



**Brigham and Women's Hospital
Progress Report on CHNA Implementation Plan
Fiscal Year 2014**

In fiscal year 2013, Brigham and Women's Hospital (BWH) concluded an extensive community health needs assessment process and developed an implementation plan which was adopted by the hospital Board of Trustees. The full plan can be viewed on the BWH website at <https://www.brighamandwomens.org/assets/BWH/about-bwh/pdfs/CHNA-9-30-2013.pdf>.

In this report, we detail progress on the implementation plan for fiscal year 2014.

Cardiovascular Disease

In FY2014, BWH had cardiovascular wellness programs encompassing community outreach throughout Boston, as well as online resource guides, screening tools and heart disease prevention research programs. There was substantial progress on a number of goals:

- **The Cardiovascular Wellness Service provided biometric screening for 500 people, targeted at those at greatest risk for cardiovascular disease through the "Heart Happening Program".**
- **As part of promotions of "heart health," 300 people were screened for heart disease, and 400 attended wellness fairs, seminars and classes.**
- **The online wellness program attracted 8,000 participants.**
- **One thousand participants were reached in "ClimbCorps," a program dedicated to improving cardiovascular health of the general public.**
- **The Teen Health Ambassador Program engaged 8,300 high school students in training and outreach efforts.**

Cancer

BWH maintained efforts to increase the rates of colorectal cancer screenings among diverse patients served at our two licensed community health centers. Patients were connected to a bilingual community health worker in our colorectal cancer patient navigator program. BWH also provided financial assistance to low-income, uninsured and underinsured women with breast cancer to help pay for necessary services related to their breast cancer diagnosis.

- **Seventy percent of navigated patients completed colonoscopies, a significant increase in colon cancer screening rates compared to 49% prior to patient navigation support.**
- **Over 350 patients were referred to the patient navigator and were provided a range of services including transportation, medical escort, co-pay assistance and health education.**
- **The Connecting Hope, Assistance Treatment (CHAT) program provided financial assistance to over 100 women with breast cancer who were low income, uninsured and underinsured to help pay for necessary services related to their breast cancer diagnosis including wigs, bras and transportation to treatment appointments.**

Asthma

Through its efforts in the Partners Asthma Center Community Asthma Program (CAP), BWH offers an asthma education program that provided services for adults and children in Greater Boston and beyond in community health centers, schools and other locations to decrease the burden of asthma. The package of services includes bilingual (English and Spanish) in-home asthma education for patients, environmental assessment and

remediation, and specialized asthma care. In the efforts to decrease the burden of asthma on Greater Boston the following goals were achieved through the CAP program in FY14:

- **More than 400 patients were engaged in different initiatives related to asthma education through multiple organizations around Boston. Home visits were completed to identify and assist patients in identifying and reducing asthma triggers and effectively manage their asthma.**
- **150 allied health care providers participated in asthma education programs**

Obesity, Healthy Eating and Active Living

BWH is committed to promoting healthy eating choices, lifestyles and physical activity among patients and visitors through efforts led by the BWH Nutrition Department, Food Services, and the Cardiovascular Division. BWH licensed community health centers, Southern Jamaica Plain Health Center (SJPHC) and Brookside Community Health Center (BCHC) were also key to implementing community outreach efforts in this area, as described below:

- **Nuestra Generación/Our Generation a community-designed program developed by SJPHC to reduce health disparities among seniors , worked with 90 seniors ages 59-80, all of who are at risk of depression, social isolation, lack of exercise and poor nutrition.**
- **Community based programs offered at BCHC focused on increasing access to physical activity options for young people were supported by a Health Corps Intern and Urban Sports coordinator.**
- **Pediatric and Urban Youth Sports programs maintained coordination with the nutrition department's "Fitness in the City" program. In addition the Healthy Life-Styles Clinic, a curricula based 12-week program of classes and groups, was expanded for children and families.**
- **Support to Parker Hill/Fenway ABCD enabled them to provide over 500 families with food through their food pantry.**

Violence and Trauma

Through its Passageway program, BWH raised awareness of domestic violence and provided free, voluntary and confidential services to patients, employees and community members who were experiencing domestic violence (DV). As a result of the work through the Passageway program, a number of important goals were reached in FY14 including:

- **Free, voluntary, and confidential services were received by over 1,000 patients, employees and community members experiencing domestic violence.**
- **Over 1,500 health care providers and community members were informed of the impact of DV on health.**
- **Over 2,200 consultations were conducted with providers on domestic violence cases.**
- **Ninety-seven clients received services through the Passageway Health Law Collaborative, a partnership with Harvard Legal Services which provides representation and consultation to people experiencing abuse in their relationship.**

BWH also works to prevent violence in our communities through our Violence Intervention and Prevention Programs. The Violence Recovery Specialist supported patients admitted to BWH as a result of intentional

violence both during their inpatient stay and following discharge. Our prevention efforts provided training, education and support to BWH and the local community, particularly youth, on the health impacts of violence. Our progress in this area in FY14 was considerable, including:

- **In FY14, two youth peer leaders were trained on violence prevention and peace promotion, conducting fifteen trainings to over 350 youth and community members on promoting peaceful relationships and preventing violence.**
- **Ninety-one of 100 cases that were referred to the program received assessment by the Violence Recovery Specialist. Of those assessments, seventy-eight (80%) patients had multiple interactions with the Violence Recovery Program. In addition thirty family members/friends were provided with support. Services included supported referral to community agencies, court accompaniment, medical and systems advocacy.**
- **Our prevention efforts included the development and implementation of a trauma-informed training on domestic and community violence for home visitors throughout Boston in partnership with the Boston Public Health Commission.**

Mental Health

Working collaboratively with our community partners, BWH is exploring programmatic options to address the issue of stigma that prevents access to mental health services. We have also worked with other Partners Healthcare providers to develop strategies for trauma informed clinical care to meet the needs of our communities.

This past year, BWH continued to provide support to the Mission Hill Senior Legacy Project, an organization that aims to promote unity and equality among seniors in the Boston neighborhood of Mission Hill. BWH supported the Mission Hill Senior Legacy organization as they designed and hosted several listening sessions in the Mission Hill community to try to understand how mental health issues affect elders in Mission Hill. Thirty-seven seniors between ages 65 and 74 years attended community dialogues, which were conducted in English and Spanish.

The process revealed that mental health concerns are persistent issues among seniors in Mission Hill as a result of several factors, including loneliness, isolation, financial difficulties, and poor nutrition. Many of these are rooted in community-level factors including lack of transportation, drugs and violence in the neighborhood, and poor access to food. As a next step, the Legacy organization in partnership with BWH will work with local Mission Hill organizations to implement a program focused on encouraging social connection, healthy cooking and exercise, and opportunities for community engagement.

Income and Poverty

BWH Workforce Development Office offers community residents guidance to increase their hiring potential at BWH. By working collaboratively with preferred community agencies, BWH provided employment and career counseling to residents, identified skill gaps, referred residents to appropriate programs available in the community and facilitated interviews of qualified community residents.

To support the career success of young people, BWH's Student Success Jobs Program (SSJP) introduces high school students in the 10th through 12th grades from partnering Boston Public Schools to careers in health care, science and medicine by offering paid after school and summer internships within the hospital, and by providing the guidance of health care professionals who serve as role models and mentors. SSJP creates pathways into science, health or medicine careers for those who have traditionally been underrepresented in the field, with 96 percent of students self-identified as people of color. Specific achievements of SSJP and our pathway programs for young people prior to 10th grade were impressive:

- **Ninety students participated in the year-round SSJP program in FY14 and nine new health professionals were recruited to serve as mentors to SSJP adding to the more than 60 BWH departments and mentors already involved with SSJP.**
- **Our alumni surveys of past participants revealed that 96% of SSJP alumni entered college or have graduated college, and 75% of those students majored in a health or science field.**
- **In our SSJP College Program (for high school alumni), 22 BWH health professionals were recruited as preceptors for 24 SSJP College students majoring in science or medicine further extending their healthcare and science skills.**
- **Twenty-three Project T.E.A.C.H (Teen Education About Careers in Health) students were provided with a paid summer internship in the summer prior to their sophomore year in high school. Students worked for 24 hours per week for six weeks in BWH departments, and were supported in preparing research papers and presentations on science and health topics. The students also participated in weekly science related field trips, as well as college tours.**
- **Twenty-one students participated in the six-week Summer Science Academy program and ninety-percent of the participants were youth of color. Students participated in research related to public health topics relevant to their neighborhoods. At the end of the program 85% of the participants expressed interest in pursuing a career in health, science, or medicine.**
- **Sixty students from 4 classrooms were served to promote teamwork and enable cooperative learning experiences that increased science knowledge which included eight hands on science experiments and projects. These programs were conducted by BWH employee volunteers.**

BWH also provided considerable support to educational and job readiness support among young people in our communities. These efforts are detailed below:

- **Mission Hill youth organizations were provided with support to create 20 summer jobs for local young people.**
- **By partnering with Health Career Connection (HCC), a national summer college internship and leadership development program for aspiring health care and public health professionals underrepresented in healthcare, BWH served as a placement site for six HCC interns.**

- At Edward M. Kennedy Academy of Health Sciences, 178 high school students participated in health-related enrichments programming outside of school, 108 students were visited by classroom speakers who shared information on health careers, 258 students visited health related sites, fifty students participated in job shadowing and sixty-four-percent of the forty-seven graduates selected health related majors for college education.
- At South Street Youth Center in Jamaica Plain, 115 youth participated in a program to provide a safe, educational and engaging space during out of school time for young residents of the South Street Development. Twenty-eight youth received employment assistance through this program.

Reproductive and Maternal Health

For more than 20 years, has addressed the issues of infant mortality and low birth weight by connecting patients at six Boston-based community health centers with case managers who provide them with education, guidance and support throughout their pregnancies. BWH also provides ongoing technical assistance and training for the case managers. Through our Stronger Generations program, the following goals were achieved:

- To provide vulnerable at-risk families with infants/children with safety resources and information through our infant car seat program a new car referral system program, was created for hospital wide use, and over 65 infant car seats were distributed to families in need.
- Material goods were provided to 30 families and 200 low income clients were provided with diapers, wipes, and infant supplies.
- Transportation assistance was provided to 60 patients through the provision of Charlie Cards for public transportation and cab vouchers through Perinatal Transportation Assistance Program.
- A young parent ambassador program was implemented providing outreach, resources and social support for pregnant and parenting young families. Ten young parents were hired as BWH employees who participated in a year-long leadership and personal development training program and assisted with city wide summit as parent ambassadors.
- The Summit for Teen Empowerment and Parenting Success (STEPS) convened over 100 pregnant and parenting young adults and young parent providers in the Boston area.
- To support young fathers through a group model of peer-support, four group sessions were held for young fathers. Trainings programs were also conducted for health care providers on engaging young fathers.
- In collaboration with BWH midwifery, a prenatal yoga study was developed measuring the effects of yoga on gestational weight gain, targeted maternal and infant birth outcomes and stress management.

Access to Care

Consistent with its strategic commitments, BWH continued its efforts to delivery high-quality, culturally- and linguistically-competent healthcare to our patients and their families and ensure access to financial counselors for patients facing economic challenges. BWH employs a team of patient financial counselors at its main

campus and other locations to assist patients with health insurance enrollment. In delivering high quality access to care BWH provided the following assistance to patients and their families:

- **Twenty-six Brigham and Women's Hospital Certified Application Counselors (CACs) served over 9,000 individuals. CACs provided information about the full range of insurance programs offered by Executive Office of Health and Human Services and the Health Connector. The Counselors also helped individuals complete an application or renewal; worked with the individual to provide required documentation and submitted applications and renewals for the Insurance Programs; communicated with EOHHS and the Health Connector on the status of such applications and renewals; and help facilitate enrollment of applicants or beneficiaries in insurance programs.**

BWH Interpreter Services is engaged in an ongoing campaign to raise awareness of using professional interpreters through communications and presentations with clinical staff, management and front-line workers; in doing so, we obtain valuable feedback that provides opportunities for improvement. In addition, Interpreter Services continues to participate in the annual community fair for persons with disabilities at neighboring Northeastern University, to educate the public about our American Sign Language interpreting program. This has also resulted in an increase in the number of requests for American Sign Language interpreters.

- **Interpreter Services provided over 69,000 interpretation services to limited English proficiency patients and the deaf and hard-of-hearing patients and we leveraged technology to increase access to including telephonic interpreting and video conferencing, capable of providing over 200 different languages and dialects in a timely manner.**

Community Education and Racial Equity Work

Brigham and Women's Hospital is committed to addressing the social and economic factors that impact health. We know educational success for young people and adults is associated with improved health outcomes. To achieve this, we provided academic support in our existing youth employment programs and partnered with schools and community organizations to provide the education and racial equity programs described below:

- **As a result of the efforts to strengthen reading, comprehension, listening and writing skills in kindergarten to fifth grade, over 100 Pen Pal students and 120 Brigham book buddy students were served by employee volunteers at partnering with Mission Hill elementary schools. Over 400 children and their families were served as a result of the BWH and Tobin School partnership. In addition, 37 BWH employees volunteered to be matched with students needing additional assistance and were read to once a week for an hour throughout the entire school year through the "Read to a Child" non-profit.**
- **A total of 98 young people developed youth leadership skill through peer-led community health improvement initiatives by participating in a training session provided by peer leaders in the Health Careers Ambassador Program.**

- Sixteen youth were trained in health equity, racial justice framing, basic public health and epidemiology and anti-racism work through the Racial Healing and Reconciliation Team. Thirty-eight community education and trainings were also provided on health equity and the connection between racism and health.
- Through the Racial Health and Reconciliation Team in collaboration with the Jamaica Plain Equity Collaborative led by SJPHC, 800 individuals from across Boston were trained.