

# 2010 Middlesex Health System Community Benefit Report



*Whether you live in Middlesex County or beyond, Middlesex Hospital's continued commitment is to focus on keeping the community healthy and strong. Through treatment in the Hospital or preventive care and education outside its walls, our mission for over 100 years has been, and continues to be, to improve the health of the people we serve.*

*What follows is an overview of Middlesex Hospital's Community Benefit programs for 2010 and the costs associated with those programs.*

## **COMMUNITY HEALTH IMPROVEMENT SERVICES**


*In order to respond to the health care needs of the community, Middlesex Hospital offers many low-cost or free-of-charge clinical and educational programs, screenings, and self-help support.*

## **GENERAL SUPPORT GROUPS**

A variety of support groups are offered to the public on an ongoing basis throughout the year. (860-358-6387)

- **Diabetes** – helps people who may be at risk for diabetes learn ways to prevent the disease.
- **Caregivers** – provides a supportive and caring setting to help people face the challenges and overcome the frustrations of serving as a primary caregiver.
- **Meditation** – a series of hour-long meditation sessions for cancer patients to help them cope with the stresses of their disease.
- **Bereavement** – to help ease the pain, draw strength and courage to go on, and discover once again fulfillment and meaning in life.
- **Prostate cancer** – gives men with prostate cancer the opportunity to share similar experiences in a positive atmosphere.
- **Leukemia, Lymphoma, and Multiple Myeloma** – for those experiencing leukemia, lymphoma & multiple myeloma and their loved ones, to share experiences and provide mutual support.
- **Cancer Survivors** – a group for people with any type of cancer and their loved ones to meet, share personal experiences and receive information.
- **Breastfeeding** – a supportive environment for new mothers to discuss breastfeeding issues and learn about available resources.
- **The Mama Connection** – a group for postpartum mothers that reviews all aspects of growth and care including developmental stages, child safety and parent wellbeing.
- **Better Breathers Club** – helps patients with respiratory disease, such as chronic obstructive pulmonary disease, asthma and other chronic lung diseases, cope with their difficulties in an educational and supportive environment.



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- **First Foods** – a resource for parents who have questions regarding transitioning their children to solid/first foods and how to aid their children in developing a healthy relationship with food.
  - **Fit For Kids** – for parents and caregivers of young children who are trying to create a home environment of healthy eating and physical activity.

### **BREAST CANCER AWARENESS**

A free, annual breast cancer awareness event to keep the community informed about the latest developments in the diagnosis and treatment of breast cancer, and breast cancer issues important to women. (860-358-2050)

### **HEALTHY-STEPS**

A gentle, therapeutic exercise program set to music to help cancer survivors and those with chronic illnesses regain mobility and range of motion. (203-457-1656)

### **LOOD GOOD . . . FEEL BETTER PROGRAM**

A program co-sponsored with the American Cancer Society designed for women who are experiencing the cosmetic side effects from cancer treatment. (860-358-2061)

### **WIG ROOM**

Cancer patients can obtain free consultation and choose from a variety of wigs. (860-358-2050)

### **ARTS IN THE ATRIUM**

A free weekly arts program offered to cancer patients. (860-358-2044)

### **FOCUS ON SURVIVORSHIP AND PREVENTION**

A monthly educational series at the Cancer Center for people with cancer and their family members to learn about topics related to cancer including nutrition, coping with emotions and spirituality, creative writing/journaling, reiki, and integrative mindfulness. (860-358-2096)

### **HEALTHY LIVING THROUGH PREVENTION**

An annual event for cancer survivors and their families that focuses on the importance of healthy living through prevention and includes a variety of speaker presentations, exhibits and integrative medicine sessions. (860-358-2452)

### **CANCER SURVIVORS DAY**

This annual event is for cancer survivors and their loved ones to celebrate life in a fun and relaxing atmosphere with music, entertainment, and inspirational presentations from other survivors and caregivers. (860-358-2050)

### **COLON HEALTH & WELLNESS EVENT**

An educational event with panel of expert speakers and many exhibitors sharing information regarding prevention and early detection of colon cancer as well as health and wellness. (860-358-2066)

### **CANCER CARE PROGRAM**

The Cancer Care Program is a free service provided at the Middlesex Hospital Cancer Center for patients and their families. Care managers assist patients in navigating through their treatment regimens and therapies and provide referrals to support groups and other appropriate support services. (860-358-2030)

### **CANCER CARE TRANSPORTATION ASSISTANCE**

A van service is available to transport shoreline patients to radiation therapy appointments at the Cancer Center at no cost to patients. (860-358-2050)

### **SURVIVORSHIP & INTEGRATIVE MEDICINE PROGRAM**

A program developed to help cancer treatment survivors re-enter their lives post treatment. The emphasis of the program is on coordination of care and helping patients meet the physical, emotional, spiritual and psychological needs that survivors may have when treatment ends. (860-358-2073)

### **PREGNANCY & BIRTH CENTER CLASSES**

For Family Advocacy participants, tuition is waived for Newborn Care, Prepared Childbirth, and Breastfeeding classes through the Pregnancy & Birth Center. (860-358-6320)

### **MEMORIAL SERVICE**

The Middlesex Hospital Pregnancy & Birth Center hosts an annual memorial service for families whose babies have passed away. With a service of remembrance, Hospice and Pastoral Care sponsor an annual memorial service for families who have lost loved ones. (860-358-6725)

### **PUBLIC HEALTH AND WELLNESS INFORMATION /RESOURCES**

The Hospital produces and distributes educational materials to the public on a variety of health and wellness topics including a quarterly Cancer Center newsletter. The Tremaine Medical Library offers its comprehensive health information resources to the public. In addition, the Cancer Center Patient Resource Library is available to the public, cancer patients and their families as a resource for cancer information. (860-358-6387)



### **SAFE SITTER COURSE**

A program for students ages 11 to 13 to teach new babysitters how to safely and responsibly care for children. The fees collected do not offset the costs of the program.

### **FINANCIAL COUNSELING**

Middlesex Hospital provides information about financial assistance to all patients and makes this assistance available to individuals who meet established guidelines. An internal committee monitors the processes to review guidelines for appropriateness and make adjustments as needed to ensure that our patients have the opportunity to benefit from our financial assistance program. (860-358-2402)

### **STROKE EDUCATION**

Free informational presentations about the signs and symptoms of stroke are offered to local organizations by a dedicated Hospital paramedic. (860-358-6440)

### **CENTER FOR CHRONIC CARE MANAGEMENT**

The Center for Chronic Care Management's disease management programs are free to patients and focus on asthma (adult and pediatric), heart failure, smoking cessation, diabetes, medical nutrition therapy, and childhood obesity prevention and weight management. Program goals include giving patients the tools necessary to manage their illnesses successfully so they can lead healthier lives. These programs are financially supported by the Hospital. (860-358-3000)

### **PARTNERSHIP WITH COMMUNITY HEALTH CENTER FOR PRENATAL CARE**

Prenatal physician services are provided by the Hospital's Family Medicine Residency Program at the Community Health Center to low-income and uninsured mothers. (860-358-6300)

### **WOMEN, INFANTS AND CHILDREN (WIC)**

Middlesex Hospital's Family Advocacy Maternal Child Health program oversees Middletown's Women, Infants and Children's program and coordinates services for WIC-eligible participants as well as linkages to core Family Advocacy outreach services. Through grant funding, the program provides access to specific nutritious foods and nutrition education. The Middlesex Hospital Homecare department also coordinates screenings and services for those who are eligible for enrollment. (860-358-4070)



### **HEALTH FAIRS/SCREENINGS/CLINICS/CAREER FAIRS**

Homecare also holds free cholesterol and blood pressure clinics for seniors in its service area and annual flu shots are provided to seniors in local communities every fall. Homecare has offered free flu immunizations and TB testing to those who are unable to pay. In addition, Hospital staff participates in health and career fairs throughout the year, conducted by many local towns and businesses. (860-358-6387)

### **EDUCATIONAL PRESENTATIONS**

Hospital employees often give presentations on health care topics to community members, local organizations and businesses, local schools and colleges, and non-Hospital affiliated health care professionals. (860-358-6980)

### **RED CROSS BLOOD DRIVES**

Quarterly volunteer blood drives are conducted at the Hospital. (860-358-6735)

### **TRANSPORTATION AND PRESCRIPTION VOUCHERS**

Transportation vouchers are provided to patients when necessary in urgent situations. Additionally, patients who are unable to pay for medication are given prescription vouchers to help defray costs when deemed appropriate.

### **HEALTH PROFESSIONS EDUCATION**

*Educational programs intended to help prepare students for clinical and administrative futures in health care.*

### **FAMILY MEDICINE RESIDENCY PROGRAM**

The Hospital offers a well-respected Family Medicine Residency Program that has graduated many family medicine physicians who have established practices in the local Middlesex County area. Our residency program is one of 14 residency programs selected nationally to participate in the Preparing the Personal Physician for Practice (P4) initiative, which enhances training and preparation by adding a fourth year. Additionally, residents are required to develop and participate in community health projects during their course of study. (860-358-6300)

### **MEDICAL AND NURSING STUDENTS**

The Hospital welcomes medical and nursing student interns and provides on-site training during clinical rotations. Nursing students receive hands-on mentorship in the majority of clinical service lines year-round. (860-358-6300)



## **OTHER STUDENT TRAINING**

The Hospital provides clinical educational student training in the fields of pharmacy, social work, behavioral health, radiology, rehabilitation and physical therapy, occupational therapy, laboratory, cardiology, nutrition, phlebotomy, emergency responders, among other areas of health care. Non-clinical training includes an administrative fellowship and internships in biomedical engineering, linen services, health information systems, public health, and pastoral care.

## **RADIOLOGIC TECHNOLOGY PROGRAM**

For more than 50 years, this 27-month associate's degree program in Radiologic Technology has prepared graduates to pass the national certification test for radiographers, as well as to qualify for state licensure. This program operates at a loss for the Hospital. (860-358-6508)

## **SHORELINE CAREER DAY**

An annual event at the Middlesex Hospital Shoreline Medical Center, during which local high school students can experience an emergency in real time and learn what it's like to be a health care professional. (860-358-3700)

## **SHORELINE WORLD OF WORK**

A one-day educational experience held at the Shoreline Medical Center for local middle school students to learn about the health care delivery system. (860-358-6300)

## **SUBSIDIZED HEALTH SERVICES**

*Several services provided by the Hospital meet a defined need and routinely operate at a loss. They continue to be offered in order to serve the community rather than for financial gain.*

## **HOSPICE**

The Hospice Program at Middlesex Hospital began in the late 1980s. Since then, it has served the needs of patients and their families by bringing dignity and compassion to the final stages of life. The program is offered both in the Hospital and in the home. (860-358-6100)



## **MIDDLESEX HOSPITAL HOMECARE**

Middlesex Hospital Homecare has offered a wide range of professional clinical services in the home for over 100 years. Teamed with the extensive resources of Middlesex Hospital, this tradition continues, combined with state-of-the art healthcare and a dedicated, caring staff. Homecare also administers the Lifeline program, an emergency response program that provides peace of mind to both client and family. (860-358-5600)

## **BEHAVIORAL HEALTH**

Middlesex Hospital offers a large spectrum of behavioral health services, including inpatient and outpatient therapy and support groups for children, adults and seniors. The Hospital also participates in collaboration with community providers to locate the best possible services for patients: for example, the Alternative to Hospitalization program links eligible patients to community services, and the Identifying Children At Risk Early (iCARE) program works with schools, family and the community in identifying children at risk for behavioral health problems as early as possible. The need for a robust behavioral health service line for Middlesex County has been reinforced by health assessment priority area findings. (860-358-6760)

## **PARAMEDICS**

The Middlesex Hospital Paramedic Service provides skilled emergency care to patients before they arrive at the Hospital. Paramedics also conduct emergency Medical Services training to volunteer emergency medical service organizations, including local fire departments and ambulance associations. Since it began, the Hospital has covered the financial shortfalls of the paramedic service. (860-358-6687)

## **FAMILY ADVOCACY PROGRAM**

The Family Advocacy Program offers comprehensive programs for children and adults that include behavioral health outpatient services for children and adolescents, parenting education, community resource referrals for families and programs for new mothers and their babies. (860-358-3401)

## **CARDIAC REHABILITATION**

After heart attack or heart surgery, a patient often undergoes a program of monitored exercise and education to help in recovery and improve lifestyle. This program is offered by the Hospital due to community request. Although insurance often pays for this service, it does not generate enough income to sustain it without funds provided by the Hospital. (860-358-2450)







## **WOUND CARE**

For some, wound healing becomes a complex medical problem that requires specialized treatment and care. The Middlesex Hospital Wound Care Center provides a full range of services for effective wound treatment. (860-358-2880)

## **PULMONARY REHAB**

The Pulmonary Rehabilitation program was developed in direct response to health assessment findings which uncovered a need for chronic obstructive pulmonary disease services. The program includes both education and exercise classes – it teaches patients about their lungs, how to exercise and do activities with less shortness of breath, and how to live better with a lung condition. Pulmonary Rehabilitation is offered to any patient with impaired pulmonary endurance. (860-358-2700)

## **FAMILY PRACTICE GROUP**

The Family Practice Group of Middlesex Hospital is made up of twelve faculty physicians and twenty-four resident physicians who are completing their four-year training in the specialty of Family Medicine. The group has been providing high-quality medical care to Middlesex County's community members since 1974. The practice serves patients of all ages with health care often coordinated for the entire family. Middlesex Hospital's Family Practice group is a critically important subsidized outpatient service as it fills a gap in primary care services and addresses access to care challenges. (860-358-6300)

## **RESEARCH**

*Clinical studies are conducted to determine new or more effective methods of treatment.*

## **CANCER CENTER CLINICAL TRIALS**

National clinical trials and research are conducted on an ongoing basis at the Middlesex Hospital Cancer Center including those for breast, lung, prostate, colorectal and other cancers. (860-358-2070)

## **BEHAVIORAL HEALTH CLINICAL TRIALS**

The Behavioral Health Department conducts clinical trials for targeted behavioral health diagnoses - its outpatient clinic holds a major depressive disorder in adults study and Family Advocacy continues its participation in a study for major depression in children and adolescents. (860-358-6760)

## **FINANCIAL AND IN-KIND CONTRIBUTIONS**

*Financial and in-kind contributions are made to community members and organizations by the Hospital and staff members while on work time.*

### **IN-KIND DONATIONS**

The Hospital regularly contributes in-kind donations (i.e., equipment, food, medical supplies, linens) to both local and global communities. Additionally, the Hospital's main campus and satellite facilities provide free-of-charge, on-site meeting space for many local groups and organizations throughout the year. Other examples of in-kind donations include absorption of costs of copies of health information records for patients who cannot afford to pay for them, cafeteria discounts for YMCA residents, and staff coordination of community support drives such as United Way, Adopt-A-Family holiday gift program, American Cancer Society Daffodil Days, Families Feeding Families, Lions' Club eyeglass and hearing aid collection, and Cell Phones for Soldiers.

### **CHILDHOOD READERSHIP**

Staff provides in-kind administrative support for Light One Little Candle, a program through which donated children's books are given to cancer patients to encourage them to spend time reading with the children in their lives; and for Reach Out And Read, through which Family Medicine staff distribute books and provide guidance to families regarding the benefits of reading.

### **CORPORATE CASH DONATIONS**

Middlesex Hospital regularly contributes corporate support in the form of sponsorships to a variety of mission-driven community organizations throughout Middlesex County. (860-358-6387)

### **COMMUNITY BUILDING ACTIVITIES**

*These activities support community assets by offering the expertise and resources of the health care organization.*

### **COMMUNITY COALITIONS**

Staff members regularly participate in community coalitions as well as collaborative partnerships with community groups designed to improve community health.



### **MIDDLESEX HOSPITAL COMMUNITY COUNCIL**

The Middlesex Hospital Community Council was formed in the late 1990s to secure relationships between the hospital and the surrounding community. The group sponsors such annual activities as the Hospital's annual holiday tree lighting ceremony and family reading days in both Middletown and Clinton. (860-358-6804)

### **DISASTER PLANNING FOR COMMUNITY**

Hospital staff work on an ongoing basis with appropriate representatives from throughout its service area to develop plans to prepare for a variety of potential emergency situations, such as pandemic flu and natural disasters. (860-358-6597)

### **OPPORTUNITY KNOCKS**

A community collaborative committed to improving the health and well-being of young children, ages five and under. (860-358-4038)

### **SAYAXCHE HOSPITAL PARTNERSHIP**

The Middlesex Hospital – Sayaxche Partnership joins Middlesex Hospital and our community with the Ministry of Health, the regional community hospital, and the Maya Peten community health workers that serve the Libertad & Sayaxche regions of Guatemala. Together, we are working to optimize medical resources in the impoverished Peten region.

### **COMMUNITY BENEFIT OPERATIONS**

*Community benefit operations include costs associated with staff, strategy, operations, and community health needs assessment.*

### **COMMUNITY BENEFIT STAFFING**

Middlesex Hospital has a dedicated manager of community benefit, along with a community benefit steering committee that oversees community benefit planning and operations. (860-358-3034)

### **COMMUNITY HEALTH ASSESSMENT**

In response to the findings of its health assessment, the Hospital is continuing its efforts to focus on the identified priority areas of coordination of care and linkages to services for two target populations: Geriatrics and Co-Occurrence and Addictive Disease. (860-358-3034)



## FINANCIAL ASSISTANCE SERVICES

### *Helping Meet the Needs of Our Community*

*"I don't know how we would have made it through everything without the financial assistance from Middlesex Hospital. The nicest thing was that my husband was able to be in a hospital close by where we live. I can't tell you how important that was."*

The mission of the Middlesex Health System is to improve the health and well being of our community by providing quality healthcare services with caring, compassion and skill. We recognize that some patients may have difficulty paying for these services, even those who have health insurance coverage.

If you worry that you will not be able to pay for all or part of your care, we may be able to help. Middlesex Hospital provides financial assistance to patients based on income, assets and financial needs. We are committed to providing high-quality care and to working with you to find ways to pay for these services in a manner that meets your financial needs.

You can obtain a financial assistance application or information by:

- Calling our financial counselors at (860) 358-2402 or (860) 358-2403
- Visiting our financial counselors at the Middlesex Hospital Outpatient Center at 534 Saybrook Road, Middletown, CT 06457
- Calling our billing customer service department at (860) 358-4870
- Visiting any registration site at the following locations:

Middlesex Hospital, 28 Crescent St. Middletown, CT 06457

Shoreline Medical Center, 260 Westbrook Rd, Essex, CT 06426

Marlborough Medical Center, 12 Jones Hollow Rd, Marlborough, CT 06447

- Downloading the application from [www.middlesexhospital.org](http://www.middlesexhospital.org), under the *Financial Assistance Services* section

Our Financial Counselors are here to help!

## COMMUNITY BENEFIT FINANCIAL REPORT

### Overview of Expenditures and People Served

For period from 10/1/2009 through 9/30/2010

	Persons Served	Benefit
Community Health Improvement Services (A)		
Community Health Education (A1)	34,205	570,024
Community Based Clinical Services (A2)	9,043	4,857
Health Care Support Services (A3)	3,282	2,847,416
<b>Community Health Improvement Services</b>	<b>46,530</b>	<b>3,422,297</b>
Health Professions Education (B)		
Physicians/Medical Students (B1)	52	3,514,422
Nurses/Nursing Students (B2)	249	340,196
Other Health Professional Education (B3)	733	1,098,855
<b>Health Professions Education</b>	<b>1,034</b>	<b>4,953,473</b>
Subsidized Health Services (C)		
Emergency and Trauma Services (C1)	4,817	1,533,232
Hospital Outpatient Services (C3)	12,530	2,864,627
Subsidized Continuing Care (C7)	3,613	3,431,171
Behavioral Health Services (C8)	4,169	7,303,320
<b>Subsidized Health Services</b>	<b>25,129</b>	<b>15,132,350</b>
Research (D)		
Clinical Research (D1)	129	410,931
Community Health Research (D2)	0	96,934
<b>Research</b>	<b>129</b>	<b>507,865</b>
Financial and In-Kind Contributions (E)		
Cash Donations (E1)	0	119,199
In-kind Donations (E3)	5,044	156,795
Cost of Fundraising for Community Programs (E4)	225	33,194
<b>Financial and In-Kind Contributions</b>	<b>5,269</b>	<b>309,188</b>
Community Building Activities (F)		
Economic Development (F2)	0	36,398
Community Support (F3)	763	284,408
Coalition Building (F6)	855	16,278
Workforce Development (F8)	562	31,859
<b>Community Building Activities</b>	<b>2,180</b>	<b>368,943</b>
Community Benefit Operations (G)		
Dedicated Staff (G1)	0	181,791
Other Resources (G3)	0	183,311
<b>Community Benefit Operations</b>	<b>0</b>	<b>365,102</b>
Traditional Charity Care		
Traditional Charity Care	5,778	2,383,608
<b>Traditional Charity Care</b>	<b>5,778</b>	<b>2,383,608</b>
Government Sponsored Health Care		
Unpaid Cost of Medicaid	14,656	11,193,851
<b>Government Sponsored Health Care</b>	<b>14,656</b>	<b>11,193,851</b>
<b>Totals - Community Benefit</b>	<b>100,705</b>	<b>38,636,677</b>
Unpaid Cost of Medicare	27,711	5,102,099
Bad Debt	23,362	3,257,685