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BEHAVIORAL
HEALTH

EDUCATIONAL
PRESENTATIONS

SAFE
SITTER

WOUND CARE

COMMUNITY
HEALTH

FINANCIAL
COUNSELING

2009 MIDDLESEX HEALTH SYSTEM COMMUNITY BENEFIT REPORT

Improving community health through targeted programs and services ...

CLINICAL
TRIALS

HEALTHY
LIVING

CANCER CARE

PATIENT
RESOURCE
LIBRARY

MEDICAL
STUDENTS

BLOOD DRIVES

HEALTH FAIRS
AND SCREENINGS

IN-KIND
DONATIONS

STROKE
EDUCATION



... one person at a time.

MESSAGE FROM THE PRESIDENT

The carefully planned CEO transition at Middlesex Hospital took place on September 1, 2010. I am humbled and honored to serve the community in my new role as President and Chief Executive Officer of Middlesex Hospital.

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.

I came to the Hospital over ten years ago as a vice president and have seen the Hospital's strong and unwavering commitment to the community firsthand since that time. My personal philosophy is that everyone at Middlesex Hospital, at all levels, is here to serve our patients and the community first and foremost. That philosophy ties in directly with the Hospital's mission – to improve the health of those we serve – and my vision as President and CEO is to ensure that mission continues and grows even stronger. To accomplish this goal, we will build on the Hospital's established record of excellence by paying close attention to basic principles and working collaboratively to achieve success in providing the highest level of quality, safety, technology and financial stability, alongside physicians and employees who share this philosophy.

Healthcare is entering a new era with the passage of federal healthcare reform legislation. I can assure you that in spite of the uncertainties this will bring, our patients, their families and the entire community are in capable and caring hands at Middlesex Hospital.



Vincent G. Capece, Jr.
President/CEO
Middlesex Health System

The Emergency Mobile Psychiatric Services (EMPS) program is the child mobile crisis service for Middlesex County. When a person calls 2-1-1, a special operator connects the caller in crisis to the behavioral health staff, who assess the situation at hand and determine the best course of action.

Comforting Our Community. For many years, the Middlesex Hospital Outpatient Behavioral Health Department's comprehensive network of programs and services has addressed individual and family issues of psychological and emotional distress and provided expert care throughout the community.

FAMILY ADVOCACY PROGRAM
One major component of outpatient behavioral health services at Middlesex Hospital is the Family Advocacy Program (FAP). The FAP offers numerous programs to assist families with issues concerning young children and adolescents, including comprehensive behavioral health services, programs that enhance parents' abilities to care for their children and increase families' independence by linking them to community resources offering services that can often be critical to their success.

The System of Care program provides a care manager and an enhanced care manager who help structure the day's activities for a child at risk (called wrap-around services) in an effort to prevent the need for hospitalization.

The Intensive In-Home Child and Adolescent Psychiatric Services (IICAPS) program is designed for children who may be in danger of being placed outside the home because their families may not be able to manage their behavior in the household. Counselors go into these homes and meet with all family members to do everything possible to allow the children at risk to remain at home and educate other family members on the best way to assist in that effort.

The Child and Adolescent Clinic is a traditional therapeutic program that provides weekly counseling for children and adolescents with behavioral/psychiatric issues.

Opportunity Knocks is a school-community partnership committed to improving the health and well-being of young children. The partnership's long-term goals include avoiding the disturbing national trend of preschool expulsion in local schools.

The Women, Infants and Children (WIC) program is a nutrition program that helps low- and moderate-income pregnant women and families with babies and young children eat well and stay healthy by providing resources to purchase specific healthy food items such as baby formula, milk, cheese and cereal.



The Nurturing Families Network focuses on prevention. Every first-time mother at Middlesex Hospital is screened for her parenting skills. If a mother is identified as a high-risk, a home visitor provides counsel through the early stages of parenting for six months, in an effort to prevent child abuse or neglect. Statistics for this program show that the immunization rate for two-year-olds in these homes is 93 percent, as opposed to 73 percent in similar homes not receiving services. In addition, a significant percentage of parents in the program are completing their high school educations, becoming employed and moving out of financial hardship.

The Perinatal Case Manager provides case management services for mothers before, during and after childbirth, with the goal of ensuring proper pre- and post-partum care.

The Family Enrichment Service (formerly known as the Parent Aide Program) is a Department of Children and Families (DCF)-funded program that provides home visitation and support for parents who have been identified by DCF as at risk for losing custody of their children because of inadequate parenting skills.



(Photo at left) MaryAnne Costarella, M.A., L.A.D.C., Substance Abuse Treatment Coordinator, Department of Psychiatry
Beth Gould-Ruitto, R.N.C., Day Treatment Program
(Photo at right) Ken DiCapua, L.C.S.W., Coordinator, IICAPS Program, Family Advocacy

The Identifying Children and Responding Early (iCARE) program was made possible through a five-year implementation grant to prevent children from entering the juvenile justice system and high-end mental health services by intervening in Grades K–5. The program is funded by the Connecticut Health Foundation and is a partnership among the Middletown Public Schools, the Ministerial Alliance and the provider community.



Ava Hart, M.S.W., iCARE Social Worker, Family Advocacy

The Psychiatric Clinical Research program offers patients the opportunity to participate in research trials for both adults and children. Carefully conducted clinical trials are the fastest and safest ways to find treatments that work and improve health. Interventional trials determine whether experimental treatments or new ways of using known therapies are safe and effective in controlled environments. Observational trials address health issues in large groups of people or populations in natural settings.

The Crisis Assessment and Triage Service (CATS) provides telephone assessments and referrals, immediate crisis intervention counseling and consultation to the Emergency Department at Middlesex Hospital. CATS provides services 24 hours a day, seven days a week.

The sheer number and scope of behavioral health services offered by Middlesex Hospital clearly show what a difference these programs make in improving the lives of infants, children, adolescents and adults throughout the community.

Early Head Start (EHS) began in April 2010, partnering with Area Cooperative Education Services (ACES) to provide the home visiting component for this program. The mission is to enhance early literacy, and EHS prepares parents to be “children’s first and most important teachers.”

ADULT OUTPATIENT BEHAVIORAL HEALTH SERVICES

The Middlesex Hospital Center for Behavioral Health Adult Outpatient Clinic offers individual counseling on an outpatient basis to adults with emotional and psychiatric issues. A sliding fee scale makes services more affordable for those with financial hardship who lack insurance.

Psychiatric Day Treatment Programs provide intensive outpatient and partial hospital services for adolescents, adults and geriatric patients with psychiatric and combined substance abuse and psychiatric disorders.

(Left) Terri DiPietro, O.T.R./L, M.B.A., Director, Outpatient Behavioral Health
Robert Grillo, M.D., Chairman, Department of Psychiatry



Diane Eck, Lead Financial Counselor

Simple is better

Based on direct feedback from patients, the Middlesex Hospital Financial Assistance Department has significantly streamlined its application for financial assistance for those who may not be able to pay for all or part of their care at the Hospital. The application is currently only three pages (down from seven previously).

It is never easy to ask for financial help. Middlesex Hospital knows this very well and has responded to those in need of assistance to pay their medical bills by simplifying the process of asking.

All patients who come into the Emergency Department who are not currently in the process of applying or have been approved for financial assistance are asked if they need financial assistance. In the past, the forms would have to be printed and mailed. Now, patients can get the forms before they leave from any registration site. During specific hours, patients can have any questions answered by a financial counselor at Middlesex Hospital.

Financial assistance applications can be downloaded from the Hospital’s website at www.middlesexhospital.org.

Many people may not be aware that they qualify for varying levels of financial assistance from the Hospital. In fact, compared to the national guidelines for eligibility, Middlesex Hospital’s guidelines are very generous.

Income Guidelines (subject to change)

Household Size	Income (at or below):
1 person	\$ 54,150
2 people	\$ 72,850
3 people	\$ 91,550
4 people	\$110,250
5 people	\$128,950
6 people	\$147,650

(For more dependents, add \$18,700 to income for each additional member.)

In addition, if a patient’s application for financial assistance is approved, it stays active for six months from the approval date. All information provided as part of the application is kept strictly confidential and is shared only with those responsible for determining eligibility.

More information about financial assistance can be obtained by calling (860) 358-2402 or (860) 358-2403.

BEYOND THE CALL

Since 1987, Middlesex Hospital paramedics have provided critical medical treatment in the field, working alongside fire and EMS personnel throughout the Hospital's service area.

Paramedics receive special medical training that enables them to provide an advanced level of emergency medical services. The Middlesex Hospital Paramedic Service is one of only three such hospital-based services in the state. When not responding to 911 calls, paramedics work alongside physicians and nurses in the Emergency Department.

This is the work that Middlesex Hospital paramedics have been trained to do — and they do it very well. But their dedication often goes well beyond what is required of them. The following stories about two dedicated and caring Middlesex Hospital paramedics illustrate the point.

One day not too long ago, paramedic Walter Merrick was walking out the door at the end of his shift at the Shoreline Medical Center in Essex. The on-duty paramedic was out on another call when a new call came in for a young child who had been badly burned. Because no other paramedic was available at the time, Walt immediately responded to the scene to help. After arriving, he concurred with the local EMS personnel who had responded, that the injuries were serious enough to have the child transferred by LIFE STAR helicopter to a burn center. Although Walt was officially off duty, his commitment to helping those in need drove him to respond to a serious situation to provide the critical care that was needed at the moment.

This past summer, Jim Santacroce, paramedic and Emergency Medical Services manager, was on duty at the Shoreline Medical Center Emergency Department. It was an especially busy day for the department, with an overflow of patients, most of whom required a significant amount of time and care. Suddenly, there was a loud crashing noise outside on the main road in front of the Medical Center. Staff could see that a car had just crashed into a telephone pole. Jim and a patient care technician from the Emergency Department immediately

ran out to help. The elderly driver had crashed so hard into the pole that it was nearly knocked down. Fallen wires were dangling near the car and the car was smoking. The two were able to extricate the man from the vehicle and take him into the Emergency Department. The patient was confused, had a head injury and required significant testing and treatment. If Jim and the PCT had not been so quick to react, no one may have been able to respond to the accident as quickly, and the driver's injuries could have been much more significant.

These are just two examples that show the outstanding dedication of Middlesex Hospital paramedics to the community at large. These caring and compassionate individuals go beyond the call of duty to respond to those in need and create a lasting benefit in so many ways.



Paramedics Walter Merrick (left) and Jim Santacroce, Manager of Emergency Medical Services

Our Community Benefit Programs Have Improved the Lives of Over 102,740 People



TOTAL COMMUNITY BENEFIT

In 2009, Middlesex Hospital provided community benefit programs to 102,740 people at a total cost value of \$28,355,878. Although these figures were developed according to established reporting guidelines, it is impossible to place a dollar amount on the true impact these programs have on the lives of the people throughout our community. The following pages provide a break-down of the benefits and give more insight into some of the programs and services we offer to our community.

We're making a difference.

(Left to right) Beth Roberts, L.C.S.W., Smoking Intervention Specialist;
Craig Rogoff, Director, Safety and Security; Lori Zapatka, Perinatal Educator;
Michael Stehney, M.D., Middlesex Hospital Family Medicine Residency

OVERVIEW OF EXPENDITURES & PEOPLE SERVED

	PERSONS SERVED	BENEFIT
COMMUNITY HEALTH IMPROVEMENT SERVICES		
Community Health Education	52,523	\$ 507,736
Community-Based Clinical Services	12,034	1,298
Healthcare Support Services	3,878	2,151,508
TOTAL	68,435	\$ 2,660,542
RESEARCH		
Clinical Research	474	\$ 275,471
Community Health Research	N/A*	46,179
TOTAL	474	\$ 321,650
COMMUNITY-BUILDING ACTIVITIES		
Economic Development	N/A*	\$ 22,565
Community Support	210	266,116
Coalition Building	435	55,750
Workforce Development	600	65,034
TOTAL	1,245	\$ 409,465
HEALTH PROFESSIONS EDUCATION		
Physicians/Medical Students	143	\$ 3,096,491
Nurses/Nursing Students	220	352,879
Other Health Professionals Education	926	683,817
TOTAL	1,289	\$ 4,133,187
SUBSIDIZED HEALTH SERVICES		
Emergency and Trauma Services	4,428	\$ 923,558
Hospital Outpatient Services	3,620	1,045,574
Subsidized Continuing Care	3,673	2,763,287
Behavioral Health Services	1,208	4,834,159
TOTAL	12,929	\$ 9,566,578
FINANCIAL AND IN-KIND CONTRIBUTIONS		
Cash Donations	N/A*	\$ 68,940
In-Kind Donations	5,025	143,194
Cost of Fund-raising for Community Programs	130	16,146
TOTAL	5,155	\$ 228,280
COMMUNITY BENEFIT OPERATIONS		
Dedicated Staff	N/A*	\$ 195,674
Community Needs/Health Assets Assessment	555	16,529
Other Resources	N/A*	\$ 129,042
TOTAL	555	\$ 341,245
TRADITIONAL CHARITY CARE		
Traditional Charity Care	5,020	\$ 2,163,043
TOTAL	5,020	\$ 2,163,043
GOVERNMENT SPONSORED HEALTHCARE		
Unpaid Cost of Medicaid	7,638	\$ 8,531,888
TOTAL	7,638	\$ 8,531,888
TOTAL COMMUNITY BENEFIT		
	102,740	\$28,355,878
UNPAID COST OF MEDICARE		
	27,311	\$ 2,184,468
BAD DEBT		
	23,428	\$ 4,895,989

Notes: * Numbers served unable to be quantified and/or apply to the community at large.
The values provided above have been calculated based on current methodologies.



At Middlesex Hospital, we offer a variety of programs and services that include clinical, educational, support, screening and self-help programs in response to increasing healthcare needs of our diverse community. The programs, listed on the following pages, are open to the public, and most of them are free of charge.

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 with diabetes learn how to live with 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** – helps ease the pain, draw strength and courage to go on, and discover fulfillment and meaning in life once again.
- **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 and 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.
- **Breast-feeding** – a supportive environment for new mothers to discuss breast-feeding issues and learn about available resources.

- **First Foods** - a resource for parents who have questions regarding transitioning their children to solid/first foods and helping their children develop 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 HEALTH EVENT

This free, annual awareness event keeps the community informed about the latest developments in the prevention, diagnosis and treatment of breast cancer and breast health issues important to women. (860.358.2050)

LOOK GOOD . . . FEEL BETTER PROGRAM

This program, co-sponsored with the American Cancer Society, is designed for women who are experiencing the cosmetic side effects of cancer treatment. (860.358.2061)

FIGHTING BREAST CANCER WITH YOUR FORK AND SNEAKERS

This is a special nutrition and exercise class for breast cancer patients. (860.358.2052)

ARTS IN THE ATRIUM

This free weekly arts program is offered to cancer patients. (860.358.2061)

FOCUS ON SURVIVORSHIP AND PREVENTION

In this monthly educational series at the Cancer Center, people with cancer and their family members learn about topics related to cancer, including nutrition, coping with emotions and spirituality, creative writing/journaling, reiki, and integrative mindfulness. (860.358.2050)

HEALTHY LIVING THROUGH PREVENTION

This annual event for cancer survivors and their families focuses on the importance of healthy living through prevention and includes a variety of speaker presentations, exhibits and integrative medicine sessions. (860.358.2050)

RED CROSS BLOOD DRIVES

Quarterly volunteer blood drives are conducted at the Hospital. (860.358.6735)

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)



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)

**PREGNANCY & BIRTH
CENTER CLASSES**

For Family Advocacy participants, tuition is waived for Newborn Care, Prepared Childbirth, and Breast-feeding classes through the Pregnancy & Birth Center. (860.358.6320)

MEMORIAL SERVICES

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**

The Hospital produces and distributes educational materials to the public on a variety of health and wellness topics. Additionally, healthcare content is available for public access on the Hospital's website. (860.358.6387)

TREMAINE LIBRARY

The Tremaine Medical Library offers its comprehensive health information resources to the public. (860.358.6286)

SAFE SITTER COURSE

This program for students ages 11 to 13 teaches new baby-sitters how to safely and responsibly care for children. The fees collected do not offset the costs of the program. (860.358.3000)

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 continues to monitor financial assistance processes, 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 focus on asthma (adult and pediatric), chronic heart failure, smoking cessation, diabetes, medical nutrition therapy and childhood obesity. 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)

EDUCATIONAL PRESENTATIONS

Hospital employees regularly give presentations on healthcare topics to community members, local organizations and businesses, local schools and colleges, and non-Hospital affiliated healthcare professionals. (860.358.6980)

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

Hospital staff members routinely conduct health screenings including those for cholesterol, blood pressure, and skin cancer. Homecare holds free blood pressure clinics for seniors in its service area, and annual flu shots are provided to seniors in local communities every fall. Homecare offers free flu immunizations and TB testing to those who are unable to pay. In addition, the Hospital staff participates in health and career fairs throughout the year in many local towns and for many local businesses. (860.358.6387)

**ANNUAL HEALTH
EXAMINATIONS FOR THE
HADDAM FIRE COMPANY**

Annual free physical examinations are performed for the members of the fire company.

**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.

HEALTHY-STEPS™

A gentle, therapeutic exercise program set to music helps cancer survivors and those with chronic illnesses regain mobility and range of motion. (203.457.1656)



RESEARCH

**BEHAVIORAL HEALTH
CLINICAL TRIALS**

The Behavioral Health Department conducts clinical trials for a variety of behavioral health diagnoses. The Family Advocacy Program has continued its participation in a study for child and adolescent schizophrenia as well as the child and adolescent depression study. (860.358.6760)

**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)

CANCER CENTER PATIENT RESOURCE LIBRARY

The Cancer Center Library is available to the public, cancer patients and their families as a resource for cancer information. (860.358.2020)

Sarah Jeffrey, Grants/Special Projects Coordinator,
Middlesex Hospital Cancer Center

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)

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) *Medical Student Training;* (860.358.6480) *Nursing Education*

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 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)

SHORELINE WORLD OF WORK

A one day educational experience held at the Shoreline Medical Center helps local middle school students to learn about the healthcare delivery system. (860.358.3700)

OTHER STUDENT TRAINING

The Hospital provides clinical educational student training in the fields of pharmacy, social work, hospice, behavioral health, radiology, nuclear medicine, rehabilitation and physical therapy, infection prevention, phlebotomy, emergency responders and surgical services, among other areas of healthcare. Non-clinical training includes an administrative fellowship and internships in library services, food and nutrition, biomedical engineering, health information systems, public health and pastoral care.

SHORELINE CAREER DAY

During this annual event at the Middlesex Hospital Shoreline Medical Center, local high school students can experience an emergency in real time and learn what it's like to be a healthcare professional. (860.358.3700)

COMMUNITY-BUILDING ACTIVITIES

OPPORTUNITY KNOCKS

This community collaborative is committed to improving the health and well-being of young children ages five and under. (860.358.4037)

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. (860.358.6200)

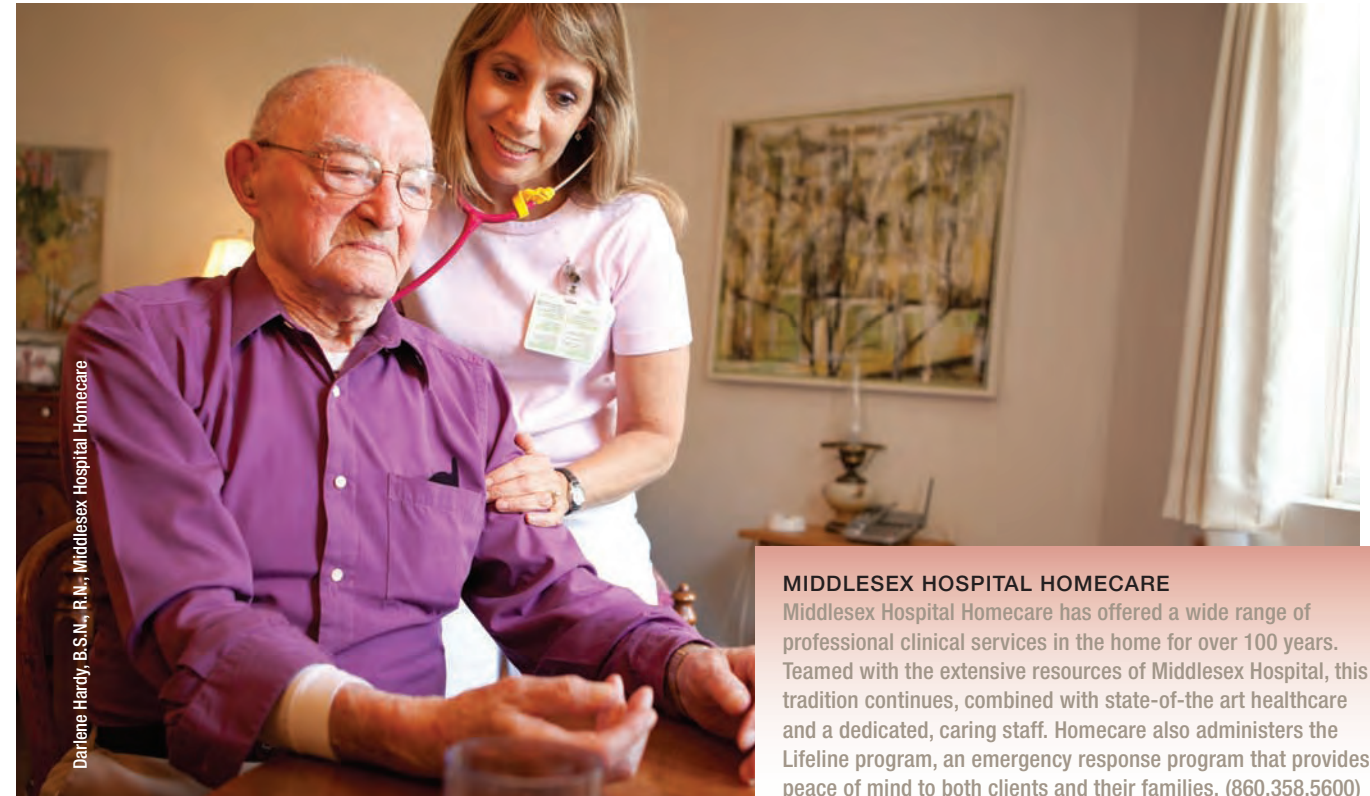
DISASTER PLANNING FOR THE COMMUNITY

Hospital staff work on an ongoing basis with appropriate representatives from throughout the service area to develop plans to prepare for a variety of potential emergency situations, such as pandemic flu and natural disasters. (860.358.6597)



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 and Sayaxche regions of Guatemala. Together, we are working to optimize medical resources in the impoverished Peten region.



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 clients and their families. (860.358.5600)

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)

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)

WOUND CARE

For some, wound healing becomes a complex medical problem that requires specialized treatment and care. The Middlesex Hospital Wound and Ostomy Center provides a full range of services for effective wound treatment. (860.358.2880)

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 and Responding Early (iCARE) program works with schools, families and the community to identify children at risk for behavioral health problems as early as possible. (860.358.6760)

CARDIAC REHABILITATION

After a 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 at the request of the community. 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)

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)

FINANCIAL AND IN-KIND CONTRIBUTIONS

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)

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.

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, satellite locations and assisted living facility, One MacDonough Place, provide free-of-charge, on-site meeting space for many local groups and organizations throughout the year.



Tony Thomas,
Distribution Supervisor

COMMUNITY BENEFIT OPERATIONS

COMMUNITY HEALTH ASSESSMENT

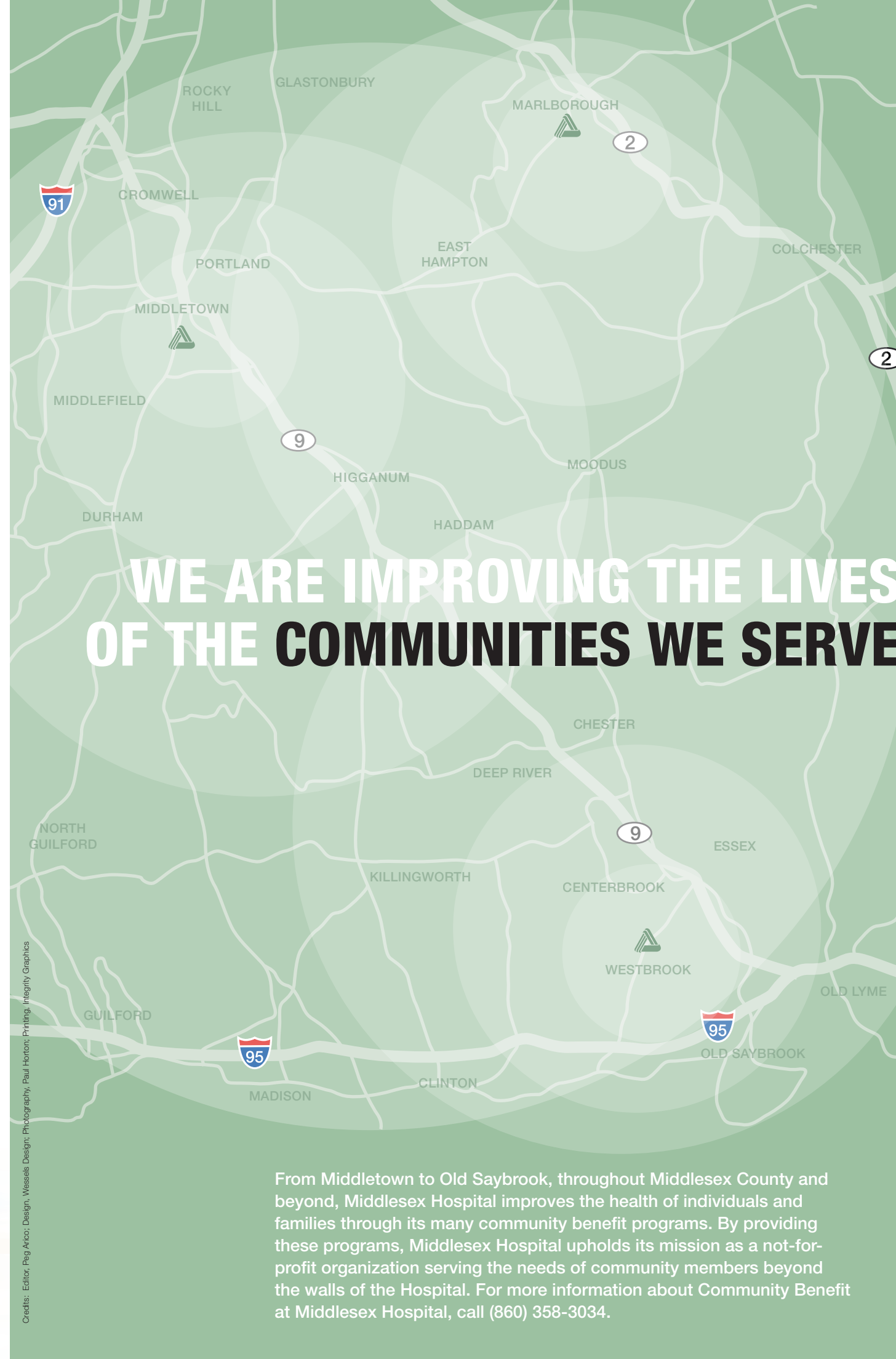
In response to the findings of its health assessment, the Hospital developed a comprehensive inpatient pathway for chronic obstructive pulmonary disease (COPD), which coordinates with outpatient services. Additionally, a geriatrics committee and a co-occurrence and addictive disease committee are working to improve linkages to care for these identified populations. (860.358.3034)

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)



(Left to right) Elizabeth DePiero, Senior Project Specialist
Laura Martino, Vice President of Marketing and Development
Catherine Rees, Manager, Community Benefit



WE ARE IMPROVING THE LIVES OF THE COMMUNITIES WE SERVE

From Middletown to Old Saybrook, throughout Middlesex County and beyond, Middlesex Hospital improves the health of individuals and families through its many community benefit programs. By providing these programs, Middlesex Hospital upholds its mission as a not-for-profit organization serving the needs of community members beyond the walls of the Hospital. For more information about Community Benefit at Middlesex Hospital, call (860) 358-3034.