

FY18 Community Benefit Report

Martha's Vineyard Hospital

Organization Information

Organization Address and Contact Information

Organization Name:	Martha's Vineyard Hospital
Address (1):	One Hospital Road
Address (2):	PO Box 1477
City, State, Zip:	Oak Bluffs, Massachusetts 02557
Web Site:	www.mvhospital.com
Contact Name:	Katrina Delgadillo
Contact Title:	Director of Communications
Contact Department:	Administration
Telephone Num:	508-957-9554
Fax Num:	508-693-6291
E-Mail Address:	kdelgadillo@partners.org

Organization Type and Additional Attributes

Organization Type:	Hospital
For-Profit Status:	Not-For-Profit
Health System:	Partners HealthCare
Community Health Network Area (CHNA):	Cape and Islands Community Health Network (CHNA 27) & Dukes County Health Council
Regions Served:	County-Dukes

CB Mission

Community Benefits Mission Statement

Martha's Vineyard Hospital's Community Benefit mission is to develop, in concert with other providers and social service agencies, comprehensive community-based primary and preventive health care programs that address major health issues for the people who live on and visit Martha's Vineyard.

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

Website, Facebook, Annual Reports (MVH and Partners)

Hospital/HMO Web Page Publicizing Target Pop.

<https://www.mvhospital.com/about/2016-community-health-needs-assessment>

Key Accomplishments of Reporting Year

- Hired a new CEO, Denise Schepici.
- Collaborated with Healthy Aging Task Force to address WNR (nursing home) transformation options to create better environment of care for patients.
- Hired three new primary care physicians to meet the healthcare demands and needs of our community.
- Brought on 4.5 Nurse Practitioners to increase access to Primary Care team.
- Successfully amended a DRI to expand the physical space to meet the needs of our growing Primary Care team.
- Partnership with Island Housing Trust, local non-profit, to create affordable housing for economically-qualified MVH/ WNR staff.
- Establish Director of Communications role.
- Held first 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 be held annually going forward.
- A monthly column in the local paper was created to provide important health information. Topics include: Breast feeding, vaccine schedules, Lyme Disease, etc.

- MVH representation and service contributions - Board of the YMCA; Health Aging Task Force, the Island Health Council, and more.
- Delivered educational presentations about Antibiotic Stewardship 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.
- participated in an all island mass casualty drill involving all ems and fire and airport personnel
- Several Administrative leaders completed the Emergency Management Institute FEMA certification trainings in: Introduction to Incident Command System ICS; Applying ICS to Health Care/Hospitals; Introduction to the National Incident Management System ICS; and National Response Framework.
- Conducted evening enrollment sessions for Medicaid (ACO) in the Community Room.
- Ran a flu clinic in conjunction with the medical reserve corps.
- Partook in a cyber security drill that involved all f partners and lasted a solid day.
- Partake in a monthly Web-based conference call with the Region 5 Disaster Management Group.
- 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.
- Provided a presentation on dialysis, dialysis patients, and dialysis access to West Tisbury Fire, an EMS Refresher, and Paramedic Refresher.
- Partnership with Vineyard Health Care Access to improve the turnaround time that we can enroll patients.
- Food Service prepares 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 2017-2018 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.

Plans for Next Reporting Year

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

- Initiate and complete Clinical Service Line Evaluation and Optimization planning process. The goal will be to determine what service lines we need to build, expand or maintain and the manpower needed to do so.

- Initiate 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.
- Conclude Windemere alternatives search through RFI evaluation process. Present best options to the board then to the public for feedback.
- Continue to create robust public relations and communications with the Community. Holding our 2nd annual public forum for open channel of communication and transparency.
- Complete Community Needs assessment with collaborative involvement from other community stakeholders.

Community Benefits Process

Community Benefits Leadership/Team

Hospital administration and senior leadership team

Community Benefits Team Meetings

Periodic senior management meetings

Quarterly Patient and Family Council meetings

Quarterly meetings with Dukes County Health Council

Community Partners

Ace MV

Airport Fitness & Tennis

American Red Cross

Big Brother Big Sister of Cape Cod & the Islands

Blitz Fitness

Boston MedFlight

Cape Cod WIC

Caregiver Homes of Cape Cod & the Islands

Department of Children and Families

Divine MV

Donor Dudes of the Vineyard

Dukes County Sheriff's Office

Dukes County Health Council

Edgartown Council On Aging

Elder Services of Cape Cod and the Islands

Finkelstein & Shea, Optometrists

Health Imperatives

Healthy Aging Martha's Vineyard (MVCS)
Hope Health, Inc.
Hospice of Martha's Vineyard
Island Food Pantry
Island Health Care
Learn to Cope
Maplewood Senior Living
Martha's Vineyard Center for Living
Martha's Vineyard Community Services
Martha's Vineyard Disaster Animal Response Team
Martha's Vineyard Hospital Access Department
Martha's Vineyard Hospital Dental Center
Martha's Vineyard Hospital Dialysis
Martha's Vineyard Hospital Dietary
Martha's Vineyard Hospital Human Resources
Martha's Vineyard Hospital Infection Control
Martha's Vineyard Hospital Infusion Services
Martha's Vineyard Hospital Laboratory
Martha's Vineyard Hospital Mammography
Martha's Vineyard Hospital Maternity
Martha's Vineyard Hospital Nursing Department
Martha's Vineyard Hospital Operating Room
Martha's Vineyard Hospital Orthopedics
Martha's Vineyard Hospital Patient Family Advisory
Council
Martha's Vineyard Hospital Pharmacy
Martha's Vineyard Hospital Process Improvement
Martha's Vineyard Hospital Rehabilitation & Wellness
Martha's Vineyard Hospital Substance Use Disorder
Program
Martha's Vineyard Hospital Volunteer Department
Martha's Vineyard Medical Reserve Corps
Martha's Vineyard Partnership for Health
Martha's Vineyard Substance Use Disorder Coalition
Martha's Vineyard Tick-Borne Illness Prevention
Massachusetts Senior Medicare Patrol Program
Narcotics Anonymous
New England Donor Services
Oak Bluffs Police Department
One Love Yoga
Privatus Care Solutions
Salvation Army
The Yard

Tisbury Council on Aging
US Coast Guard Auxiliary
Vineyard Audiology
Vineyard Complementary Medicine, Inc.
Vineyard Dermatology
Vineyard Gynecology
Vineyard Health Care Access Program
Vineyard House, Inc.
Vineyard Weight Loss
Visiting Nurses Association of Cape Cod
Weight Watchers
Windemere Nursing & Rehabilitation Center
YMCA of Martha's Vineyard

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

FY16. Approved by Martha's Vineyard Hospital President & CEO, senior management team and Board of Trustees. Next Assessment due FY2019

Consultants/Other Organizations

Dukes County Health Council, Southeast Center for Healthy Communities Mass DPH, MV Community Services, Vineyard Healthcare Access Program, Windemere Nursing & Rehabilitation Center, Elder Services of Cape Cod & the Islands, Vineyard Veteran's Agent, Associate Commissioner of Health Care.

Data Sources

Community Focus Groups, MassCHIP, Surveys, Other - Local health data

Community Benefits Programs

Health Fair

Program Type Community Education, Community Participation/Capacity Building Initiative, Health Screening, Prevention

Statewide Priority Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

Brief Description or Objective 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 FY18, 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, and seminars on Substance Use Disorder and Human Voicebank initiative. Free healthy snacks were provided to all guests and participants. In FY18, there were more than 300 people who came through the fair and more than 65 providers/services signed up to participate.

Target Population

- **Regions Served:** County-Dukes
- **Health Indicator:** Access to Health Care, Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Cancer, Other: Cancer - Skin, Other: Elder Care, Other: Family Planning, Other: Hearing, Other: HIV/AIDS, Other: Hospice, Other: Lyme Disease, Other: Nutrition, Other: Pregnancy, Other: Safety, Other: Stress Management, Other: Stroke, Other: Uninsured/Underinsured, Other: Vision , Overweight and Obesity, Responsible Sexual Behavior, Substance Abuse
- **Sex:** All
- **Age Group:** All Adults, All Children
- **Ethnic Group:** All
- **Language:** All

Goal Description

Host annual health fair for health and human service providers in order to discuss available programs and

Goal Status

In FY18, more than approximately 300 participants attended the annual health fair.

services offered at the hospital, Island-wide and off-island.

Partners

Partner Name, Description	Partner Web Address
Ace MV	www.acemv.org
Airport Fitness & Tennis	www.airportfitnessmv.com
American Red Cross	www.redcross.org
Atria Senior Living	www.atriaseniorliving.com
Big Brother Big Sister of Cape Cod & the Islands	www.bbbsmb.org
Blitz Fitness	www.marthasvineyardfitness.com
Boston MedFlight	www.bostonmedflight.org
Cape Cod WIC	www.mass.gov/locations/cape-cod-wic-program-main-clinic
Caregiver Homes of Cape Cod & the Islands	www.caregiverhomes.com
Department of Children and Families	
Divine MV	www.enhancemv.com
Donor Dudes of the Vineyard	
Dukes County Sheriff's Office	www.dukescountysheriff.com
Edgartown Council On Aging	www.edgartowncoa.com
Elder Services of Cape Cod and the Islands	www.esci.org
Finkelstein & Shea, Optometrists	www.drsfinkelsteinandshea.com
Greater Boston Home Health Care Services, Inc.	www.greaterbostonhcs.com
Health Imperatives	www.healthimperatives.org
Healthy Aging Martha's Vineyard (MVCS)	www.mvcommunityservices.com
Hope Health, Inc.	www.hopehealthco.org
Hospice of Martha's Vineyard	www.hospiceofmv.org
Island Food Pantry	www.islandfoodpantry.org
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 Community Services	www.mvcommunityservices.com
Martha's Vineyard Disaster Animal Response Team	www.mvhospital.com
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.mvmedicalreservecorps.org
Martha's Vineyard Hospital Pharmacy	www.ihimv.org
Martha's Vineyard Hospital Process Improvement	www.mvboh.org
Martha's Vineyard Hospital Rehabilitation & Wellness	www.masmp.org
Martha's Vineyard Hospital Substance Use Disorder Program	www.mvyradio.com
Martha's Vineyard Hospital Volunteer Department	www.mvana.org
Martha's Vineyard Medical Reserve Corps	www.neaetc.org
Martha's Vineyard Partnership for Health	www.neds.org
Martha's Vineyard Tick-Borne Illness Prevention	www.oakbluffsma.gov
Massachusetts Senior Medicare Patrol Program	www.privatuscare.com
MVY Radio	www.tisbury.ma.gov
Narcotics Anonymous	www.cgau.org
New England AIDS Education & Training Center	www.vineyardaudiology.com
New England Donor Services	www.vineyardcomplementarymedicine.com
Oak Bluffs Police Department	www.mvhospital.com
One Love Yoga	www.mvhealthcareaccess.org
Privatus Care Solutions	www.bineyardhouse.org
Salvation Army	www.vnacapecod.org
Tisbury Council on Aging	www.windemeremv.org
	www.dancetheyard.org

US Coast Guard Auxiliary
 Vineyard Audiology
 Vineyard Complementary Medicine, Inc.
 Vineyard Dermatology
 Vineyard Gynecology
 Vineyard Health Care Access Program
 Vineyard House, Inc.
 Vineyard Weight Loss
 Visiting Nurses Association of Cape Cod
 Weight Watchers
 Windemere Nursing & Rehabilitation Center
 The Yard
 YMCA of Martha's Vineyard

www.ymcamv.org

Emergency Medical Technician Training

Program Type	Health Professional/Staff Training
Statewide Priority	Promoting Wellness of Vulnerable Populations, Supporting Healthcare Reform
Brief Description or Objective	In FY18, Martha's Vineyard Hospital provided scheduled skill refresher courses to 94 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.
Target Population	• Regions Served: County-Dukes • Health Indicator: Other: First Aid/ACLS/CPR, Other: Public Safety • Sex: All • Age Group: Adult • Ethnic Group: All • Language: All
Goal Description	Goal Status
Provide skill refresher courses for Island EMTs.	In FY18, Martha's Vineyard Hospital provided scheduled skill refresher courses to Island EMTs and Paramedics. The 4 town services take 10-12 classes per year.

Partners

Partner Name, Description	Partner Web Address
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MV EMTs and Paramedics

Contact Information Karen Casper, M.D. MVH Emergency Services,
kcasper@partners.org

Medical Control

Program Type Direct Services

Statewide Priority Supporting Healthcare Reform

Brief Description or Objective In FY18, MVH continued to provide online medical control for 2066 paramedic level 911 calls on the Island and for 667 paramedic level transports by Town of Oak Bluffs Ambulance Service to off-island facilities.

Target Population

- **Regions Served:** County-Dukes
- **Health Indicator:** Other: First Aid/ACLS/CPR, Other: Public Safety
- **Sex:** All
- **Age Group:** All Adults, All Children
- **Ethnic Group:** All
- **Language:** All

Goal Description

Provide online medical control for all paramedic level 911 calls on the Island and for all paramedic level transports by Town of Oak Bluffs Ambulance Service to off- island facilities.

Goal Status

In FY18, MVH continued to provide online medical control for 94 EMT's and 33 Paramedics. There were 2066 paramedic level 911 calls on the Island and 677 transports by Town of Oak Bluffs Ambulance Service to off-island facilities.

Partners

Partner Name, Description

Tri-Town Ambulance Service

Towns of Tisbury, Oak Bluffs & Edgartown ambulance services

Partner Web Address

<http://www.westtisbury-ma.gov/Boards/ambulance.html>

Contact Information Karen Casper, M.D. kcasper@partners.org

Sharps Disposal Program

Program Type	Direct Services, Prevention
Statewide Priority	Chronic Disease Management in Disadvantage Populations
Brief Description or Objective	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.
Target Population	• Regions Served: County-Dukes • Health Indicator: Other: Diabetes, Other: Safety • Sex: All • Age Group: All • Ethnic Group: All • Language: All

Goal Description

To provide community access to proper disposal of used needles/syringes.

Goal Status

In FY18, 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.

Partners

Partner Name, Description

Not Specified

Partner Web Address

Contact Information

Lynn Mercer, CLS, Director of Laboratory Services,
lmerc2@partners.org

Community Health Initiative

Program Type	Community Participation/Capacity Building Initiative, Grant/Donation/Foundation/Scholarship, Outreach to Underserved, Support Group
Statewide Priority	Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform
Brief Description or Objective	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 FY18, Martha's Vineyard Hospital gave grants totaling \$103,320 to Martha's Vineyard Community Services and the 4 Island Councils on Aging to continue to provide support to two key programs.
Target Population	• Regions Served: County-Dukes • Health Indicator: Access to Health Care, All, Other: Alcohol and Substance Abuse, Other: Elder Care, Other: Nutrition, Substance Abuse • Sex: All • Age Group: Adult-Elder, Adult-Young, All Children • Ethnic Group: All • Language: All

Goal Description

To enhance the New Paths Recovery Program that supports individuals coping with addiction on an outpatient basis.

To support Island Councils on Aging Collaborative for the CORE project offering counseling, outreach and referral for the elderly.

Goal Status

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, self-care, mindfulness, emotion regulation, motivational enhancement, stress management, relaxation and mental health.

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.

Partners

Partner Name, Description	Partner Web Address
Tisbury Council on Aging	www.tisburyma.gov/council-agin
Up-Island Council on Aging	www.westtisbury-ma.gov/Boards/council-aging
Oak Bluffs Council on Aging	www.oakbluffsma.gov/152/Council-on-Aging
Edgartown Council on Aging	edgartowncoa.com
MV Community Services	www.mvcommunityservices.com

Contact Information	Katrina Delgadillo, Director of Communications, kdelgadillo@partners.org
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Equipment Sterilization for Community Health Providers

Program Type	Direct Services, School/Health Center Partnership
Statewide Priority	Promoting Wellness of Vulnerable Populations
Brief Description or Objective	Martha's Vineyard Hospital Central Sterile Supply staff process instrumentation for community healthcare providers each week.
Target Population	• Regions Served: County-Dukes • Health Indicator: Environmental Quality, Other: Public Safety, Other: Safety • Sex: All • Age Group: All • Ethnic Group: All • Language: All
Goal Description	Goal Status
Support quality care.	In FY18, Martha's Vineyard Hospital Central Sterile Supply staff continued to support quality care through the weekly processing of instrumentation for community healthcare providers.
Provide environmental services.	In FY18, Martha's Vineyard Hospital staff continued to provide environmental services.

Partners

Partner Name, Description	Partner Web Address
Island Healthcare	ihimv.org

Contact Information	Carol Bardwell, R.N. OR Nurse Manager, CBardwell1@partners.org
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Provision of Hospital Space to Providence VA Medical Center

Program Type Direct Services, Grant/Donation/Foundation/Scholarship, Outreach to Underserved

Statewide Priority Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Brief Description or Objective In FY18, 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. In FY18, there were 221 patient encounters at Martha's Vineyard Hospital. Veterans visit at least one day per month and the caseload averages 30 patients 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) In FY18, 72 clinical videos were done with subspecialists.

Target Population

- **Regions Served:** County-Dukes
- **Health Indicator:** Access to Health Care
- **Sex:** All
- **Age Group:** All Adults
- **Ethnic Group:** All
- **Language:** All

Goal Description

To ensure veterans on the island have access to convenient and quality healthcare.

To ensure veterans on the island have access to convenient and quality healthcare.

To ensure veterans on the island have access to convenient and quality healthcare.

Goal Status

In FY18, Martha's Vineyard Hospital provided space free of charge for Providence VA Medical Center providers to meet with patients.

In FY18, there were ~220 patient encounters at Martha's Vineyard Hospital. Veterans visit at least one day per month and the caseload averages 19 patients a month.

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.

Partners

Partner

Name, Description **Partner Web Address**

Providence VA Medical Center <http://www.providence.va.gov/>

Contact Information Katrina Delgadillo, Director of Communications,
kdelgadillo@partners.org

Meditation and Mindfulness Training

Program Type	Direct Services, Community Participation/Capacity Building Initiative
Statewide Priority	Promoting Wellness of Vulnerable Populations
Brief Description or Objective	Calming the mind, reducing stress, optimizing well-being. The 8-week series is sponsored by MV Hospital. In FY18, approximately 16 classes were conducted.
Target Population	• Regions Served: County-Dukes • Health Indicator: Mental Health, Chronic Pain, Hypertension, Stress Management • Sex: All • Age Group: All • Ethnic Group: All • Language: All

Goal Description

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.

Goal Status

Ongoing. Classes take place twice a year.

Partners

Partner Name, Description

Not Specified

Contact Information	Avery Langlois, MVH Human Resources, alanglois3@partners.org , 508-957-9479
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Martha's Vineyard Hospital Certified Application Counselors

Program Type	Direct Services
Statewide Priority	Address Unmet Health Needs of the Uninsured, Supporting Healthcare Reform
Brief Description or Objective	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 FY18, MVH CACs contributed to the estimated 70 patient financial counselors that served patients who needed assistance with their coverage.
Target Population	• Regions Served: County-Dukes • Health Indicator: Access to Health Care • Sex: All • Age Group: All • Ethnic Group: All • Language: All

Goal Description

Provide information about the full range of insurance programs offered by EOHHS and the Health Connector.

Goal Status

In FY18, MVH CACs contributed to the estimated 70 patient financial counselors that served patients who needed assistance with their coverage.

Partners

Partner Name, Description	Partner Web Address
Massachusetts Health Connector	https://betterhealthconnector.com/
Mass Health	http://www.mass.gov/eohhs/gov/departments/masshealth/
Health Care For All	https://www.hcfama.org/
Massachusetts Hospital Association	https://www.mhalink.org/

Massachusetts League of Community Health Centers

<http://www.massleague.org/>

SHINE Counselors

<https://www.mass.gov/service-details/find-a-shine-counselor>

Contact Information

Kim Simonian, Director for Public Payer Patient Access,
Community Health, Partners Healthcare, ksimonian@partners.org

Expenditures

Community Benefits Programs

Expenditures	Amount
Direct Expenses	\$325,518
Associated Expenses	N/A
Determination of Need Expenditures	N/A
Employee Volunteerism	N/A
Other Leveraged Resources	\$24,766

Net Charity Care

Expenditures	Amount
HSN Assessment	\$431,078
HSN Denied Claims	-
Free/Discount Care	\$186,605
Total Net Charity Care	\$617,683

Corporate Sponsorships	\$33,072
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Total Expenditures **\$1,001,038**

Total Revenue for 2018 **\$81,144,000**

Total Patient Care-related expenses for 2018 **\$87,287,020**

Approved Program Budget for 2019 **\$1,001,072**

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