

Community Connections 2020



Community Engagement

Beth Israel Deaconess Hospital–Needham (BID Needham) is committed to collaboratively engaging with the community to promote health and wellness. Hospital leadership and Community Benefits staff work closely with the Community Benefits Advisory Committee (CBAC) to plan, implement and support an array of programs and activities to improve the health and well-being of community residents. CBAC members represent a broad cross-section of organizations serving local residents and are committed to representing the community and its health priorities.

Every three years the hospital conducts a comprehensive Community Health Needs Assessment (CHNA) to identify the most vulnerable populations and most important health needs within its Community Benefits Service Area.

The CHNA process completed in 2019 included community listening sessions, a community health survey, focus groups and key informant interviews. Staff collected information from community residents (with a special focus on hard-to-reach populations), hospital leadership, service providers, public officials and other key stakeholders. Staff also analyzed quantitative data on demographics and various social determinants of health (e.g., income, employment, health status and access to health care).

The CHNA engaged more than **500** community residents, service providers and other community stakeholders throughout the hospital's Community Benefits Service Area.

BID Needham Community Benefits Service Area (CBSA)



- Community Benefits Service Area (CBSA)
- Beth Israel Deaconess Hospital-Needham



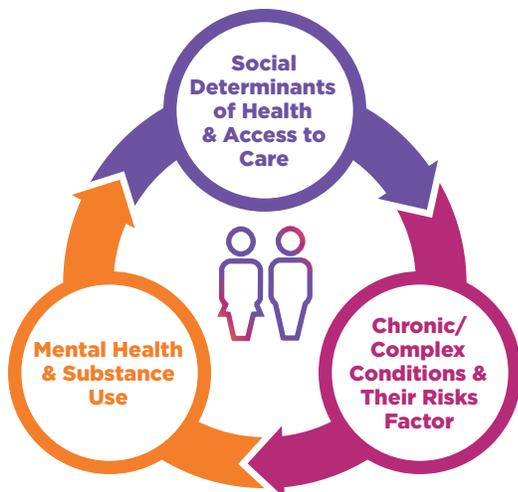
Priority Populations

Findings from the 2019 CHNA indicated that the hospital should prioritize populations with complex needs and/or significant barriers to care, service gaps and adverse social determinants of health. From 2020 to 2022, BID Needham will focus on four populations:



Community Health Priorities

Based on findings from the CHNA, the hospital's leadership, Community Benefits Advisory Committee members and Community Benefits staff worked together to identify the community health priorities that they believed were the leading drivers of community health improvement. From 2020 to 2022, BID Needham will focus on three health priority areas:



Community Benefits Implementation Strategy

Over the next three years (2020-2022), BID Needham's CBAC will continue to provide oversight and input as the hospital works collaboratively with its community partners and BILH to implement community health programs to address prioritized needs. Following are three examples of programs that are part of BID Needham's Implementation Strategy.



Medical Appointment Transportation Program through Needham Community Council

Research shows that lack of transportation leads to rescheduled or missed medical appointments, delayed care and delayed or missed medication use. To address this, BID Needham supports a transportation program through the Needham Community Council. The Council

originally relied on a volunteer driver program, but the schedules and number of drivers did not always meet residents' transportation needs. With funding from BID Needham, the Council started a supplemental program using the ride-share service Lyft.

Two Needham Community Council staff members manage the concierge dispatch service. Individuals call to request a ride and are scheduled with a volunteer or Lyft driver. The dispatcher relays details on the car, driver, pick-up location and estimated time of arrival. For Lyft rides, the dispatcher can track the vehicle and update the rider via phone. This program is becoming a state-wide model for transportation and was highlighted in the Governor's Transportation Work Group Recommendations in 2018.

- In 2017, more than 200 Lyft rides were provided to residents who could not be accommodated by volunteer drivers
- In 2018, the number of Lyft rides increased to 374 and in 2019 to 465
- 60% of surveyed riders would have cancelled their medical appointments if the Lyft rides were not available

Needham Community Farm Mobile Market & Gardening Programming

Since 2016, BID Needham has partnered with The Needham Community Farm, Charles River Center and Needham Bank to provide food and education on how healthy eating can prevent chronic diseases. From June to October, free produce is delivered weekly to Needham Housing Authority sites. BID Needham created a guide to storing, prepping and using produce, and the guide, illustrated by Needham Elementary School students, is distributed with the produce. Any remaining produce and guides are distributed through the food pantry at The Needham Community Council.



The partnership also supports after-school programming and gardening education for youth, families, seniors and disabled residents at Needham Housing Authority sites. It provides raised garden beds, seeds and education about growing, harvesting and eating fresh produce. More than 250 pounds of harvested vegetables were distributed to participants' families and to the 30+ families who live in the housing unit.

IN FY19:

- 110 families received free produce, valued at \$9,100, through the mobile market
- More than 20 youth and 23 adults were engaged in after-school and weekend programming to plan, design, maintain and harvest a communal garden bed at the family housing site
- 8 residents at the senior housing site participated in adult gardening education and were provided with 50+ seed packets and 200+ organic vegetable starts



Family Promise MetroWest Family Health Initiative

Family Promise MetroWest helps motivated, hard-working families move out of homelessness by providing temporary housing, education, childcare, career and financial coaching and other guidance. BID Needham supports the organization's Family Health Initiative, established in 2016 to address families' comprehensive health needs.

The program ensures that families have the medical coverage, appointments, screening and dental care they need to be healthy. Participating families set health and wellness goals and are supported by case managers. This approach has been integrated into all of Family Promise's programs, including shelter, transitional living and the LIFE homelessness prevention program.

IN FY19, THE FAMILY HEALTH INITIATIVE:

- Served 107 participants
 - Helped 100% of uninsured families obtain health insurance and secure a primary care physician
 - Ensured 100% of families addressed medical needs including mental health services
 - Supported 79% of families in health and safety/wellness trainings
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With Thanks to Our Community Benefits Advisory Committee Members

Janet Barrett, Member, Board of Advisors, BID Needham
Carol Burak, Member, Board of Trustees, Dedham Food Pantry
Virginia Carnahan, Member, Board of Trustees, BID Needham
Janet Claypoole, Director, Dover Council on Aging
Sue Crossley, Executive Director, Family Promise MetroWest
Lina Arena DeRosa, Director, Westwood Council on Aging
Lise Elcock, Director, Newton Needham Regional Chamber
John Fogarty, President, BID Needham
Jeanne Goldberg, Regional Director, Beth Israel Deaconess Healthcare
Alyssa Kence, Director of Community Benefits, BID Needham
Wanita Kennedy, Member, Board of Advisors, BID Needham
Valerie Lin, Secretary, Dover Parks & Recreation Commission
Leslie Medalie, Member, Board of Trustees, BID Needham
Marsha Medalie, Executive Vice President and COO, Riverside Community Care
Tim McDonald, Director, Needham Division of Public Health
Sheila Pransky, Director, Dedham Council on Aging
Diane Barry Preston, Co-Founder, Livable Dedham
Sandy Robinson, Executive Director, Needham Community Council
Susan Shaver, President, Needham Community Farm

For more information about BID Needham's community programs, please contact Alyssa Kence (akence@bidneedham.org).