



**COMMUNITY BENEFIT REPORT**

**OCTOBER 2007 – SEPTEMBER 2008**

## **Section One: Mission Statement**

Quincy Medical Center is a 196-bed private, non-profit community teaching hospital serving residents of Quincy and the South Shore. The Medical Center has established a mission to improve health and quality of life for all residents of our community by providing excellent medical services.

QMC's commitment to its community is clearly articulated in its mission.

**Quincy Medical Center's Mission**  
*To provide the highest quality health care services  
in a personal, warm and compassionate manner  
for all residents of our community.*

An overriding goal of Quincy Medical Center is to improve the access to and availability of health care services in the community.

QMC is especially proud of our 119 year-old legacy of serving traditionally medically underserved members of our community. In FY2008, QMC's patient population was over 60% Medicare, Medicaid and Free Care, and the Medical Center was recognized with a \$2.5 million grant from the Essential Community Providers Fund.

The Board of Trustees of QMC has the authority to approve community benefit program initiatives and to allocate appropriate resources for their support. The Board has delegated authority to the President and Chief Executive Officer and the Vice President, Strategic Services and the Director of Public Relations and Marketing for program planning and implementation.

## **Section Two: Internal Oversight and Management of Community Benefits Program**

Quincy Medical Center's Executive Leadership Team is responsible for planning, directing, coordinating, providing and improving health care services for area residents. Based on QMC's community health needs assessment, those services are designed to improve patient health and outcomes. The Executive Leadership Team is comprised of the following senior level executives at QMC: President and CEO; Chief Financial Officer; Chief of Medicine; Chief of Medical Operations, Vice President of Patient Care; Vice President of General Services; Vice President of Strategic Services; Chief Information Officer; Vice President of Human Resources and Director of Public Relations and Marketing. The community benefits plan is designed in accordance with the hospital's mission, vision, values and strategic plans.

While the hospital does not currently have a formal Community Benefits Advisory Committee, the hospital's Strategic Planning committee has taken a lead role in oversight of the community benefit program. This Committee is composed of community leaders and

residents, including representatives from the Asian community. In addition, Senior management and physician leadership receives input concerning community needs from managers and front-line providers who gain insight into the community’s health needs through their front-line care each day, as well as through interactions and collaboration with community partners. The senior management team assesses these needs and costs in determining overall budgetary priorities and program allocations for the hospital.

**Method for sharing information about community benefits mission/programs with staff at all levels of the institution**

Information relevant to Quincy Medical Center’s community benefits program is shared with physicians and staff at all levels on a routine basis.

Audience	Communications Method
QMC Management Team	Regular updates on community benefits programs provided during weekly meetings on the Executive Leadership Team and monthly meetings of the Leadership Team, Nursing Leadership and other management groups.
QMC Physicians	Regular updates on community benefits programs provided during regular meetings of the Physician Chiefs, Medical Executive Board, and Medical Staff.  Periodic letters mailing to the physician practices offering updates on community benefits programs.
Staff at all levels from clinical and administrative departments	Regular updates on community benefits programs provided during individual department meetings.  QMC website carries community listing and calendars.  Periodic emails and letters updating the staff on community benefits programs, distributed by the Executive Office and Marketing/PR office  Flyers detailing community benefits programs regularly posted throughout organization and distributed with employee paychecks.  Listings of relevant community benefits programs including in <i>Vital Signs</i> , the hospital’s general newsletter and <i>In the Loop</i> , the hospital’s monthly employee-focus newsletter.
Community at large	Publicity and advertisements in area community newspapers, promoting specific community benefit programs.  Flyers promoting upcoming community events and programs, mailed to area councils of aging and senior residences and distributed during health fairs and other outreach events.  Event listings on local cable access channels

	<p>Periodic meetings with our community's residents and providers serving that community.</p> <p>Meetings and collaborations with city officials, including the Mayor, to discuss health needs of Quincy.</p>
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## **Section Three: Community Health Needs Assessment**

### **Process, Participants and Information sources**

Quincy Medical Center's Community Benefits Plan is derived from a Community Health Needs Assessment that draws data and feedback from a multiple sources.

The community health needs assessment considers the following:

- Community demographics, including age, sex, income, and other socio-economic factors
- Measures of health status, including mortality data, infectious disease indicators, chronic disease indicators and injury indicators
- Patient/customer feedback
- Feedback from other community agencies and health care providers
- An analysis of our patient population (e.g., frequency of diagnoses, preventable hospitalization conditions)
- Community resources available to meet community health care needs.

The team reviewed hospital utilization and aggregate patient data, as well as competitive data and market projections prepared by Yankee Alliance. In addition, the team reviewed the demographic and health indicator data available through the Department of Public Health's Massachusetts Health Information Profile (MassChip).

The Community Health Needs Assessment was also shaped through ongoing discussions with our community collaborators including city officials, health and school administrators, affiliated community health center, area social services agencies, community based organizations and others who have knowledge of the community's health needs.

In addition, Quincy Medical Center is a member of the Blue Hills Community Health Alliance (CHNA 20) and participates regularly in Council meeting. CHNA data was also used to shape the Community Benefits Report.

### **Summary of Findings**

Quincy Medical Center's primary service area continues to be comprised of Quincy, Braintree and Weymouth, with 75% of the hospital's discharges residing in these communities. Additional communities served by QMC, in lesser numbers include the communities of Milton, Hingham, Hull and Randolph.

*Population Growth:*

Minimal overall population growth is forecasted for the QMC service area.

Town	2006 Population	2011 Population	Growth	% Growth
Braintree	33,674	33,736	62	.18%
Weymouth	54,174	54,227	53	.10%
Hingham	22,004	23,512	1,508	6.85%
Hull	11,357	11,616	259	2.28%
Milton	25,831	25,622	-209	-.81%
Quincy	91,632	93,384	1,752	1.91%
Randolph	30,724	30,437	-287	-.93%
<b>Total</b>	<b>269,396</b>	<b>272,534</b>	<b>3,138</b>	<b>1.16%</b>

*Population Growth (by race)*

Black and Asian populations in QMC's service area will see the largest growth while the White population in QMC's service area will see a decline.

Race	2006 Population	2011 Population	Growth	% Growth
Asian	26,887	33,070	6,183	23%
Black	18,069	22,486	4,417	24.45%
Multi-Racial	5,307	6,134	827	15.58%
Native American	430	437	7	1.63%
Other	2,848	3,193	345	12.11%
Pacific Islander	79	74	-5	-6.33%
White	215,776	207,140	-8,636	-4.00%
<b>Total</b>	<b>269,396</b>	<b>272,534</b>	<b>3,138</b>	<b>1.16%</b>

*Population Growth by age*

QMC's service area tends to be older than the state population (median age of 36.5 years). Median ages for the three communities are Braintree, 40.0 years; Quincy, 37.6 years; and Weymouth, 38.4 years. The projections for the next five years show that ages 25-44 will see a significant decrease in population and ages 55-69 will show a population gain.

*Health Status Indicators*

Health status indicators for the City of Quincy and for the Blue Hills CHNA, the community health planning area that most closely fits the hospital's service area, were also reviewed as part of the community benefits needs assessment. The Blue Hills CHNA encompasses the communities of Braintree, Canton, Holbrook, Milton, Norwood, Quincy, Randolph and Weymouth.

Health status indicators are as follows:

Indicator	Quincy	CHNA	State
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Cardiovascular Disease (deaths)	259.9	257.7	276.9
Angina (discharges)	25	18	28.3
Total Cancer (deaths)	222.6	209.9	204.6
Lung Cancer (deaths)	62.6	58.3	56
Breast Cancer (deaths)	24.2	25.5	27
Asthma (discharges)	122.7	106.4	128.3
Bacteria Pneumonia (discharges)	400	352	354.6
Tuberculosis (cases)	N/A	3.6	4.3
Acute hepatitis B (cases)	0.0	0.0	.3

*Statistics shown per 100,000 population. Source: Massachusetts Community Health Information Profile (MassCHIP), Massachusetts Department of Public Health, 1995-2008.*

**Section Four:  
 Community Participation**

As a community-teaching hospital and one of the largest employers in the area, Quincy Medical Center is committed to making the community a better place to live and to work.

We are proud to join with our colleagues at various businesses and organizations to improve the health of area residents. To that end, we support local health education programs for children and elders to promote good health and to encourage the younger groups to become familiar with health care as a career. We work with local emergency and rescue officials to train and prepare our staffs in the event of a disaster. We partner with local schools and colleges to prepare students for their chosen careers by serving as a clinical training site.

Community agencies and organizations with whom we have collaborated or from which we have received information on community needs for the past year include:

American Cancer Society  
 American Heart Association  
 Bay State Community Services  
 Beechwood Community Life Center  
 Boston Medical Center  
 Boston Medical Center HealthNet Plan  
 Braintree Landing  
 Chinese Golden Age Center  
 City of Quincy  
 (including Office of the Mayor, Equal Opportunity Office, Fire Department, Housing Department, Mayor’s Crusade Against Cancer, Mayor’s Commission on Family, Mayor’s Commission on Women, Police Department, Public Health Department, Public Library, School Department, and Veteran’s Affairs Office.)

DOVE, Inc.  
 Forum of Coordinators of Interpreter Services  
 Manet Community Health Center  
 Massachusetts Department of Public Health  
 Massachusetts Medical Interpreter Association  
 Milton Council on Aging  
 Old Colony Elder Services  
 Quincy Access Television  
 Quincy Asian Resources, Inc.  
 Quincy Business Association  
 Quincy Collaborative  
 Quincy Community Action Programs  
 Quincy Council on Aging  
 Quincy 2000  
 River Bay Club Assisted Living

Salvation Army  
Senior Resources, Inc.  
South Coastal Workforce Investment  
Board  
South Cove Community Health Center

South Shore Chamber of Commerce  
South Shore Day Care Services  
South Shore Elder Services  
South Shore Mental Health Services

Quincy Medical Center has worked hard over the past few years to recruit new members to the QMC Board of Directors and Committees who represent the Quincy community. There are two Board members from the Asian community now serving on the QMC board. In addition, the QMC Strategic Planning committee includes community representation to help the hospital set its direction.

QMC also gains community input through the community involvement of our leadership team. For example, President and CEO of Quincy Medical Center, Dr. Gibbons has taken a leadership role in many community development programs in the City of Quincy. He serves on the board of directors for the South Shore Chamber of Commerce and the Quincy 2000 Corporation, a non-profit economic development corporation that unites Quincy's public and private sectors in a common economic development mission. In addition, he serves on the Board of Advisors for the Quincy Public School System's Community Partnership Program and is personally committed to developing educational programs to expose children at all grade levels to future careers in healthcare.

In addition:

Edward Browne, Vice President of Clinical and Support Services, is a member of Milton Council on Aging Board of Directors and the Board of Quincy College.

Elizabeth Cadigan, RN, MSN, Vice President of Patient Care/Chief Nurse, is a member of the advisory board of South Shore Elder Services and president of the Mass Organization of Nursing Executives.

David Ryan, Esquire, Vice President for Human Resources serves on the South Coastal Workforce Investment Board.

Allen So, Coordinator of Interpreter Services and Asian Outreach, a member of Quincy 2000's Asian Business Council.

QMC also solicits community feedback on services at health fairs and other community health education events.

## **Section Five: Community Benefits Plan**

In FY 2007, QMC launched and completed a comprehensive strategic planning process. This work included a thorough review of all programs and services at the medical center, as

well as a review of the health needs of our service area. Trustees, senior hospital staff, physicians and representatives from community organizations participated in this process. Our community benefits planning and budget review reflects this comprehensive planning process. The vision and goals developed in that process are as follows:  
Quincy Medical Center will:

- Care for patients as individuals who want to be heard, healed and involved; emphasize customer experience/satisfaction.
- Develop or *facilitate access to* an array of high quality, accessible, affordable, efficient, culturally sensitive and needed services through innovative program development and/or collaborations consistent with mission; ensure seamless solutions for patients.
- Improve the health, well-being and education of our community in ways that are measurable and targeted.
- Be an exceptional employer and setting in which to practice medicine.
- Remain an essential and highly valued partner to local businesses, schools, government, community agencies and faith-based organizations.

Programmatic development is part of the QMC budget development process. The outcomes of the strategic planning process are prioritized in the budget process for program development resources. The Board of Trustees and the QMC Strategic Planning Committee monitors strategic plan implementation on a regular basis.

### **Community Health Priorities**

In FY 2008, Quincy Medical Center focused its Community Benefits Programming on four Community Health Priorities:

1. Reducing cultural, linguistic and physical barriers to care in our primary service area.
2. Providing clinical programming and community health education to raise awareness of preventative healthcare, including risk factor reduction, early detection, and overall wellness.
3. Responding to national healthcare workforce shortages by partnering with area educational institutions to provide advanced clinical training and opportunities to current healthcare workers and also to inspire and educate the next generation of healthcare workers.
4. Collaborating with area healthcare providers, city, state and local agencies, and area emergency personnel to ensure Emergency Preparedness and Disaster Readiness in our primary service area.

We specifically reach out to the elderly, Asian and under- or uninsured populations in our community benefit programs.

## **Section Six: Progress Report: Activity During Reporting Year**

### **Expenditures**

*See attachment, titled "Attachment: Expenditures."*

### **Major programs and initiatives**

As detailed above, in FY 2008 Quincy Medical Center focused its Community Benefits Programming on the following four Community Health Priorities. A review of the major programs and initiatives within each priority category follows.

#### **1. Reducing cultural, linguistic and physical barriers to care in our primary service area.**

**Culturally and linguistically appropriate care.** According to the U.S. Census, the Asian population in Quincy more than doubled from 5,554 in 1990 to 13,546 in 2000. The Asian population now has grown to 21,000, or more than a fifth of the city's total population, according to the 2005 city census and all experts agree this is more than likely under-reported. The Asian community in Quincy is predominately Chinese and Vietnamese.

QMC's full-time *Medical Interpreting and Outreach Department* coordinates all interpreting services for QMC's patients. The services include fully employed, in-house interpreters for at least 12 hours daily, and an additional 24-hour, live telephone interpreting in more than 45 languages.

In addition to our extensive, full time Medical Interpreting Program and the above-mentioned cultural competency-training program, QMC also maintains an *Asian Health Services Program* to coordinate community outreach to the Asian community Quincy. The department participates in high profile events in Quincy's Asian community, such as annual Lunar New Year and August Moon festivals, sponsored by Quincy Asian Resources, Inc. (QARI). Program staff frequently host Asian-language tours of QMC for Asian community members in Quincy and network with other healthcare providers in the area, including Manet and South Cove Community Health Centers, which also serve a large number of Asian residents in our primary service area.

At the direction of the Board-level Strategic Planning Committee, in the spring of 2007, QMC embarked on development of a more extensive plan for reaching out and providing culturally competent care, especially to our Asian Community. That process began with a "Capacity Analysis," which served as an environmental scan of the hospital, its services and initial gaps identified. We then presented this to our Strategic Planning committee, composed of community leaders, including Asian representation, for their input.

Following that, QMC met with and consulted with other community providers for their input and then developed a multi-phased plan for Asian outreach, part of which was implemented in 2007, but most of which is planned for 2008.

Quincy Medical Center has invested in outreach staff adding a .5 community outreach coordinator to the hospital in June 2008. This employee has extensive ties with the Asian community and in her first few months significantly increased Asian participation in the hospital's annual Community Walk for Cancer. She is also responsible for improving access to the hospital for Asian patients and is overseeing the staff serving in the role of a patient navigator. Staff from QMC regularly staff a local senior housing development to help residents navigate their health care. Local residents are also invited to QMC to visit the hospital and meet the Asian staff, listen to a health presentation and ask questions. These QMC Community Days are scheduled six times a year.

The conversations regarding needs of the community led to establishment of a collaboration with leading area agencies that work with the Asian community on a public education series at the Quincy Public Library. Planning began in the summer and the program was launched in the fall. Partners include QARI, Quincy Public Library, South Shore Elder Services, Braintree Landing, Boston Chinese Golden Age Center, and Manet Community Health Center.

Furthering efforts to enhance access to care for Quincy's Asian residents, QMC and Manet Community Health Center have continued their collaboration in an on-site health center at QMC. At all times during office hours, there is an MD, RN, Medical Assistant, and Front Desk Person who speak Cantonese working in the practice. The two organizations together recruited two new medical providers, both Asian and bi-lingual, to further support the clinic.

**Easing Financial Barriers to Care.** In FY 2008, QMC leaders continued to work with our colleagues at the Massachusetts Hospital Association (MHA) and the Commonwealth to implement health care reform. The hospital participated in numerous outreach events to spread the word about the Connector products. In addition, QMC is an active member of the Alliance for Safety Net Hospitals, a collaboration of eight health care systems who collectively provide 62 percent of all hospital uncompensated care and 34 percent of Medicaid services in the state.

In FY 2008, the ***Women, Infants and Children Nutrition (WIC) Program*** at QMC provided nutrition counseling and food vouchers to over 4,700 women and children in more than 18 locations throughout Norfolk and Plymouth counties. The WIC Program collaborates with numerous health and social service agencies in their 20-town service area to help improve the health and well being of women and children in the communities it serves.

***Quincy/South Shore AIDS Cares (QSSAC)*** at Quincy Medical Center is focused on reducing the rate of HIV transmission and expanding HIV and AIDS services on the

South Shore. Primarily funded by the Department of Public Health, QSSAC offers free and confidential services for South Shore residents infected with or affected by HIV. QSSAC client services include individual case management, housing advocacy, referrals for mental health or substance use counseling, and support services. This year, 95 clients utilized QSSAC services. Of that caseload, 20 percent were new clients, 33 percent represented minority groups, and more than 50 percent had advanced HIV disease. In addition to providing case management services, QSSAC also offers free, confidential HIV testing.

The *Quincy Medical Center Chest Clinic*, a free outpatient clinic to serve local vulnerable populations at risk for tuberculosis, opened its doors at Quincy Medical Center in 2006. The Clinic, a collaboration between QMC, the Department of Public Health's Tuberculosis Control Program and local health departments, uses a case management model to ensure that persons at risk for active TB are evaluated, placed on therapy and complete therapy. In FY 2008, the Clinic provided 463 patient visits.

*Linking patients with physicians* In keeping with our mission, QMC has a number of ongoing initiatives to assist members of our community in accessing health care services.

To help all residents in our primary service area easily access the physicians on our medical staff, QMC maintains a toll-free, *physician finder referral service*, which is fully staffed 24-hours-a-day, seven-days-a-week. The service is free of charge to callers and participating physicians. In addition to helping patients select a physician and book an appointment, the service also provides general information about QMC and its services, programs, lectures, screenings and health education events. In FY2008, the Physician Referral Service received 3272 inquiries for different types of services resulting in more than 2,966 referrals to QMC-affiliated physicians and clinical programs.

To ease access to the medical center by public transportation, QMC offers *free courtesy shuttle service* between the Quincy Center MBTA and the hospital. The shuttle service is provided Monday through Friday from 6:15 am to 8:15 pm and makes more than 40 trips in the course of the day.

2. **Providing free health screenings, clinical programming and community health education to raise awareness of preventative healthcare, including risk factor reduction, early detection, and overall wellness.**

Furthering efforts to bring vital cancer screenings to uninsured and underinsured South Shore residents, QMC hosts periodic *free cancer screenings*.

Each fall QMC hosts an annual *free prostate cancer screening*, offering participants a free Digital Rectal Exam (DRE), performed by a QMC-affiliated urologist, as well as a PSA blood test. The screening was held in November and 33 males participated, with 6 participants referred for follow up examination. Screening participants were given American Cancer Society information on prostate cancer, as well as literature

about QMC's clinical services and prostate cancer support group. Press releases and paid advertising were placed in the local media to promote the screening, in the context of early detection.

The Marie A. Curry Fund at Quincy Medical Center was established to honor the memory of Marie Curry, a South Shore resident who lost her battle with breast cancer in 1995 and to raise awareness of the importance of early detection of breast cancer. The Fund was designed to underwrite critical mammography services and breast care services at QMC to uninsured and under-insured South Shore women and has enabled more than 600 women to receive *free breast cancer screenings* and breast care services.

The medical center also incorporates *public health education* into many of our outpatient clinical programming.

The Director of Occupational Health Services and her staff regularly provide training and *occupational injury prevention programs* for workers in our surrounding communities. They provide ergonomic evaluations for library workers, first aid training for school bus drivers, back safety awareness and flu shots for first responders. All of these efforts enhanced community health and emergency preparedness for municipal workers and first responders in this region.

QMC physicians as well as clinical and administrative leaders generously gave of their time to speak with seniors at local Councils on Aging on topics related to elder care, aging, and risk and injury prevention. We also visited nursing homes and assisted living facilities to provide community health education programming.

For many people, Quincy Medical Center is also an excellent *educational resource* to help maintain a healthy lifestyle. We actively educate people about health issues and medical conditions through lectures at the hospital, through our cable TV show, which is co-produced with Quincy Access Television, and through print and radio interviews and columns about timely health topics.

QMC also hosts multiple *support groups* to assist people in dealing with a wide range of issues including breast and prostate cancer, substance abuse, overeating, stress management, Alzheimer's, parenting, violence prevention and smoking cessation.

### ***Finding Hope for Children***

#### ***Finding Hope for Children***

In 2008, Quincy Medical Center opened its doors to a new program called Finding Hope for Children. The program aims to help children who have witnessed violence in their home. The program was formed through a coalition of state and local officials and service providers. The City of Quincy, along with Judge Mark Coven and the Quincy Court, has been a leader in finding better, more comprehensive ways to deal with domestic violence. The Finding Hope for Children program has filled the only missing piece of the puzzle – helping the children traumatized by witnessing violence between their adult caregivers. Last May, QMC President & CEO Gary Gibbons, MD, was

awarded the Jacob Mann Social Justice Award in recognition of his implementation and inkind support of the program – an indication of the importance of and need for the program.

Unfortunately, domestic violence is a cruel reality in our society. Driven by recent domestic violence killings, the Massachusetts Department of Public Health (DPH) last June issued a public health advisory on domestic violence. Here are the QPD's statistics for last year alone:

Abuse Prevention Orders (209a)	
(Orders issued and or served in the City of Quincy)	472.
(Violation of R/O)	99.
Child Abuse (51a) filed	352
Child in Need of Service	17
Domestic Violence Reports	934

The staff of Finding Hope for Children have worked with 58 children thus far, and done several community outreach and awareness events reaching over 200 residents, community leaders and health care providers.

#### ***The Quincy Diabetes Initiative***

To meet the needs of the South Shore's diabetic population, QMC offers a comprehensive ***Diabetes Center***, certified by the American Diabetes Association (ADA). The program is staffed by an board certified endocrinologist, an ADA-certified Diabetes Educator and a certified wound/ostomy care nurse. Program services include medication administration, nutrition counseling, exercise guidelines, education on self-monitoring of blood glucose levels, prevention of hypoglycemia and foot care.

During 2008, the goal was to expand this diabetes care citywide. At the direction of the QMC Strategic Plan, and developed in response to the growing epidemic of obesity and diabetes across the nation, Quincy Medical Center implement the creation of a Diabetes Center at QMC and a city-wide Diabetes Initiative designed to gather providers across the city to partner with the community to raise awareness, prevent and manage diabetes. Part of this planning process included a year-long community health training program offered by the Department of Public Health and the Medical Foundation Center for Healthy Communities. QMC sought and received financial support for a team from Quincy to participate in this valuable training to help the partners work together to develop a collaboration to address a public health issue in the community. The team from Quincy included QMC, Manet Community Health Center, Quincy Asian Resources, Inc; Quincy Community Action Program, Quincy YMCA and the Quincy Department of Public Health.

During this past year, the focus of our efforts has been on collecting a community wide database on diabetes care and management. We were able to secure the interest of Blue Cross Blue Shield to implement a city wide tracking database for diabetes. This program is being piloted in some private primary care offices. The larger physicians practices meet

regularly to share their data and best practices. We hope to have this program fully implemented this year.

**3. Responding to national healthcare workforce shortages by partnering with area educational institutions to provide advanced clinical training and opportunities to current healthcare workers and also to inspire and educate the next generation of healthcare workers.**

QMC is one of the oldest partners of the *Quincy Public Schools* and has shaped the careers of more than 1,000 students over the past 20 years. The longstanding partnership reaches students in all grade levels and includes informal field trips designed to expose elementary school children to a hospital setting as well as initiatives such as job shadowing, internships, and clinical placements for high school students interested in healthcare careers. In addition, classes routinely visit QMC for “real life” learning connected to material that they have studied in the classroom, and Quincy Public School teachers and nurses are invited to attend the hospital’s CEU and CME lectures.

QMC serves as a *clinical training site* for undergraduate and graduate-level students from the Boston College, Boston University College of Allied Health Professions, Boston University School of Medicine, Bridgewater State College, Bunker Hill Community College, Curry College, MGH Institute of Health Professions, Laboure College, Massachusetts Community College, Northeastern University, Quincy College, Regis College, Simmons College, Tufts University and University of Massachusetts-Boston. Areas of education include medicine, nursing, nursing anesthesia, radiation technology, surgical technology, physical and occupational therapy and speech language pathology.

QMC Emergency Department physicians provide quality control and continuing education for *emergency medical technicians and paramedics* in Quincy and Braintree. They also provide training for Fallon Ambulance Service, which delivers emergency responder services in Quincy, Braintree, Weymouth and Milton.

**4. Collaborating with area healthcare providers, city, state and local agencies, and area emergency personnel to ensure Emergency Preparedness and Disaster Readiness in our primary service area.**

In FY 2008, Quincy Medical Center participated in several preparedness exercises and training opportunities to ensure that the Medical Center is in step with local, regional, statewide and national Emergency Management efforts. These activities included:

- In April 2008 Quincy Medical Center participated in a multi-agency drill, which included Hingham Fire Dept, MBTA and other police and fire agencies in the South Shore area. This drill involved a Greenbush train colliding with a school bus and a passenger car.

- In July 2008 Pilgrim Power Plant hosted training for Quincy Medical Center in a radiation exposure. Several staff attended this and they also conducted a walk-threw drill.
- In December 2008 Quincy Medical Center participated with many local Hospital's and long term care facilities in the PEER (Partnership For Effective Emergency Response) exercise to test a new communication process during Emergencies.

### **Section Seven: Next Reporting Year**

Looking ahead to FY 2009, Quincy Medical Center will continue to focus on providing specific community benefits program that meet the needs of our community, as detailed in this report.

Key to this will be implementation of the vision adopted with the Quincy Medical Center Strategic Plan. A few new activities related to Community Benefits that are in process at this point in FY 2009 include:

#### **1. Reducing cultural, linguistic and physical barriers to care in our primary service area.**

Implementation of the 2008 Asian Outreach Plan is in process. Key to this was the recruitment of two new Asian leaders to the QMC Board of Directors. The plan is a blend of collaboration building with area agencies and providers; improving the cultural competency of QMC through staff training, recruitment of more Asian staff, and improving the physical plan aspects of QMC to make it more welcoming to Asian patients and their families. A sampling of goals include:

- Leadership and participation in **Tzu Chi Health Fair** (November 2008)
- Partners: Quincy Asian Resources Inc, Tzu Chi Buddhist Foundation, Quincy Health Department, Manet Community Health Center, South Cove Community Health Center, MA Tuberculosis Dept
- **Wollaston Senior Center** -- Social services, health education and health screenings
- **Family Health and Wellness Series** (May/June) -- Invite families to come to QMC to learn about health topics and wellness habits as a family

#### **2. Providing clinical programming and community health education to raise awareness of preventative healthcare, including risk factor reduction, early detection, and overall wellness.**

QMC will continue its health awareness programming and screenings. A key focus for 2009 is the Diabetes program described above.

#### **3. Responding to national healthcare workforce shortages by partnering with area educational institutions to provide advanced clinical training and opportunities to**

**current healthcare workers and also to inspire and educate the next generation of healthcare workers.**

In May 2009, QMC will present three \$1,000 scholarships to support current Quincy Medical Center employees who are enrolled in nursing degrees. The program – a component of QMC's Nurses' Appreciation Fund, is designed to recognize the compassionate care and expert skill of our caregivers by providing professional development opportunities to further enhance the advanced nursing care at QMC.

**4. Collaborating with area healthcare providers, city, state and local agencies, and area emergency personnel to ensure Emergency Preparedness and Disaster Readiness in our primary service area.**

Emergency management goals and objectives for FY 2008 include implementing hospital-wide participation and training in the statewide HHAN alert system, rewrite and roll out of NIMS compliant EPP and training in NIMS and ICS for QMC Leadership. In addition, staff will participate in training for communication during a pandemic event.

**Section Eight:  
Contact Information**

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## Appendix 1: Expenditures

Type	Estimated Total Expenditure for FY 2008		Approved Program Budget for FY 2009
Community Benefits Programs	1. Direct Expenses	\$1,859,420.00	
	2. Associated Expenses	\$0.00	
	3. DON Expenses	\$0.00	
	4. Employee Volunteerism	1650.00	
	5. Other Leveraged Resources	\$0.00	
Community Service Programs	1. Direct Expenses	\$285,395.00	
	2. Associated Expenses	\$0.00	
	3. DON Expenses	\$0.00	
	4. Employee Volunteerism	\$1,000.00	
	5. Other Leveraged Resources	\$0.00	
Net Charity Care or Uncompensated Pool Contribution	\$701,900		
Corporate Sponsorships	\$10,896.00		
<b>Total:</b>		<b>\$2,860,261.00</b>	

TOTAL PATIENT CARE-RELATED  
 EXPENSES FOR FY 2008:

\$72,539,621

## Additional Information Regarding Quincy Medical Center's Contributions to the Community

<b>Other Expenditures</b>	<b>Fiscal Year 2007</b>
Unreimbursed Medicare Services	\$630,000
Unreimbursed Mass Health Services	\$1,375,000
Bad Debt (Charges)	\$705,000
Operational assessment of the Division of Health Care Finance and Policy	\$79,046