Organization Address and Contact Information
Beth Israel Deaconess Hospital–Needham
148 Chestnut Street
Needham, Massachusetts 02492
www.bidneedham.org

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Organization Type: Hospital
For-Profit Status: Not-For-Profit
Health System: CareGroup, Inc.
Community Health Network Area (CHNA): CHNA 18: West Suburban Health Network
Regions Served: County-Norfolk, Dedham, Dover, Medfield, Needham, Newton, Wellesley, Westwood

Community Benefits Mission Statement
The Board of Trustees, Board of Advisors, leadership and staff at Beth Israel Deaconess Hospital-Needham (BID–Needham or hospital) are dedicated to working in partnership with residents, community leaders, and civic, social and medical organizations in the communities the hospital serves. The hospital's commitment to the community benefit ideals also includes conducting periodic community health needs assessments, providing extensive opportunities for public input, assisting financially disadvantaged patients to obtain healthcare, and participating in ongoing evaluation processes. We believe that the cooperative and collaborative partnerships we develop through our Community Benefits programs will help us address the health and welfare needs of our community.

This Community Benefits mission is fulfilled by: working with community partners to enhance knowledge of identified key health issues in the region and promote available resources; enhancing access to care and providing financial counseling services to help vulnerable populations gain access to health care; planning and implementing community programs and services to improve public health, promote wellness, and to increase health literacy around chronic disease prevention and management, behavioral health and healthy aging.

Target Populations
BID–Needham is committed to improving the health status and well-being of those living throughout its Community Benefits Service Area, which includes Dedham, Needham, Dover, and Westwood. However, BID–Needham’s community health needs assessment findings clearly show that populations most in need are the vulnerable populations, financially disadvantaged residents including the uninsured and underinsured, as well as families with children and seniors.

https://www.bidneedham.org/about/community-involvement for more information.
Key Accomplishments of Reporting Year

Beth Israel Deaconess Hospital Needham's (BID–Needham’s) Fiscal Year 2018 was October 2017-September 2018. The hospital made great strides in the community benefits area towards our Implementation Strategy.

Health Risk Factors & Primary Prevention
In the area of Health Risk Factors and Primary Prevention, the hospital continued its partnership with The Needham Community Farm, Needham Bank and The Charles River Center to provide fresh produce to residents in income-eligible housing in Needham. BID–Needham continued its work with Substance Prevention Alliance of Needham (SPAN), SALSA, SPAN-DS (Substance Prevention & Awareness Network – Dover Sherborn), Needham Public Health, Parent Talk and Take Back the Night to bring prevention education and programming to the community in the areas of mental health and substance use.

Chronic Disease Management
In the area of Chronic Disease Management, we partnered with Family Promise MetroWest to bring "The Family Health Initiative" to homeless parents, teaching them to be advocates for their families and to address the comprehensive health needs of their families. The hospital funded a Lyft Medical Transportation program, through the Needham Community Council, to assist those who are unable to drive with getting to medical appointments. The hospital worked with community partners such as Needham Park & Recreation, The Charles River YMCA and The Boston JCC to bring education and programming to the community on how to manage chronic health issues.

Behavioral Health
Behavioral Health was a key area of focus for BID–Needham this year, with the hospital working with Needham Public Health & SPAN to install a prescription drug disposal kiosk in the hospital lobby. This initiative, combined with messaging about the importance of disposing of unwanted or unused medications, is an important step in addressing the opioid epidemic. In addition, the hospital started an "Opioid Taskforce," which has made significant progress in looking at prescribing, usage and disposal of opioids with our patients and doctors. The hospital continued the commitment to The Interface Mental Health Hotline and to the Riverside and Beth Israel Deaconess Healthcare partnership, which places a licensed social worker in a local primary care office to address mental health questions.

Healthy Aging
Working with local Councils on Aging, the hospital continues to support programming, fitness initiatives, social opportunities and education that focus on healthy aging. The hospital, in partnership with The Dover Council on Aging, Dover Church, and VNA Care Network, hosted two workshops for the aging population, including "Aging in Place" and "Caregiver Support and Resources." BID–Needham also partnered with Needham Public Health on launching their "Safety at Home" program, for those who wish to stay in their homes as they age, but may need additional resources or assistance.

Community Building
Finally, BID–Needham continued to play a significant role in the community and in collaborating with organizations to improve unmet health needs. The hospital continued to organize the Community Resource Group for local organizations who are working towards a healthy community, meeting twice in FY18 and sending email updates on a regular basis. A representative was involved in several key community groups, including the Needham Community Crisis Intervention Team (CCIT), SPAN Steering Committee, CHNA 18 Steering Committee, The Charles River Opioid Taskforce, Needham's Local Emergency Planning Committee (LEPC) and The Needham Youth Resource Network. BID–Needham also worked on forming a Community Benefits Advisory Committee (CBAC) and Community Benefits Leadership Team (CBLT).
Plans for Next Reporting Year
In Fiscal Year 2019 (FY19) from October 2018 to September 2019, BID–Needham will complete the goals from our 2016-2019 Implementation Strategy, and will create a new Community Health Needs Assessment and Implementation Strategy, which will be implemented in Fiscal Years 2020-2022.

The hospital’s Community Benefits Advisory Committee (CBAC) and Community Benefits Leadership Team (CBLT) will hold their first meetings, and the hospital will hold its first Annual Community Benefits Meeting. The hospital hopes to further the work of The Opioid Taskforce, install a sharps disposal kiosk, and to continue the existing programming with community partners in the areas of prevention, chronic disease management, behavioral health, substance use and healthy aging. BID–Needham’s new Outpatient Clinical Center will open in May 2019, improving access to healthcare for the community, with the ability to see more patients, with more equipment and improved space.

Community Benefits Process

Community Benefits Leadership/Team
- John Fogarty, President & Chief Executive Officer
- Samantha Sherman, Chief Development and External Relations Officer
- Alyssa Kence, Community Relations Director
- Kathy Davidson, RN, MSN, MBA, Chief Nursing Officer
- Gregory McSweeney, MD, Chief Medical Officer
- Rebecca Stone, MD, President of Medical Staff
- Heidi Alpert, RN, MS, Senior Clinical Director
- Cristina Allen, MSN, RN, CCRN, Nurse Educator
- Elaine Rousseau, RN, MSN, Case Management Director
- Leann Wood, RN, BSN, MSN, Emergency Medicine
- Gay Calo, RN, Stroke Committee
- Amy Krushell, RN, MS, CWON, Falls Committee
- Dennis Girard, EdD, Psychiatry
- Ming Cheung, Nutrition
- Mary Paschal, RN, MS, CDE, Diabetes
- Emily Davidson, Cardiology
- Karen Foulkrod, PT, Rehabilitation
- Bill Jackson, CRT, AAS, Respiratory
- Bill Hallett, RTR, CT, Radiology
- Helen Chan, Finance
- Barbara Plante, Human Resources
- Jill Sullivan, BSN, RN, NHDP-BC
- Ginny Laird, Medical Staff

Community Benefits Team Meetings
Internal community benefits team meetings are held regularly with the Community Benefits Leadership team. In addition, a group of community partners meets 2-3 times a year to address needs and share resources in the community. Both sets of meetings allow the team to discuss goals, progress toward goals, upcoming events, resources, and any unmet health needs or issues. In FY18, the hospital began assembling a Community Benefits Advisory Committee and Community Benefits Leadership Team. These groups will begin meeting in FY19.
Community Partners
BID–Needham works closely with several community partners to support programming and to provide health education and information to area residents. We work closely with the Public Health Departments in the area, as well as local Councils on Aging, to address substance abuse prevention, mental health, healthy aging and transportation. We also support local fitness facilities that provide healthy opportunities for the underserved, such as the Needham Council on Aging, The Boston JCC and the Charles River YMCA. The hospital provides funding to and programming with mental health organizations such as the Charles River Center, Walker and Riverside. We serve on coalitions and provide funding for programs through local substance prevention coalitions and substance prevention curriculum in the schools. The hospital supports organizations that provide food, training and other basic necessities to the underserved, such as Ripples of Hope, Three Squares Ride for Food, Dedham Housing Authority, Family Promise MetroWest, Needham Community Council, and Needham Community Farm. We provide education to the aging population with Fox Hill, North Hill and local Councils on Aging. BID–Needham also promotes health and wellness through partnerships with community groups that advocate for healthy lifestyles, exercise, socializing and mental wellness such as Needham Boosters, Rotary Club, Needham Track Club and The Great Hall Concert Series.

Community Health Needs Assessment
Date Last Assessment Completed and Current Status
2016

Consultants/Other Organizations
JSI Inc.

Data Sources
CHNA, Community Focus Groups, Consumer Group, Hospital, Interviews, MassCHIP, Public Health Personnel, Surveys

Community Benefits Programs

Health Risk Factors & Primary Prevention - Needham Community Farm Mobile Market

Detailed Description
BID–Needham, Needham Bank, the Charles River Center and the Needham Community Farm continued our ongoing partnership to provide fresh, locally-grown produce to the underserved in Needham through the Needham Community Farm "Mobile Market." A weekly produce delivery was taken to Needham Housing Authority sites and distributed free of charge from June through October. A guide to storing, prepping and using produce was created by the nutrition team at BID–Needham, and distributed with the produce. Any remaining produce, along with the cookbook, is also distributed at the food pantry at The Needham Community Council.

Goal Description Goal Status
Increase access to healthy food. 100 families received food through the mobile market, with 2,133 pounds of food donated. The program grew 25% from FY17 to FY18.

Program Type Direct Services, Healthy Communities Partnership, Outreach to Underserved, Prevention
Statewide Priority Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform
EOHHS Focus Issue(s) (optional) Chronic Disease with focus on Cancer, Heart Disease, and Diabetes
DoN Health Priorities (optional) Built Environment, Social Environment
Target Population Regions Served: Needham
Health Indicator: Other: Cardiac Disease, Other: Diabetes, Other: Nutrition, Overweight and Obesity
Sex: All
Age Group: All
Ethnic Group: All
Language: Chinese, English, Russian

Partners
Needham Community Farm [https://www.needhamfarm.org/]
Charles River Center [https://www.charlesrivercenter.org/]
Needham Bank [https://www.needhambank.com/]
Needham Housing Authority [http://www.needhamhousing.org/]
Needham Community Council [http://needhamcommunitycouncil.org/]

Contact Information Alyssa Kence, 781-453-5460, 148 Chestnut Street, Needham, MA 02492

Health Risk Factors & Primary Prevention - Needham Community Farm Programming & Education

Detailed Description
BID–Needham, Needham Bank and the Needham Community Farm (NCF) continued our third year of an ongoing partnership to provide programming and education in the Needham Housing Authority units at Linden Chambers (for elderly and disabled) and an after-school program at Captain Robert Cook (for families). The programs, which run during the growing and harvesting seasons, involve NCF staff who have built gardening beds and provided plants, seeds, supplies, and education about how to plan, plant, maintain and harvest from the garden.

Goal Description Goal Status
Increase access to healthy food through an after-school gardening program. The youth after-school program engaged 20 youth in gardening, fed 30+ families from the garden, offered 20 weeks of programming and grew 200+ pounds of vegetables.

Increase access to healthy food through a raised bed gardening program at the Linden Chambers site. The existing Garden Club managed the program, with 8 residents engaged, 20 weeks of on-site gardening support, 50+ organic seed packets donated and 200+ organic vegetables starts donated.

Program Type Community Education, Community Participation/Capacity Building Initiative, Direct Services, Healthy Communities Partnership, Outreach to Underserved, Prevention
Statewide Priority Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform
EOHHS Focus Issue(s) (optional) Chronic Disease with focus on Cancer, Heart Disease, and Diabetes
DoN Health Priorities (optional) Education, Social Environment
Target Population Regions Served: Needham
Health Indicator: Other: Cancer, Other: Cardiac Disease, Other: Diabetes, Other: Education/Learning Issues, Other: Elder Care, Other: Nutrition, Other: Stroke, Overweight and Obesity
Sex: All
Age Group: Adult-Elder, Child-Preschool, Child-Primary School, Child-Teen
Ethnic Group: All
Language: All

Partners
Needham Community Farm [https://www.needhamfarm.org/]
Needham Bank [https://www.needhambank.com/]
The Charles River Center [https://www.charlesrivercenter.org/]
Needham Housing Authority [http://www.needhamhousing.org/]
**Contact Information** Alyssa Kence, 781-453-5460, 148 Chestnut Street, Needham, MA 02492

Health Risk Factors and Primary Prevention - Community Disease Prevention Education

**Detailed Description**
Working together with local organizations such as The Greater Boston JCC, senior living facilities, Councils on Aging and Needham Community Education, to educate their residents and members on healthy living and chronic disease prevention, has been an important initiative for the hospital.

**Goal Description Goal Status**
Raise awareness and educate public on chronic disease prevention and healthy living, through a partnership with The Greater Boston JCC. The Greater Boston JCC, Beth Israel Deaconess Medical Center (BIDMC) and BID–Needham have an ongoing partnership to offer health programming at The JCC. In FY18, we did a "Women's Health" series of four educational workshops, including meditation/mindfulness, nutrition, skin protection and menopause. Approximately 15 people attended each session.

Raise awareness and educate public on chronic disease prevention. A nurse from BID–Needham's Diabetes Clinic presented at an educational webinar about Long Acting Insulins with PlatformQ Health. 163 people viewed the webinar.

Raise awareness and educate public on chronic disease prevention through Healthy Kids Day. BID–Needham participated in a community-wide education event for young children and families, called "Healthy Kids Day," through the Charles River YMCA. Children were given passports to stop at different health stations, learning about everything from fitness and healthy eating to allergy safety. The hospital taught children about making healthy choices for snacks, had a station on hand washing/germs, and on allergy safety. 250 people attended the event.

Raise awareness and educate public on chronic disease prevention, through education at community fairs. BID–Needham has a presence at several local community fairs and uses the opportunity to share information about chronic disease prevention, the importance of screenings and PCP visits, nutrition and exercise. The hospital attended fairs in Needham, Dover and Medfield in FY18, with approximately 100 people taking information at each event. Local PCP’s also attended the Needham event to meet and talk with residents.

Raise awareness and educate public on chronic disease prevention. BID–Needham promoted the importance of annual health screenings and doctor appointments by handing out information at the Needham 4th of July parade. The campaign was called "Be Seen, Get Screened." The hospital also distributed "sun care kits," including sunscreen, lip balm and other first aid items, at the road race that day.

**Program Type** Community Education, Healthy Communities Partnership, Prevention

**Statewide Priority** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**EOHHS Focus Issue(s) (optional)** Chronic Disease with focus on Cancer, Heart Disease, and Diabetes

**DoN Health Priorities (optional)** Education

**Target Population Regions Served:** Dedham, Dover, Medfield, Needham

**Health Indicator:** Other: Cancer, Other: Cancer - Skin, Other: Diabetes, Other: Nutrition, Physical Activity

**Sex:** All

**Age Group:** All

**Ethnic Group:** All

**Language:** English
Goal Description Goal Status
Increase physical activity by encouraging employees to be more active. In FY18, the hospital created 10 "fit tips" that encouraged employees to move more throughout the day. The tips were promoted on the digital screens in the hospital, in the employee newsletter, and at the annual employee BBQ. Employees were asked to take a pledge to make fitness a priority. Over 300 employees signed up and were entered into a drawing for healthy prizes including an apple watch, custom NIKEiD sneakers, and gift certificates to a local health food cafe.

Increase physical activity through mindfulness education for leaders. Hospital leadership, as part of their leadership training program, completed a meditation and mindfulness workshop. 45 people attended the workshop.

Program Type Health Professional/Staff Training
Statewide Priority Supporting Healthcare Reform
EOHHS Focus Issue(s) (optional) N/A
DoN Health Priorities (optional) Education
Target Population Regions Served: Needham
Health Indicator: Mental Health, Physical Activity
Sex: All
Age Group: Adult
Ethnic Group: All
Language: English

Partners
Stacy's Juice Bar http://stacysjuicebar.com/

Contact Information Alyssa Kence, 781-453-5460, 148 Chestnut Street Needham, MA 02492

Health Risk Factors and Primary Prevention - Community Nutrition Education & Access
Detailed Description
BID–Needham's nutrition department is committed to providing nutrition and health information not only within the hospital, but also within the community. Cooking demonstrations, talks on healthy eating and lunches were done throughout the year to educate the community on how to integrate fresh, healthy food into your diet. The hospital also supports the Needham Farmer's Market, allowing fresh, locally-grown produce to be brought into Needham during the harvest season.
Goal Description Goal Status
Increase access to healthy food through cooking demonstrations and healthy eating talks. The BID–Needham nutrition team presented at local Councils on Aging (Needham & Westwood) to educate on how to make healthy food. Topics included "Healthy Treats," "Beyond Meatless Mondays," "Eat Fresh for Lunch," and "Healthy Eating at the Holidays." Approximately 100 people attended these talks.

Increase access to healthy food through Needham Community Farm's U-Pick program. Needham Community Farm received a grant from CHNA18 in FY18, to do a "U-Pick Program." This program provided transportation for seniors to go to the farm and pick their own produce, and then go back to the Needham Senior Center for a cooking class using the produce they picked. BID–Needham provided nutritionists to do the cooking demonstrations. 12-20 people participated in each of the four sessions during the summer and fall of 2018.

Increase access to healthy food by supporting the Needham Farmer's Market. The hospital provided funding to the Needham Farmer's Market in FY18, bringing fresh produce to Needham's town center every Sunday from mid-June to late October.

Program Type Community Education, Community Participation/Capacity Building Initiative, Prevention
Statewide Priority Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform
EOHHS Focus Issue(s) (optional) Chronic Disease with focus on Cancer, Heart Disease, and Diabetes
DoN Health Priorities (optional) Built Environment, Social Environment
Target Population Regions Served: Dover, Needham, Westwood
Health Indicator: Other: Cancer, Other: Cardiac Disease, Other: Diabetes Other: Nutrition, Other: Stroke, Overweight and Obesity
Sex: All
Age Group: Adult-Elder
Ethnic Group: Not Specified
Language: Not Specified

Partners
Needham Community Farm https://www.needhamfarm.org/
CHNA 18 http://www.chna18.org/

Contact Information Alyssa Kence, 781-453-5460, 148 Chestnut Street Needham, MA 02492

Health Risk Factors and Primary Prevention - Community Substance Prevention Programming

Detailed Description
BID–Needham has partnered with several groups to support community programming around substance prevention and mental and emotional well-being.

Goal Description Goal Status
Promote youth substance prevention and mental and emotional well-being through involvement with SPAN.
BID–Needham is a member of the Substance Prevention Alliance of Needham (SPAN) and supports the organization by attending monthly meetings, having a representative on the steering committee, and by assisting with the following programming the organization provides in the community.

"Opioid Facts and Faces" was a public talk, featuring an opioid addict who spoke candidly with parents in the community about her experiences and signs to look for with addiction. 60 people attended this event.

"Vaping Explained" was an educational event for parents that highlighted the basics of vaping, along with an update from the school resource officer and principals as to what they are seeing in the schools. A "Hidden in Plain Sight" demonstration was set up before and after the event, where parents could tour and learn about hidden dangers and risky behaviors associated with substance use. Approximately 120 parents attended the workshop.

Prescription Drug Take Back Day is held twice a year in Needham, as collaboration between the DEA, Needham Police Department, and SPAN, to keep unused medications out of the hands of those who shouldn't have them. BID–Needham employees volunteered at this event, which collected approximately 800 pounds of medication last year.

Promote youth substance prevention and mental and emotional well-being through New Year's Needham. BID–Needham sponsors New Year’s Needham annually, which provides more than 4,000 people a safe, substance-free celebration on New Year's Eve. The hospital's contribution provides admission buttons to approximately 100 people who could otherwise not afford to attend.

Promote youth substance prevention and mental and emotional well-being through youth substance prevention programming. The hospital provided funding for the 5th Quarter program in Needham, allowing students to have a safe, fun and alcohol-free place to gather after games. 300 students attended each event, which were hosted after both home football games, and provided pizza, games, music and prizes.

Promote youth substance prevention and mental and emotional well-being through awareness of domestic and sexual assault. Dedicated to raising awareness about domestic violence and sexual assault and its prevention, BID–Needham sponsored "Take Back the Night," an evening planned and put on by Needham High School students to educate students on these crucial topics. The event is a collaboration between the Needham Domestic Violence Action Committee, REACH Beyond Domestic Violence and BARCC (Boston Area Rape Crisis Center). The entire Needham community and surrounding towns are invited to the free event which includes survivor speakers, music, food, a candle light march and other activities intending to raise awareness about domestic and sexual assault and its prevention. Approximately 150 people attend this annual event.

Promote youth substance prevention and mental and emotional well-being through youth substance prevention programming. BID–Needham provided funding for Students Advocating Life without Substance Abuse (SALSA) in Needham Public Schools. This program, which has become part of the 8th grade curriculum, trains high school students to go into 8th grade classrooms and talk about the pressures of using substances. Students are taught refusal skills and have the opportunity to practice them in role play exercises with the high school students. 500 8th graders are taught each year by 100 high school students.

Reduce tobacco and alcohol use. The hospital purchased smoking cessation kits from the American Lung Association, to be used for future smoking cessation support groups.

**Program Type** Community Education, Grant/Donation/Foundation/Scholarship, Outreach to Underserved, Prevention, School/Health Center Partnership  
**Statewide Priority** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform  
**EOHHS Focus Issue(s) (optional)** Mental Illness and Mental Health, Substance Use Disorders
DoN Health Priorities (optional) Social Environment, Violence
Target Population Regions Served: Dedham, Dover, Needham, Westwood
Health Indicator: Mental Health, Other: Alcohol and Substance Abuse, Other: Domestic Violence, Other: Smoking/Tobacco, Other: Stress Management, Substance Abuse, Tobacco Use
Sex: All
Age Group: Adult, Adult-Young, All Children
Ethnic Group: All
Language: English

Partners
SPAN http://www.spanneedham.org/home.html
Take Back the Night Not Specified
New Year's Needham http://www.newyearsneedham.org/
SALSA (Students Advocating Life without Substance Abuse) https://reachma.org/
Boston Area Rape Crisis Center https://barcc.org/

Contact Information Alyssa Kence, 781-453-5460, 148 Chestnut Street Needham, MA 02492

Health Risk Factors and Primary Prevention - CPR & First Aid Education
Detailed Description
The hospital works with local nurses, EMTs, schools, local businesses, youth and parents in the community to train on CPR and first aid.

Goal Description Goal Status
Raise awareness and educate public on chronic disease prevention, by teaching CPR and first aid classes. The hospital conducted CPR and first aid classes for the community, including a local parents group, a local business, students in the hospital summer camp program, emergency response workers and other community members. Fifty community members (non-employees) were trained by BID–Needham nurses in FY18.

Program Type Community Education, Direct Services, Health Professional/Staff Training
Statewide Priority Supporting Healthcare Reform
EOHHS Focus Issue(s) (optional) N/A
DoN Health Priorities (optional) Education
Target Population Regions Served: Dedham, Dover, Needham, Westwood
Health Indicator: Other: First Aid/ACLS/CPR
Sex: All
Age Group: All
Ethnic Group: All
Language: English

Partners
The Bulfinch Group https://www.bulfinchgroup.com/
Parent Talk http://www.parenttalk.info/
Needham Community Education http://www.needham.k12.ma.us/community_ed
Needham Public Schools http://www.needham.k12.ma.us/

Contact Information Alyssa Kence, 781-453-5460, 148 Chestnut Street Needham, MA 02492
Health Risk Factors and Primary Prevention - In-Hospital Education

Detailed Description
In order to educate staff, patients and the general community on health literacy, the hospital sets up information tables throughout the year, with staff available to provide information and answer questions. Tables are set up in February for heart month, March for colorectal cancer awareness month and nutrition month, and in May for stroke month. In addition, the hospital installed digital screens throughout the facility that can be used to promote health-related events and information, and also posts this health information on the BID–Needham website and social media accounts to increase visibility.

Goal Description Goal Status
Raise awareness and educate public on chronic disease prevention. Clinical staff provided information to staff, patients and the general community about heart health, colorectal cancer prevention and stroke prevention. Approximately 100 people stopped by each event.

Increase access to healthy food. The nutrition team held a weekly information table during the month of March (National Nutrition Month) with samples, recipes and information on healthy eating. Anyone who passed through the hospital cafe was welcome to stop by, learn more and sample the foods. Each week had a different theme with easy, fresh and healthy foods. An estimated 150 people stopped by each table to get information.

Raise awareness and educate public on chronic disease prevention, by promoting health-related events and information in the hospital. BID–Needham installed digital screens in public waiting areas of the hospital to increase communication to staff, patients and the general public about health-related community events, health tips and other hospital information. Visuals rotate on the screen on a daily basis.

Program Type Community Education, Health Professional/Staff Training, Health Screening, Prevention
Statewide Priority Promoting Wellness of Vulnerable Populations, Supporting Healthcare Reform
EOHHS Focus Issue(s) (optional) Chronic Disease with focus on Cancer, Heart Disease, and Diabetes
DoN Health Priorities (optional) Social Environment
Target Population Regions Served: Dedham, Dover, Needham, Westwood
Health Indicator: Other: Cancer, Other: Cancer - Colo-rectal, Other: Cardiac Disease, Other: Nutrition, Other: Stroke
Sex: All
Age Group: All
Ethnic Group: All
Language: English

Partners
Sodexo https://www.sodexousa.com/home.html
American Heart Association https://www.heart.org/
Centers for Disease Control & Prevention https://www.cdc.gov/
Colorectal Cancer Alliance https://www.ccalliance.org/

Contact Information Alyssa Kence, 781-453-5460, 148 Chestnut Street Needham, MA 02492

Health Risk Factors and Primary Prevention - Mental Health Programming

Detailed Description
BID–Needham partnered with local organizations such as SPAN-DS, Parent Talk and Needham Community Education to educate on mental health risk factors and healthy behaviors. These workshops were educational events that offered strategies to change behavior, engage in conversations and other techniques to address mental health.
Goal Description Goal Status

Promote youth substance prevention and mental and emotional well-being through education on mental health risk factors and healthy behaviors. The hospital funded the Substance Prevention and Awareness Network of Dover-Sherborn (SPAN-DS) to host "The Secret Life of Teens," an educational workshop for parents on teens, behaviors and techniques for engagement and parenting. Approximately 100 parents attended the workshop and were able to leave with strategies to implement immediately, such as understanding teens and their behaviors, ways to engage and how to provide teens with confidence and courage.

Raise awareness and educate public on mental health issues. BID–Needham and Parent Talk collaborated to host an educational workshop called "Your Children and Technology" for local families. Approximately 45 parents of school-aged children attended this event that educated parents on the risks associated with children using technology. Parents left with ideas for limiting screen time and specific recommendations for blocking content, tracking screen time and monitoring what children are seeing online.

Raise awareness and educate public on mental health issues. BID–Needham, BIDMC and Needham Community Education partnered to bring an adult education class called "A Good Night's Sleep." Adults report that anxiety, stress and other factors contribute to lack of sleep. This workshop provided strategies for setting a night time routine and other ways to improve sleep for better mental health. 26 adults attended the class.

Raise awareness and educate on mental health issues. BID–Needham provided a scholarship fund to Parent Talk, a local organization for parents of young children. The organization provides a network for parents, along with programming and opportunities to play and connect. The organization was receiving requests from parents who wanted to be a part of this group but did not have the financial means to do so. In order to provide all parents with an equal opportunity, BID–Needham set up a scholarship fund for the annual cost of membership to Parent Talk. Five families were given a scholarship in FY18.

Raise awareness and educate staff on mental health issues. The hospital treated nurses and other staff to chair massages during "Nurses Week" in May 2018, and held two workshops for staff on "The Power of Positive Thinking." 75 staff members received massages and 25 staff attended the workshops.

Program Type Community Education, Community Participation/Capacity Building Initiative Grant/Donation/Foundation/Scholarship, Outreach to Underserved, Prevention
Statewide Priority Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform
EOHHS Focus Issue(s) (optional) Mental Illness and Mental Health
DoN Health Priorities (optional) Social Environment
Target Population Regions Served: Dedham, Dover, Needham, Westwood
Health Indicator: Mental Health, Other: Stress Management
Sex: All
Age Group: Adult, Adult-Young, All Children
Ethnic Group: All
Language: All

Partners
Parent Talk http://www.parenttalk.info/
SPAN-DS http://www.span-ds.org/
Needham Community Education http://www.needham.k12.ma.us/community_ed

Contact Information Alyssa Kence, 781-453-5460, 148 Chestnut Street Needham, MA 02492
Health Risk Factors and Primary Prevention - Physical Activity Education & Programming

Detailed Description
To address health risk factors and prevention of chronic disease, the hospital worked within the community and with community partners on health literacy and education for residents on healthy lifestyles and physical activity.

Goal Description Goal Status
Increase physical activity through educational events on fitness and the importance of staying active. The hospital partnered with local Councils on Aging, senior living facilities and Needham Community Education to offer workshops called "Staying Active with Joint Pain." Four workshops were held, with between 25-45 people at each event.

Increase physical activity by supporting local road races where the community can be active. BID–Needham provided free first aid services and financial support to local road races that encourage the community to be active and also support local health organizations. These races include the BIGGSteps 5K, Great Bear Run, Charles River 5K, Pam's Run and the Charles River YMCA Fourth of July Road Race.

Increase physical activity through community education. BID–Needham's Occupational Therapy group created a workshop called "Tech Neck," which stresses the importance of good posture, regular breaks and stretching, to avoid neck, back and shoulder pain created by overusing technology. Three workshops were held at an adult and teen Needham Community Education class, and at North Hill. Approximately 70 people were educated by this workshop.

Increase physical activity through community programming. The hospital donated new aquatic fitness equipment to Needham Park and Recreation for the opening of the Rosemary Recreation Complex. This donation enabled Park & Rec to offer aqua aerobics and other fitness classes at the new swimming pool.

Increase physical activity through scholarships to The Charles River YMCA's Livestrong Program. BID–Needham partnered with the Charles River YMCA to offer scholarships to four people to the 12-week LIVESTRONG program.

Program Type Community Education, Grant/Donation/Foundation/Scholarship, Outreach to Underserved, Prevention
Statewide Priority Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
EOHHS Focus Issue(s) (optional) Chronic Disease with focus on Cancer, Heart Disease, and Diabetes
DoN Health Priorities (optional) Built Environment, Education
Target Population Regions Served: Needham, Westwood
Health Indicator: Other: Cancer, Overweight and Obesity, Physical Activity
Sex: All
Age Group: All
Ethnic Group: All
Language: All

Partners
Needham Community Education http://www.needham.k12.ma.us/community_ed
North Hill https://www.northhill.org/
Fox Hill Village https://www.foxhillvillage.com/
Charles River YMCA https://ymcaboston.org/charlesriver
Charles River Center https://www.charlesrivercenter.org/
BiggSteps http://www.seandbiggsmemorialfoundation.org/
Pam's Run http://pamsrun.com/
Livestrong at the YMCA https://www.livestrong.org/ymca-search
Health Risk Factors and Primary Prevention - Support Hunger Relief

Detailed Description
BID–Needham annually supports the Three Squares Ride for Food and the Ripples of Hope Turkey Trot. These events provide a large, organized fundraising activity for hunger relief organizations. Event sponsors, such as BID–Needham, cover the costs of the event so that the organizations are able to keep 100% of fundraising dollars. The hospital also supports the Greater Boston Food Bank and the Mass Bay 5K for Student Hunger Relief Fund.

Goal Description Goal Status
Increase access to healthy food by supporting Three Squares Ride for Food. BID–Needham was a partner of The Three Squares Ride for Food. The event had nearly 300 riders from 18 local hunger relief organizations, and raised over $500,000 for these organizations. With funding such as BID–Needham’s to cover the event costs, fundraisers were able to keep 100% of the money raised for their causes. The hospital also provided free first aid at the event.

Increase access to healthy food by supporting the Ripples of Hope Turkey Trot. BID–Needham partnered with Ripples of Hope for this event that raised $38,000 for the Dedham Food Pantry, Dedham Youth Commission and Ripples of Hope, to address the needs of the underserved in Dedham. 760 runners attended this event and donated 1,000 pounds of food that day to the Dedham Food Pantry.

Increase access to healthy food by supporting the Greater Boston Food Bank. BID–Needham donates annually to The Greater Boston Food Bank, which provides access to food for the underserved in 190 Eastern Massachusetts cities and towns.

Increase access to healthy food for college students. The hospital supported the MassBay 5K to benefit the Student Hunger Assistance Fund at Mass Bay Community College. This fund was established in response to the increasing awareness of food insecurity among students, as 52% of students surveyed suffer from food insecurity.

Increase access to healthy food. The hospital provided a grant to CHNA 18 to host a food insecurity workshop, where organizations could share different forms of food rescue and innovative ideas for accessing healthy foods.

Program Type Direct Services, Healthy Communities Partnership, Outreach to Underserved, Prevention
Statewide Priority Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Reducing Health Disparity
EOHHS Focus Issue(s) (optional) Chronic Disease with focus on Cancer, Heart Disease, and Diabetes
DoN Health Priorities (optional) Social Environment
Target Population Regions Served: Dedham, Dover, Needham, Wellesley, Westwood
Health Indicator: Other: Cancer, Other: Cardiac Disease, Other: Diabetes, Other: Nutrition, Overweight and Obesity
Sex: All
Age Group: All
Ethnic Group: All
Language: All

Partners
Three Squares New England https://www.threesquaresne.org/ride-for-food/
Ripples of Hope http://www.ripplesofhope.org
Greater Boston Food Bank https://www.gfbfb.org/
Mass Bay 5K https://www.massbay.edu/massbay-5k
Health Risk Factors and Primary Prevention - Emergency Management

Detailed Description
Emergency preparedness is an important topic for BID–Needham and its surrounding communities. The hospital is committed to partnering with the Town and local first responders to be prepared in case of an emergency.

Goal Description Goal Status
Raise awareness and educate the public on public health issues. A BID–Needham nurse and a member of the BIDMC Trauma team, sit on the Local Emergency Planning Committee (LEPC) in Needham. This committee meets monthly to plan and prepare the town for a range of crises from mass casualty and natural disaster to other public health emergencies, such as outbreaks of widespread illness.

Raise awareness and educate the public on public health issues. The hospital hosts an annual Emergency Management Fair for employees to learn about safety, protection and preparedness. In FY18, 154 staff members were trained.

Program Type Community Participation/Capacity Building Initiative
Statewide Priority Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
EOHHS Focus Issue(s) (optional) N/A
DoN Health Priorities (optional) Built Environment
Target Population Regions Served: Needham
Health Indicator: Environmental Quality, Immunization, Injury and Violence, Other: Safety
Sex: All
Age Group: All
Ethnic Group: All
Language: English

Partners
Olin College http://www.olin.edu/
Channel 5 https://www.wcvb.com/local-news
The Needham Channel https://www.needhamchannel.org/
Needham Town Manager https://www.needhamma.gov/Index.aspx?NID=2577
Needham Public Schools http://www.needham.k12.ma.us/

Physical Disease Management - Patient and Family Advisory Council

Detailed Description
Patients, families, and community members serve on BID–Needham’s Patient and Family Advisory Council (PFAC) with the focus of finding ways to ensure all patients receive the highest quality of care in a safe and caring environment. The committee looks at readmission rates, patient quality of care, access, resolution of complaints and areas of improvement.
Goal Description

Improve chronic disease management by meeting with patients, families and community members to gain feedback and improve upon the care provided by the hospital. BID–Needham's Patient and Family Advisory Council (PFAC) met five times in FY18, and assisted with the development and editing of patient education materials. PFAC members also participate on hospital committees including fall, pain management, infection control and opioid management, and regularly review publicly reported quality items, as well as operational programs.

Program Type
Community Participation/Capacity Building Initiative

Statewide Priority
Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

EOHHS Focus Issue(s) (optional)
Chronic Disease with focus on Cancer, Heart Disease, and Diabetes

DoN Health Priorities (optional) N/A

Target Population Regions Served: Dedham, Dover, Needham, Westwood

Health Indicator: Access to Health Care, Environmental Quality, Other: Cultural Competency

Sex: All

Age Group: All

Ethnic Group: All

Language: English

Contact Information
Carolyn Gifford, 781-453-6042, 148 Chestnut Street, Needham, MA 02492

Physical Disease Management - EMT Partnerships

Detailed Description
BID–Needham works closely with local EMTs to provide the best care in the community. The hospital provides training for local EMTs and works with the Needham Fire Department to provide medications and training.

Goal Description

Improve care transitions for those with chronic health conditions. The BID–Needham Emergency Department staff hosts training for EMTs in the community. In FY18, two trainees from National Medical Education and Training Center (NMETC) spent roughly 200 hours each in the Emergency Department to train with a BID–Needham nurse.

Improve care transitions for those with chronic health conditions. BID–Needham has an ongoing partnership with local EMTs to train first responders and allow them to identify a stroke in the field. When the EMT alerts the hospital of a stroke patient coming in, the patient is met at the door by registration, a nurse and a physician and taken to CT scan. This process expedites care for stroke patients, ensuring that they receive life-saving care as soon as possible. BID–Needham and local EMTs continued this partnership in FY18.

Improve care transitions for those with chronic health conditions. The hospital's pharmacy restocks the medications needed for Needham Fire Department's Basic Life Support vehicles on a monthly basis. The hospital donated more than $3,700 worth of medications in FY18 to the Needham Fire Department.

Program Type
Health Professional/Staff Training, Healthy Communities Partnership, Outreach to Underserved

Statewide Priority
Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

EOHHS Focus Issue(s) (optional)
Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Substance Use Disorders

DoN Health Priorities (optional) N/A

Target Population Regions Served: Dedham, Dover, Needham, Westwood
**Health Indicator:** Access to Health Care, Other: First Aid/ACLS/CPR, Other: Stroke

**Sex:** All

**Age Group:** All

**Ethnic Group:** All

**Language:** All

**Partners**

**Contact Information** Leeann Wood, 781-453-5407, 148 Chestnut Street, Needham, MA 02492

**Physical Disease Management - Family Health Initiative**

**Detailed Description**
BID–Needham partnered with MetroWest Family Promise to support "The Family Health Initiative." This program empowers homeless parents who are part of the Family Promise program to become stronger health advocates while addressing the comprehensive health needs of their families. Services include education on accessing and maintaining health insurance, establishing primary care physicians, accessing mental health services and addressing all outstanding physical health needs including dental care. Goals are set with case managers and reviewed on a weekly basis. This program reinforces the importance of regular health care, visits and screenings.

**Goal Description Goal Status**
Improve chronic disease management by supporting "The Family Health Initiative" for homeless families through Family Promise MetroWest. BID–Needham is providing ongoing grant support to Family Promise MetroWest for their "Family Health Initiative." In FY18, 100 individuals in the Family Promise MetroWest program were supported with this initiative, with goals to have 100% of families obtain health insurance, 90% of families to secure a primary care physician for each family member, 80% of families to secure mental health services (as needed), 80% of families to address outstanding medical and dental needs, and 50% of families participate in health and safety training.

**Program Type** Community Education, Health Coverage Subsidies or Enrollment, Health Screening, Healthy Communities Partnership, Outreach to Underserved, 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

**EOHHS Focus Issue(s) (optional)** Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Housing Stability/Homelessness

**DoN Health Priorities (optional)** Built Environment, Housing

**Target Population Regions Served**: Dedham, Dover, Needham, Westwood

**Health Indicator**: Access to Health Care, Immunization, Mental Health
Other: Cancer, Other: Cardiac Disease, Other: Dental Health, Other: Diabetes
Other: Homelessness, Other: Stroke

**Sex**: All

**Age Group**: Adult, Adult-Young, All Children

**Ethnic Group**: All

**Language**: All

**Partners**
- Family Promise MetroWest [https://www.familypromisemetrowest.org/](https://www.familypromisemetrowest.org/)
Physical Disease Management - Health Insurance Enrollment

**Detailed Description**
To ensure that patients are getting the proper care and coverage, BID–Needham employs three Certified Application Counselors (CAC) to help patients with insurance applications and renewals.

**Goal Description Goal Status**
Improve chronic disease management by helping patients with insurance applications and renewals.
In FY18, BID–Needham employed three financial counselors who assisted 215 people with the enrollment process, and successfully enrolled 100 patients in MassHealth.

**Program Type** Health Coverage Subsidies or Enrollment, Outreach to Underserved
**Statewide Priority** Address Unmet Health Needs of the Uninsured, Reducing Health Disparity
**EOHHS Focus Issue(s) (optional)** N/A
**DoN Health Priorities (optional)** Social Environment
**Target Population Regions Served:** Dedham, Dover, Needham, Westwood
**Health Indicator:** Access to Health Care
**Sex:** All
**Age Group:** All
**Ethnic Group:** All
**Language:** All

Contact Information Karen Spatola, 781-453-0751, 148 Chestnut Street, Needham, MA 02492

Physical Disease Management - Medical Appointment Transportation Program

**Detailed Description** To assist patients with getting to medical appointments, a key step in managing chronic disease, BID–Needham and the Needham Community Council created a medical appointment transportation program. The Community Council had an existing program, which used volunteer drivers, but the schedules and amount of drivers did not always meet the needs of the residents who needed transportation. The Community Council decided to supplement the program with a Lyft-based ride program, where they manage the dispatch of the program, and BID–Needham funds the program. The hospital also provides taxi vouchers to those who need a ride home from the hospital or medical appointments.

**Goal Description Goal Status**
Improve chronic disease management. The BID–Needham and Needham Community Council provided 369 one-way rides to 39 individual riders in FY18. Total Lyft charges over this time period were $3,542.94, with an average cost per ride of $9.54.

Improve chronic disease management. BID–Needham provided 76 taxi vouchers during FY18 at a value of $1,785.

**Program Type** Community Participation/Capacity Building Initiative, Direct Services, Outreach to Underserved
**Statewide Priority** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform
**EOHHS Focus Issue(s) (optional)** Chronic Disease with focus on Cancer, Heart Disease, and Diabetes
**DoN Health Priorities (optional)** Built Environment
**Target Population Regions Served:** Needham
**Health Indicator:** Access to Health Care
Sex: All
Age Group: All
Ethnic Group: All
Language: English

Partners
Needham Community Council http://needhamcommunitycouncil.org/
Lyft https://www.lyft.com/

Contact Information Alyssa Kence, 781-453-5460, 148 Chestnut Street, Needham, MA 02492

Physical Disease Management - Physician Collaboration and Education

Detailed Description
BID–Needham, in partnership with BIDMC, provides weekly physician education "Grand Rounds," which allows physicians to improve diagnoses and treatment for patients. The hospital also worked with Beth Israel Deaconess Healthcare to educate physicians about resources for patients in the community.

Goal Description Goal Status
Improve care transitions for those with chronic health conditions, through physician education.
Weekly "Grand Rounds" physician education workshops were held throughout FY18 on topics ranging from updates on chronic disease management and treatment options, to healthier lifestyles, patient communication, transgender care, and opioid use disorders and changes in prescribing. An average of 22 physicians and staff members attended each of the 39 workshops.

Improve chronic disease management though a partnership between Beth Israel Deaconess Healthcare and the Charles River YMCA. BID–Needham, Beth Israel Deaconess Healthcare and the Charles River YMCA set up a "Prescribe the Y" program, where doctors could refer chronic disease management patients to the YMCA for nutrition consults and physical activity to make healthy lifestyle changes.

Program Type Community Participation/Capacity Building Initiative, Health Professional/Staff Training, Physician/Provider Diversity
Statewide Priority Chronic Disease Management in Disadvantage Populations, Reducing Health Disparity
EOHHS Focus Issue(s) (optional) Chronic Disease with focus on Cancer, Heart Disease, and Diabetes
DoN Health Priorities (optional) Education

Target Population Regions Served: Needham
Health Indicator: Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Alzheimer Disease, Other: Cancer, Other: Cancer-Prostate, Other: Cardiac Disease, Other: Cultural Competency, Other: Nutrition, Other: Sexually Transmitted Diseases, Other: Stress Management, Other: Vision, Overweight and Obesity, Physical Activity, Substance Abuse
Sex: All
Age Group: All Adults, Child-Teen
Ethnic Group: All
Language: English

Partners
Beth Israel Deaconess Medical Center www.bidmc.org
Beth Israel Deaconess Healthcare https://www.bidmc.org/centers-and-departments/bidhc-primary-care
Charles River YMCA https://ymcaboston.org/charlesriver
**Contact Information** Virginia Laird, 781-453-3708, 148 Chestnut Street, Needham, MA 02492

**Physical Disease Management - Reduce Incidence of Lyme Disease**

**Detailed Description**
The hospital partnered with local community groups to provide information on the prevention of Lyme disease.

**Goal Description Goal Status**
Prevent Lyme disease by educating the community about prevention and risks. The hospital partnered with the Needham Conservation Commission and The Needham Division of Public Health to offer a talk on the prevention of Lyme disease, which 50 people attended. The hospital distributed insect repellent and information on how to prevent tick bites.

Prevent Lyme disease by educating the community about prevention and risks. The hospital distributed insect repellent and rack cards on preventing tick bites at The Dover Days Fair. Approximately 50 people received information and repellent.

**Program Type** Community Education, Prevention,

**Statewide Priority** Chronic Disease Management in Disadvantage Populations,

**EOHHS Focus Issue(s) (optional)** N/A,

**DoN Health Priorities (optional)** Built Environment,

**Target Population Regions Served:** Dover, Needham,

**Health Indicator:** Environmental Quality, Other: Lyme Disease,

**Sex:** All,

**Age Group:** All,

**Ethnic Group:** All,

**Language:** English,

**Partners**

**Contact Information** Alyssa Kence, 781-453-5460, 148 Chestnut Street, Needham, MA 02492

**Physical Disease Management - Reduce Readmissions**

**Detailed Description** The hospital, and specifically the cardiology department, are working towards reducing readmission rates by meeting regularly to review readmissions, and by having a nurse dedicated to CHF patients.

**Goal Description Goal Status**
Improve care transitions for those with chronic health conditions, by employing a Congestive Heart Failure (CHF) nurse to follow up with patients. BID–Needham employs a CHF nurse for 36 hours a week. The nurse follows high risk CHF patients by making frequent calls to assess for symptoms, medication changes, tests or procedures that need to be done, education on prevention of CHF exacerbation, dietary teaching and referrals. The nurse also sees inpatients to ensure they are receiving proper care and review information with inpatient nursing.

Improve care transitions for those with chronic health conditions, by reducing readmission rates. BID–Needham has a Utilization Review Committee that meets monthly to review all readmissions to the hospital within 30 days of discharge. The committee looks to identify specific causes for the readmission, such as discharge plans, care transitions and previous conditions. The committee reviews individual readmission, but also looks at trended data.
The Committee identified CHF patients as a high priority area for review, and has two cardiologists on the committee who are tasked with reviewing all CHF readmissions.

**Program Type** Direct Services, Health Professional/Staff Training  
**Statewide Priority** Chronic Disease Management in Disadvantage Populations  
**EOHHS Focus Issue(s) (optional)** Chronic Disease with focus on Cancer, Heart Disease, and Diabetes  
**DoN Health Priorities (optional)** Education  
**Target Population Regions Served:** Dedham, Dover, Needham, Westwood  
**Health Indicator:** Other: Cardiac Disease  
**Sex:** All  
**Age Group:** Adult-Elder, All  
**Ethnic Group:** All  
**Language:** All  

**Contact Information** Greg McSweeney, 781-453-4511, 148 Chestnut Street, Needham, MA 02492

**Physical Disease Management - Stroke Care Collaboration & Education**

**Detailed Description**  
BID–Needham provides stroke education to discharged patients as well as to the community, in order to improve chronic health conditions and reduce 30-day readmission rates.

**Goal Description Goal Status**  
Improve care transitions for those with chronic health conditions by providing stroke patients with information on lifestyle changes and health management. Stroke patients at BID–Needham are given an information booklet about strokes, medication, diet and other risk factors, to educate them on healthy living once they have had a stroke, and to encourage self-care upon discharge.

Improve care transitions for those with chronic health conditions by providing stroke education to post-acute care facilities. As a DPH Primary Stroke Service Hospital, BID–Needham’s Stroke Committee partnered with Coverdell to offer stroke information and training to the hospital’s community partners by presenting at one of the hospital’s Community Resource Group meetings. This program provides executive directors and staff educators at post-acute care facilities with stroke education in order to improve patient outcomes (stroke prevention & transitions of care) and decrease hospital readmissions.

**Program Type** Community Education, Community Participation/Capacity Building Initiative, Health Professional/Staff Training, Prevention  
**Statewide Priority** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity  
**EOHHS Focus Issue(s) (optional)** N/A  
**DoN Health Priorities (optional)** Education  
**Target Population Regions Served:** Dedham, Dover, Needham, Westwood  
**Health Indicator:** Other: Stroke  
**Sex:** All  
**Age Group:** All  
**Ethnic Group:** All  
**Language:** English

**Partners**  
**Contact Information** Gay Calo, 781-453-5462, 148 Chestnut Street, Needham, MA 02492

**Physical Disease Management - Interpreter Services**

**Detailed Description**

The hospital offers several options for Interpreter Services for patients. LanguageU is an Interpreter iPad on Wheels that allows patients immediate access to a face-to-face interpreter via video services. It also allows a patient who is deaf or hard of hearing to interact via video with an American Sign Language interpreter. Over the phone interpreting is offered via Pacific Interpreters, in over 180 languages and dialects. For patients who prefer an in-person service, the hospital can arrange this service in advance.

**Goal Description Goal Status**

Improve access to care by providing interpreter services. LanguageU video remote interpretive services were accessed 727 times in FY18 at BID–Needham.

Improve access to care by providing interpreter services. Face-to-face interpretations were used 128 times in FY18 at BID–Needham.

Improve access to care by providing interpreter services. Telephonic interpretation sessions were used 775 times in FY18 at BID–Needham.

**Program Type** Direct Services, Outreach to Underserved

**Statewide Priority** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity, Supporting Healthcare Reform

**EOHHS Focus Issue(s) (optional)** Chronic Disease with focus on Cancer, Heart Disease, and Diabetes

**DoN Health Priorities (optional)** Education

**Target Population Regions Served:** Dedham, Dover, Needham, Westwood

**Health Indicator:** Access to Health Care, Other: Hearing, Other: Language/Literacy

**Sex:** All

**Age Group:** All

**Ethnic Group:** All

**Language:** All

**Partners**

Language Line Pacific Interpreters [https://www.languageline.com/pacific_interpreters](https://www.languageline.com/pacific_interpreters)

LanguageU

**Contact Information** Jane East, 781-453-5252, 148 Chestnut Street, Needham, MA 02492

**Physical Disease Management - School Partnerships**

**Goal Description Goal Status**

Improve chronic disease management. The hospital provided a grant to Medfield Public Schools for a water bottle refilling station/water fountain in order to promote healthy hydration among the students.

Improve chronic disease management. BID–Needham provides Epi-Pens to the Needham Public School Nurse Office for use in case of emergency.

Improve chronic disease management. The hospital provided Naloxone to Needham Public Schools for use in case of emergency.
Improve chronic disease management. The hospital provided a grant to Needham Athletics to purchase four AEDs to have on-site at sports games.

**Program Type** Community Participation/Capacity Building Initiative, Grant/Donation/Foundation/Scholarship, School/Health Center Partnership

**Statewide Priority** Promoting Wellness of Vulnerable Populations

**EOHHS Focus Issue(s) (optional)** Chronic Disease with focus on Cancer, Heart Disease, and Diabetes

**DoN Health Priorities (optional)** Built Environment

**Target Population Regions Served:** Medfield, Needham

**Health Indicator:** Other: Asthma/Allergies, Other: Cardiac Disease, Other: Diabetes, Other: Nutrition, Overweight and Obesity

**Sex:** All

**Age Group:** Child-Preteen, Child-Primary School, Child-Teen

**Ethnic Group:** All

**Language:** All

**Partners**
Medfield Public Schools [http://www.medfield.net/](http://www.medfield.net/)
Needham Public Schools [http://www.needham.k12.ma.us/](http://www.needham.k12.ma.us/)
Needham Rockets Athletics

**Contact Information** Alyssa Kence, 781-453-5460, 148 Chestnut Street, Needham, MA 02492

**Physical Disease Management - Community Support & Programming**

**Detailed Description**
BID–Needham supports local organizations in their programming for chronic disease management. The American Cancer Society's Relay for Life program is an excellent way to recognize and support cancer survivors and research. The Schwartz Center for Compassionate Healthcare has a mission to promote compassionate care so that patients and their caregivers relate to one another in a way that provides hope to the patient, support to caregivers and sustenance to the healing process. Baby Basics provides diapers to income-eligible families, so that parents can keep their babies clean and healthy. Two Kidneys, One Heart is an annual fundraiser, started by a Needham family, to raise funds for Focal Segmental Glomerulosclerosis.

**Goal Description Goal Status**
Improve chronic disease management by supporting cancer survivors. The hospital sponsored the Needham-Dedham-Wellesley Relay for Life, as the Survivor Sponsor. A BID–Needham physician spoke at the event on the importance of screening and care, and the hospital led the survivor lap to recognize cancer survivors. The hospital also hosted a table to interact with the community and raise funds for the American Cancer Society.

Improve chronic disease management. BID–Needham gave a grant to Baby Basics, a local organization that provides diapers to income-eligible, working families in the Dedham and Needham area. The goal is to increase the overall health in babies of families where budgets are tight, so that diapers are not stretched to last, thus increasing diaper rash and illness. Twenty babies are supported on a monthly basis.

Improve chronic disease management. The hospital provided a grant to the Schwartz Center for Compassionate Healthcare to support their mission of providing support to families and caregivers dealing with chronic health issues.

Improve chronic disease management. The hospital provided funding for the "Two Kidneys, One Heart" Family Carnival at High Rock School in Needham, to raise money for Focal Segmental Glomerulosclerosis.
Program Type: Community Education, Community Participation/Capacity Building Initiative, Grant/Donation/Foundation/Scholarship

Statewide Priority: Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations

EOHHS Focus Issue(s) (optional): Chronic Disease with focus on Cancer, Heart Disease, and Diabetes

DoN Health Priorities (optional): Education

Target Population: Regions Served: Dedham, Needham, Wellesley

Health Indicator: Other: Cancer, Other: Child Care

Sex: All

Age Group: All

Ethnic Group: All

Language: All

Partners:
Two Kidneys, One Heart https://2kidneys1heart.org/
Baby Basics https://babybasicsinc.org/
Schwartz Center for Compassionate Healthcare http://www.theschwartzcenter.org/
Needham-Dedham-Wellesley Relay for Life
http://main.acsevents.org/site/TR/RelayForLife/RFLCY19NER?pg=entry&fr_id=91124

Contact Information: Alyssa Kence, 781-453-5460, 148 Chestnut Street, Needham, MA 02492

Behavioral Health - Community Crisis Intervention Team

Detailed Description:
BID–Needham participates in the local Community Crisis Intervention Team (CCIT), a group of community partners consisting of the Needham Division of Public Health, first responders, local hospitals, schools and behavioral health organizations. The goal of the team is to address substance use, and to confidentially address chronic resident needs related to substance use disorders, mental health conditions and domestic violence. The team works together to provide resources, to enhance engagement in assessment and treatment, to break the cycle of recurring incidents, and to enhance health and wellness.

Goal Description Goal Status:
Reduce burden of opioid use. The BID–Needham Chief Nursing Officer and/or Chief Medical Officer attended all CCIT meetings in fiscal year 2018.

Reduce burden of opioid use. BID–Needham shared emergency department data on behavioral health, substance use, violence (including domestic violence) and falls, to help the team track and address these issues in the community.
Behavioral Health - Community Programming Support

Detailed Description
The hospital supported several local behavioral health and substance use programs and organizations, to provide resilience training, screening, programming and support groups.

Goal Description Goal Status
Identify those at risk and provide and enhanced care management. BID–Needham provided a grant to Walker to encourage social interaction among youth recovering from mental illness, allowing 45 children to participate in a ropes course adventure trip.

Reduce the burden of opioid use. BID–Needham supported "Dodging Addiction for Amy," an organization started by a BID–Needham employee, with a grant to assist recovering addicts with housing costs for sober living facilities.

Identify those at risk and provide enhanced care management. BID–Needham provided funding support to Riverside for their community mental health screening programs.

Identify those at risk and provide enhanced care by hosting support groups. BID–Needham donated space at the hospital for regular Alcoholics Anonymous meetings. Meetings are held weekly in a conference room at the hospital.

Identify those at risk and provide enhanced care management. The hospital provided a grant to The Bulfinch Foundation to support Riverside Community Cares and their behavioral health programming.

Identify those at risk and provide enhanced care management. BID–Needham provided three youth organizations with grants to offer resilience programming. Needham Youth Services provides counseling to youth who are exhibiting behavioral health risk and have been referred to the group by teachers, school counselors, parents or others. Needham Steps Up provides an adult mentor to income-eligible youth at Needham High School. Plugged In Band provides extracurricular music programming for youth, and the hospital provided a grant towards scholarships for the program.

Program Type
Community Participation/Capacity Building Initiative, Grant/Donation/Foundation/Scholarship, Health Screening, Support Group

Statewide Priority
Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

EOHHS Focus Issue(s) (optional)
Mental Illness and Mental Health, Substance Use Disorders

DoN Health Priorities (optional)
Social Environment

Target Population
Regions Served: Dedham, Dover, Needham, Westwood

Health Indicator: Mental Health
In order to integrate behavioral health into care, identify those at risk for behavioral health issues, and provide enhanced care management and treatment, BID–Needham has partnered with Riverside and Beth Israel Deaconess Healthcare (BIDHC) to offer behavioral health services in primary care settings and in the hospital.

**Goal Description Goal Status**
Offer emergency behavioral health services in the BID–Needham Emergency Department (ED) and Med/Surg units. BID–Needham and Riverside partnered to provide mental health assessments for psychiatric inpatient needs for approximately 230 individuals in FY18. When a behavioral health patient comes into the ED needing mental health services, the patient is referred to Riverside for screening, evaluations, care and placements.

Provide psychiatric consultations on the inpatient units. Within the hospital, a psychologist is employed part-time to provide consultations in the inpatient units.

**Program Type** Community Participation/Capacity Building Initiative, Direct Services, Health Screening, Prevention

**Statewide Priority** Address Unmet Health Needs of the Uninsured, Reducing Health Disparity, Supporting Healthcare Reform

**EOHHS Focus Issue(s) (optional)** Mental Illness and Mental Health

**DoN Health Priorities (optional)** Social Environment

**Target Population Regions Served:** Dedham, Dover, Needham, Westwood

**Health Indicator:** Mental Health, Other: Stress Management

**Sex:** All

**Age Group:** All

**Ethnic Group:** All

**Language:** English

**Contact Information** Kathy Davidson, 781-453-3003, 148 Chestnut Street, Needham, MA 02492
Behavioral Health - Integrated Care (PCP)

**Detailed Description**
In order to integrate behavioral health into care, identify those at risk for behavioral health issues, and provide enhanced care management and treatment, BID–Needham has partnered with Riverside and Beth Israel Deaconess Healthcare (BIDHC) to offer behavioral health services in the primary care setting.

**Goal Description Goal Status**
Promote behavioral health/primary care integration. BID–Needham, Beth Israel Deaconess Healthcare (BIDHC) and Riverside partnered to provide a Licensed Social Worker (LICSW) at a local primary care office. BID–Needham provided a grant that supported non-billable activities, free care, and urgent interventions for patients that have insurances that did not include Riverside in their panel. The social worker worked 33 hours per week and saw 44 patients in 405 therapy sessions. 5-10 hours a week of the social worker's time was spent on consults with the PCP's. While the social worker was based at one location, other BIDHC physicians could refer to the LICSW as well.

**Program Type** Community Participation/Capacity Building Initiative, Direct Services, Health Screening  
**Statewide Priority** Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity  
**EOHHS Focus Issue(s) (optional)** Mental Illness and Mental Health  
**DoN Health Priorities (optional)** N/A  
**Target Population Regions Served:** Dedham, Dover, Needham, Westwood  
**Health Indicator:** Mental Health  
**Sex:** All  
**Age Group:** All  
**Ethnic Group:** All  
**Language:** English  

**Partners**  
Riverside Community Cares [https://www.riversidecc.org/](https://www.riversidecc.org/)  

**Contact Information** Kathy Davidson, 781-453-3003, 148 Chestnut Street, Needham, MA 02492  

Behavioral Health - Interface Mental Health Hotline

**Detailed Description**
BID–Needham, Needham Public Health and The Kyle Shapiro Foundation, as part of a five-year funding partnership, worked with William James College to provide a free mental health referral hotline to those who live and/or work in Needham. This helpline offers callers an opportunity to work with a counselor who will provide matches to services, as well as provide information and resources about mental health and wellness. This service was promoted by the hospital on social media, within the community at town and school fairs, with local healthcare providers, schools and Needham Youth Services.

**Goal Description Goal Status**
Identify those at risk and provide and enhanced care management, by providing a mental health hotline for those who live and/or work in Needham. The Needham Interface Helpline served 97 cases in FY18. The majority of the calls were from parents calling on behalf of their high school students, with anxiety as the top self-reported issue.

**Program Type** Community Participation/Capacity Building Initiative, Direct Services, Health Screening  
**Statewide Priority** Reducing Health Disparity, Supporting Healthcare Reform  
**EOHHS Focus Issue(s) (optional)** Mental Illness and Mental Health
Behavioral Health - Opioid Taskforce

Detailed Description
BID–Needham created an internal "Opioid Taskforce" to address pain management and prescribing practices for the hospital. The team is made up of surgery, pharmacy, medical staff, physical therapy, anesthesiology, quality, case management and representatives from other clinical departments who can contribute to improving practices around opioid prescribing.

Goal Description Goal Status
Reduce burden of opioid use. The taskforce conducted a survey of all BID–Needham clinicians to determine attitudes, knowledge and prescribing habits regarding opioid medications.

Reduce burden of opioid use. The hospital created an "opioid fact sheet" that is now distributed to patients who receive opioid prescriptions. It contains directions, side effects, disposal instructions and warnings about drug interactions, overdose and addiction.

Reduce burden of opioid use. BID–Needham pharmacy students conducted a survey with discharged patients, to determine if they filled their opioid prescription, how much medication they used, use of non-narcotic medications, and level of pain relief. In FY19, the group will summarize results and distribute to surgeons to encourage reduction of prescribing quantities, as there was a fair amount of patients with unfilled prescriptions or incompletely used medication.

Reduce burden of opioid use. The hospital finalized "Inpatient Opioid Prescribing Guidelines" and "Outpatient Opioid Prescribing Guidelines" for prescribers and clinical distribution. The guidelines contain comprehensive drug recommendations, dosage, warnings about harm, and instructions for non-narcotic medications.

Reduce burden of opioid use. The hospital implemented a "Voluntary Non-Opioid Directive" in the automatic medical record. This State of Massachusetts-sponsored form is signed by patients who want to avoid all opioids and is legally binding. Registration staff received education about this form and have information and materials for patients who are interested in pursuing this option.

Reduce burden of opioid use. BID–Needham worked with IT staff to integrate appropriate opioid prescribing guidelines into automated medical record system.
Reduce burden of opioid use. Created bibliography of relevant articles about opioid addiction, policy and clinical practice and distributed to clinicians.

**Program Type** Community Education, Direct Services, Health Professional/Staff Training, Prevention

**Statewide Priority** Supporting Healthcare Reform

**EOHHS Focus Issue(s) (optional)** Substance Use Disorders

**DoN Health Priorities (optional)** Social Environment

**Target Population Regions Served:** Dedham, Dover, Needham, Westwood

**Health Indicator:** Other: Alcohol and Substance Abuse, Substance Abuse

**Sex:** All

**Age Group:** All

**Ethnic Group:** All

**Language:** English

**Contact Information** Rebecca Stone, 781-444-4722, 148 Chestnut Street, Needham, MA 02492

**Behavioral Health - Prescription Drug Disposal Kiosk**

**Detailed Description**

BID–Needham, Needham Public Health and the Substance Prevention Alliance of Needham (SPAN) partnered to put a prescription drug disposal kiosk in the lobby of the hospital, as a safe way for the community to dispose of unwanted or unneeded prescription drugs. The kiosk is managed by BID–Needham pharmacy and security staff.

**Goal Description Goal Status**

Reduce the burden of opioid use. A prescription drug disposal kiosk was installed in July 2018. In the first few months of use, through the end of FY18, the hospital collected 56 pounds of expired prescriptions.

**Program Type** Community Education, Community Participation/Capacity Building Initiative, Direct Services, Prevention

**Statewide Priority** Promoting Wellness of Vulnerable Populations, Supporting Healthcare Reform

**EOHHS Focus Issue(s) (optional)** Substance Use Disorders

**DoN Health Priorities (optional)** Social Environment

**Target Population Regions Served:** Dedham, Dover, Needham, Westwood

**Health Indicator:** Other: Alcohol and Substance Abuse, Substance Abuse

**Sex:** All

**Age Group:** All

**Ethnic Group:** All

**Language:** English

**Partners**


SPAN [https://www.spanneedham.org/](https://www.spanneedham.org/)

**Contact Information** Alyssa Kence, 781-453-5460, 148 Chestnut Street, Needham, MA 02492

**Behavioral Health - Youth Resource Network**

**Detailed Description**
BID–Needham is a member of Needham’s Youth Resource Network (YRN), a group comprised of representatives from numerous youth and family-serving organizations that come together as a roundtable every other month during the academic year to address specific needs of school-age (K-12) youth and families that reside and/or attend public school in Needham. The primary goal of the roundtable meeting is to provide a discrete forum for youth supporters to present specific instances in which greater assistance for a young person is needed. The goal is to identify potential resources that could potentially help the young person/family in need.

**Goal Description Goal Status**
Identify those at risk and provide enhanced care management. The hospital participated in 7 Youth Resource Network roundtable discussions in FY18, which served 9 Needham families.

**Program Type** Community Participation/Capacity Building Initiative, Direct Services, Outreach to underserved

**Statewide Priority** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**EOHHS Focus Issue(s) (optional)** Housing Stability/Homelessness, Mental Illness and Mental Health, Substance Use Disorders

**DoN Health Priorities (optional)** Built Environment, Education, Housing, Social Environment, Violence, 

**Target Population Regions Served:** Needham, 

**Health Indicator:** Injury and Violence, Mental Health, Other: Alcohol and Substance Abuse, Other: Child Care, Other: Domestic Violence, Other: Education/Learning Issues, Other: Homelessness, Other: Language/Literacy, Other: Nutrition, Other: Parenting Skills, Substance Abuse

**Sex:** All

**Age Group:** All Children

**Ethnic Group:** All

**Language:** All

**Partners**
Riverside Community Care [https://riversidecc.org](https://riversidecc.org)
Charles River YMCA [https://ymcaboston.org/charlesriver](https://ymcaboston.org/charlesriver)
Needham Community Education [http://www.needham.k12.ma.us/community_ed](http://www.needham.k12.ma.us/community_ed)
Needham Public Schools [http://www.needham.k12.ma.us/](http://www.needham.k12.ma.us/)
Needham Housing Authority [http://www.needhamhousing.org/](http://www.needhamhousing.org/)

**Contact Information** Alyssa Kence, 781-453-5460, 148 Chestnut Street, Needham, MA 02492

**Healthy Aging - Community Education on Aging**

**Detailed Description**
BID–Needham strives to connect older adults with local resources and education on how to safely age in place.

**Goal Description Goal Status**
Support older adults and caregivers to age in place by discussing and educating on advanced care options. Case managers from BID–Needham meet with patients and families to discuss advanced care planning options and help them complete Health Care proxy documents, which are kept on file at the hospital.

Support older adults and caregivers to age in place by providing community education and access to resources. The hospital partnered with VNA Care Network, The Dover Church and The Dover Council on Aging to offer two workshops on Healthy Aging in Dover. The first was for adults who wanted to stay in their home but needed information and resources about home safety, healthcare, transportation, care planning and more. The second was aimed at caregivers who needed resources and information about caring for a loved one. Forty people attended the workshops.
**Program Type** Community Education, Community Participation/Capacity Building Initiative, Outreach to Underserved

**Statewide Priority** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**EOHHS Focus Issue(s) (optional)** Housing Stability/Homelessness

**DoN Health Priorities (optional)** Built Environment, Education, Housing

**Target Population Regions Served:** Dedham, Dover, Needham, Westwood

**Health Indicator:** Mental Health, Other: Alzheimer Disease, Other: Elder Care, Other: Homebound

**Sex:** All

**Age Group:** Adult-Elder

**Ethnic Group:** All

**Language:** English

**Partners**
- VNA Care Network [https://vnacare.org/](https://vnacare.org/)
- The Dover Church [https://www.thedoverchurch.org/](https://www.thedoverchurch.org/)

**Contact Information** Alyssa Kence, 781-453-5460, 148 Chestnut Street, Needham, MA 02492

**Healthy Aging - Fall Prevention**

**Detailed Description**
The service area of BID–Needham has a larger population of older adults. The hospital has focused on this population to reduce falls, both in the hospital and in the community, partnering with local Councils on Aging and Needham Public Health.

**Goal Description Goal Status**
Reduce falls in community by partnering with Needham Public Health to promote their "Safety at Home" program. BID–Needham partnered with Needham Public Health to kick-off and promote their "Safety at Home" program. The hospital's Director of Rehabilitation Services presented on falls prevention at the kick-off event at the Needham Senior Center, and hosted a fall prevention screening at the Needham Fall Fair. 50 people attended the kick-off and 10 people were screened at the fair. The hospital also promotes the program to patients who are seen as a fall risk.

Reduce falls in the community by maintaining a Fall Prevention Committee at the hospital to assess fall risk, develop fall prevention programs and develop educational materials for patients and family members. BID–Needham continued the work of its Fall Prevention Committee to identify and assist patients who are a fall risk, review and enhance its fall prevention program, conduct post-fall analyses, develop educational/collateral materials for patients and family members, and offer diversionary activities for patients at risk of falling. The Fall Prevention Committee met on a quarterly basis to review the fall prevention program, falls that have occurred in the hospital (and near misses) and on other interventions. Finally, on an annual basis, the nursing and radiology staff complete an online competency on assessing patients for risk to fall.

Fall precautions for inpatients include patient wristbands, low beds, double tread slippers and nursing staff support for activities. Additionally, a Quality Improvement effort has focused on determining the root causes of falls in order to continue to reduce the rate of falls.

**Program Type** Community Education, Community Participation/Capacity Building Initiative, Direct Services, Health Screening, Healthy Communities Partnership, Prevention

**Statewide Priority** Promoting Wellness of Vulnerable Populations
**Healthy Aging - Healthy Meals**

**Detailed Description**
BID–Needham supports the Traveling Meals/Meals on Wheels programs in Needham and Dedham, in order to provide home-bound adults with healthy and nutritious meals. The hospital also funds lunch programming at the Westwood and Dover Councils on Aging, in order to provide a healthy meal and social environment.

**Goal Description Goal Status**
Support older adults and caregivers to age in place through the Needham Traveling Meals program, which provides nutritious meals to seniors. The hospital prepared and packaged 7,504 meals in FY18. The meals are made and delivered Monday-Friday from September-June. BID–Needham also donates the space for volunteers to assemble meals for delivery.

Support older adults and caregivers to age in place, by providing funding for the "Meals on Wheels" kitchen renovation at the Dedham Housing Authority. In FY18, the hospital gave a grant to the Dedham Housing Authority to renovate the kitchen space at the Community Room of O'Neil Gardens. The kitchen, which is used to heat and package "Meals on Wheels," needed to be updated in order to meet the necessary standards to continue the program. The Meals on Wheels program is not only essential to the adults who receive the meals, but also an enjoyable social interaction for those who prepare the meal deliveries.

Increase access to healthy food through lunch programming at Senior Centers. BID–Needham is an ongoing sponsor of lunch programs at the Westwood and Dover Councils on Aging. Anywhere from 20-50 seniors receive lunch at these programs.

**Program Type** Community Participation/Capacity Building Initiative, Direct Services, Outreach to Underserved

**Statewide Priority** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**EOHHS Focus Issue(s) (optional)** Chronic Disease with focus on Cancer, Heart Disease, and Diabetes

**DoN Health Priorities (optional)** Built Environment

**Target Population Regions Served:** Dedham, Dover, Needham, Westwood

**Health Indicator:** Mental Health, Other: Elder Care, Other: Nutrition

**Sex:** All

**Age Group:** Adult-Elder

**Ethnic Group:** All
Healthy Aging - Reduce Isolation

**Detailed Description**

The hospital supports local music, social and holiday programming that is enjoyed by the community, including older adults, and encourages social interaction.

**Goal Description Goal Status**

Reduce isolation of older adults by supporting community programs that encourage enjoyment of the arts and socialization. In FY18 the hospital supported the Needham Great Hall Concert Series, town fairs in Needham, Medfield and Dover, and holiday events in Needham including the tree lighting, 4th of July festival, and New Year’s Needham, and Needham block parties.

**Program Type** Community Education, Direct Services, Grant/Donation/Foundations/Scholarship, Health Professional/Staff Training, Outreach to Underserved

**Statewide Priority** Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

**EOHHS Focus Issue(s) (optional)** Chronic Disease with focus on Cancer, Heart Disease, and Diabetes

**DoN Health Priorities (optional)** Social Environment

**Target Population**

**Regions Served:** Dedham, Dover, Needham, Westwood

**Health Indicator:** Mental Health, Other: Elder Care, Other: Homebound, Physical Activity

**Sex:** All

**Age Group:** Adult-Elder

**Ethnic Group:** All

**Language:** English

**Partners**

Great Hall Performance Foundation [https://www.greathallperformance.org/](https://www.greathallperformance.org/)


Needham Exchange Club [www.needhamexchangeclub.org](http://www.needhamexchangeclub.org)

New Year’s Needham [http://www.newyearsneedham.org/](http://www.newyearsneedham.org/)


**Contact Information**

Ming Cheung, 781-453-3623, 148 Chestnut Street, Needham, MA 02492

**Contact Information** Alyssa Kence, 781-453-5460, 148 Chestnut Street, Needham, MA 02492
Healthy Aging - Senior Fitness

**Detailed Description**
In an effort to reduce falls and isolation in seniors, the hospital encouraged physical activity by giving grants to the Needham and Dedham Councils on Aging for their fitness centers.

**Goal Description Goal Status**
Reduce falls in the community by supporting local fitness options for seniors. BID–Needham sponsored exercise equipment at the Dedham Council on Aging and adopted the fitness center at the Needham Council on Aging for one month. An average of 40 monthly memberships to the fitness center were used in Needham.

**Program Type** Prevention
**Statewide Priority** Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations
**EOHHS Focus Issue(s) (optional)** Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Mental Illness and Mental Health

**DoN Health Priorities (optional)** Social Environment

**Target Population**
**Regions Served:** Dedham, Needham

**Health Indicator:** Mental Health, Other: Elder Care, Physical Activity

**Sex:** All

**Age Group:** Adult-Elder

**Ethnic Group:** All

**Language:** All

**Partners**

**Contact Information** Alyssa Kence, 781-453-5460, 148 Chestnut Street, Needham, MA 02492

Healthy Aging - Senior Volunteer Program

**Detailed Description**
BID–Needham offers the senior population an opportunity to give back to the community through a volunteer program at the hospital. This experience provides social camaraderie with other volunteers, a positive outlet for helping others and a way to stay connected to the community. Volunteers are also provided with free parking during volunteer hours and a free lunch in The Trotman Family Glover Cafe.

**Goal Description Goal Status**
Reduce isolation of older adults through by offering a volunteer program at the hospital. More than 50 volunteers participated in this program in FY18.

**Program Type** Community Participation/Capacity Building Initiative, Outreach to Underserved
**Statewide Priority** Promoting Wellness of Vulnerable Populations
**EOHHS Focus Issue(s) (optional)** N/A

**DoN Health Priorities (optional)** Social Environment

**Target Population Regions Served:** Dedham, Dover, Needham, Westwood

**Health Indicator:** Mental Health, Other: Elder Care
Sex: All  
Age Group: Adult-Elder  
Ethnic Group: All  
Language: English

Contact Information  Tracy Murphy, 781-453-5499, 148 Chestnut Street, Needham, MA 02492

Expenditures

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<tr>
<th>Community Benefits Programs</th>
<th>Expenditures Amount</th>
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<td>Direct Expenses</td>
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<td>Associated Expenses</td>
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<td>Determination of Need Expenses</td>
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<td>Employee Volunteerism</td>
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<td>Other Leveraged Resources</td>
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<tr>
<th>Net Charity Care</th>
<th>Expenditures Amount</th>
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Total Expenditures $1,316,422.13  
Total Revenue for 2018 $97,057,217.00  
Total Patient Care-related expenses for 2018 $82,760,000.00  
Approved Program Budget for 2019 $85,424.00

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

Comments: FY18 PILOT Payment: $90,159

Optional Information  
Bad Debt: $1,897,375.00 Certified

Optional Supplement:

Public Health/Health Disparities:  
BID–Needham continues to build relationships with community partners, provide resources in the community, and increase collaboration among community groups to address healthcare reform and reduce health disparity. BID–Needham formed a "Community Resource Group" in FY17, and continued meeting in FY18. This group allows local organizations to share ideas and resources, and partner to address unmet needs in the community. The group has an email list and also meets twice a year in person. BID–Needham also has a representative on the CHNA 18 Steering Committee. In FY18, the CHNA hosted a workshop for local non-profits called "Thinking Outside the Box: Innovative Approaches to Healthcare." This workshop encouraged trying new approaches to solve health issues. Workshop participants could apply for a grant from the CHNA, to conduct a trial of their new idea. Eleven local organizations were awarded grants to try new programs that offered innovative approaches to healthcare.

BID–Needham supports the community through sponsorships and programming that engage and educate the community. This includes The Great Hall Concert Series, holiday events, block parties, tree festivals, The History Walk, school fundraisers, the Spelling Bee and an annual holiday card-making event for patients.
Employment, Volunteerism and Mentorship:
The hospital is a contributor to the community through both employment and volunteerism. The hospital has nearly 750 employees. All staff are compensated above the federal and state minimum wage, and the hospital saw a 65% growth in workforce over the past 10 years. The hospital's proximity to the commuter rail and bus lines provides an active commute and access for those who do not have a car.

BID–Needham encourages our employees to volunteer and annually recognizes those employees who go above and beyond in their service to the community. Hospital employees volunteered more than 500 hours in the community in FY18. The hospital also has a thriving volunteer program for residents of the community, consisting of both active seniors and student volunteers. More than 106 volunteers donated over 8,600 hours of service to the hospital in FY18.

The hospital welcomes students and promotes education, not just through our volunteer program, but through school field trips, scout field trips and a summer camp program. We enjoy showing students different career paths that can be achieved by working in a hospital setting. BID–Needham also supports students who show exemplary service to the community, by annually sponsoring the "Ray of Hope" Award through Needham Youth Services.

Purchasing:
The hospital is committed to purchasing locally and using local vendors when possible. BID–Needham spent more than $1.9 million on Needham vendors and donations to community organizations in FY2018.