

# COMMUNITY *Connections*

2016



Beth Israel Deaconess  
Medical Center



HARVARD MEDICAL SCHOOL  
TEACHING HOSPITAL



Beth Israel Deaconess  
Medical Center



HARVARD MEDICAL SCHOOL  
TEACHING HOSPITAL

## Our Mission

To provide extraordinary care, where the patient comes first, supported by world-class education and research.

The mission of Beth Israel Deaconess Medical Center is to serve our patients compassionately and effectively and to create a healthy future for them and their families.

Our mission is supported by our commitment to provide personalized excellent care for our patients and a workforce committed to individual accountability, mutual respect and collaboration.

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## Welcome

On behalf of the Beth Israel Deaconess Medical Center (BIDMC) Community Benefits Committee, I am pleased to

present the 2016 Community Connections report. In this edition, we review the key findings of our 2016 Community Health Needs Assessment (CHNA), outline the priorities of our Community Health Implementation Plan (CHIP), and highlight a sample of the outstanding programs offered here at BIDMC and in the diverse communities we serve.

BIDMC is one of the nation's preeminent academic medical centers, committed to excellence in clinical care, biomedical research, and education. Most importantly, we are committed to the health and wellness of our patients and our communities. Through collaboration with the diverse communities in our Community Benefits service area, our state and local government partners, and community health stakeholders, we offer and support many evidence-based programs to foster overall health. The majority of our Community Benefits programs focus on health risk factors and the social determinants of health—physical activity, employment, food access, transportation, etc.—as we recognize the critical role that these factors play in achieving health and well-being. By providing patients and residents with opportunities for community engagement around healthy living, we hope to improve physical and emotional health and provide opportunities for the advancement of Boston's underserved.

BIDMC has contributed more than \$14.1 million in in-kind and grant funding over the past year to support dozens of community health programs. Additionally, BIDMC has leveraged \$5.4 million in grants and other funds to address health disparities and provided more than \$20.7 million in charity care. This support, along with the commitment of our volunteers, staff, and community partners, is dedicated to providing inclusive care to the people we serve, to strengthening our community and to improving health outcomes for our patients, our neighbors, and their families.

BIDMC honors the legacy of our founders by welcoming all patients. Fostering our welcoming environment is our underlying desire to treat all our patients with the utmost respect, dignity, and compassion. We are proud to provide patient-centered, equitable care and services to Boston's most vulnerable residents irrespective of their race, ethnicity, immigration status, language preference, religion, sexual orientation, gender identity, economic, or insurance status. We do not see Boston's population or neighborhoods as a singular entity, but rather as groups of individuals with unique stories and challenges.

Beth Israel Deaconess Medical Center remains steadfast in our commitment to provide extraordinary patient care and to help create a healthy, safe future for our community.

— Nancy Kasen, Director, Community Benefits

# Our Commitment



In 2016, we marked the 20th anniversary of the creation of Beth Israel Deaconess Medical Center (BIDMC), the 100th anniversary of the founding of Beth Israel Hospital, and the 120th anniversary of the founding of New England Deaconess Hospital. These anniversaries remind us that BIDMC was founded on a culture of service and commitment to community, of which we are so proud and still embrace today.

BIDMC is deeply connected to the communities we serve. We are committed to caring for those who are underserved, vulnerable, or face challenges in accessing care.

For nearly 50 years, BIDMC has partnered with health centers in the community in our shared efforts to address disparities in access and health outcomes. Community health centers are in a unique position to provide accessible primary and preventive care and specialty services to diverse and medically underserved individuals and families. Health centers understand both patient and community needs and are aware of cultural sensitivities when interacting with patients and community members.

In this edition of our Community Connections report, you will read about BIDMC's commitment to providing inclusive and equitable care and supporting programs that promote healthy living. We are thrilled with the new Wellness Center at Bowdoin Street Health Center, which continues to expand its health, wellness, and leadership programs to address needs in our community.

For example, Bowdoin Street Health Center offers Train4Change, a program that provides individuals with the opportunity to become certified group fitness instructors and health leaders in their communities.

Recognizing the disparities among our lesbian, gay, bisexual, and transgender neighbors, BIDMC offers a transgender support group designed to help transgender individuals confront the psychological and social aspects of transitioning in a safe and comfortable setting.

In response to the growing need for addiction services, BIDMC is supporting The Dimock Center's new Dr. Lucy Sewall Center for Acute Treatment Services, which provides comprehensive services to patients and community residents struggling with substance use.

Through these and other efforts, BIDMC strives to be inclusive and welcoming, provide extraordinary care to our patients, and support the health and well-being of our community.

As we at BIDMC look to the next 20, 100, and 120 years, we know that our foundation of service and commitment to community will remain strong. On behalf of the BIDMC Board and staff, we thank the devoted members of our Community Benefits Committee and everyone who has been involved in this important work.

A handwritten signature in black ink, appearing to read 'D. Jick'.

— Daniel Jick,  
Chair, Board of Directors

A handwritten signature in black ink, appearing to read 'Kevin Tabb'.

— Kevin Tabb, MD,  
Chief Executive Officer

# BIDMC Community Benefits Guiding Principles

## I. Why?

Our Community Benefits program is designed to ensure that:

- Beth Israel Deaconess is a good corporate citizen and, as a not-for-profit organization, fulfills its special obligation to serve the community.
- As a healthcare provider, our services improve the health status of the community.
- We remain true to the histories of Beth Israel Hospital and New England Deaconess, each of which was particularly committed to the community service component of their multiple missions (clinical, research/teaching, community).
- The experiences of providers and staff at Beth Israel Deaconess are enriched through opportunities to work with diverse patients, colleagues, and organizations.



## II. What and For Whom?

- Community Benefits calls for a particular focus on underserved populations. Individuals may be underserved due to many factors that influence if and how one is able to access and interact effectively with the healthcare system, including income level, insurance status, health status, ethnicity, sexual orientation, gender identity, age, etc.
- A major focus is to ensure that Beth Israel Deaconess is a welcoming and culturally competent organization for all patients and employees, including racially/ethnically diverse groups and other populations traditionally underserved.
- Our efforts focus primarily, but not exclusively, on healthcare, so that our financial resources are leveraged with our clinical, academic, and administrative strengths. The healthcare arena is where Beth Israel Deaconess can have the greatest impact on the community.



### III. How?

- We partner with community leaders and community-based organizations; they serve as links to the community and teachers of how we can better serve the populations they represent. In addition, we collaborate with a wide variety of organizations because healthcare services by themselves are not adequate to maximize improvement of health status.
- Improving the community's health requires more than clinical services. We look to public health, prevention, and other health-related approaches not traditionally provided by many acute care hospitals.
- Our commitment to the Community Benefits mission is as fundamental as our commitment to our patient care and academic missions. We will constantly seek ways to fulfill all of them in as effective and efficient a manner as possible.
- Community benefits programs are most successful when implemented organization-wide, just as are quality and respect. Community benefits cannot succeed as a stand-alone activity. The importance of these principles and the efforts that result must be embraced by senior management, providers, and trustees alike, as well as by the communities served.



## Community Health Needs Assessment & Community Health Implementation Plan

BIDMC conducted its 2016 Community Health Needs Assessment (CHNA) and drafted its Community Health Implementation Plan (CHIP) to better understand and address the health-related needs of those living in its Community Benefits service area, which consists of many of Boston's most vulnerable neighborhoods as well as the city of Quincy, adjacent to Boston. In addition, BIDMC

supports the four isolated towns that make up the Outer Cape portion of Cape Cod: Harwich, Wellfleet, Truro, and Provincetown. These neighborhoods, cities, and towns have large proportions of low-income, racially and ethnically diverse, foreign born immigrant, and/or geographically isolated residents.





BIDMC identified four priority areas to maximize the impact of its Community Benefits program: (1) Social Determinants and Health Risk Factors; (2) Chronic Disease Management; (3) Access to Care; and (4) Behavioral Health and Substance Use.

BIDMC is committed to addressing these identified priority needs and working to improve the overall health and wellness of residents in its Community Benefits service area. Every priority area and goal in BIDMC's CHIP is structured to address health disparities and inequities in some way.

## Priority Area 1 Social Determinants and Health Risk Factors

Improvements in health status begin with knowledge of the population's characteristics as well as the underlying social, economic, and environmental factors that impact health and health equity. More specifically, social determinants of health such as poverty, employment opportunities, violence, transportation access, racial segregation, literacy, provider linguistic/cultural competency, social support, and community integration limit many people's ability to improve their own health and the health of their family. Lack of physical activity, poor nutrition, substance use, and tobacco are the leading risk factors for chronic disease and poor emotional health. Addressing these issues and developing healthy habits in these areas are important for people of all ages to improve their health.



## Priority Area 2 Chronic Disease Management

There are a broad range of chronic and infectious diseases prevalent in BIDMC's Community Benefits service area, including heart disease, diabetes, asthma, hypertension, cancer, and HIV/AIDS. Although treating these illnesses requires a range of clinical interventions, there is significant overlap with respect to potential community interventions. Population-level responses to chronic and infectious illnesses all require community-based education, screening, timely access to treatment, and seamless coordination of follow-up services.



BIDMC, in collaboration with public health officials, community-based organizations, and other clinical providers, is already fully engaged on these issues. BIDMC supports a broad range of existing programs that work to address prevention and service coordination, improve follow-up care, and ensure that those with chronic and infectious conditions are connected to the services they need.



## Priority Area 3 Access to Care

Greater Boston has one of the strongest and most comprehensive healthcare systems in the world. This expansive system includes outreach and screening services, primary care, and medical specialty care services. Despite the overall success of the Commonwealth's health reform efforts, data captured for this assessment show that segments of the population, particularly low-income and racially and ethnically diverse populations, face significant barriers to care and struggle to access services due to lack of insurance, cost, transportation, cultural and linguistic barriers, and shortages of providers willing to serve Medicaid-insured or low-income, uninsured patients.

Through partnership and support of its six licensed and/or affiliated community health centers, known collectively as the Community Care Alliance, BIDMC is committed to providing equitable, inclusive care in Boston's neighborhoods, as well as the adjacent city of Quincy and the Outer Cape region. This network of health centers operates in many of the region's most vulnerable areas to provide culturally and linguistically appropriate, comprehensive, high-quality care to those in need. BIDMC works with the health centers to support and educate patients with chronic diseases, provide evidence-based care and treatment, and ensure access to needed specialty care. Additionally, BIDMC supports community outreach and programs at the health centers that focus on improving access, equity, and health outcomes through a social determinants of health lens.



## Priority Area 4 Behavioral Health and Substance Use

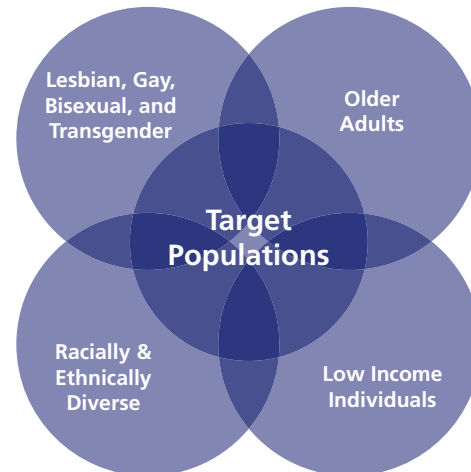
The burden of mental illness and substance use is substantial on individuals, families, and communities. Depression, anxiety, and suicide are major health issues. The use of opioids, prescription drugs, alcohol, and marijuana, particularly in youth, has a tremendous impact on the population. The fact that physical and behavioral health are so intertwined compounds the impact of these issues. Of particular concern are the increasing rates of opioid dependency in the Commonwealth.

Despite increased community awareness and sensitivity about mental illness and addiction, there is still a great deal of stigma related to these conditions, and there is a general lack of appreciation for the fact that these issues are often rooted in genetics and physiology, similar to other chronic diseases. BIDMC is committed to supporting efforts to provide culturally competent and inclusive behavioral health and substance use services for community members and their families.



## Target Populations

BIDMC, along with its other health, public health, social service, and community health partners, is committed to improving the health status and well-being of all residents living throughout its Community Benefits service area. However, based on the health needs assessment's quantitative and qualitative findings, including discussions with a range of community participants, there was broad agreement that BIDMC's Community Health Implementation Plan (CHIP) should specifically target low-income individuals, older adults, racially and ethnically diverse populations, and LGBT populations. These cohorts have complex needs, face barriers to care, service gaps, and other adverse social determinants of health that can put them at greater risk, limit access to needed services, and can often lead to disparities in health outcomes.



## Wellness Center at BSHC

In May 2015, with BIDMC's support, Bowdoin Street Health Center (BSHC) opened its 1,582-square-foot Wellness Center. The Wellness Center includes an exercise studio, weight room, and demonstration kitchen for healthy cooking education. BSHC Wellness Center programs promote healthy lifestyles through healthy cooking and physical activity initiatives accessible to residents of the Bowdoin/Geneva neighborhood.



Beverly Matthews, a patient of BSHC for 27 years, participates in various healthy living programs at the Wellness Center.

## Active Living & Healthy Eating

Charles River Community Health (CRCH) continues to partner with BIDMC to promote healthy eating and increased physical activity among community residents. CRCH offers Zumba fitness and nutrition classes to adults and seniors, which have had great success in increasing physical activity and healthy eating along with encouraging social connections among participants. BIDMC also supports CRCH's partnership with the Greater Boston Food Bank (GBFB). The GBFB's Mobile Market delivers fresh produce, making healthy food more accessible to health center patients and community residents.

The Wellness Center at Bowdoin Street Health Center offers various programs for the residents of the Bowdoin/Geneva neighborhood that focus on improving habits of active living and healthy eating. For instance, the Healthy Champions program engages Bowdoin/Geneva youth in gardening activities, alongside fitness classes and nutrition education. The use of the demonstration kitchen and its proximity to the community garden places particular emphasis on the journey of foods from farm-to-table, as well as highlights the importance of having access to fresh and affordable produce in the Bowdoin/Geneva neighborhood.



Francisca Guevara, Community Health Manager at CRCH, and Gumerindo Morales at the Greater Boston Food Bank Mobile Market

## Center for Violence Prevention and Recovery

BIDMC has been a leader in developing and expanding initiatives to support victims of violence in Boston. BIDMC's Center for Violence Prevention and Recovery (CVPR) is committed to improving the health and well-being of people impacted by multiple forms of violence. BIDMC's CVPR provides counseling and post-HIV exposure prophylaxis medications to sexual assault victims; Safe Bed overnight stays for victims of domestic violence; and also conducts outreach and training for providers serving victims of violence. The CVPR hosts healing circles to benefit both adults and children following incidents of community violence throughout Boston.

BIDMC's Bowdoin Street Health Center (BSHC) partners with other community organizations and the Boston Public Health Commission on initiatives such as the Violence Intervention and Prevention (VIP) program, facilitating the creation of a Trauma Recovery Center to provide trauma-focused services to patients and families in the community. The BSHC Youth Leadership Program for youth ages 14-17 focuses on helping teens in the neighborhood develop strong personal leadership skills and contribute to positive community change and violence prevention.

BIDMC also pledges a commitment to preventing community violence and fostering peace in Boston through sponsorship and participation in the Louis D. Brown Peace Institute's Mother's Day Walk for Peace.



Charles White and Mary Jane Houlihan, MD, join BIDMC colleagues at the Louis D. Brown Peace Institute Mother's Day Walk for Peace.

## Train4Change at BSHC

The Train4Change program at Bowdoin Street Health Center (BSHC) is a workforce and leadership opportunity focused on wellness programming, and is offered to patients and residents in the Bowdoin/Geneva community. Participants receive training to become certified group fitness instructors and learn how to develop exercise curriculum. Once they are licensed fitness instructors, they can seek employment and become health leaders in their communities. In addition, they collaborate with staff to identify the types of programs they would like to lead in the Wellness Center.



Dunia Goncalves teaches fitness classes to both children and adults at the BSHC Wellness Center

## Education and Workforce Development

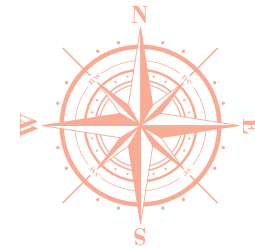
BIDMC's mission includes a strong commitment to workforce development programs that enhance the skills of its diverse employees and provide career advancement opportunities. BIDMC offers employees pipeline programs that train them for career growth at the medical center. BIDMC's Employee Career Initiative provides career and academic counseling, on-site academic assessment, and on-site pre-college and college-level science courses to employees at no charge. BIDMC also offers English for Speakers of Other Languages (ESOL) classes and a financial literacy program to its employees. BIDMC collaborates with Bunker Hill Community College (BHCC) on its Learn and Earn program, in which BHCC students are placed in internships at the medical center. Additionally, BIDMC collaborates with other community partners to offer training internships to qualified adults. Finally, BIDMC is committed to providing job and career introductory opportunities for middle and high school students. BIDMC offers over forty paid summer jobs, a job shadow day, and volunteer opportunities for high school students from various neighborhoods.



Klaudia Doko, Job Shadow Day student, with BIDMC staff members Macarthur Cherenfant and Daryl Kilby.

## BIDMC Cancer Patient Navigators

BIDMC offers the services of bilingual Cancer Patient Navigators who bridge the gulf between community providers and the medical center. One Patient Navigator specializes in serving the Latino community and the other in serving the Chinese community, though both also serve patients from other racial and ethnic groups. These Patient Navigators also lead support groups for patients with cancer, such as Tea Time (for Chinese women with breast cancer) and the Latinas with Cancer group. To provide support for its Patient Navigators, BIDMC hosts a city-wide Patient Navigator Network with other medical institutions that meets quarterly for education, support, networking, and sharing of resources.



Ana Marin, Cancer Patient Navigator, speaks with a patient at BIDMC.

## Diabetes Management

Bowdoin Street Health Center's (BSHC) Diabetes Management Initiative provides multidisciplinary care management for more than 800 adults who are diagnosed with diabetes. This initiative utilizes the Patient Centered Medical Home model by encouraging members of a multidisciplinary team, including physicians, nurses, dietitians, and behavioral health practitioners, to collaborate to provide smooth care transitions and improved health outcomes for patients. By providing quality care that is sensitive to a patient's language, health literacy, and learning needs, the Diabetes Management Initiative promotes positive behavior change and eliminates barriers to adopting healthier lifestyles for patients at BSHC.

Additionally, BIDMC supports the Charles River Community Health (CRCH) Live and Learn Diabetes program, which includes collaboration with the Joslin Diabetes Center. Through the Live and Learn Program, CRCH providers proactively contact diabetes patients who are overdue for care. These patients are able to attend a Diabetes Day event, during which they have multiple appointments (dental, vision, nutrition, nursing self-management support, podiatry, and lab work) in one day with only one co-pay.

Sylma Prevost, Medical Assistant, and Margaret Lowe at the BSHC Diabetes Management group visit.



## Lung Cancer Screening at BIDMC

According to the American Cancer Society, more than 200,000 Americans are diagnosed with lung cancer and more than 150,000 die from lung cancer each year. However, early detection of lung cancer can increase the chances of survival for many patients. LungHealth™, the LDCT (Low-dose Computed Tomography) Lung Cancer Screening Program at BIDMC, provides screening to patients who are at risk for developing lung cancer based on their age and smoking history. Using LDCT, BIDMC providers can safely screen patients for this disease and coordinate follow-up care as appropriate.

LungHealth™ receives patient referrals from Community Care Alliance health centers and is committed to addressing the disparities in cancer prevention and care in low-income and racially and ethnically diverse populations.



**LungHealth™ at BIDMC**

## Centering Pregnancy

Maternal and child health remains a priority in BIDMC's Community Benefits service area. Health disparities with respect to the leading maternal and child health indicators (e.g., infant mortality, prenatal care, adolescent births, and low birth weight) for racially and ethnically diverse populations are well-documented. These disparities have lessened over the years, but they are still prevalent in terms of health outcomes, particularly for Black/African American people and Hispanic/Latino people. Bowdoin Street Health Center is improving maternal and child health by providing group visits for expectant mothers. Participants in group visits are actively involved in assessing their own health and receive health education and support on a variety of topics, including nutrition, exercise, gestational diabetes, stress management, family violence, and family planning. Additionally, a financial literacy component has been added to provide expectant mothers with financial planning education to help them proactively plan for financial challenges.



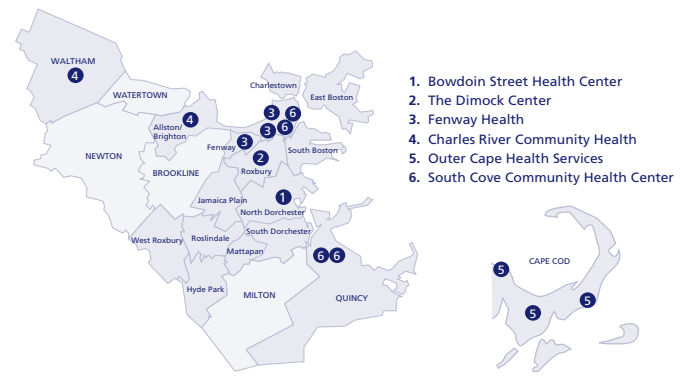
Ebonie Woolcock, MD, works with Centering Pregnancy patients at Bowdoin Street Health Center.



Barbara Prazak, MD, visits with a patient at Outer Cape Health Services.

## Community Care Alliance

BIDMC is proud to support its six licensed and/or affiliated community health centers, which provide accessible primary care and specialty services to diverse urban and rural communities. These health centers, which formed a network called the Community Care Alliance (CCA) in 1997, are a critical part of BIDMC's care delivery system. The CCA includes 14 unique sites of the six-member health centers, including Bowdoin Street Health Center, The Dimock Center, Fenway Health, Charles River Community Health, Outer Cape Health Services and South Cove Community Health. The CCA health centers provide medical, dental, and mental health and substance use care to over 100,000 patients annually throughout Greater Boston and on Cape Cod. BIDMC's commitment to community-based care extends to BIDMC specialists (e.g., OB/GYN, Infectious Disease, etc.) and ancillary services (i.e., radiology, lab) being provided on-site at the health centers.





Senator Elizabeth Warren and Rong Guan, MD, at South Cove Community Health Center.

## Patient-Centered Medical Home Initiative

The Patient-Centered Medical Home (PCMH) model helps to ensure quality, effective, and cost-efficient care, organized around patients' needs, learning styles, and preferences. All 14 sites of BIDMC's licensed and affiliated health centers are recognized PCMHs. Fenway Health-South End Associates became the first primary care practice in the Commonwealth to be officially designated as a PCMH PRIME-Certified healthcare facility by the Massachusetts Health Policy Commission in 2016. The PRIME certification is given to practices that demonstrate excellence in behavioral health and primary care integration, among other quality measures.



## Caring for the LGBT Population

Many lesbian, gay, bisexual, and transgender (LGBT) people face challenges in accessing culturally competent health services, and achieving the highest possible level of health due to a long history of discrimination and lack of awareness of health needs by health professionals. BIDMC is committed to providing equitable, high-quality care to the LGBT community and is honored to have a close relationship with Fenway Health, a national leader in caring for the LGBT community. In 2015-2016, Dr. Ethan Brackett of Fenway Health was awarded the Linde Family Fellowship, which is open to physician leaders who practice primary care at an institution affiliated with BIDMC. During his fellowship, Dr. Brackett focused on Fenway Health's family medicine expansion.

BIDMC also encourages staff, faculty, and community members to support the LGBT community. A group from BIDMC marches alongside friends and allies in the Boston Pride Parade each year. Additionally, in 2016, BIDMC hosted a special screening and panel discussion of HBO's "Suited," a documentary that tells the story of a Brooklyn tailoring company that helps members of the LGBT community, including a BIDMC patient, look the way they feel.



BIDMC patient and cast member of "Suited," Derek Matteson (second from left) is pictured with wife, Joanna Matteson holding twins, Lyric and Arrow. Dana Pardee, Director of Epidemiology Projects at The Fenway Institute (far left) and Yvonne Gomez-Carrion, MD (far right), joined them at the BIDMC "Suited" screening.



Groundbreaking for Dr. Lucy Sewall Center for Acute Treatment Services at The Dimock Center.

## The Dimock Center's Dr. Lucy Sewall Center for Acute Treatment Services

Behavioral health issues, including substance use, have a profound impact on individuals, families, and communities in every geographic region and every population segment in BIDMC's Community Benefits service area, and throughout the Commonwealth. To address substance use in the community, BIDMC is providing support to the inpatient detox program at The Dimock Center, establishing a BIDMC Opiate Care Committee, and implementing suboxone clinics in Healthcare Associates and Bowdoin Street Health Center.

BIDMC senior leadership, including Dr. Kevin Tabb, joined Governor Charlie Baker, Secretary of Health & Human Services Marylou Sudders, Mayor Martin J. Walsh, and Dr. Myechia Minter-Jordan, President and CEO of The Dimock Center at the groundbreaking for the Dr. Lucy Sewall Center for Acute Treatment Services. The Sewall Center will provide comprehensive, culturally sensitive services to patients struggling with substance use.



## Transgender Support Group

BIDMC has established a transgender support group co-facilitated by a licensed speech-language pathologist and a clinical social worker. This group is designed to provide a safe and supportive setting in which transgender individuals can work on voice modification, as well as a space to address the psychological and social aspects of transitioning.

In 2016, BIDMC also hosted the Butterfly Music Transgender Master Class, in which members of a transgender community chorus, area voice teachers, and speech-language pathologists gathered at BIDMC for a master singing class. These invited singing teachers and speech-language pathologists worked with various transgender participants to modify their singing voices to promote healthy and artistic singing.

### VOICE MASTERCLASS FOR TRANSGENDER SINGERS

**Butterfly Music Transgender Chorus** is hosting a class where trans singers can receive individual coaching by leaders in trans singing pedagogy.

**Saturday, April 10**

**1:30-4:30 p.m.**

Voice Speech and Swallowing Center  
Farr Building, BIDMC

Email Sandi at [sandihammond6@gmail.com](mailto:sandihammond6@gmail.com) for more info.

Co-sponsored by Community Benefits and the Voice, Speech and Swallowing clinic at BIDMC, in partnership with Fenway Health.

**Experts:**

**Anita Kozan, PhD, CCC**

Speech and Language Pathologist at  
Kozan Clinic for Voice,  
Speech and Spirit, LLC.

**Danielle Steele**

Assistant Director  
of Choral Activities  
at Earham College



# Thank you, Adela Margules...



Produced by the Office of Community Benefits, Beth Israel Deaconess Medical Center

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