

# Community Benefits Report

## Fiscal Year 2022

---

## TABLE OF CONTENTS

---

<b>SECTION I: SUMMARY AND MISSION STATEMENT .....</b>	<b>2</b>
<b>Priority Cohorts .....</b>	<b>4</b>
<b>Basis for Selection .....</b>	<b>5</b>
<b>Key Accomplishments for Reporting Year.....</b>	<b>5</b>
<b>Plans for Next Reporting Year .....</b>	<b>7</b>
<b>SECTION II: COMMUNITY BENEFITS PROCESS .....</b>	<b>9</b>
<b>Community Benefits Leadership Team and Community Benefits Advisory Committee .....</b>	<b>9</b>
<b>Community Benefits Advisory Committee (CBAC) Meetings .....</b>	<b>10</b>
<b>Community Partners .....</b>	<b>11</b>
<b>SECTION III: COMMUNITY HEALTH NEEDS ASSESSMENT .....</b>	<b>13</b>
<b>Approach and Methods .....</b>	<b>13</b>
<b>Summary of FY22 CHNA Key Health-Related Findings.....</b>	<b>15</b>
<b>SECTION IV: COMMUNITY BENEFITS PROGRAMS .....</b>	<b>17</b>
<b>SECTION V: EXPENDITURES.....</b>	<b>32</b>
<b>SECTION VI: CONTACT INFORMATION.....</b>	<b>33</b>
<b>SECTION VII: HOSPITAL SELF-ASSESSMENT FORM .....</b>	<b>34</b>

---

## SECTION I: SUMMARY AND MISSION STATEMENT

---

New England Baptist Hospital (NEBH) is a member of Beth Israel Lahey Health (BILH). The BILH network of affiliates is an integrated health care system committed to expanding access to extraordinary patient care across Eastern Massachusetts and advancing the science and practice of medicine through groundbreaking research and education. The BILH system is comprised of academic and teaching hospitals, a premier orthopedics hospital, primary care and specialty care providers, ambulatory surgery centers, urgent care centers, community hospitals, homecare services, outpatient behavioral health centers, and addiction treatment programs. BILH's community of clinicians, caregivers and staff includes approximately 4,000 physicians and 35,000 employees.

At the heart of BILH is the belief that everyone deserves high-quality, affordable health care. This belief is what drives BILH to work with community partners across the region to promote health, expand access, and deliver the best care in the communities BILH serves. NEBH's Community Benefits staff are committed to working collaboratively with its communities to address the leading health issues and create a healthy future for individuals, families and communities. While NEBH oversees local Community Benefits programming and community engagement efforts, Community Benefits is under the purview of the BILH Chief Diversity, Equity and Inclusion Officer. This structure makes sure that Community Benefits efforts, prioritization, planning and strategy align and/or are integrated with local hospital and system strategic and regulatory priorities and efforts to ensure health equity in fulfilling BILH's mission – *We create healthier communities – one person at a time – through seamless care and ground-breaking science, driven by excellence, innovation and equity* and values, encompassed by the acronym **WECARE**:

- **Wellbeing** - *We provide a health-focused workplace and support a healthy work-life balance*
- **Empathy** - *We do our best to understand others' feelings, needs and perspectives*
- **Collaboration** - *We work together to achieve extraordinary results*
- **Accountability** - *We hold ourselves and each other to behaviors necessary to achieve our collective goals*
- **Respect** - *We value diversity and treat all members of our community with dignity and inclusiveness*
- **Equity** - *Everyone has the opportunity to attain their full potential in our workplace and through the care we provide.*

The mission of NEBH is to transform the lives of those we serve by promoting wellness, restoring function, lessening disability, alleviating pain, and advancing knowledge in musculoskeletal diseases and related disorders. NEBH is also committed to being active in our community.

NEBH is committed to collaborating with community partners and residents across Boston to identify areas of special need in musculoskeletal disease and collaborate on programs to address these needs, with special focus on underserved populations through outreach, education and provision of services to address musculoskeletal health.

NEBH works with all segments of the population but in recognition of its strong ties to its surrounding community and its specific clinical expertise, NEBH focuses its Community Benefits efforts on improving the health and well-being of the low income, underserved populations living in the Boston neighborhoods of Mission Hill/Roxbury and on musculoskeletal health. NEBH currently operates educational, outreach, and community-strengthening initiatives, collaborates with many of the community's leading service organizations.

The following annual report provides specific details on how NEBH is honoring its commitment and includes information on NEBH's Community Benefits Service Area (CBSA), community health priorities, target populations, and community partners, as well as detailed descriptions of its Community Benefits programs and their impacts.

More broadly, New England Baptist Hospital's Community Benefits mission is fulfilled by:

- **Involving NEBH's staff**, including its leadership and dozens of community partners in the Community Health Needs Assessment (CHNA) process as well as in the development, implementation, and oversight of the hospital's three-year Implementation Strategy (IS);
- **Engaging and learning from residents** throughout NEBH's CBSA in all aspects of the Community Benefits process, with special attention focused on engaging diverse perspectives, from those, patients and non-patients alike, who are often left out of similar assessment, planning and program implementation processes;
- **Assessing unmet community need** by collecting primary and secondary data (both quantitative and qualitative) to understand unmet health-related needs and identify communities and population segments disproportionately impacted by health issues and other social, economic and systemic factors;

- **Implementing community health programs and services** in NEBH's CBSA that address the underlying social determinants of health, barriers to accessing care, as well as promote equity to improve the health status of those who are often disadvantaged, face disparities in health-related outcomes, experience poverty, and have been historically underserved;
- **Promoting health equity** by addressing social and institutional inequities, racism, and bigotry and ensuring that all patients are welcomed and received with respect and have access to culturally responsiveness care; and
- **Facilitating collaboration and partnership within and across sectors** (e.g., state/local public health agencies, health care providers, social service organizations, businesses, academic institutions, community health collaboratives, and other community health organizations) to advocate for, support, and implement effective health policies, community programs, and services.

The following annual report provides specific details on how NEBH is honoring its commitment and includes information on NEBH's CBSA, community health priorities, priority cohorts, community partners, and detailed descriptions of its Community Benefits programs and their impact.

### **Priority Cohorts**

NEBH's CBSA includes the Boston neighborhoods of Mission Hill/Roxbury. In FY 2022, NEBH conducted a comprehensive and inclusive Community Health Needs Assessment (CHNA) that included extensive data collection activities, substantial efforts to engage NEBH's partners and community residents, and thoughtful prioritization, planning, and reporting processes. These activities were in full compliance with the Commonwealth's updated Community Benefits Guidelines for FY 2019. While NEBH is committed to improving the health status and well-being of those living throughout its entire CBSA, per the Commonwealth's updated community benefits guidelines, NEBH's FY 2023 - 2025 Implementation Strategy (IS) will focus its Community Benefits resources on improving the health status of those who face health disparities, experience poverty, or who have been historically underserved living in its CBSA.

Based upon NEBH's assessment, the community characteristics that were thought to have the greatest impact on health status and access to care in the NEBH CBSA were issues related to age, race/ethnicity, language, gender identity, immigration status, household composition, and economic security. There was consensus among interviewees, focus groups, and community listening session participants that older adults, individuals with disabilities, individuals who speak a language other than English, and those who are economically insecure were most likely to have poor health

status and face systemic challenges accessing care and services. Quantitative data compiled from the US Census Bureau highlighted the diversity that existed in the Mission Hill neighborhood, particularly with respect to age and race/ ethnicity. Census Bureau data also highlighted issues of economic security that dominated the assessment findings. One issue to be noted was the lack of data available by gender identity and sexual orientation at the community or municipal level. Research shows that those who identify as lesbian, gay, bisexual, transgender, and/or queer/questioning experience health disparities and challenges accessing services.

For its FY 2023 – 2025 IS, NEBH will work with its community partners, with a focus on the Boston neighborhoods of Mission Hill/Roxbury, to develop and/or continue programming to improve well-being and create a healthy future for all individuals and families. In recognition of the health disparities that exist for certain segments of the population, NEBH's Community Benefits investments and resources will focus on the improving the health status of the following priority cohorts:

- Youth
- Older Adults
- Racially, Ethnically and Linguistically Diverse Populations
- Low-Resourced Populations

### **Basis for Selection**

Community health needs assessments; public health data available from government (public school districts, Massachusetts Department of Public Health, federal agencies) and private resources (foundations, advocacy groups); and NEBH's areas of expertise.

### **Key Accomplishments for Reporting Year**

NEBH's most recent CHNA and IS were conducted and approved by the Board during the fiscal year ended September 30, 2022. That CHNA and IS will inform the Community Benefits mission and activities of NEBH for the fiscal years ending September 30, 2023; September 30, 2024; and September 30, 2025.

This report covers NEBH's fiscal year ending September 30, 2022. The previous CHNA and accompanying IS were approved by the NEBH Board before September 30, 2019 and informed the NEBH's Community Benefits initiatives for the fiscal years ending September 30, 2020; September 30, 2021; and September 30, 2022. As such, the accomplishments and activities included in this section as well as in Section IV: Community Benefits Programs relate to the CHNA and Implementation Strategy approved as of September 30, 2019.

Program accomplishments include:

Food insecurity was a top priority in FY22. With the rising cost of food, many residents did not have the resources or funds to provide for their family or themselves. To help with food insecurity and access, NEBH provided food, meals from local business' and Stop & Shop gift cards to hundreds of families and individuals that live in Mission Hill. Stop & Shop is the local grocery store in Mission Hill. Meals were provided by local restaurants.

NEBH collaborated with the Tobin Community Center to provide fifteen scholarships to youth for summer camp.

NEBH provided financial support for the After-School Program at the Tobin Community Center. This allows youth to participate in tutoring, and extracurricular activities including sports programs.

NEBH collaborated with Mission Hill Neighborhood Housing Services (MHNHS) to provide a resident services coordinator to assist residents that live in MHNHS properties with finding resources, programs, filling out Residential Assistance for Families in Transition (RAFT) applications, forms, etc.

NEBH provided much needed school supplies to over 200 students living in Mission Hill, giving them the items they need to be successful in school.

NEBH collaborated with the community on much needed transportation for older adults. The Mission Link provides transportation to and from doctor's appointments, pharmacy, grocery store, etc. for older adults living in Mission Hill.

NEBH collaborated with Stop & Shop and the Maurice J. Tobin School on a food pantry for students that attend the elementary school. The pantry provides much needed food for students and their families.

Seven students participated in the Meredith Cameron Youth Opportunity Internship.

NEBH collaborated with the Boston Celtics to provide three Sr. Celtics programs for older adults.

Seven students participated in the Project Search Transition Program that provides real-life work experience combined with training in employability and independent living skills to help youths with significant disabilities make successful transitions from school to productive adult life.

### **Plans for Next Reporting Year**

In FY 2022, NEBH conducted a comprehensive and inclusive CHNA that included extensive data collection activities, substantial efforts to engage NEBH's partners and community residents, and thoughtful prioritization, planning, and reporting processes. These activities were in full compliance with the Commonwealth's updated Community Benefits Guidelines for FY 2019. In response to the FY 2022 CHNA, NEBH will focus its FY 2023 - 2025 IS on four priority areas. These priority areas collectively address the broad range of health and social issues facing residents living in NEBH's CBSA who face the greatest health disparities. These four priority areas are:

- Equitable Access to Care
- Social Determinants of Health
- Mental Health and Substance Use
- Complex and Chronic Conditions.

These priority areas are aligned with the statewide health priorities identified by the Executive Office of Health and Human Services (EOHHS) in 2017 (i.e., Chronic Disease, Housing Stability/Homelessness, Mental Illness and Mental Health, and Substance Use Disorders). NEBH's priorities are also aligned with the priorities identified by the Massachusetts Department of Public Health (DPH) to guide the Community-based Health Initiative (CHI) investments funded by the Determination of Need (DoN) process, which underscore the importance of investing in the Social Determinants of Health (i.e., built environment, social environment, housing, violence, education, and employment).

The FY 2022 CHNA provided new guidance and invaluable insights on quantitative trends and community perceptions being used to inform and refine NEBH's efforts. In completing the FY 2022 CHNA and FY 2023 - 2025 IS, NEBH, along with its other health, public health, social service, and community partners, is committed to promoting health, enhancing access and delivering the best care to all who live and/or work in its CBSA, regardless of race, ethnicity, language spoken, national origin, religion, gender identify, sexual orientation, disability status, immigration status, or age. As discussed above, based on the FY 2022 CHNA's quantitative and qualitative findings, including discussions with a broad range of community participants, there was agreement that for NEBH's FY 2023 - 2025 IS, it will work with its community partners, with a focus on the Boston neighborhoods of, Mission Hill/Roxbury, to develop and/or continue programming to improve well-being and create a healthy future for all individuals and families. In recognition of the health disparities that exist for certain segments of the population, NEBH's Community Benefits investments and resources will focus on the improving the health status, addressing disparities in health outcomes, and promoting health equity for its priority cohorts, which include Youth; Older



Adults; Individuals with Disabilities; Racially, Ethnically and Linguistically Diverse Populations and Low-Resourced Populations.

NEBH will partner with clinical and social service providers, community-based organizations, public health officials, elected/appointed officials, hospital leadership and other key collaborators throughout its CBSA to execute its FY 2023 – 2025 IS.

- **Equitable Access to Care**
  - NEBH will work with the Mission Link board and other community partners to enhance access to affordable, safe and accessible transportation in the Mission Hill neighborhood.
  - NEBH will work with local groups and organizations on a resource guide for residents.
- **Social Determinants of Health**
  - NEBH will provide access to food through gift cards, food pantries, food, and meals from local businesses.
  - NEBH will maintain McLaughlin Field and Park so that residents have access to open green space for activities and exercise.
  - NEBH will collaborate with Mission Hill Main Streets to beautify the streets.
  - NEBH will provide clothing, household essentials, etc. to residents living in affordable housing.
  - NEBH will provide an intern to Mission Hill Neighborhood Housing Services to assist their residents with applications such as RAFT, SNAP, etc., and to assist residents with resources.
  - NEBH will provide back to school supplies to students living in Mission Hill.
  - NEBH will collaborate with the Madison Park High School to offer the Project Search program for students with disabilities.
  - NEBH will offer the Meredith Cameron Youth Opportunity Internship to students living in Mission Hill and or Boston.
  - NEBH will collaborate with NEBH HR and BILH Workforce Development on sponsoring community college courses and career and academic advising to NEBH staff.
- **Mental Health and Substance Use**
  - NEBH will work with the Mission Hill Senior Legacy, Tobin Community Center, Roxbury Tenants of Harvard and Mission Hill Neighborhood Housing Services to offer events and programs to older adults to help with isolation.
  - NEBH will work with the Tobin Community Center on programs for youth.
  - NEBH will explore and support offering training to community leaders to identify mental illness and substance abuse.

- **Complex and Chronic Conditions**
  - NEBH will continue its partnership with the Boston Public Library, Parker Hill Branch to offer Mindful Matters, Yoga for older adults.
  - NEBH will collaborate with Roxbury Tenants of Harvard on their walking group.
  - NEBH will continue its partnership with the Boston Celtics to offer Sr. Celtics programs.
  - NEBH will continue to provide summer camp scholarships to the Tobin Community Center.
  - NEBH will continue to support the Mission Hill Littler League and Mission Hill Road Race.

### **Hospital Self-Assessment Form**

Working with its Community Benefits Leadership Team and its Community Benefits Advisory Committee (CBAC), the NEBH Community Benefits staff completed the Hospital Self-Assessment Form (Section VII, page 34-45). The NEBH Community Benefits staff also shared the Community Representative Feedback Form with its CBAC members who participated in NEBH's CHNA and asked them to submit the form to the AGO website.

---

## **SECTION II: COMMUNITY BENEFITS PROCESS**

---

### **Community Benefits Leadership/Team**

The NEBH Board of Trustees along with its clinical and administrative staff is committed to improving the health and well-being of residents throughout its CBSA and beyond. World-class orthopedic clinical expertise, education and research along with an underlying commitment to health equity are the primary tenets of its mission. NEBH's Community Benefits Department, under the direct oversight of NEBH's Board of Trustees, is dedicated to collaborating with community partners and residents and will continue to do so in order to meet its Community Benefits obligations. Hospital senior leadership is actively engaged in the development and implementation of NEBH's Implementation Strategy, ensuring that hospital policies and resources are allocated to support planned activities.

It is not only the NEBH's Board of Trustee members and senior leadership who are held accountable for fulfilling NEBH's Community Benefits mission. Among NEBH's core values are the recognition that the most successful Community Benefits programs are implemented organization wide and integrated into the very fabric of the hospital's culture, policies, and procedures. A commitment to Community Benefits is a focus and value manifested throughout BILH and NEBH's structure and reflected in how care is provided at the hospital and in affiliated practices.

While NEBH oversees local Community Benefits programming and community engagement efforts, Community Benefits is under the purview of the BILH Chief Diversity, Equity and Inclusion Officer. This structure makes sure that Community Benefits efforts, prioritization, planning, and strategy focus on equity and align and are integrated with local and system strategic and regulatory priorities to ensure health equity in fulfilling BILH's mission – *We create healthier communities – one person at a time – through seamless care and ground-breaking science, driven by excellence, innovation and equity* and values, encompassed by the acronym **WECARE**:

- *Wellbeing - We provide a health-focused workplace and support a healthy work-life balance*
- *Empathy - We do our best to understand others' feelings, needs and perspectives*
- *Collaboration - We work together to achieve extraordinary results*
- *Accountability - We hold ourselves and each other to behaviors necessary to achieve our collective goals*
- *Respect - We value diversity and treat all members of our community with dignity and inclusiveness*
- *Equity - Everyone has the opportunity to attain their full potential in our workplace and through the care we provide.*

The NEBH Community Benefits program is spearheaded by the Director of Community and Government Affairs. The Director of Community and Government Affairs has direct access and is accountable to the NEBH President and the BILH Vice President of Community Benefits and Community Relations, the latter of whom reports directly to the BILH Chief Diversity, Equity and Inclusion Officer. It is the responsibility of these leaders to ensure that Community Benefits is addressed by the entire organization and that the needs of cohorts who have been historically underserved are considered every day in discussions on resource allocation, policies, and program development.

This structure and methodology are employed to ensure that Community Benefits is not the purview of one office alone and to maximize efforts across the organization to fulfill the mission and goals of BILH and NEBH's Community Benefits program.

### **Community Benefits Advisory Committee (CBAC)**

The NEBH Community Benefits Advisory Committee (CBAC) works in collaboration with NEBH's hospital leadership, including the hospital's governing board and senior management to support NEBH's Community Benefits mission to transform the lives of those we serve by promoting wellness, restoring function, lessening disability, alleviating pain, and advancing knowledge in musculoskeletal diseases and related

disorders. The CBAC provides input into the development and implementation of NEBH's Community Benefits programs in furtherance of NEBH's Community Benefits mission. The membership of NEBH's CBAC aspires to be representative of the constituencies and priority cohorts served by NEBH's programmatic endeavors, including those from diverse racial and ethnic backgrounds, age, gender, sexual orientation and gender identity, as well as those from corporate and non-profit community organizations.

The NEBH CBAC met on the following dates: December 14, 2021, March 8, 2022, May 24, 2022, June 14, 2022 and September 13, 2022.

### **Community Partners**

NEBH recognizes its role in a larger health system and knows that to be successful it needs to collaborate with its community partners and those it serves. NEBH's Community Health Needs Assessment (CHNA) and the associated Implementation Strategy were completed in close collaboration with NEBH's staff, community residents, community-based organizations, clinical and social service providers, public health officials, elected/appointed officials, hospital leadership and other key collaborators from throughout its CBSA. NEBH's Community Benefits program exemplifies the spirit of collaboration that is such a vital part of NEBH's mission.

NEBH currently supports numerous of educational, outreach, community health improvement, and health system strengthening initiatives within its CBSA. In this work, NEBH collaborates with many of its local community-based organizations, public health departments, municipalities and clinical and social service organizations. NEBH has a particularly strong relationship with ABCD, Parker Hill Fenway Service Center, Mission Hill Neighborhood Housing Services, Tobin Community Center, Roxbury Tenants of Harvard and the Maurice J. Tobin Elementary School. These relationships include providing food to low resourced populations through food pantries, gift cards, food and prepared meals.

The following is a comprehensive listing of the community partners with which NEBH collaborated with on its FY 2020 – 2022 IS, as well as on its FY 2022 CHNA. The level of engagement of a select group of community partners can be found in the Hospital Self-Assessment Form (Section VII, page 34-45).

The Hospital's community partners include:

- ABCD Parker Hill/Fenway Neighborhood Service Center
- Alice Heyward Taylor Housing Development
- Boston Building Materials Resource Center
- Boston Celtics
- Boston Center for Youth and Family Services

- Boston Police
- Boston Public Health Commission
- Boston Public Library, Mission Hill Branch
- City of Boston Age Strong Commission
- City of Boston Mayor's Office
- City of Boston, Parks and Recreation Department
- Friends of McLaughlin Park
- Madison Park High School
- Maria Sanchez House
- Maurice J. Tobin School
- Mission Church
- Mission Grammar School
- Mission Hill Crime Committee
- Mission Hill Health Movement
- Mission Hill Little League
- Mission Hill Main Streets
- Mission Hill Neighborhood Housing Services
- Mission Hill Road Race
- Mission Hill Senior Legacy Project
- Mission Link
- Mission Main Task Force
- Morgan Memorial Goodwill Industries
- One Gurney Street Apartments
- Private Industry Council
- Project Search
- Roxbury Tenants of Harvard
- Sociedad Latina
- Stop & Shop
- Tobin Community Center
- Wentworth Institute of Technology

---

## SECTION III: COMMUNITY HEALTH NEEDS ASSESSMENT

---

The FY 2022 Community Health Needs Assessment (CHNA) along with the associated FY 2023-2025 Implementation Strategy was developed over a twelve-month period from September 2021 to September 2022. These community health assessment, planning, and implementation efforts fulfill the Commonwealth of Massachusetts Attorney General's Office and federal Internal Revenue Service's (IRS) requirements. More specifically, these activities fulfill the NEBH's need to conduct a community health needs assessment, engage the community, identify priority health issues, inventory community assets, assess impact, and develop an Implementation Strategy. However, these activities are driven primarily by NEBH's dedication to its mission, its covenant to cohorts who have been historically underserved, and its commitment to community health improvement.

As mentioned above, NEBH's most recent CHNA was completed during FY 2022. FY 2022 Community Benefits programming was informed by the FY 2019 CHNA and aligns with NEBH's FY 2020 – FY2022 Implementation Strategy. The following is a summary description of the FY 2022 CHNA approach, methods, and key findings.

### **Approach and Methods**

The FY 2022 assessment and planning process was conducted in three phases between September 2021 and September 2022, which allowed NEBH to:

- assess community health, defined broadly to include health status, social determinants, environmental factors and service system strengths/weaknesses;
- engage members of the community including local health departments, clinical and social service providers, community-based organizations, community residents and NEBH's leadership/staff;
- prioritize leading health issues/population segments most at risk for poor health, based on review of quantitative and qualitative evidence;
- develop a three-year Implementation Strategy to address community health needs in collaboration with community partners, and;
- meet all federal and Commonwealth Community Benefits requirements per the Internal Revenue Service, as part of the Affordable Care Act, the Massachusetts Attorney General's Office, and the Massachusetts Department of Public Health.

NEBH's Community Benefits program is predicated on the hospital's commitment to promoting health and well-being, addressing health disparities, and working to achieve health

equity. Health equity - the attainment of the highest level of health for all people - requires focused and ongoing efforts to address inequities and socioeconomic barriers to accessing care, as well as the current and historical discrimination and injustices that underlie existing disparities. Throughout the CHNA process, efforts were made to understand the needs of the communities that NEBH serves, especially the population segments that are often disadvantaged, face disparities in health-related outcomes, and who have been historically underserved. NEBH's understanding of these communities' needs is derived from collecting a wide range of quantitative data to identify disparities and clarify the needs of specific communities and comparing it against data collected at the regional, Commonwealth and national levels wherever possible to support analysis and the prioritization process, as well as employing a variety of strategies to ensure community members were informed, consulted, involved, and empowered throughout the assessment process.

Between October 2021 and February 2022, NEBH's assessment included 85 (20 by NEBH/BIDMC) one-on-one interviews with key collaborators in the community, 24 focus groups (5 by NEBH/BIDMC) with segments of the population facing the greatest health-related disparities, and two community listening sessions that engaged over 40 participants. In addition, BID Needham conducted a community health survey, which gathered information from more than 450 community residents from BID Needham's CBSA, including 86 residents from Dedham. BID Needham shared this information with NEBH. The Boston Public Health Commission fielded a COVID-19 Health Equity Survey in December 2020/January 2021; as such, NEBH and BIDMC, based on recommendations from the Boston CHNA-CHIP Collaborative Steering Committee, opted not to field a survey in Boston. This survey of a random sample of over 1,650 residents examined issues related to job loss, food insecurity, access to services, mental health, vaccination, and perceptions of risk around COVID-19.

The articulation of each specific community's needs (done in partnership between NEBH and community partners) is used to inform NEBH's decision-making about priorities for its Community Benefits efforts. NEBH works in concert with community residents and leaders to design specific actions to be collaboratively undertaken each year. Each component of the plan is developed and eventually woven into the annual goals and agenda for the NEBH's Implementation Strategy that is adopted by the NEBH's Board of Trustees.



## **Summary of FY 2022 CHNA Key Health-Related Findings**

### **Equitable Access to Care**

- Individuals identified a number of barriers to accessing and navigating the health care system. Many of these barriers were at the system level, meaning that the issues stem from the way in which the system does or does not function. System level issues included providers not accepting new patients, long wait lists, and an inherently complicated healthcare system that is difficult for many to navigate.
- There were also individual level barriers to access and navigation. Individuals may be uninsured or underinsured, which may lead them to forego or delay care. Individuals may also experience language or cultural barriers - research shows that these barriers contribute to health disparities, mistrust between providers and patients, ineffective communication, and issues of patient safety.

### **Social Determinants of Health**

- The social determinants of health are the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks. These conditions influence and define quality of life for many segments of the population in the CBSA. Research shows that sustained success in community health improvement and addressing health disparities relies on addressing the social determinants of health that lead to poor health outcomes and drive health inequities. The assessment gathered a range of information related to economic insecurity, education, food insecurity, access to care/navigation issues, and other important social factors.
- There is limited quantitative data in the area of social determinants of health. Despite this, information gathered through interviews, focus groups, survey, and listening sessions suggested that these issues have the greatest impact on health status and access to care in the region - especially issues related to housing, food security/nutrition, and economic stability.

### **Mental Health and Substance Use**

- Anxiety, chronic stress, depression, and social isolation were leading community health concerns. The assessment identified specific concerns about the impact of mental health issues for youth and young adults, the mental health impacts of racism, discrimination, and trauma, and social isolation among older adults. These difficulties were exacerbated by COVID-19.



- In addition to the overall burden and prevalence of mental health issues, residents identified a need for more providers and treatment options, especially inpatient and outpatient treatment, child psychiatrists, peer support groups, and mental health services.
- Substance use continued to have a major impact on the CBSA; the opioid epidemic continued to be an area of focus and concern, and there was recognition of the links and impacts on other community health priorities, including mental health, housing, and homelessness. Individuals engaged in the assessment identified stigma as a barrier to treatment and reported a need for programs that address common co-occurring issues (e.g., mental health issues, homelessness).

### **Complex and Chronic Conditions**

- Chronic conditions such as cancer, diabetes, chronic lower respiratory disease, stroke, and cardiovascular disease contribute to 56% of all mortality in the Commonwealth and over 53% of all health care expenditures (\$30.9 billion a year). Perhaps most significantly, chronic diseases are largely preventable despite their high prevalence and dramatic impact on individuals and society.

For more detailed information, see the full FY 2022NEBH Community Health Needs Assessment and Implementation Plan Report on the hospital's website.

## SECTION IV: COMMUNITY BENEFITS PROGRAMS

<b>Priority Health Need: Total Population or Community-Wide Interventions</b> <b>Program Name: Back to School Supplies</b> <b>Health Issue: Social Determinants of Health-Education/Learning, Social Determinants of Health-Income and Poverty</b>	
<b>Brief Description or Objective</b>	To provide much needed school supplies to children that live in affordable housing. Basic needs like pencils, pens, paper, and notebooks help students build confidence, engage in lessons, and gain knowledge that will help them to be successful.
<b>Program Type</b>	<input type="checkbox"/> Direct Clinical Services <input type="checkbox"/> Community Clinical Linkages <input checked="" type="checkbox"/> Total Population or Community Wide Intervention <input type="checkbox"/> Access/Coverage Supports <input type="checkbox"/> Infrastructure to Support Community Benefits
<b>Program Goal(s)</b>	To provide students that live in affordable housing developments the supplies they need for school.
<b>Goal Status</b>	Over 200 children received school supplies, including backpacks, notebooks, pens, calculators, etc.
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>

<b>Priority Health Need: Total Population or Community-Wide Interventions</b>	
<b>Program Name: Clothing and Household Essentials</b>	
<b>Health Issue: Mental Health-Physical Activity, Environmental Quality, Income and Poverty</b>	
<b>Brief Description or Objective</b>	Provide new winter coats, boots, hats, scarves, clothing, cleaning supplies, hand sanitizer, etc. to our community members in need, helping with self-confidence, elder isolation, physical activity, safety and overall wellness.
<b>Program Type</b>	<input type="checkbox"/> Direct Clinical Services <input type="checkbox"/> Access/Coverage Supports <input type="checkbox"/> Community Clinical Linkages <input type="checkbox"/> Infrastructure to Support Community Benefits <input checked="" type="checkbox"/> Total Population or Community Wide Intervention
<b>Program Goal(s)</b>	To provide new winter coats, boots, hats, scarves, clothing, cleaning supplies, hand sanitizer, etc. to our community members in need, helping with self-confidence, elder isolation, physical activity, safety and overall wellness.
<b>Goal Status</b>	Over 300 Mission Hill residents, including children, adults and seniors received coats, hats, boots, shoes, clothing, hand sanitizer, cleaning supplies, soap, etc.
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>

<b>Priority Health Need: Chronic Disease</b> <b>Program Name: Food for a Healthy Community</b> <b>Health Issue: Access to Healthy Food, Income and Poverty, Nutrition</b>	
<b>Brief Description or Objective</b>	Provide food, meals and grocery store gift cards to low-income families and individuals living in Mission Hill.
<b>Program Type</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Direct Clinical Services  <input checked="" type="checkbox"/> Community Clinical Linkages  <input type="checkbox"/> Total Population or Community Wide Intervention         </div> <div> <input type="checkbox"/> Access/Coverage Supports  <input type="checkbox"/> Infrastructure to Support Community Benefits         </div> </div>
<b>Program Goal(s)</b>	Provide food and access to individuals and families who are food insecure
<b>Goal Status</b>	<ul style="list-style-type: none"> <li>The number of individuals and families suffering from food insecurity has increased significantly. Over 550 individuals/families living in Mission Hill received much needed food, either meals from local businesses, food from local grocer and/or gift cards to the local grocery store, Stop &amp; Shop.</li> <li>Provided financial support for the food pantry at ABCD, Parker Hill Fenway Service Center. The pantry provided emergency food for low-income families and individuals in the community.</li> <li>Provided financial support for bags of fresh fruit and vegetables and the food pantry at Roxbury Tenants of Harvard. The pantry provided emergency food for low-income families and individuals.</li> <li>In the fall of 2022, NEBH Collaborated with Stop &amp; Shop to open a food pantry at the Maurice J. Tobin School.</li> </ul>
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>

<b>Priority Health Need: Built Environment</b> <b>Program Name: Healthy Neighborhood</b> <b>Health Issue: Chronic Disease-Overweight/Obesity, Environmental Quality, Income and Poverty, Public Safety,</b>	
<b>Brief Description or Objective</b>	<p>Neighborhoods free of abandoned buildings, graffiti, and litter lead to lower crime and more activity in parks and play. More activity leads to better health, improved performance in school and long-term economic gains. Several long-term studies have been done that show this. Safe neighborhoods derive economic value from this as well as mental and physical health benefits.</p>
<b>Program Type</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Direct Clinical Services  <input type="checkbox"/> Community Clinical Linkages  <input checked="" type="checkbox"/> Total Population or Community Wide Intervention         </div> <div> <input type="checkbox"/> Access/Coverage Supports  <input type="checkbox"/> Infrastructure to Support Community Benefits         </div> </div>
<b>Program Goal(s)</b>	<ol style="list-style-type: none"> <li>1. To increase neighborhood involvement in physical activity, beautification projects and safety initiatives; collaborate with organizations on such efforts.</li> <li>2. Help address adult and childhood obesity by contributing to public parks improvements and maintenance, and through the promotion of wellness and exercise.</li> <li>3. Collaborate with Mission Hill Main Streets and support neighborhood beautification efforts.</li> </ol>
<b>Goal Status</b>	<ul style="list-style-type: none"> <li>• NEBH continues to maintain the City of Boston's McLaughlin Park, Ball Fields and Walking Path in Mission Hill. This allows the residents of Boston to use the field and parks for safe, socially distant outdoor activities.</li> <li>• NEBH continued to beautify the neighborhood by working with community members and Mission Hill Main Streets on initiatives aimed to keep Mission Hill beautiful. This includes helping with street sweeping and graffiti removal.</li> </ul>
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>

<b>Priority Health Need:</b> <b>Program Name: Infrastructure to support Community Benefits collaborations across BILH hospitals</b> <b>Health Issue: Chronic Disease-Arthritis, Cardiac Disease, Chronic Pain, Diabetes, Hypertension, Osteoporosis, Overweight and Obesity, Mental Health-Physical Activity, Access to Healthy Food, Access to Transportation, Nutrition</b>	
<b>Brief Description or Objective</b>	<p>All Community Benefits staff at each Beth Israel Lahey Health (BILH) hospital worked together to plan, implement, and evaluate Community Benefits programs. Staff worked together to plan and implement the FY22 Community Health Needs Assessment and each created an Implementation Strategy that is uniform across all of the hospitals. Community Benefits staff continued to understand state and federal regulations, build evaluation capacity, and collaborate on implementing similar programs. BILH continues to refine the Community Benefits (CB) database, as part of a multi-year strategic effort to streamline and improve the accuracy of regulatory reporting, simplify the collection of and access to standardized CB financial data, and create a uniform, system-wide tracking and monitoring model.</p>
<b>Program Type</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Direct Clinical Services  <input type="checkbox"/> Community Clinical Linkages  <input type="checkbox"/> Total Population or Community Wide Intervention         </div> <div> <input type="checkbox"/> Access/Coverage Supports  <input checked="" type="checkbox"/> Infrastructure to Support Community Benefits         </div> </div>
<b>Program Goal(s)</b>	<p>By September 30, 2022, plan and implement the Community Health Needs Assessment and create the Implementation Strategy to address the priorities that is approved by the hospital Board of Trustees.</p>
<b>Goal Status</b>	<p>All 10 BILH Community Benefits hospitals received Board of Trustee approval on their Community Health Needs Assessment and Implementation Plan.</p>
<div style="display: flex; justify-content: space-between;"> <div> <b>Program Year: Year 3</b> </div> <div> <b>Goal Type: Process Goal</b> </div> </div>	

<b>Priority Health Need: Chronic Disease</b> <b>Program Name: Mindful Movement</b> <b>Health Issue: Chronic Disease-Arthritis, Cardiac Disease, Chronic Pain, Diabetes, Hypertension, Osteoporosis, Overweight and Obesity, Mental Health-Physical Activity</b>	
<b>Brief Description or Objective</b>	<p>Mindful Movement is a weekly yoga class for older adults living in Mission Hill. Yoga helps with medical issues that includes diabetes, high blood pressure, high cholesterol, and heart disease. It gives strength, flexibility, and mind-body awareness. It can decrease stress, relieve anxiety, reduce inflammation, improve heart health, reduce chronic pain, help with depression, improves flexibility and balance and improves quality of life.</p>
<b>Program Type</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Direct Clinical Services  <input type="checkbox"/> Community Clinical Linkages  <input checked="" type="checkbox"/> Total Population or Community Wide Intervention         </div> <div> <input type="checkbox"/> Access/Coverage Supports  <input type="checkbox"/> Infrastructure to Support Community Benefits         </div> </div>
<b>Program Goal(s)</b>	<p>Provide yoga once a week for older adults living in Mission Hill to help with medical issues that includes stress, diabetes, high blood pressure, high cholesterol, and heart disease.</p>
<b>Goal Status</b>	<p>Over 25 older adults participated in the yoga class weekly. Participants have stated they feel better, have more flexibility, feel less stress and isolated.</p>
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>

<b>Priority Health Need: Total Population or Community-Wide Interventions</b> <b>Program Name: Meredith Cameron Youth Opportunity Internship</b> <b>Health Issue: Social Determinants of Health-Education/Learning, Social Determinants of Health-Income and Poverty</b>	
<b>Brief Description or Objective</b>	<p>To provide up to ten high school and college students who permanently reside in the Mission Hill/Roxbury community a paid summer internship in positions that will be engaging, enriching and rewarding while providing exposure to health and science related career paths.</p>
<b>Program Type</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Direct Clinical Services  <input type="checkbox"/> Community Clinical Linkages  <input checked="" type="checkbox"/> Total Population or Community Wide Intervention         </div> <div> <input type="checkbox"/> Access/Coverage Supports  <input type="checkbox"/> Infrastructure to Support Community Benefits         </div> </div>
<b>Program Goal(s)</b>	<p>The goal of this program is to offer high school and college students who permanently reside in the Mission Hill/Roxbury (priority) community and or Boston paid summer employment.</p>
<b>Goal Status</b>	<p>Seven students participated in the summer internship working in various departments, including the Lab, nursing units, operating room and preadmission screening.</p>
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>



<b>Priority Health Need: Total Population or Community-Wide Interventions</b> <b>Program Name: Project Search</b> <b>Health Issue: Social Determinants of Health-Education/Learning, Social Determinants of Health-Income and Poverty</b>	
<b>Brief Description or Objective</b>	<p>The Project Search High School Transition program is a one-year, school-to-work program with Madison Park Technical Vocational High School. The program provides real-life work experience combined with training in employability and independent living skills to help youths with significant disabilities make successful transitions from school to productive adult life.</p>
<b>Program Type</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Direct Clinical Services  <input type="checkbox"/> Community Clinical Linkages  <input checked="" type="checkbox"/> Total Population or Community Wide Intervention         </div> <div> <input type="checkbox"/> Access/Coverage Supports  <input type="checkbox"/> Infrastructure to Support Community Benefits         </div> </div>
<b>Program Goal(s)</b>	<p>NEBH will continue its partnership with Madison Park Technical Vocational High School to offer a one-year, school-to-work internship transition program.</p>
<b>Goal Status</b>	<ul style="list-style-type: none"> <li>Seven students from Madison Park Technical Vocational High School (Boston Public School) participated in the program. The life work experience combined with training in employability and independent living skills assist youths with significant disabilities make successful transitions from school to productive adult life.</li> <li>Students received a weekly stipend that helps to promote financial independence, allows students to contribute to their family's rent, groceries, and other expenses, and reinforces the financial literacy and responsible spending skills students are learning in the classroom at Madison Park Technical Vocational High School.</li> </ul>
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>

<b>Priority Health Need: Chronic Disease</b> <b>Program Name: Obesity Prevention</b> <b>Health Issue: Chronic Disease- Diabetes, Overweight and Obesity, Mental Health-Physical Activity, Environmental Quality, Income and Poverty, Nutrition</b>	
<b>Brief Description or Objective</b>	To support exercise programs and open space for youth and adults so that they keep active to help in the prevention of obesity.
<b>Program Type</b>	<input type="checkbox"/> Direct Clinical Services <input type="checkbox"/> Community Clinical Linkages <input checked="" type="checkbox"/> Total Population or Community Wide Intervention <input type="checkbox"/> Access/Coverage Supports <input type="checkbox"/> Infrastructure to Support Community Benefits
<b>Program Goal(s)</b>	To support exercise programs for youth so that they keep active helping in the prevention of obesity.
<b>Goal Status</b>	<ul style="list-style-type: none"> <li>• NEBH provided financial support for the summer camp at the Tobin Community Center, which allowed 15 additional youth to participate. The camp encourages young children to exercise and keep active, helping in the prevention of obesity.</li> <li>• NEBH provided financial support for the After-School Program at the Tobin Community Center. This allows youth to participate in tutoring, and extracurricular activities including sports programs.</li> <li>• NEBH provides financial assistance to the Mighty Mission Basketball youth teams, as well as the Mission Hill Little League.</li> </ul>
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>

<b>Priority Health Need: Housing Stability/Homelessness</b> <b>Program Name: Resident Services Coordinator</b> <b>Health Issue: Income and Poverty Housing Stability/Homelessness</b>	
<b>Brief Description or Objective</b>	<p>The Resident Services Coordinator will work with identified residents who live in Mission Hill Neighborhood Housing Services properties with filling out forms, paperwork, etc. and connecting them to housing stability services.</p>
<b>Program Type</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Direct Clinical Services  <input type="checkbox"/> Community Clinical Linkages  <input checked="" type="checkbox"/> Total Population or Community Wide Intervention         </div> <div> <input type="checkbox"/> Access/Coverage Supports  <input type="checkbox"/> Infrastructure to Support Community Benefits         </div> </div>
<b>Program Goal(s)</b>	<ol style="list-style-type: none"> <li>1. To assist residents with Residential Assistance for Families in Transition (RAFT) applications, forms, etc. who live in Mission Hill Neighborhood Housing Services properties</li> <li>2. Build relationships with residents of Frawley-Delle Apartments, 706 Huntington Ave, One Gurney Street, Apartments, Maria Sanchez House and HERE House through community outreach and involvement in local events, programming, and resources.</li> </ol>
<b>Goal Status</b>	<ul style="list-style-type: none"> <li>• The Resident Services Coordinator assisted ten residents with RAFT applications, helping them to avoid eviction.</li> <li>• The Resident Services Coordinator connected three residents with resources for baby items, including diapers, clothing and food.</li> <li>• Resident participation in events and programs has increased.</li> </ul>
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>

<b>Priority Health Need: Social Environment</b> <b>Program Name: Sociedad Latina Building and Renovation</b> <b>Health Issue: Mental Health-Physical Activity, Education/Learning, Income and Poverty</b>	
<b>Brief Description or Objective</b>	<p>Sociedad Latina is a non-profit organization founded in 1968 for Latino youth located in Mission Hill. Sociedad Latina provides cultural, social, educational and recreational activities for the Latino population. NEBH provides financial support for the building purchase and renovation so that Sociedad Latina can expand and offer more programs to Latino youth.</p>
<b>Program Type</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Direct Clinical Services  <input type="checkbox"/> Community Clinical Linkages  <input checked="" type="checkbox"/> Total Population or Community Wide Intervention         </div> <div> <input type="checkbox"/> Access/Coverage Supports  <input type="checkbox"/> Infrastructure to Support Community Benefits         </div> </div>
<b>Program Goal(s)</b>	<p>Provide support for the purchase of Sociedad Latina's building and renovation so that they can continue to offer programs to 5,000 Latino youth.</p>
<b>Goal Status</b>	<p>NEBH continues to financially support Sociedad Latina's building and renovation so that they can continue to offer programs to 5,000 Latino youth.</p>
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>

<b>Priority Health Need: Chronic Disease</b> <b>Program Name: Sr. Celtics</b> <b>Health Issue: Chronic Disease- Diabetes, Overweight and Obesity, Mental Health-Physical Activity, Environmental Quality, Income and Poverty, Nutrition</b>	
<b>Brief Description or Objective</b>	<p>The Sr. Celtics program encourages older adults that live in the Mission Hill community to maintain an active lifestyle through participation in fitness and health education classes.</p>
<b>Program Type</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Direct Clinical Services  <input type="checkbox"/> Community Clinical Linkages  <input checked="" type="checkbox"/> Total Population or Community Wide Intervention         </div> <div> <input type="checkbox"/> Access/Coverage Supports  <input type="checkbox"/> Infrastructure to Support Community Benefits         </div> </div>
<b>Program Goal(s)</b>	<p>Lack of physical fitness and poor nutrition are among the leading risk factors associated with obesity and chronic health issues. The Sr. Celtics program encourages older adults to participate in fitness and health education classes.</p>
<b>Goal Status</b>	<p>NEBH collaborated with the Boston Celtics to offer the Sr. Celtics program to Mission Hill seniors. Three events were held with over 150 seniors attending each event. The program focused on exercise and keeping seniors moving, fall prevention, mental health and nutrition.</p>
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>

<b>Priority Health Need: Access to Healthcare</b> <b>Program Name: Transportation for Seniors</b> <b>Health Issue: Chronic Disease-Arthritis, Cardiac Disease, Chronic Pain, Diabetes, Hypertension, Osteoporosis, Overweight and Obesity, Mental Health, Senior Health Challenges, Access to Health Care, Access to Healthy Food, Access to Transportation, Income and Poverty</b>	
<b>Brief Description or Objective</b>	<p>Transportation is crucial to ensure access to essential services such as medical care, pharmacy and grocery shopping. The availability of affordable and adequate transportation enables older adults to live independently in their communities, helps to prevent isolation and the possible need for long-term care placement.</p> <p>Because the neighborhood of Mission Hill is located on a hill, transportation up and down the hill is needed, especially for older adults. As people grow older, their level of mobility often becomes limited. Without the bus, older adults in the Mission Hill community would not have transportation to get to places like the grocery store, pharmacy or doctor's appointment. It also provides older adults with the opportunity to be more social and active.</p>
<b>Program Type</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Direct Clinical Services  <input type="checkbox"/> Community Clinical Linkages  <input type="checkbox"/> Total Population or Community Wide Intervention         </div> <div> <input checked="" type="checkbox"/> Access/Coverage Supports  <input type="checkbox"/> Infrastructure to Support Community Benefits         </div> </div>
<b>Program Goal(s)</b>	<p>To provide much needed transportation for older adults, getting them to and from their doctor's appointments, food shopping, pharmacy, etc., as well as providing the opportunity for them to be social and active.</p>
<b>Goal Status</b>	<p>Over 7,000 residents used the bus. The Mission Link board is working with the City of Boston on increasing ridership and communication.</p>
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>

<b>Priority Health Need: Total Population or Community-Wide Interventions</b> <b>Program Name: Tuition Assistance</b> <b>Health Issue: Social Determinants of Health-Education/Learning, Social Determinants of Health-Income and Poverty</b>	
<b>Brief Description or Objective</b>	Provide high school tuition assistance to students that live in affordable housing to cover some of the costs associated with their tuition.
<b>Program Type</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Direct Clinical Services  <input type="checkbox"/> Community Clinical Linkages  <input checked="" type="checkbox"/> Total Population or Community Wide Intervention         </div> <div> <input type="checkbox"/> Access/Coverage Supports  <input type="checkbox"/> Infrastructure to Support Community Benefits         </div> </div>
<b>Program Goal(s)</b>	Provide high school tuition assistance to Mission Hill students that live in affordable housing to enable them to continue their education and finish high school.
<b>Goal Status</b>	Two Mission Hill students were given assistance so that they may finish the school year and go onto college. Both have full scholarships to college.
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>

<b>Priority Health Need: Violence Prevention</b> <b>Program Name: Violence Prevention</b> <b>Health Issue: Violence and Trauma, Environmental Quality, Public Safety</b>	
<b>Brief Description or Objective</b>	<p>NEBH does security rounds throughout the Mission Hill area. This service provides detection and deterrence in the neighborhood, 7 Days a week 24 hours a day at scheduled and unscheduled intervals. NEBH continually reviews and upgrades its video system to enhance recording quality and does rounds on an average of ten times a day. NEBH is called upon frequently by the Boston Police for video surveillance.</p> <p>NEBH supports youth basketball programs including PAL (Police Athletic League) at the Tobin Community Center. These programs occupy neighborhood youth and provides space for positive activity and social interactions with law enforcement.</p>
<b>Program Type</b>	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Direct Clinical Services  <input type="checkbox"/> Community Clinical Linkages  <input checked="" type="checkbox"/> Total Population or Community Wide Intervention         </div> <div> <input type="checkbox"/> Access/Coverage Supports  <input type="checkbox"/> Infrastructure to Support Community Benefits         </div> </div>
<b>Program Goal(s)</b>	<p>To collaborate with community groups in Mission Hill and the Boston Police to help keep community residents safe and to educate and keep our youth engaged in activities to prevent violence in our community.</p>
<b>Goal Status</b>	<ul style="list-style-type: none"> <li>• NEBH continued to provide security rounds throughout the Mission Hill area.</li> <li>• NEBH upgraded two exterior cameras.</li> <li>• NEBH supported youth basketball programs at the Tobin Community Center.</li> <li>• NEBH worked with neighborhood organizations including the Boston Police Department and PAL to collaborate and provide violence prevention education and other activities for youth.</li> </ul>
<b>Program Year: Year 3</b>	<b>Goal Type: Process Goal</b>



## SECTION V: EXPENDITURES

Item/Description	Amount	Subtotal Provided to Outside Organizations (Grant/Other Funding)
<b>CB Expenditures by Program Type</b>		
<b>Direct Clinical Services</b>		
Community-Clinical Linkages	\$175,310	\$13,600
Total Population or Community Wide Interventions	\$624,676	\$100,986
Access/Coverage Supports	\$96,087	\$66,686
Infrastructure to Support CB Collaborations	\$14,019	
Total Expenditures by Program Type	\$910,092	
<b>CB Expenditures by Health Need</b>		
Chronic Disease	\$361,836	
Mental Health/Mental Illness	\$105,671	
Substance Use Disorders	\$0	
Housing Stability/Homelessness	\$56,019	
Additional Health Needs Identified by the Community	\$386,566	
Total Health Need	\$910,092	
Leveraged Resources	\$171,256	
Total CB Programming	\$1,081,348	
<b>Net Charity Care Expenditures</b>		
HSN Assessment	\$980,770.32	
Free/Discounted Care		
HSN Denied Claims	\$303,299.95	
Total Net Charity Care	\$1,284,070.27	
Total CB Expenditures	\$2,365,418.27	

Additional Information	
Total Revenue	
Net Patient Services Revenue	\$221,217,000.00
CB Expenditure as % of Net Patient Services Revenue	1.07%

<b>Approved CB Budget for FY22 (*Excluding expenditures that cannot be projected at the time of the report)</b>	<b>\$2,365,418.27</b>
<b>Bad Debt</b>	<b>\$669,447.67</b>
<b>Bad Debt Certification</b>	<b>Yes</b>
<b>Optional Supplement</b>	
<p><b>Comments:</b> NEBH paid \$370,872 to the City of Boston's voluntary PILOT Program. The funds contribute to the health and wellbeing of those living in the City of Boston.</p> <p>In addition to the above amounts, Beth Israel Lahey Health contributed \$1 million to The Latino Equity Fund and the New Commonwealth Racial Equity and Social Justice Fund in support of addressing health disparities related to hypertension, diabetes and obesity and further integration and alignment, particularly regarding stakeholder engagement and convening with the Health Equity Compact.</p>	

---

## SECTION VI: CONTACT INFORMATION

---

Christine Dwyer, Director, Community and Government Affairs  
 New England Baptist Hospital  
 Community and Government Affairs  
 125 Parker Hill Avenue  
 Boston, MA 02120  
 617-754-5403  
 Cdwyer1@nebh.org

---

## SECTION VII: HOSPITAL SELF-ASSESSMENT FORM

---

### Hospital Self-Assessment Form – Year 1

**Note: This form is to be completed in the Fiscal Year in which the hospital completed its triennial Community Health Needs Assessment**

#### **I. Community Benefits Process:**

##### **1. Community Benefits in the Context of the Organization's Overall Mission:**

- Are Community Benefits planning and investments part of your hospital's strategic plan? ☒ Yes ☐ No
- If yes, please provide a description of how Community Benefits planning fits into your hospital's strategic plan. If no, please explain why not.

NEBH is a member of Beth Israel Lahey Health (BILH). While NEBH oversees local Community Benefits programming and community engagement efforts, Community Benefits is under the purview of the BILH Chief Diversity, Equity and Inclusion Officer. This structure ensures that Community Benefits efforts, prioritization, planning and strategy align and/or are integrated with local hospital and system strategic and regulatory priorities and efforts to ensure health equity in fulfilling BILH's mission – We create healthier communities – one person at a time – through seamless care and ground-breaking science, driven by excellence, innovation and equity.

##### **2. Community Benefits Advisory Committee (CBAC)**

- Members (and titles):

**Elaine Adams**, Registered Nurse, NEBH and Mission Hill resident

**Laura Adams**, Director of Senior Services, Roxbury Tenants of Harvard and Mission Hill resident

**Melissa Carlson**, Deputy Commissioner of Programs and Partnerships, Boston Age Strong Commission

**Sophie Deung**, Senior Programs Leader, Roxbury Tenants of Harvard and Mission Hill resident

**Karen Gately**, Executive Director, Roxbury Tenants of Harvard

**John Jackson**, Administrative Coordinator, Boston Center for Youth and Families Tobin Community Center; Board Member, NEBH Board of Trustees

**Toni Komst**, Board Member, Mission Hill Main Streets and Mission Hill resident

**Paige Legassie**, Vice President of Human Resources, NEBH

**Brian Miller**, Special Education Teacher, Boston Public Schools

**David Passafaro**, President, NEBH

**Patricia Peters**, Registered Nurse, NEBH

**Lynn Stewart**, Manager of Amenities and Student Services, NEBH

**Ellen Walker**, Executive Director, Mission Main Streets

**David Welch**, Board Member, Mission Hill Neighborhood Housing Services and Mission Hill resident

- Leadership:

**David Passafaro**, President

**Mary Sullivan Smith**, DNP, RN, NEA-BC, Senior Vice President, Chief Operating Officer & Chief Nursing Officer

**Daniel LeFaivre**, Vice President and Chief Financial Officer

**Paige Legassie Main**, Vice President of Human Resources

**Brian Hollenbeck**, MD, Senior Vice President Chief Medical Officer & Chief, Section of Infectious Diseases

**Val Giordano**, RN, Chief of Staff, Vice President, Strategic Planning and Real Estate

- Frequency of meetings:

The NEBH's CBAC met quarterly during FY 2022 and also attended the hospital's annual Community Benefits public meeting.

3. Involvement of Hospital's Leadership in Community Benefits:

Place a checkmark next to each leadership group if it is involved in the specified aspect of your Community Benefits Process.

	Review Community Health Needs Assessment	Review Implementation Strategy	Review Community Benefits Report
Senior leadership	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hospital board	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Staff-level managers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Representatives on CBAC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

For any check above, please list the titles of those involved and describe their specific role:

At BILH, our belief that everyone deserves high-quality, affordable health care is at the heart of who we are and what drives our work with our community partners. The organizations that are now part of BILH have always been deeply committed to serving their communities. Working collaboratively with our community partners, our Community Benefits Committee (CBC) and the Community Benefits team, such commitment is shared by staff at all levels within NEBH:

Hospital Board:

- NEBH Board of Trustees – reviewed and approved its CHNA and adopted its Implementation Strategy
- NEBH Community Benefits Advisory Committee - oversaw CHNA and Implementation Strategy process

Senior Leadership:

- NEBH President - provided input on identifying CBSA, CHNA and Implementation Strategy; participated in meetings with CBC; participated in prioritization process; participated in Key Informant Interview
- Paige Legassie, Vice President of Human Resources - participated in prioritization process

Staff-level Managers:

- Nancy Kasen, BILH VP of Community Benefits and Community Relations, and Community Benefits team - designed, managed and conducted CHNA, managed prioritization process, drafted Implementation Strategy
- Elaine Adams, Staff Nurse - participated in focus groups and prioritization process
- Lynn Stewart, Manager of Amenities and Student Services - participated in Key Informant Interview and prioritization process

BILH Community Benefits Committee (CBC):

- BILH CBC - guided the process for the system

4. Hospital Approach to Assessing and Addressing Social Determinants of Health

- How does the hospital approach assessing community needs relating to social determinants of health? (150-word limit)

NEBH undertook a robust, collaborative and transparent assessment and planning process. The approach involved extensive quantitative and qualitative data collection and substantial efforts to engage community residents, with special

emphasis on population segments often left out of assessments. The assessment was supported by NEBH's Community Benefits Advisory Committee. The Community Benefits Advisory Committee is comprised of community members, service providers, and other stakeholders that either live in and/or work in NEBH's CBSA. NEBH's Implementation Strategy (IS) reflects the hospital and the CBAC's prioritization of the following social determinants of health: healthy neighborhoods, healthy eating and active living opportunities, violence prevention, housing affordability and home ownership, workforce development and the creation of employment opportunities, and environmental sustainability.

- How does the hospital incorporate health equity in its approach to Community Benefits? (150-word limit)

NEBH and BILH are committed to health equity, the attainment of the highest level of health for all people, required focused and ongoing societal efforts to address avoidable inequalities, socioeconomic barriers to care, and both historical and contemporary injustices. Throughout NEBH's assessment process, NEBH worked to understand the needs of populations that are often disadvantaged, face disparities in health-related outcomes, and are deemed most vulnerable. NEBH's IS is rooted in health equity and was developed with a focus on reaching the geographic, demographic and socioeconomic segments of populations most at risk, as well as those with physical and behavioral health needs in the hospital's CBSA.

- How does the hospital approach allocating resources to Total Population or Community-Wide Interventions? (150-word limit)

The NEBH's IS includes a diverse range of programs and resources to address the prioritized needs within the NEBH Community Benefits Service Area. The majority of NEBH's community benefits initiatives are focused on cohorts and sub-populations due to identified disparities or needs.

- NEBH's strategies include collaborating with the Tobin Community Center, Mission Hill Senior Legacy, Mission Hill Neighborhood Housing Services and Roxbury Tenants of Harvard on programs for older adults, and partnerships that provide and allow access to healthy food and transportation. Additionally, New England Baptist Hospital collaborates with many community partners to support total population and community-wide interventions including the Food Pantry at at RTH, Food Pantry at ABCD, Parker Hill Fenway Service Center, Food Pantry

at the Maurice J. Tobin Elementary School, Sr. Celtics program with Mission Hill Senior Legacy, Summer Camp and After School programs at the Tobin Community Center, the Resident Services Coordinator position with Mission Hill Neighborhood Housing Services and the Mission Hill Link bus.

Additionally, NEBH collaborates with many community partners to own, catalyze and/or support total population and community-wide interventions including Sociedad Latina, The Tobin Community Center, Roxbury Tenants of Harvard, Mission Hill Neighborhood Housing Services, and Mission Main Streets.

## II. Community Engagement

### 1. Organizations Engaged in CHNA and/or Implementation Strategy

Use the table below to list the key partners with whom the hospital collaborated in assessing community health needs and/or implementing its plan to address those needs and provide a brief description of collaborative activities with each partner. Note that the hospital is not obligated to list every group involved in its Community Benefits process, but rather should focus on groups that have been significantly involved. Please feel free to add rows as needed.

Organization	Name and Title of Key Contact	Organization Focus Area	Brief Description of Engagement (including any decision-making power given to organization)
Boston Center for Youth and Families (BCYF)-Tobin Community Center	John Jackson, Administrative Coordinator, BCYF, Tobin Community Center,	Other	NEBH collaborates with the Tobin Community Center on programs for youth and older adults. NEBH supports their Summer Camp program, After School program; Mighty Mission Basketball Team; Mission Hill Senior Legacy, and violence prevention education and events.  NEBH collaborates with the staff at the Tobin Community Center on programs and events.

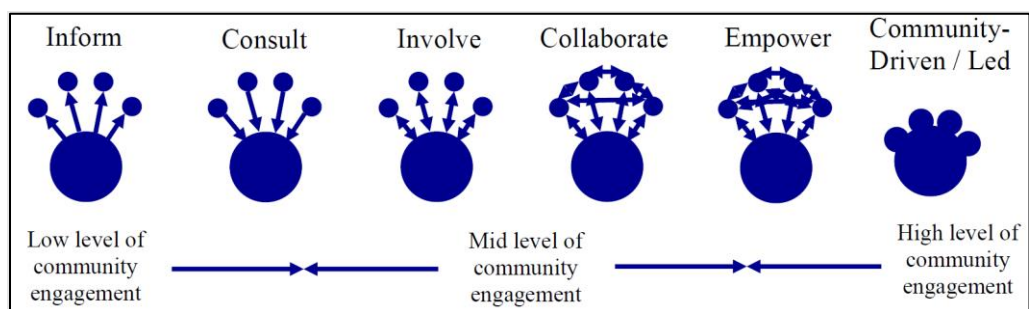
Boston Public Schools- Madison Park High School, Goodwill Morgan Memorial, Project Search	Brian Miller, Special Education Teacher, Madison Park High School	Schools	<p>NEBH collaborates with Madison Park High School and Morgan Memorial, Goodwill to offer a one-year, school-to-work internship through the Project SEARCH High School Transition Program.</p> <p>The program provides real-life work experience combined with training and independent living skills to help youths with significant disabilities make successful transitions from school to productive adult life.</p> <p>The Special Education teacher/department at Madison Park High School identifies students for the program at NEBH.</p>
Mission Hill Link, Inc.	Mary Ann Nelson, President	Other	<p>Transportation was identified as a major issue and social determinate of health in the recent CHNA. NEBH collaborates with Mission Link, Inc. to provide transportation to older adults living in Mission Hill. The Mission Link board has worked with the City of Boston on new schedules and routes for the bus.</p>
Mission Hill Neighborhood Housing Services	Patricia Flaherty, Executive Director	Housing organizations	<p>Stable and Affordable Housing was identified as the number one social determinant of health in the NEBH and citywide CHNA.</p>



			<p>NEBH collaborated with Mission Hill Neighborhood Housing Services on a housing program. NEBH provided an intern to work with residents from Mission Hill Neighborhood Housing Services properties on housing stability, homelessness prevention, and the reduction of social isolation.</p> <p>The intern assisted families and seniors with a range of issues from rent arrearage and inability to fill out applications for rent relief to food insecurity, help with resources, accessing summer camps and after school activities for children and programs for older adults.</p>
--	--	--	--

## 2. Level of Engagement Across CHNA and Implementation Strategy

Please use the spectrum below from the Massachusetts Department of Public Health<sup>1</sup> to assess the hospital's level of engagement with the community.



<sup>1</sup>

**For a full description of the community engagement spectrum, see page 11 of the Attorney General’s Community Benefits Guidelines for Non-Profit Hospitals.**

**A. Community Health Needs Assessment**

Please assess the hospital’s level of engagement in developing its CHNA and the effectiveness of its community engagement process.

Category	Level of Engagement	Did Engagement Meet Hospital’s Goals?	Goal(s) for Engagement in Upcoming Year(s)
Overall engagement in assessing community health needs	Empower	Goal was met.	Collaborate
Collecting data	Empower	Goal was met –NEBH built capacity for community residents to co-facilitate/facilitate focus groups and breakout sessions during listening sessions.	Collaborate
Defining the community to be served	Collaborate	Starting several months before launching the CHNA, NEBH worked with its CBAC to identify the community, those to be engaged and ways to engage them.	Collaborate
Establishing priorities	Empower	Working with BILH, NEBH actively engaged with the CBAC and the community to identify and select priorities.	Collaborate

- For categories where community engagement did not meet the hospital’s goal(s), please provide specific examples of planned improvement for next year:

BILH and NEBH are committed to continuing to build our capacity to engage with the community and to foster community member capacity for facilitation and evaluation.

**B. Implementation Strategy**

Please assess the hospital's level of engagement in developing and implementing its plan to address the significant needs documented in its CHNA and the effectiveness of its community engagement process.

Category	Level of Engagement	Did Engagement Meet Hospital's Goals?	Goal(s) for Engagement in Upcoming Year(s)
Overall engagement in developing and implementing filer's plan to address significant needs documented in CHNA	Collaborate	Goal met – community listening sessions with breakout sessions facilitated by community members, with active CBAC engagement in prioritization discussions and decisions.	Collaborate
Determining allocation of hospital Community Benefits resources/selecting Community Benefits programs	Inform	Goal met – FY 2022 was the last year of NEBH's FY 2020 – 2022 Implementation Strategy (IS) and its CBAC was informed regarding how CB resources were allocated. NEBH will collaborate with its CBAC to select programs to invest its resources in for the FY 2023 – 2025 IS.	Inform
Implementing Community Benefits programs	Collaborate	Goal met – FY 2022 was the last year of NEBH's FY 2020-2022 Implementation Strategy (IS). NEBH will be collaborating with the community on new and existing programs for its FY 2023-2025 IS.	Collaborate
Evaluating progress in executing Implementation Strategy	Involve	Goal met - BILH and NEBH held multiple evaluation workshops to build evaluation and data capacity of community organizations, CBAC members and community residents.	Collaborate
Updating Implementation Strategy annually	Inform	Goal met – FY 2022 was the last year of the current FY2020-2022 IS. BILH and NEBH are working to develop, track and share data on a routine basis with the CBAC.	Collaborate

- For categories where community engagement did not meet the hospital's goal(s), please provide specific examples of planned improvement for next year:  
Click or tap here to enter text.

### 3. Opportunity for Public Feedback

Did the hospital hold a meeting open to the public (either independently or in conjunction with its CBAC or a community partner) at least once in the last year to solicit community feedback on its Community Benefits programs? If so, please provide the date and location of the event. If not, please explain why not.

NEBH has a comprehensive Implementation Strategy (IS) to respond to identified community health priorities. NEBH engaged with the leadership team and the community to identify and select priorities for the new (FY2023-2025) IS. The IS was shared with the CBAC, the leadership team, adopted by the Board of Trustees and widely distributed.

#### 4. Best Practices/Lessons Learned

The AGO seeks to continually improve the quality of community engagement.

- What community engagement practices are you most proud of? (150-word limit)

NEBH is most proud of its committed CBAC and the long-standing relationships it has with many community-based organizations, the public health department, and other government partners. NEBH is proud of their collaboration with these and other organizations that allowed NEBH to engage with hard-to-reach cohorts. NEBH is particularly proud of how it was able to reach community members who had not previously been engaged.

- What lessons have you learned from your community engagement experience? (150-word limit)

Working collaboratively with other hospitals, community-based organizations, public health agencies, and area coalitions enhances the level and quality of NEBH's community engagement efforts.

### III. Regional Collaboration

1. Is the hospital part of a larger community health improvement planning process?

☒ Yes ☐ No

- If so, briefly describe it. If not, why?

For its FY 2022 CHNA, New England Baptist Hospital (NEBH) took the unique approach of designing and implementing a system-wide, highly coordinated CHNA and prioritization process across each of the system's 10 licensed hospitals, including BIDMC, encompassing 49 municipalities and six Boston neighborhoods. While

NEBH focuses its Community Benefits resources on improving the health status of those in its CBSA experiencing the significant health disparities and barriers to care, this system-wide approach enhances opportunities for collaboration and alignment with respect to addressing unmet need and maximizing impact on community health priorities. NEBH also collaborated with Boston CHNA-CHIP Collaborative and North Suffolk Integrated Community Health Needs Assessment Initiative. Together, BILH hospitals are identifying efficient ways to share information, address health needs, and identify common indicators to measure programmatic impact.

2. If the hospital collaborates with any other filer(s) in conducting its CHNA, Implementation Strategy, or other component of its Community Benefits process (e.g., as part of a regional collaboration), please provide information about the collaboration below.

- Collaboration:

NEBH worked collaboratively with each of the 9 other hospitals in the BILH system to design and implement a system-wide, highly coordinated CHNA and prioritization process across each of the system's 10 licensed hospitals.

- Institutions involved:

- Anna Jaques Hospital
- Beth Israel Deaconess Hospital - Milton
- Beth Israel Deaconess Hospital - Needham
- Beth Israel Deaconess Hospital - Plymouth
- Beth Israel Deaconess Medical Center
- Beverly and Addison Gilbert Hospitals
- Boston CHNA-CHIP Collaborative
- Lahey Hospital and Medical Center
- Mount Auburn Hospital
- North Suffolk Integrated Community Health Needs Assessment Initiative
- Winchester Hospital

- Brief description of goals of the collaboration:

NEBH collaborated with the other 9 hospitals in the BILH system to add rigor to the hospitals' assessments and planning processes, promoting alignment across

hospital efforts and strengthening relationships between and among BILH hospitals, community partners and the community-at-large. NEBH also collaborated with Boston CHNA-CHIP Collaborative and North Suffolk Integrated Community Health Needs Assessment Initiative

- Key communities engaged through collaboration:

NEBH collaborated with the other 9 hospitals in the BILH system to engage the 49 municipalities and six Boston neighborhoods who were part of the individual Community Benefits Service Areas from each of the licensed hospitals. NEBH also collaborated with Boston CHNA-CHIP Collaborative and North Suffolk Integrated Community Health Needs Assessment Initiative.

- If you did not participate in a collaboration, please explain why not:  
Click or tap here to enter text.