



MARTHA'S VINEYARD
HOSPITAL

FY19 Community Benefit Report to the Massachusetts Attorney General's Office

Organization Information

Organization Name: Martha's Vineyard Hospital
Address: One Hospital Road PO Box 1477
City, State, Zip: Oak Bluffs, Massachusetts 02557
Website: www.mvhospital.com
Contact Name: Katrina Delgadillo
Contact Title: Director of Communications
Contact Department: Administration
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Organization Type: Hospital
For-Profit Status: Not-For-Profit
Health System: Partners HealthCare
Community Health Network Cape and Islands Community Health Network
Area (CHNA): (CHNA 27),
Regions Served: County-Dukes,

Mission and Key Planning/Assessment Documents

Community Benefits Mission Statement:

Martha's Vineyard Hospital commits to ongoing collaboration with its valued community partners to identify and address unmet health needs. Together, we will strive to improve the health of disadvantaged populations on the island through needs assessment and the development, implementation, and resourcing of a community benefit plan.

Target Populations:

Name of Target Population	Basis for Selection
Patients needing primary care	quantitative and qualitative data review
Ethnic Brazilian population	quantitative and qualitative data review
The uninsured	quantitative and qualitative data review
At-risk elderly population	quantitative and qualitative data review

Publication of Target Populations: Annual Report, Website

Community Health Needs Assessment:

Date Last Assessment Completed: 2019

Data Sources: Community Focus Groups, Other, Surveys,

CHNA Document: [MVH-FY19-CHNA-FINAL-REPORT-7.17.19.DOCX.PDF](#)

Implementation Strategy:

Implementation Strategy Document: [MVH FY19 CB SIP - FINAL.PDF](#)

Key Accomplishments of Reporting Year:

- Hired a psychiatrist to be embedded in Primary Care.
- Brought on 4.5 Nurse Practitioners to increase access to Primary Care team.
- Completed renovations on a new Internal Medicine Suite to accommodate our growing Primary Care Team.
- Partnered with Island Housing Trust, local non-profit, to create affordable housing for economically-qualified MVH/ WNR staff.
- Collaborated with Healthy Aging Task Force to address WNR (nursing home) transformation options to create better environment of care for patients.
- Hired a new Director of Development and Chief of Quality.
- Held second Public Forum for community to speak directly to hospital administration and ask questions in person. This was televised locally to reach as many community members as possible. This will continue to be held annually.
- A monthly column in the local paper was created to provide important health information. Topics include: Nutrition, Healthy Aging, Lyme Disease, etc.
- MVH representation and service contributions - Board of the YMCA; Health Aging Task Force, Dukes County Health Council, and more.
- Delivered educational presentations at Senior Centers in Oak Bluffs, West Tisbury and Edgartown.
- Offered no cost laboratory services at the Health Fair that included lipid panels and Vitamin D screening.
- Active staff participation in local and regional Emergency Preparedness meetings.
- Jeans Days: In exchange for wearing jeans to work on specified days, MVH staff donate food and clothing to the island food pantry.
- Staff assistance in teaching advanced cardiac life support, pediatric advanced life, and basic life support to Tisbury Fire.
- Ran two yearly decontamination drills in order to be prepared for hazmat exposures.
- Partnership with Vineyard Health Care Access to improve the turnaround time that we can enroll patients.

- Food Service prepared traditional meals for over 70 Island seniors on 3 major holidays Thanksgiving, Christmas and Easter that are delivered by volunteers.
- Martha's Vineyard Hospital's affiliate, Windemere Nursing & Rehabilitation Center was ranked among the best in Massachusetts, U.S. News has identified Windemere as one of the "Best Nursing Homes" in their 2018-2019 ratings for nursing homes throughout the country. Ratings range from 1.0 to 5.0. Windemere received a rating of 4.7. Fewer than 13% of the 1,300+ nursing homes in the U.S. achieved "Best" status by earning a U.S. News rating of at least 4.5.
- Windemere Nursing & Rehabilitation Center achieved a CMS 5 Star Rating on November 6, 2019.
- Initiated Master Facility Plan and hired architecture firm to assess and plan for improving use of the facility, and likely adding square footage to accommodate future growth. Key concepts will include: promoting an outpatient-focused design, deploying technology to leverage capacity, understanding the drivers for centralized and decentralized operations, promoting patient privacy, optimizing parking configuration, and pursuing efficiency and cost-savings.
- Partnered with NAACP to promote importance of prostate cancer screening. Provided location for presentation, sign-up and screening. MVH staff participated in medical education, lab provided support with testing.

Plans for Next Reporting Year:

The hospital has the following community benefit initiatives underway for the next reporting year:

- Completed Clinical Service Line Evaluation and Optimization planning. Determined what service lines we need to build, expand or maintain and the manpower needed to do so.
- Initiated Master Facility Plan to assess and plan for improving use of the facility, and likely adding square footage to accommodate future growth. Key concepts will include: promoting an outpatient-focused design, deploying technology to leverage capacity, understanding the drivers for centralized and decentralized operations, promoting patient privacy, optimizing parking configuration, and pursuing efficiency and cost-savings.
- Continue to work with Navigator Elder Homes to create a plan for a sustainable skilled nursing facility on island as a replacement for Windemere.
- Continue to create robust public relations, education, and communications with the Community.
- Holding our 3rd annual public forum for open channel of communication and transparency.
- Conversational Portuguese lessons for employees in order to improve communication between staff and large Portuguese speaking population.
- Continue to improve hospital communications in Portuguese to provide equitable access to information.

Self-Assessment Form: [Hospital Self-Assessment Form - Year 1](#)

Community Benefits Programs

MVH Annual Report

Program Type	Infrastructure to Support CB Collaboration
Program is part of a grant or funding provided to an outside organization	No
Program Description	The MVH Annual Report is created yearly to inform the community of updates and improvements to the care provided, to recognize donors for their contributions, and to share a financial overview of the hospital's fiscal year.
Program Hashtags	Community Education,
Program Contact Information	Katrina Delgadillo, Director of Communications

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
In FY19, MVH refocused efforts on education about healthcare services available on the island.	Updated community on Substance Use Disorder programs available in MVH primary care and the emergency department. MVH gave updates on employee housing partnerships to help alleviate the challenge of securing year-round affordable housing. MVH announced the plan for expanding primary care at MVH and how the team-based approach of the Patient Centered Medical Home model is better for each patient's health in body and mind.	Process Goal	Year 2 of 2

EOHHS Focus Issues	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Housing Stability/Homelessness, Mental Illness and Mental Health, Substance Use Disorders,
DoN Health Priorities	Education, Social Environment,
Health Issues	Social Determinants of Health-Education/Learning,
Target Populations	Regions Served: Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury, Environments Served: Rural, Gender: All, Age Group: All, Race/Ethnicity: All, Language: All,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Community Health Initiative**Program Type** Access/Coverage Supports**Program is part of a grant or** Yes**funding provided to an outside organization**

Program Description The Community Health Initiative program is intended to foster collaborations between applicant institutions and community-based partners to improve the health status of vulnerable populations and build community capacity to promote social determinants of good health. In FY19, Martha's Vineyard Hospital gave grants totaling \$150,675 to Martha's Vineyard Community Services and the 4 Island Councils on Aging to continue to provide support to two key programs.

Program Hashtags Community Health Center Partnership,**Program Contact Information** Katrina Delgadillo, Director of Communications**Program Goals:**

Goal Description	Goal Status	Goal Type	Time Frame
To enhance the New Paths Recovery Program that supports individuals coping with addiction on an outpatient basis.	Structured outpatient addiction program for adults who seek alcohol, drug and behavioral addictions recovery and who may also experience co-occurring mental health disorders. New Paths' philosophy is that everyone can reach their recovery goals. Offering daily structured groups, individual, family education sessions and psychiatric services. Development of skills in early recovery, relapse prevention, peer support, selfcare, mindfulness, emotion regulation, motivational enhancement, stress management, relaxation and mental health.	Outcome Goal	Year 2 of 5
To support Island Councils on Aging Collaborative for the CORE project offering counseling, outreach and referral for the elderly.	The "CORE" project offers counseling, outreach, and referral for elderly and collaborates with MVCS to address significant inter-related health, behavioral health, social and case management needs of elders.	Process Goal	Year 3 of 3

EOHHS Focus Issues	Mental Illness and Mental Health, Substance Use Disorders,
DoN Health Priorities	Built Environment, Social Environment,
Health Issues	Health Behaviors/Mental Health-Depression, Health Behaviors/Mental Health-Mental Health, Other-Senior Health Challenges/Care Coordination, Social Determinants of Health-Access to Health Care, Social Determinants of Health-Access to Healthy Food, Social Determinants of Health-Nutrition, Social Determinants of Health-Violence and Trauma, Substance Addiction, Alcohol Use, Substance Addiction-Smoking/Tobacco Use, Substance Addiction-Substance Use,
Target Populations	Regions Served: Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury, Environments Served: Rural, Gender: All, Age Group: Adults, Children, Elderly, Race/Ethnicity: All, Language: All,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Edgartown Council on Aging	edgartowncoa.com
MV Community Services	www.mvcommunityservices.com
Oak Bluffs Council on Aging	www.oakbluffsma.gov/152/Council-on-Aging
Tisbury Council on Aging	www.tisbury.ma.gov/council-aging
Up-Island Council on Aging	www.westtisbury-ma.gov/Boards/council-aging

Emergency Medical Technician Training

Program Type	Community-Clinical Linkages
Program is part of a grant or funding provided to an outside organization	No
Program Description	In FY19, Martha's Vineyard Hospital provided scheduled skill refresher courses to Island EMTs and Paramedics. The 4 town services take 10-12 classes per year. Physicians and nurses from the hospital's Emergency Department served as Examiners in these courses. In addition, the hospital

served as a clinical campus for EMT training in emergency procedures, newborn deliveries, and airway management.

Program Hashtags Health Professional/Staff Training, Mentorship/Career Training/Internship,

Program Contact Information Karen Casper, M.D. MVH Emergency Services

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Provide skill refresher courses for Island EMTs.	In FY19, Martha's Vineyard Hospital provided scheduled skill refresher courses to Island EMTs and Paramedics. The 4 town services take 10-12 classes per year.	Process Goal	Year 3 of 5

EOHHS Focus Issues

N/A,

DoN Health Priorities

Built Environment, Education, Social Environment,

Health Issues

Other-Emergency Preparedness, Social Determinants of Health-Public Safety,

Target Populations

Regions Served: Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury

Environments Served: Rural,

Gender: All,

Age Group: All,

Race/Ethnicity: All,

Language: All,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Martha's Vineyard EMTs and Paramedics	Not Specified

Health Fair

Program Type

Total Population or Community-Wide Interventions

Program is part of a grant or funding provided to an outside organization

No

Program Description Martha's Vineyard Hospital hosts an annual health fair for health and human service providers in order to disseminate information about available programs and services offered at the hospital and throughout the Vineyard. In FY19, some services offered at the fair included: screenings for cholesterol, glaucoma and ocular health, hearing, and blood pressure, skin cancer screening, spine screenings, zero balance screening, Patient Gateway enrollment and eCare information. Free healthy snacks were provided to all guests and participants. In FY19, there were more than 300 people who came through the fair and more than 65 providers/services signed up to participate.

Program Hashtags Community Education, Community Health Center Partnership, Health Screening,

Program Contact Information Erin Tilton, Assistant Director of Development

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Host annual health fair for health and human service providers to discuss available programs and services offered at the hospital, Island-wide and off-island.	In FY19, more than approximately 300 participants attended the annual health fair	Outcome Goal	Year 3 of 5

EOHHS Focus Issues Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Mental Illness and Mental Health, Substance Use Disorders,

DoN Health Priorities Education, Social Environment,

Health Issues Cancer-Breast, Health Behaviors/Mental Health-Bereavement, Health Behaviors/Mental, Health-Mental Health, Health Behaviors/Mental Health-Physical Activity, Health, Behaviors/Mental Health-Responsible Sexual Behavior, Health Behaviors/Mental Health-Stress Management, Infectious Disease-Lyme Disease, Infectious Disease-Sexually Transmitted Diseases, Maternal/Child Health-Reproductive and Maternal Health, Other Hospice, Other-Senior Health Challenges/Care Coordination, Social Determinants of Health Access to Healthy Food, Social Determinants of Health-Education/Learning, Social Determinants of Health-Nutrition, Substance Addiction-Opioid Use, Substance Addiction Substance Use,

Target Populations **Regions Served:** Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury,
Environments Served: Rural,
Gender: All,
Age Group: All,
Race/Ethnicity: All,
Language: All,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Airport Fitness	airportfitnessmv.com
Big Brothers/Big Sisters of Cape Cod & Islands	www.bbbsmb.org
Boston MedFlight	www.bostonmedflight.org
Caregiver Homes of Cape Cod/Islands	www.caregiverhomes.com
Edgartown Council on Aging	www.edgartowncoa.com
Elder Services of Cape Cod & the Islands	www.escci.org/
Greater Boston Home Health Care	www.greaterbostonhcs.com
Hope Hospice/Hope Health	www.hospice.vineyard.net
Hospice of Martha's Vineyard	www.hospiceofmv.org
Island Food Pantry	www.islandfoodpantry.org
Martha's Vineyard Community Services	mvcommunityservices.com
MV Disaster Animal Response Team	Not Specified
MV Medical Reserve Corps	www.mvmedicalreservecorps.org
MV Partnership for Health	www.vineyardhealth.org
MV Senior Medicare Patrol Program	www.masmp.org
MVH (12 departments)	www.mvhospital.com
MVY Radio	www.mvyradio.com
Narcotics Anonymous	www.mvana.org
National Alliance on Mental Illness	www.nami.org
New England Donor Services	www.neds.org
Oak Bluffs Animal Control	www.oakbluffsma.go
Oak Bluffs Police Dept	www.police.oak-bluffs.ma.us
Salvation Army	https://massachusetts.salvationarmy.org/MA/

Tisbury Council on Aging	www.tisburyma.gov/council-aging
Vineyard Audiology	www.vineyardaudiology.com
Vineyard Health Care Access Program	www.getaccessmarthasvineyard.org
Vineyard House	www.vineyardhouse.org
Weight Watchers	www.weightwatchers.com
Windemere Nursing & Rehab Center	www.windemeremv.org
YMCA of MV	www.ymcamv.org
Ace MV	www.acemv.org
American Red Cross	www.redcross.org
Blitz Fitness	www.marthasvineyardfitness.com
Atria Senior Living	www.atriaseniorliving.com
Cape Cod WIC	www.mass.gov/locations/cape-cod-wic-program-main-clinic
Department of Children and Families	https://www.mass.gov/orgs/massachusetts-department-of-children-families
Divine MV	www.divinemv.com
Donor Dudes of the Vineyard	Not Specified
Dukes County Sheriff's Office	www.dukescountysheriff.com
Finkelstein & Shea Optometrists	www.drsfinkelsteinandshea.com
Health Imperatives	www.healthimperatives.org
Healthy Aging Martha's Vineyard (MVCS)	www.mvcommunityservices.com
Kids Yogamotion	www.kidsyogamotion.com
Learn to Cope	www.learn2cope.org
Maplewood Senior Living	www.maplewoodseniorliving.com
Martha's Vineyard Center for Living	www.mvcenter4living.org
Martha's Vineyard Hospital Access Department	www.mvhospital.com
Martha's Vineyard Hospital Dental Center	www.mvhospital.com
Martha's Vineyard Hospital Dialysis	www.mvhospital.com

Martha's Vineyard Hospital Dietary	www.mvhospital.com
Martha's Vineyard Hospital Human Resources	www.mvhospital.com
Martha's Vineyard Hospital Infection Control	www.mvhospital.com
Martha's Vineyard Hospital Infusion Services	www.mvhospital.com
Martha's Vineyard Hospital Laboratory	www.mvhospital.com
Martha's Vineyard Hospital Mammography	www.mvhospital.com
Martha's Vineyard Hospital Maternity	www.mvhospital.com
Martha's Vineyard Hospital Nursing Department	www.mvhospital.com
Martha's Vineyard Hospital Operating Room	www.mvhospital.com
Martha's Vineyard Hospital Orthopedics	www.mvhospital.com
Martha's Vineyard Hospital Patient Family Advisory Council	www.mvhospital.com
Martha's Vineyard Hospital Pharmacy	www.mvhospital.com
Martha's Vineyard Hospital Process Improvement	www.mvhospital.com
Martha's Vineyard Hospital Rehabilitation & Wellness	www.mvhospital.com
Martha's Vineyard Hospital Substance Use Disorder Program	www.mvhospital.com
Martha's Vineyard Hospital Volunteer Department	www.mvhospital.com
Martha's Vineyard Tick-Borne Illness Prevention	www.mvboh.org
New England AIDS Education & Training Center	www.neaetc.org
US Coast Guard Auxiliary	www.cgaux.org
One Love Yoga	Not Specified
Privatus Care Solutions	www.privatuscare.com
Vineyard Complementary Medicine, Inc.	www.vineyardcomplementarymedicine.com
Vineyard Gynecology	Not Specified

Vineyard Weight Loss	www.bineyardhouse.org
Visiting Nurses Association of Cape Cod	www.vnacapecod.org
The Yard	www.dancetheyard.org

Meditation and Mindfulness Training

Program Type	Total Population or Community-Wide Interventions
Program is part of a grant or funding provided to an outside organization	No
Program Description	Calming the mind, reducing stress, optimizing well-being. The 8-week series is sponsored by MV Hospital. In FY19, approximately 16 classes were conducted.
Program Hashtags	Community Education, Health Professional/Staff Training,
Program Contact Information	Avery Langlois, MVH Human Resources 508-957-9479

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Develop a stable daily meditation practice, learn to calm the overactive mind, reduce stress and emotional disturbances, experience a seamless blending of being and doing, understand the qualities of human flourishing.	Ongoing. Classes take place twice a year.	Outcome Goal	Year 2 of 3

EOHHS Focus Issues	Mental Illness and Mental Health,
DoN Health Priorities	Education, Social Environment,
Health Issues	Health Behaviors/Mental Health-Stress Management,
Target Populations	Regions Served: Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury, Environments Served: Rural, Gender: All, Age Group: All, Race/Ethnicity: All, Language: All,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Elliott Dacher, MD	http://www.elliottdacher.org/

Provision of Hospital Space to Providence VA Medical Center

Program Type Infrastructure to Support CB Collaboration

Program is part of a grant or No

funding provided to an outside organization

Program Description In FY19, Martha's Vineyard Hospital provided space free of charge for Providence VA Medical Center providers to meet with patients. The provision of this space allowed island veterans to have easier access to VA services in their community at Martha's Vineyard Hospital and reduced the need for out of state commutes. Veterans visit at least one day per month. In addition to outpatient-based care, the agency also refers onsite to Martha's Vineyard sub-specialists and ancillary services to improve the overall health care of the Veteran population on Martha's Vineyard, the clinic also provides access to specialist care for these patients via a telemedicine system called Clinical Visual Technology (CVT).

Program Hashtags Community Health Center Partnership, Health Screening,

Program Contact Information Katrina Delgadillo, Director of Communications

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To ensure veterans on the island have access to convenient and quality healthcare.	In FY19, Martha's Vineyard Hospital provided space free of charge for Providence VA Medical Center providers to meet with patients.	Outcome Goal	Year 3 of 5
To ensure veterans on the island have access to convenient and quality healthcare.	In FY19, veterans visited at least one day per month.	Outcome Goal	Year 3 of 5
To ensure veterans on the island have access to convenient and quality healthcare.	In addition to outpatient-based care, the clinic also provides access to specialist care for these patients via a telemedicine system called Clinical Visual Technology (CVT). The agency also refers onsite to Martha's Vineyard Hospital sub-specialists and ancillary services to improve the overall health care of the Veteran population on Martha's Vineyard.	Outcome Goal	Year 3 of 5

EOHHS Focus Issues N/A,
DoN Health Priorities Built Environment, Social Environment,
Health Issues Social Determinants of Health-Access to Health Care,
Target Populations **Regions Served:** Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury,
Environments Served: Rural,
Gender: All,
Age Group: Adults,
Race/Ethnicity: All,
Language: All,

Additional Target Population Status: Veteran Status,

Partners:

Partner Name and Description	Partner Website
Providence VA Medical Center	http://www.providence.va.gov/

MVH Scholarship Program for Regional H.S.

Program Type Infrastructure to Support CB Collaboration
Program is part of a grant or funding provided to an outside organization Yes
Program Description Martha's Vineyard Hospital provides scholarships to graduating seniors. Preference is given to students considering a career in healthcare.
Program Hashtags Mentorship/Career Training/Internship,
Program Contact Information Marion Ellis

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To offer scholarships annually to students considering a career in healthcare.	In FY19, two students were awarded \$1,000 each.	Outcome Goal	Year 2 of 10

EOHHS Focus Issues N/A,
DoN Health Priorities Education,
Health Issues Social Determinants of Health-Education/Learning,
Target Populations **Regions Served:** Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury,
Environments Served: Rural,
Gender: All,

Age Group: Teenagers,
Race/Ethnicity: All,
Language: All,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Martha's Vineyard Regional High School	https://www.mvrhs.org/

Sharps Disposal Program

Program Type Access/Coverage Supports

Program is part of a grant or No

funding provided to an outside organization

Program Description This ongoing program provides a safe method for community members to dispose of their used needles and syringes from Monday-Friday, between 7am-5pm (except holidays). In addition, Martha's Vineyard Hospital continued to encourage more active community participation in this program by way of a quarterly newspaper ad campaign and regular postings on the hospital's website.

Program Hashtags Not Specified

Program Contact Information Lynn Mercer, CLS, Director of Laboratory Services

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To provide community access to proper disposal of used needles/syringes.	In FY19, Martha's Vineyard Hospital continued to encourage more active community participation in this program by way of a quarterly newspaper ad campaign and regular postings on the hospital's website. More advertising in FY18 was part of the program.	Outcome Goal	Year 3 of 5

EOHHS Focus Issues Substance Use Disorders, Chronic Disease with a Focus on Cancer, Heart Disease, and Diabetes

DoN Health Priorities N/A,

Health Issues Chronic Disease-Diabetes, Substance Addiction-Substance Use,

Target Populations **Regions Served:** Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury,

Environments Served: Rural,
Gender: All,
Age Group: All,
Race/Ethnicity: All,
Language: All,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Prostate Cancer Screening Series

Program Type Direct Clinical Services

Program is part of a grant or funding provided to an outside organization No

Program Description Series of four prostate cancer screenings held at MVH targeting African American men over the age of 45.

Program Hashtags Community Education, Health Screening, Prevention,

Program Contact Information Marissa Lefebvre

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To encourage African American Men over the age of 45 to learn about the dangers of prostate cancer and to get tested.	In FY19, during the course of these four screening dates, six men were screened for prostate cancer and have had proper follow up with their primary care physicians.	Outcome Goal	Year 1 of 2

EOHHS Focus Issues Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,

DoN Health Priorities Education,

Health Issues Cancer-Prostate, Social Determinants of Health-Access to Health Care,

Target Populations **Regions Served:** Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury,
Environments Served: Rural,
Gender: Male,
Age Group: Adults,
Race/Ethnicity: African, Black,
Language: All,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
The Exeter Group	https://www.exetergroup.net/
Prostate Health Education Network	http://prostatehealthed.org/
African American Comedy Festival	https://marthasvineyardcomedy.com/

Provision of Hospital Space to Community Organizations

Program Type Infrastructure to Support CB Collaboration

Program is part of a grant or funding provided to an outside organization No

Program Description In FY19, community organizations utilized MVH conference rooms and resources to hold organization meetings and groups. These included support groups and non-profit meetings as needed.

Program Hashtags Community Education, Community Health Center Partnership,

Program Contact Information Rachel Vargas

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To enable local non-profits to meet with community members to offer support services and counseling. Allowing use of our meeting space and IT support gives non-profits the tools needed to meet with those they serve in the community.	In FY19, Martha's Vineyard Hospital provided 208 hours of donated time in meetings spaces in support of local non-profits.	Process Goal	Year 1 of 3

EOHHS Focus Issues Mental Illness and Mental Health, Substance Use Disorders, Education, Social Environment,
DoN Health Priorities Health Behaviors/Mental Health-Bereavement, Other-Hospice, Social Determinants of Health Education/Learning, Social Determinants of Health-Public Safety, Substance Addiction
Health Issues Substance Use,

Target Populations **Regions Served:** Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury,
Environments Served: Rural,
Gender: All,
Age Group: All,
Race/Ethnicity: All,

Language: All,

Additional Target Population Status: Veteran Status,

Partners:

Partner Name and Description	Partner Website
Hospice MV	https://hospiceofmv.org/
EMT and Paramedics	https://www.oakbluffsma.gov/190/Fire-EMS
Alcoholics Anonymous	http://aaonmv.org/12step/

The Health Beat

Program Type	Total Population or Community-Wide Interventions
Program is part of a grant or funding provided to an outside organization	No
Program Description	In FY19, MVH published a monthly public health article in the local newspaper. Addressed several issues raised in the CHNA with the goal of educating the community and providing information on local resources.
Program Hashtags	Community Education, Health Screening, Prevention,
Program Contact Information	Katrina Delgadillo

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
To continue to educate the island community on public health concerns and support services available on the island at MVH and beyond.	In FY19, MVH published 12 Health Beat articles in the free local paper and online.	Process Goal	Year 2 of 3

EOHHS Focus Issues	N/A,
DoN Health Priorities	Education, Housing,
Health Issues	Infectious Disease-Lyme Disease, Social Determinants of Health-Education/Learning,
Target Populations	Regions Served: Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury, Environments Served: Rural, Gender: All, Age Group: All,

Race/Ethnicity: All,

Language: English,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Martha's Vineyard Times	MVtimes.com

MVH Interpreter Services

Program Type Access/Coverage Supports

Program is part of a grant or No

funding provided to an outside organization

Program Description Martha's Vineyard Hospital offers [translator](#) services to improve accessibility to health care for non-English speaking community members. In FY19, a language line offering more than 240 languages was used to improve communication between non-English speaking patients and providers.

Program Hashtags Not Specified

Program Contact Information Claire Seguin, Chief Nursing and Operations Officer

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Provide equal access to health care Island-wide by offering translator services for non-English speaking community members.	In FY19, MVH offered a language line to patients who requested translator services.	Process	Year 3 of 5

DoN Health Priorities

Health Issues

Built Environment, Social Environment, Social Determinants of Health-Access to Health Care, Other-Hearing, Social Determinants of Health-Access to Health Care, Social Determinants of Health-Language/Literacy,

Target Populations

Regions Served: Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury,
Environments Served: Rural,

Gender: All,
Age Group: All,
Race/Ethnicity: All,
Language: All,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Language Line Solutions	https://www.language.com/

The Mass. League's CHC Provider Loan Repayment Program

Program Type Access/Coverage Supports

Program is part of a grant or funding provided to an outside organization Yes

Program Description Partners collaborates with the Massachusetts League of Community Health Centers (Mass. League) and other organizations to ensure patients have access to primary care close to home. Toward that end, since 2007, Partners has provided annual funding to support the administration of state-wide educational loan repayment programs for primary care providers and other clinicians and grant programs to retain existing clinicians. The Mass. League has worked with a variety of funders to support these initiatives over the past 13 years, including Bank of America, Mass. Dept. of Public Health, Mass. Dept. of Mental Health, and MassHealth. Several hundred clinicians, including primary care physicians, nurse practitioners, dentists, and social workers have benefited from these programs.

Program Hashtags Community Health Center Partnership, Health Professional/Staff Training,

Program Contact Information Kristen Barnicle, Executive Director, Partners Community Health, 857-282-1421

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Expand the state's supply of primary care providers at community health centers.	The Mass. League's CHC Provider Loan Repayment Program: Since 2007, more than 300 providers have committed to work in a community health center for up to three years in exchange for loan repayment.	Outcome Goal	Year 3 of 3
Encourage retention of primary care providers at community health centers.	Since 2009, more than 80 special project grants have been awarded to providers at Massachusetts community health centers.	Process Goal	Year 3 of 3

EOHHS Focus Issues Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Mental Illness and Mental Health,

DoN Health Priorities N/A,

Health Issues Chronic Disease-Diabetes, Health Behaviors/Mental Health-Mental Health, Social Determinants of Health-Access to Health Care,

Target Populations **Regions Served:** All Massachusetts,
Environments Served: All,
Gender: All,
Age Group: All,
Race/Ethnicity: All,
Language: All,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Mass League of CHCs	https://massleague.org/

Martha's Vineyard Hospital Certified Application Counselors

Program Type Access/Coverage Supports

Program is part of a grant or funding provided to an outside organization No

Program Description Martha's Vineyard Hospital Certified Application Counselors (CACs) provide information about the full range of insurance programs offered by EOHHS and the Health Connector. Our CACs help individuals complete an application or renewal; work with the individual to provide required documentation; submit applications and renewals for the Insurance Programs; interact 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. In FY19, MVH CACs contributed to the estimated 68 patient financial counselors that served patients who needed assistance with their coverage.

Program Hashtags Prevention,

Program Contact Information Kim Simonian, Director for Public Payer Patient Access, Community Health, Partners Healthcare

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
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Provide information about the full range of insurance programs offered by EOHHS and the Health Connector.	In FY19, MVH CACs contributed to the estimated 68 patient financial counselors that served patients who needed assistance with their coverage.	Process Goal	Year 1 of 3
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EOHHS Focus Issues

N/A,

DoN Health Priorities

N/A,

Health Issues

Social Determinants of Health-Access to Health Care, Social Determinants of Health-Uninsured/Underinsured

Target Populations

Regions Served: Aquinnah (Gay Head), Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury,

Environments Served: All,

Gender: All,

Age Group: All,

Race/Ethnicity: All,

Language: All,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Massachusetts Health Connector	https://www.betterhealthconnector.com
Mass Health	http://www.mass.gov.eohhs/gov/departments/masshealth
Health Care for All	https://www.hcfama.org
Massachusetts Health and Hospital Association	https://mhalink.org
Massachusetts League of Community Health Centers	http://www.massleague.org

RIZE Massachusetts**Program Type**

Access/Coverage Supports

Program is part of a grant or funding provided to an outside organization

Yes

Program Description

RIZE Massachusetts Foundation (RIZE) was founded in response to the opioid overdose crisis. RIZE is dedicated to expanding access to treatment and other services for opioid use disorder (OUD), measuring the effectiveness of our work, and replicating programs achieving the greatest impact. To date, RIZE has distributed over \$4.9 million in grants to more than fifty Massachusetts organizations.

RIZE's focus areas are: Care - comprehensive, compassionate, and sustainable approaches to prevention, harm reduction, treatment, and recovery; knowledge - data, commissioned research, and evaluation to expand the evidence base and inform policy; and; human impact - efforts to reduce the economic impact on workers, businesses, and communities. We conduct our work mainly in three ways: grantmaking; policy and research; and convenings.

Program Hashtags

Research, Support Group

Program Contact Information.

RIZE Massachusetts Foundation, Inc. 101 Huntington Ave., Suite 1300, MS 0111 MA 02199

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Commission research studies to generate new knowledge about: - evidence-based strategies to address the epidemic - the economic and social imperative to address the crisis; systems, regulatory, and stigma-related barriers; and the needs and opportunities related to the epidemic. - use the data gathered from our grant program evaluations to generate new knowledge about the impact of RIZE-funded programs and successful approaches to harm reduction, treatment, and recovery support.	Findings from research we commissioned on the effectiveness of recovery coaches in OUD treatment were presented to the Massachusetts Recovery Coach Commission and referenced in the official commission findings. In addition, the research we commissioned from the Massachusetts Health Policy Forum and the Massachusetts Taxpayers Foundation on the impact of the opioid crisis on our workforce and economy were presented in stakeholders at forums that were attended by approximately 500 attendees combined, including Governor Baker and Attorney General Maura Healy. Both reports were downloaded more than 1,000 times from the RIZE website.	Outcome Goal	Year 3 of 3
Commission research studies to generate new knowledge about: - evidence-based strategies to address the epidemic - the economic and social imperative to address the crisis; systems, regulatory, and stigma-related barriers; and the needs and opportunities related to the epidemic. - use the data gathered from our grant program evaluations to generate new knowledge about	RIZE also commissioned research on stigma in the health care professions, which shows that one in four emergency medicine or family/internal medicine providers feel that treating patients with OUD will attract undesirable patients to their practice. The findings were cited in the Massachusetts legislature's Medication Assisted Treatment Commission report and widely covered by the media.	Outcome Goal	Year 3 of 3

the impact of RIZE-funded programs and successful approaches to harm reduction, treatment, and recovery support.			
Provide effective and compassionate services and supports to people with OUD; address barriers to care for people with OUD; and support the staff who are providing services to people with OUD by equipping them to do their work effectively, compassionately, and sustainably.	To date, RIZE has distributed over \$4.9 million in grants to more than fifty Massachusetts organizations. An example is our Saving Lives, Improving Health: Redesigning Opioid Use Disorder Care \$2.1 million grant program focused on collaborative approaches to expanding access to community-based treatment. After one year, in three out of the four programs funded, 1,466 patients combined started medicated assisted treatment (MAT) and over half of these patients were still engaged in treatment a year later, despite experiencing significant socioeconomic difficulties.	Outcome Goal	Year 3 of 3

EOHHS Focus Issues

Substance Use Disorders,

DoN Health Priorities

N/A,

Health Issues

Substance Addiction-Opioid Use, Substance Addiction-Substance Use,

Target Populations

Regions Served: All Massachusetts,

Environments Served: All,

Gender: All,

Age Group: All,

Race/Ethnicity: All,

Language: All,

Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
AIDS Support Group Cape Cod	Not Specified
Boston Healthcare for the Homeless Program	Not Specified
Boston Public Health Commission	Not Specified
Brandeis University	Not Specified
Brockton Neighborhood Health Center	Not Specified

Cambridge Health Alliance	Not Specified
Center for Human Development	Not Specified
Charlestown HealthCare Center - MGH	Not Specified
City of Chelsea	Not Specified
City of Everett	Not Specified
City of Medford	Not Specified
Community Healthlink	Not Specified
Fenway Health	Not Specified
FrameWorks Institute	Not Specified
Geiger Gibson Community Health Center	Not Specified
Greater Lawrence Family Health Center	Not Specified
Greater Roslindale Medical and Dental Center	Not Specified
Harbor Health Services	Not Specified
Health Resources in Action	Not Specified
HRH413	Not Specified
Institute for Community Health	Not Specified
Kraft Center at MGH	Not Specified
Life Connection Center	Not Specified
Lynn Community Health Center	Not Specified
Malden Overcoming Addiction	Not Specified
Massachusetts Health Policy Forum at Brandeis University	Not Specified
Massachusetts Taxpayers Foundation	Not Specified
Mattapan Community Health Center	Not Specified
Municipal Naloxone Bulk Purchasing	Not Specified

Program (Commonwealth of MA)	Not Specified
New Health Charlestown	Not Specified
Police Assisted Addiction Recovery Initiative (PAARI)	Not Specified
Recovery Research Institute	Not Specified
Rhode Island Hospital	Not Specified
Shatterproof	Not Specified
The Philanthropic Initiative	Not Specified
Tufts University School of Dental Medicine	Not Specified
Tufts University School of Medicine	Not Specified
University of Massachusetts Medical School's Center for Health Law and Economics	Not Specified

Expenditures

CB Expenditures by Program Type Total Amount		Subtotal Provided to Outside Organizations (Grant/Other Funding)
Direct Clinical Services	\$0	\$0
Community-Clinical Linkages	\$11,285.30	\$0
Total Population or Community Wide Interventions	\$343,374.34	\$289,461.04
Access/Coverage Supports	\$286,314.16	\$59,543.61
Infrastructure to Support CB Collaborations Across Institutions	\$4,499.05	\$0
CB Expenditures by Health Need	Total Amount	
Chronic Disease with a Focus on Cancer, Heart Disease, and Diabetes	\$22,313.79	
Mental Health/Mental Illness	\$109,569.48	
Housing/Homelessness	\$50,848.98	
Substance Use	\$136,156.92	
Additional Health Needs Identified by the Community	\$326,583.68	
Other Leveraged Resources	\$10,000.00	
Net Charity Care Expenditures	Total Amount	
HSN Assessment	\$709,455.59	
HSN Denied Claims	\$0	
Free/Discount Care	\$133,472.72	
Total Net Charity Care	\$842,928.31	

Total CB Expenditures: \$1,498,401.16

Additional Information **Total Amount**

Net Patient Service Revenue: \$95,535,000.00

CB Expenditure as Percentage of Net

Patient Services Revenue: 1.57%

Approved CB Program Budget for \$1,498,401.16

FY2020:

(*Excluding expenditures that cannot be projected at the time of the report.)

Optional Supplement:

Martha's Vineyard Hospital will dedicate a range of resources to ensure the success of the SIP, including financial, staffing, space, services, etc. Community benefit spending will be calculated and reported annually as part of the hospital's community benefit reporting. As part of the hospital's most recent strategic plan, MVH has integrated a number of clinical service-related changes that address the need for more behavioral health services on Martha's Vineyard (SIP goal #4) and for improved access to and coordination of care (SIP goal #2). Inclusion of these strategies in both the hospital's strategic plan as well as the SIP is consistent with the Massachusetts Attorney General's recommendation that hospitals align their community benefit planning with institutional strategic planning. Several of these services involve a reimbursable component (e.g., psychiatry services). Reimbursed costs will not be included in future calculations of community benefit spending. However, such strategies are included in the SIP because they directly address priorities identified in the CHNA. To omit such strategies from the SIP could create a perception that the hospital was not being responsive to needs identified in the CHNA. Additionally, omission of such strategies from the SIP would not allow for a complete picture of MVH's commitment to improve the health of the community and specifically goals 2 and 4 of the SIP.

In addition to commitments made by the Martha's Vineyard Hospital, Partners HealthCare makes system investments aimed at:

- Addressing critical public health issues impacting all of our communities. In response to the opioid overdose crisis, RIZE Massachusetts Foundation is dedicated to expanding access to treatment and other services for opioid use disorder (OUD).
- Ensuring access to care for our low-income community residents by supporting state program enrollment. Partners Community Health staff provide education and support across the system to ensure that patients on MassHealth, Health Safety Net, and the subsidized Connector plans can access care smoothly across the system.
- Ensuring access to primary care close to home. Partners provides administrative support to the Mass League of Community Health Centers Provider Loan Repayment Program that recruits primary care physicians to work at community health centers.