substance Use**

- **The Burden of Substance Use and Mental Health Issues.** Mental health and substance use issues continue to be one of the region’s most prevalent and challenging issues and are having a profound impact on individuals, families, and communities throughout the Beth Israel Deaconess Hospital Milton’s CBSA. These issues are also a major burden on the health and social service system. Health and social service providers, public health agencies, first-responders, and community-based organizations are confronted on a daily basis with people struggling with acute or chronic conditions and struggle to provide or link them to the care they need. With respect to mental health issues, depression/anxiety, stress, social isolation, and the impacts of trauma are the leading issues. With respect to substance use, the opioid crisis continues to have a tremendous impact on the region, along with alcohol use, marijuana use, and vaping in youth. The fact that physical, mental health and substance issues are so intertwined compounds the impact of these issues. Of particular concern are the increasing rates of opioid use and the impacts of trauma.
- **Limited Access to Behavioral Health (mental health and substance use) Services.** Despite the prevalence of mental health and substance use issues and the impact that these issues are having on individuals, families, and communities, the behavioral health service system in the region is extremely limited. There are major shortages of specialized providers - such as psychiatrists, therapists, addiction specialists, and case managers - who are capable of providing the full breadth of preventive, screening, assessment, treatment, and recovery support services that the community needs. This is particularly true for those who have limited English skills or different cultural perspectives that require more specialized care, such as recent immigrants, racial/ethnic minorities, and LGBTQ individuals. Uninsured individuals, those covered by Medicaid, and those in low- to moderate-income brackets also struggle to access or pay for the services they need or to find providers who are able to take their coverage or insurance.

## Section IV: Community Benefits Programs

### Access to Care: Health Insurance Enrollment and System Navigation

**Brief Description or Objective**

In FY 19, Beth Israel Deaconess Hospital-Milton’s Certified Application Counselors (CACs) provided information about the full range of insurance programs offered by the Executive Office of Health and Human Services and the Health Connector. The CACs assist with financial counseling, benefit enrollment assistance, and payment planning to the underserved and uninsured in our community. In FY19, BID-Milton's CACs assisted 463 community members, filed 390 applications and successfully enrolled 195 individuals in Mass Health, 78 individuals in Commonwealth Care and assisted 98 people in acquiring free care.

**Program Goals:**

Goal Description	Goal Status	Goal Type	Time Frame
Increase access to care by providing community members access to certified application counselors who are certified to enroll individuals in health insurance or apply for free care.	In FY19, BID-Milton's CACs members, successfully enrolled 195 community members in Mass Health. An increase of 26% from FY18.	Outcome	Year 3 of 3
Make financial counseling staff available for training to become Certified Application Counselors in accordance with state regulations in order to continue to serve unmet needs of the community.	All financial counseling staff attended ongoing training in order to maintain state certifications as Certified Application Counselors.	Process	Year 3 of 3

**Program Type** Access/Coverage Supports

**Program is part of a grant or funding provided to an outside organization** No

**Program Hashtags** Prevention,

**EOHHS Focus Issues** Not Specified

**DoN Health Priorities** Not Specified

**Health Issues** Social Determinants of Health-Access to Health Care, Uninsured/Underinsured

**Target Populations**

**Regions Served:** Milton, Quincy, Randolph

**Environments Served:** All

**Gender:** All

**Age Group:** All

**Race/Ethnicity:** All

**Language:** All

**Additional Target Population Status:** Not Specified

**Program Contact Information** Gail Schroth, Director, Patient Business Services, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1214

## Access to Care: Transportation Initiatives

### Brief Description or Objective

Lack of access to reliable transportation was identified as a pressing health challenge to many in BID Milton’s community. Although, the hospital knows it cannot address all issues related to transportation itself, BID Milton joined its partners in the Blue Hills Community Health Alliance (CHNA 20) to best identify solutions to the lack of transportation options in the Quincy Region. BID Milton provided funding in the amount of \$10,000. The funding allowed the CHNA 20 to move forward and establish the Blue Hills Regional Coordinating Council (BHRCC). Regional coordinating councils bring together stakeholders to share information, identify unmet needs, develop local and regional transportation priorities, and raise awareness of the importance of transportation in the lives of residents. Prior to this time, the Blue Hills region lacked a dedicated RCC, so the Blue Hills Community Health Alliance collaborated with MassMobility to establish one. Since January 2019 a group of over 20 stakeholders, including state transportation experts, regional planners, municipal officials, leaders of community-based organizations, transportation advocacy representatives, and residents, along with BID Milton, have met regularly to discuss transportation, accessibility, and mobility challenges in the area.

### Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Promote collaboration with community partners	Grant funding from the hospital supported three primary activities including multi-agency collaboration, community member engagement and capacity building for a community health needs assessment. Key activities and outputs during this period included: <ul style="list-style-type: none"><li>•Formation of a multi-sector advisory group consisting of stakeholders who commit to continuous collaboration and regular meetings</li><li>•Ongoing engagement with the local municipalities to support the initiative and align with existing efforts</li><li>•Collection of qualitative data from community conversations, focus groups and interviews with agency leadership and community members to inform our process</li><li>•Technical assistance from experts in the fields of planning, transportation and older adults</li><li>•Allocation of paid staff hours to the initiative</li></ul>	Outcome	Year 3 of 3

Provide patients with access to transportation	Free taxi vouchers were provided to patients without access to transportation	Process	Year 3 of 3
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**Program Type** Access/Coverage Supports

**Program is part of a grant or funding provided to an outside organization** Yes

**Program Hashtags** Prevention,

**EOHHS Focus Issues** Not Specified

**DoN Health Priorities** Built Environment

**Health Issues** Social Determinants of Health-Access to Transportation

**Target Populations**

**Regions Served:** Milton, Quincy, Randolph

**Environments Served:** All

**Gender:** All

**Age Group:** All

**Race/Ethnicity:** All

**Language:** All

**Additional Target Population Status:** Not Specified

**Partners:**

Blue Hills Regional Coordinating Council <https://www.bluehillsrcc.org/>

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

**Health Risk Factors: Community Education Lecture Series**

**Brief Description or Objective**

Held each spring and fall, the Community Education Lecture Series provides the community access to free health education and wellness opportunities led by members of Beth Israel Deaconess Hospital-Milton’s Medical Staff. Topics are selected based on physician and community feedback and disease prevalence, and in the 2019 Report Year included: Mindfulness, Aneurysms, Diabetes and Your Feet, Sleep Disorders, Carpal Tunnel, Joint Revision Surgery, Hernias, Women’s Health Screenings and Women’s Pelvic Health.

In addition to lectures conducted at the hospital, BID Milton also ventured out to the community senior centers. BID Milton partnered with the Milton Council on Aging to present a series of free, lunchtime educational lectures to seniors at the Milton Senior Center. Programs were presented by the hospital's employees and/or medical staff. Topics presented in the 2019 Report Year included programs on heart health including cholesterol and statins and aneurysms, macular degeneration, 3D mammograms, urinary incontinence, diverticulitis, shingles and Parkinson’s Disease. Seniors are also provided with a free lunch, courtesy of BID Milton.

**Program Goals:**

<b>Goal Description</b>	<b>Goal Status</b>	<b>Goal Type</b>	<b>Time Frame</b>
Provide a minimum of 10 health education opportunities in the areas of chronic disease prevention and management.	In FY19, members of BID Milton's Medical Staff and employees conducted 17 lectures to 457 community members.	Process	Year 3 of 3

**Program Type** Total Population or Community Wide Interventions

**Program is part of a grant or funding provided to an outside organization** Yes

**Program Hashtags** Community Education

**EOHHS Focus Issues** Not Specified

**DoN Health Priorities** Not Specified

**Health Issues** Chronic Disease: Cardiac disease, Colitis, Diabetes, Hypertension, Pulmonary, Arthritis Other: Senior Health Challenges, Vision

**Target Populations**

**Regions Served:** Milton, Quincy, Randolph

**Environments Served:** All

**Gender:** All

**Age Group:** Adults, Elderly

**Race/Ethnicity:** All

**Language:** All

**Additional Target Population Status:** Not Specified

**Partners:**

Milton Council on Aging <https://www.townofmilton.org/council-aging>

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

## Health Risk Factors: Diabetes Prevention and Self-Management

### Brief Description or Objective

In April 2019, BID Milton held its tenth annual Diabetes Fair. This free educational event provided 160 diabetics and their loved ones with valuable information and tools for managing diabetes. An expert physician panel provided in-depth information about the disease. Specific items addressed were heart health, diabetes and the impact on your hearing and balance, exercise and latest advancements on controlling diabetes. Attendees were served a diabetic-friendly lunch. A vendor fair provided valuable information and free blood pressure and foot screenings were provided.

To assist community members with how to better manage their diagnosis of type 2 diabetes or pre-diabetes, BID Milton partnered with the South Shore YMCA to implement *The My Life, My Health: Diabetes Self-Management Education* workshop at the hospital. This free 6-week workshop, developed by Stanford University Medical Center, is an evidence based self-management program for those living with or caring for someone with diabetes or pre-diabetes to learn skills to prevent, manage and cope with the disease.

In FY18, BID Milton awarded a \$2,000 grant to EACH, Inc. (Enhance Asian Community on Health) for prediabetes and type 2 diabetes prevention. The grant helped to fund health education programs, which were implemented in FY 19, for Chinese residents to increase awareness of diabetes and pre-diabetes and provided the Centers for Disease Control’s “Prevent T-2: A Proven Program to Prevent or Delay Type 2 Diabetes” workshops. Funding allowed for workshop materials to be translated into Chinese.

### Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To raise awareness and educate public on chronic disease (diabetes) prevention and maintenance and connect community members with resources to better manage diabetes.	The Diabetes Fair connected 160 community members to 7 medical providers and 13 vendors. 60% of attendees completed the assessment survey. Out of those who took the survey, 95% said they learned something new and would implement the information to better manage their diabetes.	Outcome	Year 3 of 3
Reduce impact of chronic disease, through better self-management	11 individuals successfully completed the My Life, My Health: Diabetes Self-Management course  8 participants successfully completed the Prevent T2 course	Process	Year 3 of 3
Increase number of adults with access to opportunities for physical activity.	Upon successful completion of the My Life, My Health Diabetes course, three participants received a free 6 week membership to the YMCA	Process	Year 3 of 3



Build community capacity to address chronic health needs	Provided funding to allow for continuation of course by translating 26 courses from English to Chinese.	Process	Year 3 of 3
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**Program Type** Total Population or Community Wide Interventions

**Program is part of a grant or funding provided to an outside organization** Yes

**Program Hashtags** Community Education, Prevention

**EOHHS Focus Issues** Chronic Disease with focus on Diabetes

**DoN Health Priorities** Not Specified

**Health Issues** Chronic Disease: Diabetes

**Target Populations**

**Regions Served:** Milton, Quincy, Randolph

**Environments Served:** All

**Gender:** All

**Age Group:** Adults, Elderly

**Race/Ethnicity:** All

**Language:** English, Chinese

**Additional Target Population Status:** Not Specified

**Partners:**

South Shore YMCA <https://ssymca.org/>

Enhance Asian Community on Health (EACH) <https://sites.google.com/site/each4asian/home>

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

**Health Risk Factors: Reducing Tobacco Use**

**Brief Description or Objective**

To address the growing concerns of vaping in the community, especially in youth, Beth Israel Deaconess Hospital-Milton partnered with Quincy Public Schools to help educate high school students on the dangers of vaping. Through a three-year grant, with the first installment being paid in FY19, the school department implemented a comprehensive vaping education curriculum and prevention program in the City’s two high schools in all 10<sup>th</sup> grade classrooms. The grant will also be used to provide two parent education nights and to launch a “Healthy Decisions” intervention group for students who are caught vaping on school grounds or are referred to the program.

To address tobacco use in adults, BID Milton continues to offer weekly Nicotine Anonymous support group.

**Program Goals:**

Goal Description	Goal Status	Goal Type	Time Frame
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Reduce and prevent youth from engaging in tobacco use	Implement vaping prevention education in Quincy Public schools	Process	Year 1 of 3
Reduce number of current smokers	BID Milton continued to offer weekly Nicotine Anonymous support groups to the public.	Process	Year 3 of 3

**Program Type** Total Population or Community Wide Interventions

**Program is part of a grant or funding provided to an outside organization** Yes

**Program Hashtags** Community Education, Support Group

**EOHHS Focus Issues** Substance Use Disorders

**DoN Health Priorities** Not Specified

**Health Issues** Substance Use Disorder: Smoking/Tobacco Use

**Target Populations**

**Regions Served:** Milton, Quincy, Randolph

**Environments Served:** All

**Gender:** All

**Age Group:** Adults, Children

**Race/Ethnicity:** All,

**Language:** English

**Additional Target Population Status:** Not Specified

**Partners:**

**Quincy Public Schools** <https://quincypublicschools.com/>

**Nicotine Anonymous** <https://nicotine-anonymous.org/>

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

**Health Risk Factors: Access to Healthy Food**

**Brief Description or Objective**

To address food insecurity, BID Milton formed a new partnership with the national organization of Blessings in a Backpack and the Randolph Public Schools, to ensure that students most in need would have access to food on the weekends. Blessings in a Backpack is a non-profit organization that feeds school children in the United States who currently are fed during the week on the federally funded Free and Reduced Meal Program and are at risk of going hungry on the weekends. Its mission is to mobilize communities, individuals, and resources to provide food on the weekends for elementary school children across America who might otherwise go hungry. The program works with elementary school-aged children whose families cannot afford enough food. Data from BID Milton’s Community Health Needs Assessment identified Randolph as the community in its community benefits service area with the most need. Working with the Blessings organization and national food school supplier Sysco, BID Milton provided funding to allow Randolph schools to distribute pre-packaged meal kits, containing enough food for three meals for two days for 50 elementary school kids. Funding was given in FY19 and the program officially began in the 2019-2020 school year.

**Program Goals:**

Goal Description	Goal Status	Goal Type	Time Frame
Increase access to healthy food	Food was provided to 50 children	Process	Year 1 of 3

**Program Type** Total Population or Community Wide Interventions

**Program is part of a grant or funding provided to an outside organization** Yes

**Program Hashtags** Prevention

**EOHHS Focus Issues** Not Specified

**DoN Health Priorities** Not Specified

**Health Issues** Social Determinants of Health: Access to Healthy Food

**Target Populations**

**Regions Served:** Randolph

**Environments Served:** All,

**Gender:** All,

**Age Group:** Children

**Race/Ethnicity:** All,

**Language:** All

**Additional Target Population Status:** Not Specified

**Partners:**

**Randolph Public Schools:** <https://www.randolph.k12.ma.us/>

**Blessings in a Backpack:** <https://www.blessingsinabackpack.org/>

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

**Chronic Disease: Free Cancer Screenings**

**Brief Description or Objective**

Each year, BID Milton, in partnership with community dermatologists, provides a skin cancer screening to community members at no cost. In Report Year 19, 59 Community members took advantage of this free screening held on May 14, 2019. By providing access to free skin care screenings, the hospital hopes to empower patients to detect potentially harmful melanoma in the early stages when the cure rate is nearly 100 percent. BID Milton provided prostate cancer screenings and education to 11 men in November of 2018. This annual, free men's health screening event included a PSA test with interpretation by a urologist and education. In spring of 2019, BID Milton also conducted free oral, neck and head cancer screenings to the community. Twenty people were screened. In FY19, BID Milton expanded its screening programs by offering low-dose CT scans for lung cancer.

**Program Goals:**

Goal Description	Goal Status	Goal Type	Time Frame
Continue to offer screenings to increase number of adults screened for cancer	In FY19, 59 adults were screened for skin cancer; 11 men were screened for prostate cancer; 20 adults screened for oral, head and neck cancers; 162 individuals screened for lung cancer.	Process	Year 3 of 3

**Program Type** Total Population or Community Wide Interventions

**Program is part of a grant or funding provided to an outside organization** No

**Program Hashtags** Health Screening

**EOHHS Focus Issues** Chronic Disease with focus on Cancer, Heart Disease and Diabetes

**DoN Health Priorities** Not Specified

**Health Issues** Chronic Disease: Cancer, Skin; Cancer, Lung; Cancer, Prostate; Cancer, Other;

**Target Populations**

**Regions Served:** Milton, Quincy, Randolph

**Environments Served:** All

**Gender:** All

**Age Group:** Adults, Elderly

**Race/Ethnicity:** All

**Language:** English

**Additional Target Population Status:** Not Specified

**Partners:**

**Greater Boston Urology** <http://www.greaterbostonurology.com>

**Head and Neck Cancer Alliance** <https://www.headandneck.org/>

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

**Chronic Disease: Blood Screening**

**Brief Description or Objective**

BID Milton hosted two low-cost Blood Screening Fairs, on November 1, 2018 (34 attendees) and May 9, 2019 (44 attendees). These two-hour screenings are staffed by two BID Milton phlebotomists, and blood processing is completed in the hospital laboratory by the hospital's chemistry staff. Blood is tested for glucose, calcium, protein and indicators of kidney and liver function. These types of tests provide screening for many community health issues such as diabetes. In addition, a complete lipid profile tests blood for cholesterol, triglycerides, HDL and LDL ("good" and "bad" cholesterol) and these tests can be direct indicators of heart disease risk. These bi-annual blood screening events provide access to valuable health care diagnostics at a low cost. The screenings attract many regular attendees who take advantage of the opportunity to regularly track test results over time or those individuals who do not have a primary care doctor or health insurance.

**Program Goals:**

Goal Description	Goal Status	Goal Type	Time Frame
Increase amount of adults screened for chronic disease risk factors.	In FY19, 78 individuals were screened for cholesterol and blood chemistry indicators. An increase of 25% from FY18.	Process	Year 3 of 3

**Program Type** Total Population or Community-wide Interventions

**Program is part of a grant or funding provided to an outside organization** No

**Program Hashtags** Prevention

**EOHHS Focus Issues** Chronic Disease with focus on Cancer, Heart Disease and Diabetes

**DoN Health Priorities** Not Specified

**Health Issues** Chronic Disease: Cardiac Disease

**Target Populations**

**Regions Served:** Milton, Randolph, Quincy

**Environments Served:** All,

**Gender:** All,

**Age Group:** All

**Race/Ethnicity:** All

**Language:** All

**Additional Target Population Status:** Not Specified

**Partners:**

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

**Chronic Disease: Primary Care Access**

**Brief Description or Objective**

Access to a usual source of primary care is particularly important, since it greatly affects the individual’s ability to receive regular preventive, routine and urgent care and to manage chronic diseases. Data from the hospital’s community health needs assessments indicated a need for additional providers specializing in supporting chronic disease prevention and maintenance. In particular, there was a great need for a provider capable of addressing primary care in children in Randolph. In FY19, three new primary care physicians were added to the hospital staff, with one provider being certified in family medicine and seeing pediatric patients in the town of Randolph.

**Program Goals:**

Goal Description	Goal Status	Goal Type	Time Frame
Increase number of providers able to support chronic disease prevention	Three new primary care physicians recruited to hospital staff. Two physicians in Milton and one family practitioner in Randolph. Milton primary care visits for the two doctors were 4, 052. Physician visits in Randolph were 1,755, with 20% of those visits as pediatric visits.	Process	Year 1 of 3

**Program Type** Direct Clinical Services

**Program is part of a grant or funding provided to an outside organization** No

**Program Hashtags** Prevention

**EOHHS Focus Issues** Chronic Disease with focus on Cancer, Heart Disease and Diabetes

**DoN Health Priorities** Not Specified

**Health Issues** Social Determinants of Health: Access to Health Care

**Target Populations**

**Regions Served:** Milton, Randolph

**Environments Served:** All,

**Gender:** All,

**Age Group:** All

**Race/Ethnicity:** All

**Language:** All

**Additional Target Population Status:** Not Specified

**Partners:**

Beth Israel Deaconess HealthCare <https://www.bidmc.org/centers-and-departments/bidhc-primary-care>

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

**Chronic Disease: CPR Training**

**Brief Description or Objective**

BID Milton offered cardiopulmonary resuscitation (CPR) training to the general community as well as healthcare providers on average twice a month. Fifty-nine attendees achieved certification in the 2019 Report Year through this program which is provided through an American Heart Association (AHA) approved curriculum. According to the AHA, failure to act in a cardiac emergency can lead to unnecessary deaths. Effective bystander CPR provided immediately after sudden cardiac arrest can double or triple a victim's chance of survival, but only 32 percent of cardiac arrest victims get CPR from a bystander. Sadly, less than eight percent of people who suffer cardiac arrest outside the hospital survive.

**Program Goals:**

Goal Description	Goal Status	Goal Type	Time Frame
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Increase number of community members who are CPR-certified.	A total of 59 community members were trained in FY19.	Process	Year 3 of 3
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**Program Type** Total Population or Community Wide Interventions

**Program is part of a grant or funding provided to an outside organization** No

**Program Hashtags** Community Education

**EOHHS Focus Issues** Chronic Disease with focus on Cancer, Heart Disease and Diabetes

**DoN Health Priorities** Not Specified

**Health Issues** Injury; First Aid/ACLS/CPR

**Target Populations**

**Regions Served:** Milton, Quincy, Randolph

**Environments Served:** All,

**Gender:** All,

**Age Group:** Adults,

**Race/Ethnicity:** All,

**Language:** All

**Additional Target Population Status:** Not Specified

**Partners:**

**American Heart Association**

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

**Behavioral Health: Reducing the Burden of Behavioral Health and Substance Abuse**

**Brief Description or Objective**

BID Milton continued its partnership with South Shore Mental Health (now Aspire Health Alliance) to care for behavioral health patients in its Emergency Department, aimed at reducing length of stay. Interventions of the program include patient services focused on reducing risk of symptom escalation, including: More timely crisis evaluation, insurance verification and care transition management; and therapeutic interventions (i.e. cognitive behavioral therapy), medication management, music therapy, faith counseling, peer services and familial counseling and support. After state funding ended in March of 2018, BID Milton continued to supply monetary and staff resources to ensure that the program remained in place. This included a dedicated behavioral health clinician located within the Emergency Department and care processes hardwired into everyday workflow routines.

In FY19, BID Milton also laid the groundwork with Gosnold Recovery Services to implement a Recovery Coach program for those patients who struggle with opioid addiction. The new peer program will officially begin in the fall of FY20.

The hospital also hosts numerous ongoing support groups including a New Mom's Support Group, ADHD Parents Support Group and 12-step based recovery groups such as Alcoholics Anonymous, Overeaters Anonymous and Ala-Teen. In most cases, the hospital assists in promoting these programs through its Community Education Calendar listing, at no cost to the program organizers.

**Program Goals:**

Goal Description	Goal Status	Goal Type	Time Frame
Increase capacity of providers to address opioid use	Laid groundwork (electronic medical record access, employee clearance, legal contracts) for Peer Recovery Coach program with Gosnold to begin in FY20.	Process	Year 1 of 3
Respond to community needs by providing in-kind space and resources.	In FY19, 344 hours of support and space needs were provided for Al-Anon, Alateen, CHADD, Overeaters' Anonymous, Alcoholics Anonymous, and New Moms.	Process	Year 3 of 3

**Program Type** Direct Clinical Services; Total Population Community-wide interventions

**Program is part of a grant or funding provided to an outside organization** Yes

**Program Hashtags** Prevention, Support Group

**EOHHS Focus Issues** Mental Illness and Mental Health

**DoN Health Priorities** Not Specified

**Health Issues** Health Behaviors/Mental Health; Substance Use Disorder, Opioid Use

**Target Populations**

**Regions Served:** Milton, Quincy, Randolph

**Environments Served:** All,

**Gender:** All,

**Age Group:** All

**Race/Ethnicity:** All,

**Language:** All

**Additional Target Population Status:** Not Specified

**Partners:**

Aspire Health Alliance <https://www.aspirehealthalliance.org/>

Gosnold Recovery Services <https://gosnold.org/>

Milton Police Department

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590



## Behavioral Health: Addressing Behavioral Health and Substance Abuse in Schools

### Brief Description or Objective

A youth risk behavior survey by the Milton Public Schools highlighted the number of students struggling with anxiety, depression, underage drinking and substance misuse. At the same time, a town-wide parent survey revealed parents’ desire for more skills to support their children’s social and emotional development.

BID Milton partnered with the Milton Public Schools and Milton Substance Abuse Prevention Coalition to implement parent, staff and student education related to substance misuse and social and emotional learning. The Promoting Awareness and Resources for the Emotional Nurturing of Teens (PARENT) Speaker Series allowed parents to hear from child development and behavioral health experts and provided parents with the skills and education to build emotional resilience in their children.

A BID Milton Community Benefits grant also supported a new Botvin Life Skills health curriculum for fifth-grade students. The Botvin LifeSkills Training is considered a best-practice substance abuse and violence prevention program that has been used both nationally and in 39 countries around the world. It has been proven to help young students increase self-esteem, develop healthy attitudes, improve their knowledge of essential life skills and develop drug resistance skills, all necessary to promote healthy and positive personal development.

Due to the success of the pilot program, BID Milton expanded funding for the next three years to continue to implement Botvin Life Skills. The first year portion of \$10,000 was paid in FY19. The grant enabled the Milton Public Schools to begin using a licensed health educator to teach the Botvin LifeSkills Training substance use prevention program to all fifth grade students in the town’s four elementary schools.

### Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Educate public on behavioral health risk factors and healthy behaviors	In FY19, four PARENT speaker programs were conducted reaching 400 parents.	Process	Year 3 of 3
Increase awareness of community members about mental health issues and how to help someone in need	Pilot program in FY19 saw: 100% of students reported learning new skills (self-esteem, decision-making model and assertiveness) to combat peer pressure and refuse substance use; 87% of students said they learned new information regarding vaping health concerns and marketing techniques; 72% of students reported learning a new coping skill to help manage stress.	Outcome	Year 3 of 3

**Program Type** Total Population or Community Wide Interventions

**Program is part of a grant or funding provided to an outside organization** Yes

**Program Hashtags** Community Education, Prevention

**EOHHS Focus Issues** Mental Illness and Mental Health, Substance Use Disorders

**DoN Health Priorities** Education

**Health Issues** Health Behaviors/Mental Health: Mental Health; Stress Management; Substance Use Disorder

**Target Populations**

**Regions Served:** Milton

**Environments Served:** All,

**Gender:** All,

**Age Group:** Adults, Children

**Race/Ethnicity:** All,

**Language:** English

**Additional Target Population Status:** Not Specified

**Partners:**

**Milton Substance Abuse Prevention Coalition** <https://www.milton-coalition.org/>

**Milton Public Schools** <https://www.miltonps.org/>

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

**Behavioral Health: Interface Hotline**

**Brief Description or Objective**

Behavioral health and substance misuse continues to be a major concern across the Commonwealth. To combat these issues, BID Milton was proud to contribute \$4,000 to the Milton Substance Abuse Prevention Coalition. The donation was put towards Interface, a behavioral health telephone referral service, for Milton residents seeking help for themselves or others who may be struggling with mental health or substance misuse issues. The referral service is staffed by trained clinicians who conduct an assessment over the phone. Based on the caller’s specific needs, Interface clinicians will search their database of screened mental health and/or substance misuse outpatient counselors for a suitable match and provide a referral to a local provider.

**Program Goals:**

Goal Description	Goal Status	Goal Type	Time Frame
Increase crisis management within community and improve connections between regional providers	Support and collaborate with town agencies to facilitate access to behavioral care. Number of cases from December 2018 to May 2019: 42 Primary presenting concerns were Anxiety (18); Depression (14) additionally there were 7 referrals each for: Behavioral Issues and Family Related Issues. Of note, there was 4 referrals reporting Self-Injurious Behaviors currently or in the recent past.	Process	Year 3 of 3

**Program Type** Community Clinical Linkages

**Program is part of a grant or funding provided to an outside organization** Yes

**Program Hashtags** Prevention

**EOHHS Focus Issues** Mental Illness and Mental Health

**DoN Health Priorities** Not specified

**Health Issues** Health Behaviors/Mental Health

**Target Populations**

**Regions Served:** Milton

**Environments Served:** All

**Gender:** All

**Age Group:** All

**Race/Ethnicity:** All

**Language:** All

**Additional Target Population Status:** Not Specified

**Partners:**

**Milton Substance Abuse Prevention Coalition** <https://www.milton-coalition.org/>

**INTERFACE Referral Service** <https://interface.williamjames.edu/sites/default/files/community-docs/interface-milton-021218-v1.pdf>

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

**Healthy Aging: Support Healthy Aging and Reduce Falls**

**Brief Description or Objective**

To encourage seniors to keep their independence, BID Milton hosted the American Association of Retired Persons (AARP) Driver Safety Course in November of 2018 and May of 2019. This five-hour program is a comprehensive “refresher” driving course developed for drivers aged 50 and over. The course is designed to help drivers to: update driving skills and knowledge of the rules and hazards of the road; learn about normal age-related physical changes and how to compensate; reduce the chances for traffic violations, accidents and injuries. The AARP Driver Safety course provides useful information that can be used immediately, including: how to maintain a proper following distance; the safest way to change lanes and make turns at intersections; the effects of medications on driving; reducing driver distractions such as eating, smoking and cell phone use; safer driving by our community seniors directly impacts the health and safety not only of those seniors, but of the community at large. Allowing seniors to keep their driving skills up-to-date, not only increases their confidence behind the wheel, but encourages them to keep their independence. In total, 21 seniors took the course in FY19.

Tai Chi has been proven to improve an individual’s stamina, agility and balance, which are vital to preventing falls. Each spring and fall, BID Milton offers low-cost Tai Chi classes to the community. In FY19, 60 community members took the classes which run for a series of 12 weeks at a time.

**Program Goals:**

<b>Goal Description</b>	<b>Goal Status</b>	<b>Goal Type</b>	<b>Time Frame</b>
Support health and wellness programming aimed at allowing seniors to keep their independence	21 Seniors completed the AARP Driver Safety Course in FY19	Process	Year 3 of 3

Encourage physical activity to increase strength and reduce the risk of falls in the elderly	Adults enrolled in Tai Chi class at BID-Milton (FY19: 60)	Process	Year 3 of 3
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**Program Type** Total Population or Community Wide Interventions

**Program is part of a grant or funding provided to an outside organization** No

**Program Hashtags** Community Education, Prevention

**EOHHS Focus Issues** Not specified

**DoN Health Priorities** Social Environment

**Health Issues** Other: Senior Health Challenges

**Target Populations** Elderly

**Regions Served:** Milton, Quincy, Randolph

**Environments Served:** All,

**Gender:** All,

**Age Group:** Adults, Elderly

**Race/Ethnicity:** All,

**Language:** All

**Additional Target Population Status:** Not Specified

**Partners:**

AARP <https://www.aarp.org/>

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

**Social Determinants of Health: Rent Assistance/Eviction Prevention Grant**

**Brief Description or Objective**

Beth Israel Deaconess Hospital-Milton issued a three-year grant to Quincy Community Action Programs (QCAP) to help prevent homelessness for local at-risk families and individuals. The first year installment of \$15,000 was issued in the summer FY19. The grant helps support QCAP's Housing Program which works to secure and stabilize housing for renters and homeowners, thereby reducing the number of homeless individuals and families. The program, through the agency's Strategic Prevention Initiative, utilizes Homeless Prevention Specialists to help provide landlord negotiation/mediation, fair housing counseling, emergency rent payments or resolution of lease compliance issues. QCAP's Housing Program serves nearly 800 households annually. Approximately, 12 households will be prevented from eviction each year of the grant.

**Program Goals:**

Goal Description	Goal Status	Goal Type	Time Frame
Support local agencies who address chronic disease and underlying causes of disease such as social determinants of health	Funding provided for the first year of the grant in FY19, program being conducted in FY20.	Process	Year 1 of 3

**Program Type** Total Population or Community-wide Interventions

**Program is part of a grant or funding provided to an outside organization** Yes

**Program Hashtags** Prevention

**EOHHS Focus Issues** Housing Stability/Homelessness

**DoN Health Priorities** Housing

**Health Issues** Social Determinants of Health: Housing

**Target Populations**

**Regions Served:** Milton, Quincy, Randolph

**Environments Served:** All,

**Gender:** All,

**Age Group:** All

**Race/Ethnicity:** All,

**Language:** All

**Additional Target Population Status:** Not Specified

**Partners:**

Quincy Community Action Programs <https://www.qcap.org/>

**Program Contact Information** Robert McCrystal, Director of Marketing and Communications, Beth Israel Deaconess Hospital-Milton, 199 Reedsdale Road, Milton, MA 02186, 617-313-1590

## Section V: Expenditures

<b>CB Expenditures by Program Type</b>	<b>Amount</b>	<b>Subtotal Provided to Outside Organizations (Grants/Other Funding)</b>
Direct Clinical Services	\$590,251.3	\$36,000.00
Community-Clinical Linkages	\$31,733.5	\$4,000.00
Total Population or Community-Wide Interventions	\$120,266.99	\$46,774.00
Access/Coverage Supports	\$154,081.65	\$10,000.00
Infrastructure to Support CB Collaborations Across Institutions	\$62,109	

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<b>CB Expenditures by Health Need</b>	<b>Amount</b>
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Chronic Disease with a focus  
on Cancer, Heart Disease,

and Diabetes	\$358,140.53
Mental Health/Mental Illness	\$280,541.65
Housing/Homelessness	\$15,000
Substance Use	\$40,313.58
Additional Health Needs Identified by the Community	\$264,446.52

## Other Leveraged Resources

### Net Charity Care

Expenditures	Amount
HSN Assessment	\$718,943.04
HSN Denied Claims	\$348,822.30
Free/Discount Care	
<b>Total Net Charity Care</b>	<b>\$1,067,765</b>

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**Total CB Expenditures** **\$2,026,208**

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### Additional Information

	Amount
Total Revenue:	
Net Patient Service Revenue:	\$126,838,000
CB Expenditure as Percentage of Net Patient Services Revenue:	1.60%
Approved CB Program Budget for FY2020: (*Excluding expenditures that cannot be projected at the time of the report)	\$2,026,000.00

Bad Debt: \$2,141,657

Bad Debt Certification: yes

Optional Supplement:

Comments:

## Section VI: Contact Information

Robert McCrystal, Director of Marketing & Communications  
Beth Israel Deaconess Hospital-Milton  
199 Reedsdale Road, Milton, MA 02186  
617-313-1590  
[Robert\\_McCrystal@bidmilton.org](mailto:Robert_McCrystal@bidmilton.org)

Laureane Marquez, Senior Associate, Public Relations  
Beth Israel Deaconess Hospital-Milton  
199 Reedsdale Road, Milton, MA 02186  
617-313-1126  
[Laureane\\_Marquez@bidmilton.org](mailto:Laureane_Marquez@bidmilton.org)

## Section VII: Self-Assessment Form

### Hospital Self-Assessment Form – Year 1

Note: This form is to be completed in the Fiscal Year in which the hospital completed its triennial Community Health Needs Assessment.

#### I. Community Benefits Process:

##### 1. Community Benefits in the Context of the Organization's Overall Mission:

- Are Community Benefits planning and investments part of your hospital's strategic plan?  YES  No
  - If yes, please provide a description of how Community Benefits planning fits into your hospital's strategic plan. If no, please explain why not.

Beth Israel Deaconess Hospital-Milton (BID Milton) is a member of Beth Israel Lahey Health (BILH). While BID Milton oversees local Community Benefits programming and community engagement efforts, Community Benefits is under the purview of the BILH Chief Strategy Officer. This structure ensures that Community Benefits efforts, prioritization, planning and strategy align and/or are integrated with local hospital and system strategic and regulatory priorities.

##### 2. Community Benefits Committee (CBC):

- Members (and titles):

Lisa Braude, Executive Director of Strategy, Aspire Health Alliance (formerly South Shore Mental Health)  
 Tim Carey, Director of Program Development, South Shore Elder Services  
 Daurice Cox, CEO, Baystate Community Services  
 Richard Doane, Director, Interfaith Social Services  
 Melissa Drohan, Social Worker, BID Milton  
 Kory Eng, Chief Operating Officer, Quincy Community Action Programs  
 Marian Girouard-Spino, Chief System Integration and Quality Officer, Aspire Health Alliance (formerly South Shore Mental Health)  
 Ruth Jones, RN, BSN, Commissioner of Health, Quincy Health Department  
 Caroline Kinsella, RN, BSN, Health Director and Public Health Nurse, Town of Milton  
 Vicki McCarthy, Milton Resident  
 Jean McGinty, RN, BSN, Public Health Nurse, Town of Randolph  
 Rev. Baffour Nkrumah-Appiah, Pastor, First Baptist Church, Randolph  
 Cynthia Sierra, Executive Director, Manet Community Health Centers  
 Mary Ann Sullivan, Director, Milton Council on Aging  
 Katelyn Szafir, Director of Medical Wellness, South Shore YMCA  
 Sara Tan, Director, Enhance Asian Community on Health  
 Christine Tangishaka, Family and Community Engagement Coordinator, Randolph Public Schools

**Leadership:**

Alexandra Alexopoulos, BID Milton Board of Trustees  
 Michael Conklin, Chief Financial Officer, BID Milton  
 Jon Cronin, MD, Primary Care/Cardiology, South Shore Internal Medicine, BID Milton Board of Trustees  
 Lynn Cronin, Chief Nursing Officer, BID Milton  
 Maura Doherty, BID Milton Board of Trustees  
 Richard Fernandez, President, BID Milton  
 David Hyman, Chief Philanthropy and Communications Officer, BID Milton  
 Marlene Lemieux, Director of Case Management and Social Work, BID Milton  
 Laureane Marquez, Senior Associate, Public Relations, BID Milton  
 Robert McCrystal, Director of Marketing and Communications, BID Milton  
 Daniel Nadworny, Director of Emergency Services and Critical Care, BID Milton  
 Heidi O'Connor, MD, Pulmonologist, BID Milton Board of Trustees

**Frequency of meetings:**

BID Milton's CBAC met 3 times during FY 2019 on 11/16/18, 4/11/19 and 9/25/19.

**3. Involvement of Hospital's Leadership in Community Benefits:**

Place a checkmark next to each leadership group if it is involved in the specified aspect of your Community Benefits process:

	<i>Review Community Health Needs Assessment</i>	<i>Review Implementation Strategy</i>	<i>Review Community Benefits Report</i>
Senior Leadership	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hospital Board	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Staff-level managers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Community Representatives on CBAC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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For any check above, please list the titles of those involved and describe their specific role:

At BILH, our belief that everyone deserves high-quality, affordable health care is at the heart of who we are and what drives our work with our community partners. The organizations that are now part of BILH have always been deeply committed to serving their communities. Working collaboratively with our community partners, our CBAC and the Community Benefits team, such commitment is shared by staff at all levels within BID Milton.

**Hospital Board:**

Jon Cronin, MD, BID Milton Board of Trustees– provided input on CHNA and prioritization process, reviewed, approved and adopted CHNA and Implementation Strategy  
 BID Milton Board of Trustees – reviewed, approved and adopted CHNA and Implementation Strategy

**Senior Leadership:**

Richard Fernandez, BID Milton President – provided input on CHNA and Implementation Strategy; participated in meetings with CBAC; participated in prioritization process; participated in annual public meeting  
 Lynn Cronin, BID Milton Chief Nursing Officer - participated in prioritization process, attended annual public meeting  
 Ashley Yeats, MD, BID Milton Chief Medical Officer - participated in prioritization process, provided input on CHNA  
 Michael Conklin, BID Milton Chief Financial Officer – participated in prioritization process, provided input on CHNA, attended annual public meeting  
 Kathleen Harrington, BID Milton VP of Human Resources- participated in prioritization process, provided input on CHNA  
 David Hyman, BID Milton Chief Philanthropy and Communications Officer provided input on CHNA and Implementation Strategy  
 Andrea Williams, BID Milton Chief Compliance Officer, provided input on CHNA and Implementation Strategy  
 Dr. Daniel Siao, BID Milton Chief of Hospitalist Services, Medical Staff President, participated in key informant interview

**Staff-level managers:**

Laureane Marquez, Senior Associate, Public Relations – designed, managed and conducted CHNA, managed prioritization process, drafted Implementation Strategy  
 Robert McCrystal– designed, managed and conducted CHNA, managed prioritization process, drafted Implementation Strategy  
 Tra My Luu, BID Milton Director of Interpreter Services – assisted with language translation for surveys and survey distribution  
 Daniel Nadworny BID Milton Director of Emergency and Critical Care, provided input on CHNA and Implementation Strategy, participated in prioritization process, attended annual public meeting

Marlene Lemieux BID Milton Director of Case Management and Social Work, provided input on CHNA and Implementation Strategy, participated in prioritization process,

CBAC: BID Milton CBAC - guided community engagement process and selected/recommended priorities

4. Hospital Approach to Assessing and Addressing Social Determinants of Health

- How does the hospital approach assessing community needs relating to social determinants of health? (150-word limit)

BID Milton undertook a robust, collaborative and transparent assessment and planning process. The approach involved extensive quantitative (age, race, ethnicity, language, sexual orientation/gender identity, income, violence/crime, food access, housing, transportation, etc.) and qualitative (focus groups, community forums, community surveys) data collection and substantial efforts to engage community residents, with special emphasis on hidden population segments often left out of assessments. Additionally, CHNAs oversaw the assessment, vetted findings and prioritized leading health issues and the communities and cohorts most in need. BID Milton's Implementation Strategy reflects the hospital and the CBAC's prioritization of the following social determinants of health: housing, transportation, access to care, poverty/employment and food insecurity.

How does the hospital incorporate health equity in its approach to Community Benefits? (150-word limit)

BID Milton and BILH are committed to health equity, the attainment of the highest level of health for all people, required focused and ongoing societal efforts to address avoidable inequalities, socioeconomic barriers to care, and both historical and contemporary injustices. Throughout BID Milton's assessment process, BID Milton worked to understand the needs of populations that are often disadvantaged, face disparities in health-related outcomes, and are deemed most vulnerable. BID Milton's Implementation Strategy that developed as a result of these processes focuses on reaching the geographic, demographic and socioeconomic segments of populations most at risk, as well as those with physical and behavioral health needs in the hospital's community benefits service area.

- How does the hospital approach allocating resources to Total Population or Community-Wide Interventions? (150-word limit)

The BID Milton Implementation Strategy includes a diverse range of programs and resources to address the prioritized needs within BID Milton's community benefits service area. The majority of BID Milton's community benefits initiatives are focused on cohorts and sub-populations due to identified disparities or needs. Some of BID Milton's strategies include working with local schools to provide additional food to children in need, especially on weekends and several community education opportunities. Additionally, BID Milton collaborates with many community partners to own, catalyze and/or support total population and community-wide interventions including the offering of evidence-based, chronic disease self-management courses with the South Shore YMCA and other local service agencies. BID Milton also works closely with Aspire Health Alliance to facilitate Mental Health and Youth Mental Health First Aid trainings are offered, free of charge to the community.

**II. Community Engagement:**

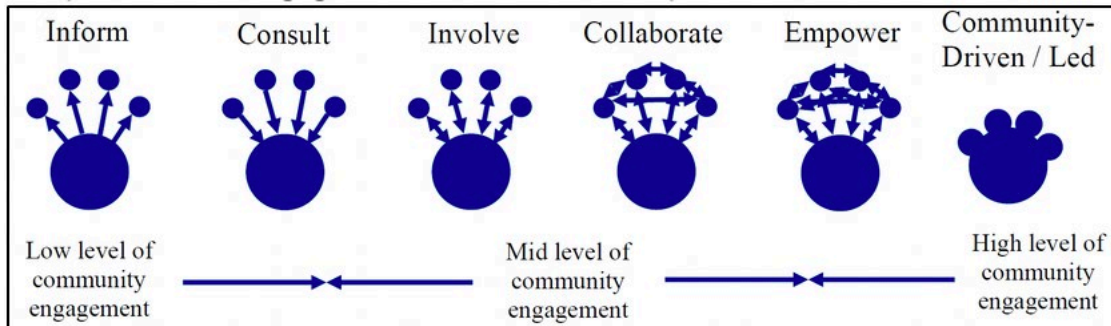
1. Organizations Engaged in CHNA and/or Implementation Strategy

Use the table below to list the key partners with whom the hospital collaborated in assessing community health needs and/or implementing its plan to address those needs and provide a brief description of collaborative activities with each partner. Note that the hospital is not obligated to list every group involved in its Community Benefits process, but rather should focus on groups that have been significantly involved. Please feel free to add rows as needed.

Organization	Name and Title of Key Contact	Organization Focus Area	Brief Description of Engagement (including any decision-making power given to organization)
Enhanced Asian Communities on Health	Sara Tan, Director	Social service organizations	Provided feedback on CHNA/IS. Reviewed translation of community survey and distributed survey to Asian neighborhoods. Facilitated focus group for the hospital’s CHNA in Chinese.
Milton Department of Public Health	Caroline Kinsella, Health Director and Public Health Nurse	Local Health Department	Key Informant Interview. Provided feedback on CHNA, quantitative data and IS. Distributed community surveys to Milton residents.
Randolph Public Schools	Christine Tangishaka, Family and Community Engagement Coordinator	Schools	Key informant interview. Provided feedback on CHNA/IS. Worked with hospital to develop food access program at Randolph Public Schools.
Aspire Health Alliance (formerly South Shore Mental Health)	Marian Girouard-Spino, RN, MSN, Chief System Integration and Quality Officer	Behavioral health and mental health organizations	Key Informant Interview. Provided feedback on CHNA/IS. Reviewed community grant applications for distribution of hospital funds.

2. Level of Engagement Across CHNA and Implementation Strategy

Please use the spectrum below from the Massachusetts Department of Public Health to assess the hospital’s level of engagement with the community.



**For a full description of the community engagement spectrum, see page 11 of the Attorney General’s Community Benefits Guidelines for Non-Profit Hospitals.**

**A. Community Health Needs Assessment**

Please assess the hospital’s level of engagement in developing its CHNA and the effectiveness of its community engagement process.

<b>Category</b>	<b>Level of Engagement</b>	<b>Did Engagement Meet Hospital’s Goals?</b>	<b>Goal(s) for Engagement in Upcoming Year(s)</b>
Overall engagement in assessing community health needs	Empower	The goal was met.	Not applicable
Collecting data	Empower	In certain communities and with specific cohorts, Beth Israel Deaconess Hospital-Milton was able to have community members/residents and organizations field the survey. This was not consistent across communities.	Not applicable
Defining the community to be served	Involve	Beth Israel Deaconess Hospital-Milton worked with Senior Leadership and the CBAC to review the CBSA. CBAC members and community partners identified hard-to-reach cohorts and those facing disparities.	Not applicable
Establishing priorities	Collaborate	The CBAC working with the CB staff and the BID Milton Senior Leadership, prioritized health needs and recommended health priorities and priority cohorts.	Consult

- For categories where community engagement did not meet the hospital’s goal(s), please provide specific examples of planned improvement for next year:

Beth Israel Deaconess Hospital-Milton remains committed to community engagement. During FY 19, BID Milton undertook its triennial community health needs assessment and prioritization process. Guided by BID Milton’s Community Benefits Advisory Committee and conducted in collaboration with community partners, this initiative employed a comprehensive community engagement process. In FY 20, BID Milton

will continue to work with its CBAC and community partners to engage the community including holding an annual public meeting. Additionally, BID Milton will engage with our community by continuing to be an involved member in the local CHNA 20 and coalitions.

**B. Implementation Strategy:**

Please assess the hospital’s level of engagement in developing and implementing its plan to address the significant needs documented in its CHNA and the effectiveness of its community engagement process.

<b>Category</b>	<b>Level of Engagement</b>	<b>Did Engagement Meet Hospital’s Goals?</b>	<b>Goal(s) for Engagement in Upcoming Year(s)</b>
Overall engagement in developing and implementing filer’s plan to address significant needs documented in CHNA	Involve	Community forums, community meetings and the CBAC worked with the CBLT to identify priorities and sub priorities.	Involve
Determining allocation of hospital Community Benefits resources/selecting Community Benefits programs	Inform	BID Milton will work to better inform and consult with its CBAC on the proportion of CB resources allocated to different priorities	Consult
Implementing Community Benefits programs	Consult	2019 was the last year of BID Milton’s FY 2017-2019 Implementation Strategy (IS). Beth Israel Deaconess Hospital-Milton will be collaborating with the community on new and existing programs for its FY 20-22 IS.	Collaborate
Evaluating progress in executing Implementation Strategy	Consult	2019 was the last year of BID Milton’s FY 2017-2019 Implementation Strategy (IS). BILH Community Benefits will be hiring a Director of Evaluation which will work with all hospitals to build staff and community evaluation capabilities. BID Milton will be collaborating with the community on evaluation of CB programming and the execution of the FY 20-22 IS.	Collaborate

Category	Level of Engagement	Did Engagement Meet Hospital's Goals?	Goal(s) for Engagement in Upcoming Year(s)
Updating Implementation Strategy annually	Inform	2019 was the last year of BID Milton's FY 2017-2019 Implementation Strategy (IS). Beth Israel Deaconess Hospital-Milton will work with its CBAC, its community partners and the BILH Evaluator to review the IS and update, as appropriate at the end of FY 20.	Consult

- For categories where community engagement did not meet the hospital's goal(s), please provide specific examples of planned improvement for next year:

Beth Israel Deaconess Hospital-Milton has a comprehensive implementation strategy to respond to identified community health priorities. BID Milton engaged with CBLT and the community to identify and select priorities for the new (FY 20-22) Implementation Strategy. While the Implementation Strategy (IS) was shared with the CBAC, the CBLT, and adopted by the Board of Directors and widely distributed, delays in obtaining secondary data and the significant commitment to the comprehensive community engagement for the CHNA and the prioritization process, lead to less community engagement on the drafting of the implementation strategy. Going forward, BID Milton will review the workplan and timeline of our triennial CHNA to allow more time for engagement and vetting of the IS.

During the FY 20 annual meeting, BID Milton will make the IS available to participants, highlight new programs, priorities and activities, explain sunsetted programs and seek input from the community.

### 3. Opportunity for Public Feedback

Did the hospital hold a meeting open to the public (either independently or in conjunction with its CBAC or a community partner) at least once in the last year to solicit community feedback on its Community Benefits programs? If so, please provide the date and location of the event. If not, please explain why not.

Beth Israel Deaconess Hospital-Milton held a public meeting in conjunction with its CBAC. Additionally, BID Milton shared highlights of its Community Benefits program at meetings throughout its CBSA when engaging with the community during the triannual CHNA. The public meeting was held on September 25, 2019 at BID Milton's Nangeroni Community Education Center.

### 4. Best Practices/Lessons Learned

The AGO seeks to continually improve the quality of community engagement.

- What community engagement practices are you most proud of? (150-word limit)  
Beth Israel Deaconess Hospital-Milton is most proud of our committed CBAC, the long-standing relationships we have with many community-based organizations, our

public health department, and local schools. We are most proud of the collaboration with these and other organizations that allowed us to engage with hard-to-reach cohorts. In particular, partnering with Enhanced Asian Communities on Health allowed us to acquire feedback from immigrant and foreign language speakers. Working with the schools, we were also able to hear engage with adolescents.

- What lessons have you learned from your community engagement experience? (150-word limit)  
Working collaboratively with other hospitals, community-based organizations, public health, local schools and faith-based organizations enhances the level and quality of our community engagement efforts.

### **III. Regional Collaboration:**

1. Is the hospital part of a larger community health improvement planning process?  Yes  No
  - If so, briefly describe it. If not, why?  
Beth Israel Deaconess Hospital-Milton is part of the Blue Hills Community Health Alliance, CHNA 20.
2. If the hospital collaborates with any other filer(s) in conducting its CHNA, Implementation Strategy, or other component of its Community Benefits process (e.g., as part of a regional collaboration), please provide information about the collaboration below.
  - Collaboration:  
During the CHNA process, Beth Israel Deaconess Hospital-Milton collaborated with members of CHNA 20 in a focus group to gain their feedback and perspective.
  - Institutions Involved:  
Participants represented a wide range of provider-types and community organizations working within the following sectors: mental health, substance use, clinical providers, healthy communities, primary care, planning and development, municipal leadership, cultural advocacy, and youth/family health
  - Brief description of goals of the collaboration:  
The Blue Hills Community Health Alliance is a coalition of public, non-profit, and private sector representatives working to build healthier communities through community-based planning and health promotion.
  - Key communities engaged through collaboration:  
This is a partnership of 13 communities, including Milton, Quincy, and Randolph.
  - If you did not participate in a collaboration, please explain why not:  
N/A