



# community connections

Ideas & Innovations for Hospital Leaders  
Case Examples 10



American Hospital  
Association®

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In 2006, hospital leaders across the country received their first Community Connections resource—a collection of programs that demonstrate the various ways hospitals provide for and benefit their communities. This case example book is the tenth in a series and highlights many more innovative programs. For more examples or to share your own story, visit [www.ahacommunityconnections.org](http://www.ahacommunityconnections.org).

Photos in this publication are courtesy of Doug Haight, photographer, and illustrate programs from recent Foster G. McGaw Prize-winning organizations. Since 1986, the Foster G. McGaw Prize has honored health delivery organizations that have demonstrated exceptional commitment to community service. The 2015 Prize is sponsored by The Baxter International Foundation, the American Hospital Association and the Health Research & Educational Trust.

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**T**oday, more than 5,000 hospitals of all kinds – urban and rural, large and small – are making their communities healthier in ways that are as diverse as the needs of each community. The men and women who work in hospitals are not just mending bodies. Their work extends far beyond the literal and figurative four walls of the hospital to where free clinics, job training efforts, smoking cessation classes, back-to-school immunizations, literacy programs and so many others are brought directly to the people of the community... often with very little fanfare.

This book highlights the unique and innovative ways hospitals are doing this work. Far from a comprehensive list, Community Connections only begins to illustrate where and how hospitals are meeting their communities' many needs. The stories cover four broad categories:

- ◆ Social and Basic Needs
- ◆ Health Promotion
- ◆ Access and Coverage
- ◆ Quality of Life

Every day in America's hospitals, there is tremendous good being done. The instantly recognizable blue and white "H" sign signifies more than a place that patients and families can depend on for care. It signifies the heart of a community.



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## Social and Basic Needs

Non-medical needs are often intricately tied to personal health and well-being. Hospitals are working to address social, basic and personal needs as a way to improve their communities' health. The programs described on the following pages illustrate approaches hospitals are taking to meet the basic needs of everyday life, from food and shelter to education and self-reliance, ultimately improving the long-term health of communities.

# Social and Basic Needs

## ◆ Agnesian HealthCare – Fond du Lac, Wisconsin

**Program:** ASTOP (Assist Survivors/Treatment/Outreach/Prevention)

**What is it?** Agnesian HealthCare has a long-standing partnership with ASTOP, an independent sexual assault service provider offering cost-free treatment, outreach, prevention and advocacy. The hospital provides rent-free space, and its domestic violence program works closely with ASTOP.

**Who is it for?** Adults, teens and youth who are survivors of sexual abuse, rape or incest, as well as their affected family members, in the greater Fond du Lac area, Ripon and communities in Fond du Lac County

**Why do they do it?** Sexual violence is a pervasive community health problem. Since 1992, ASTOP has been a steady influence that offers hope to sexual abuse survivors that they can heal.

**Impact:** For the past 23 years, ASTOP's trained volunteers have provided free counseling to more than 3,500 clients, 70 percent of whom live at or below the federal poverty level. ASTOP has received more than 3,100 calls on its 24-hour crisis line, and taught prevention education to more than 94,000 children, adolescents, adults and professionals.

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## ◆ Baptist Health and UF Health Jacksonville – Jacksonville, Florida

**Program:** Tipping the Scale Adolescent Advocacy and Intervention Mentoring Program

**What is it?** Tipping the Scale is a mentoring and advocacy program providing students in grades nine through 12 extensive case management, one-to-one mentoring, training in communication/presentation, general life skills education, and job readiness/mentor-based paid summer employment. Students are identified through The Bridge of Northeast Florida, a community-based agency that empowers children and teens by helping them grow, develop and connect to community resources. Mentors are employees from the collaborating organizations, which include Baptist Health, UF Health Jacksonville and Jacksonville Electric Authority.

**Who is it for?** High school students from Jacksonville's most vulnerable neighborhoods

**Why do they do it?** The goal is to help students become productive, successful adults.

**Impact:** What began with just eight students in 1999 has grown to nearly 1,000 today. Every student who

has completed the program has gone on to either college, the military or gainful employment.

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## ◆ Brookings Health System – Brookings, South Dakota

**Program:** Volunteer Doulas

**What is it?** During registration, delivering parents are asked if they would like the free services of a volunteer doula. A doula is a nonmedical person who assists a woman and her husband and/or family before, during and after childbirth. Community women who are trained as doulas with Doulas of North America (or equivalent training) commit to one 24-hour shift or two 12-hour shifts per month. During their shift, they are on-call to provide either labor or postpartum support to delivering parents.

**Who is it for?** Parents who deliver at Brookings' Obstetrics (OB) unit

**Why do they do it?** The program was initiated in 2011 at the request of the community to add doulas as an available option on the OB care team. By using volunteers, program costs remain low to the health system while making additional services free to delivering parents.

**Impact:** Doulas provide multiple levels of support for the mothers, including emotional, informational and tangible items such as positioning and relaxation techniques. Partners can be actively involved in the birth, and OB nurses are provided relief.

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## ◆ Care New England Kent Hospital – Warwick, Rhode Island

**Program:** AnchorED

**What is it?** The Providence Center, in collaboration with the state, provides on-call certified recovery coaches every weekend for patients in hospital emergency departments (EDs) across Rhode Island with high rates of accidental opioid overdose. The program was launched by Care New England Health System at Kent Hospital in June 2014 and is expanding to other hospital EDs in the state.

**Who is it for?** Opioid users and their families

**Why do they do it?** Deaths from drug overdose have risen steadily over the past two decades and have



become the leading cause of injury death in the nation, exceeding those from automobile accidents. Rhode Island has seen a dramatic increase in these deaths over the past few years.

**Impact:** While the program is relatively new, it is expected to provide a critical support mechanism to those most at risk through one-on-one interaction, education and counseling, beginning from the time they are first seen in the ED.

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### ◆ Catholic Health Initiatives (CHI) – Englewood, Colorado

**Program:** United Against Violence

**What is it?** In 2008, CHI launched United Against Violence, a national violence-prevention initiative that provides funding and support to help CHI facilities create or expand local violence-prevention programs. CHI's approach to violence prevention includes identification of violence-related initiatives; creation of community coalitions to leverage comprehensive, sustainable efforts to reduce violence; and development of a strategy, action plan and measurements. Since its formation, United Against Violence has received approximately \$10 million in support from CHI.

**Who is it for?** More than 40 communities served by CHI organizations in 18 states

**Why do they do it?** Violence is a public health epidemic with devastating effects that diminish human dignity and destroy community health.

**Impact:** All of CHI's local health care organizations are working with their communities to achieve community-defined, sustainable violence-reduction goals by 2020. CHI's organizations have achieved significant, measurable reductions in child abuse in Roseburg, Oregon; violent crime in sections of Dayton, Ohio; and youth-on-youth violence in Reading, Pennsylvania.

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### ◆ Charleston Area Medical Center (CAMC) – Charleston, West Virginia

**Program:** Local Wealth Creation: Farm to Hospital

**What is it?** The program decreases sodium and fat in foods prepared in CAMC hospitals through the use of fresh herbs and vegetables. CAMC implemented a value-chain food system incorporating local growers,

replacing imports from the outside economy with herbs and vegetables that can be grown locally for the same or lower cost with the same or higher quality.

**Who is it for?** Hospital patients, visitors and workforce

**Why do they do it?** Heart disease is the leading cause of death in West Virginia. The program enables CAMC to improve the freshness, quality and nutritional value of hospital food while opening new avenues for existing and new growers with a guaranteed market for their produce.

**Impact:** The program is increasing its base of growers by providing support and information for training, farm safety, certification and insurance. For the first two months of the project, CAMC increased its purchase from local growers by more than 6 percent.

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### ◆ Fairbanks Memorial Hospital – Fairbanks, Alaska

**Program:** Kids Don't Float Life Jacket Loaner Stations

**What is it?** Through the Kids Don't Float program, free life jackets are available for use at loaner stations located throughout Fairbanks and Alaska's Interior. Each year, Safe Kids Fairbanks and Fairbanks Memorial Hospital order enough quantities to keep the stations supplied all summer. The goal of the program is to reduce the drowning fatality rate by increasing the use of life jackets and educating Alaska's children about water safety.

**Who is it for?** Infants, children and adults needing life jackets while in or around water

**Why do they do it?** The drowning fatality rate in Alaska is 10 times the national average. More than 90 percent of victims did not wear a life jacket.

**Impact:** As of July 2013, there were 249 participating communities and 627 life jacket loaner stations throughout the state. To date, 24 Alaska children have survived a near-drowning due to the life jackets. Safe Kids USA has expanded the program nationwide.

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### ◆ Greene County General Hospital – Linton, Indiana

**Program:** Friends Friday

**What is it?** Greene County General Hospital started its Friends Friday as a way to support community organizations and youth. The first Friday of each month, employees are allowed to wear jeans if they

# Social and Basic Needs

support the organization's Friend of the Month. Support comes through monetary donations as well as donations of items needed by the Friend of the Month. Examples include food drives, monetary donations to the local crisis pregnancy center, school supply donations to local schools and monetary donations to help build a new baseball and softball complex for youth.

**Who is it for?** Community organizations and youth

**Why do they do it?** The hospital gives back to the community in many different ways; Friends Friday provides employees that opportunity.

**Impact:** To date, Friends Friday has helped more than 13 local organizations and hundreds of local students and families with donations of much-needed items, as well as monetary donations.

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## ◆ Henry Ford Health System – Detroit, Michigan

**Program:** Sew Up the Safety Net for Women and Children

**What is it?** Sew Up the Safety Net for Women and Children connects a loose net of medical and social services, building a comprehensive system of care to improve the conditions that lead to infant survival. The program links at-risk women to safety net resources, facilitates health care equity provider training and establishes integrated digital and static media resources to promote good health prior to and during pregnancy.

**Who is it for?** African-American women ages 18 to 34 in Detroit

**Why do they do it?** Detroit's infant mortality rate is among the highest nationally, and the disparities are gaping.

**Impact:** There have been zero infant deaths among the 364 pregnant participants; more than 1,000 women and families have been linked to safety net resources; 389 health care professionals have participated in health care equity workshops; and the social marketing campaign has had more than 7,000 website visits since July 2013.

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## ◆ Labette Health – Parsons, Kansas

**Program:** Summer Food Service

**What is it?** Labette Health and the Rector Diabetes Education & Resource Center teamed up in 2014 to sponsor the Summer Food Service program, which has provided nutritious meals for local children for the past 15 years. The program served breakfast and lunch at four locations in the Parsons community and provided weekly lessons through the OrganWise Guys curriculum, teaching children healthy habits and the importance of nutrition in a fun and engaging manner. The program also offered "fun incentives" to encourage meal program participation, including passes to the Parsons pool.

**Who is it for?** Parsons children, ages one to 18, who are eligible for free or reduced lunches

**Why do they do it?** Families who receive food assistance programming do not receive funding during the summer break.

**Impact:** Over the 43-day summer break, the Summer Food Service program served 4,487 meals. Each day, 100 children on average were served meals.

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## ◆ Lake Region Healthcare – Fergus Falls, Minnesota

**Program:** Lake Region Takes Root

**What is it?** Through the Lake Region Takes Root project, Lake Region Healthcare and community partners have established a community garden on a 1.5-acre lot. The garden grows fruits and vegetables for families who have difficulty accessing healthy foods. It also educates the community about nutrient-dense foods, various growing methodologies and irrigation practices.

**Who is it for?** Families in the Lake Region area who have difficulty accessing affordable fresh produce. Currently, WIC families, local food shelves and shelters are the main distribution points.

**Why do they do it?** The 2012 community health needs assessment identified access to affordable fresh fruits and vegetables as a concern for some families.

**Impact:** In 2013, the garden harvested and donated more than 1,600 pounds of produce to community food pantries and organizations, helping more than 300 families and more than 1,000 individuals.

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### ◆ **MedStar Harbor Hospital – Baltimore, Maryland**

**Program:** Healthy Schools Healthy Families

**What is it?** Healthy Schools Healthy Families contributes to the long-term health of children by employing a nurse on each school's health team to educate children, parents and school staff. Topics covered include hygiene, anger management, medication safety and healthy eating, as well as sexually transmitted disease prevention for middle school students. Regular talks with parents address involvement, how to talk to your kids about sex, diabetes prevention and heart health. Flu vaccines and asthma education also are provided to schools.

**Who is it for?** Cherry Hill elementary and middle school students

**Why do they do it?** The program began as an obesity-prevention program, but it became clear that many students were not aware of basic skills for good health and hygiene.

**Impact:** The program has reached 8,996 individuals. Test results indicate significant improvement in knowledge of topics covered. More than 95 percent of students in the anger management program reported being helped by the course.

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### ◆ **Memorial Hospital of Rhode Island – Pawtucket, Rhode Island**

**Program:** Community Garden

**What is it?** In spring 2014, staff from the hospital's Department of Family Medicine helped build a community garden at the Elizabeth Baldwin Elementary School to help students and their families learn about healthy eating. The garden is made possible by \$7,000 in grant funding from Lowe's Home Improvement and the Whole Kids Foundation.

**Who is it for?** The school's more than 750 children in kindergarten through fifth grade

**Why do they do it?** The project is part of an ongoing partnership between Memorial staff and the school, in which health care providers teach students about the importance of regular exercise and healthy eating habits.

**Impact:** The garden project will become an important part of education for residents who do a nutrition rotation at the school as part of The Warren Alpert Medical School of Brown University's Family Medicine Residency Program.

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### ◆ **Mercy Health System – Janesville, Wisconsin**

**Program:** Mercy Hospice Pet Peace of Mind

**What is it?** Pet Peace of Mind helps preserve the relationship between patient and pet in the midst of coping with a hospice diagnosis. The program also provides no-cost daily care chores, such as walking dogs and cleaning litter boxes; financial assistance with pet food or medications; routine vet care, including transportation; emergency or medical care; boarding and pet sitting; and providing pet placement after the patient's death.

**Who is it for?** Hospice patients with pets

**Why do they do it?** Today, 62 percent of households have at least one pet. By helping hospice patients care for their pets, the program offers patients relief and a sense of trust and safety.

**Impact:** Mercy's award-winning program is one of only two Pet Peace of Mind programs in Wisconsin or Illinois, and it has helped care for 25 to 30 pets and their owners since its inception in January 2012.

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### ◆ **Mercy Medical Center – Williston, North Dakota**

**Program:** Mercy Community Sale

**What is it?** The annual Mercy Community Sale involves Mercy staff and volunteers – and a significant workforce from that year's sale beneficiary – who contribute hours of their time unloading, sorting and pricing hundreds of donated items for the giant rummage sale, and the live and silent auctions. Donated prizes are raffled off and refreshments are sold. Each year, the hospital partners with a different local nonprofit organization, which historically receives \$25,000 to \$60,000 from the event.

**Who is it for?** The Mercy Community Sale beneficiary, which has a community-minded project designed to serve youth and/or their families

**Why do they do it?** This annual fundraising event allows Mercy to give back to the community by hosting the event with an organization that works to improve individuals' health and quality of life.

**Impact:** Over the past 24 years, the Williston community has received more than \$750,000 from the event. Funds have made numerous area youth

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projects a reality. The 2014 sale raised \$47,500 to renovate the Western Stars Gymnastics facility.

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## ◆ Nemaha Valley Community Hospital – Seneca, Kansas

**Program:** Babies Best Start

**What is it?** Nemaha Valley Community Hospital developed Babies Best Start to provide low-income families with much-needed supplies for their babies. Every item is donated as a result of staff outreach to community members and local businesses, including: diapers, wipes, lotion, soap, diaper rash ointment, blankets, pacifiers, fingernail clippers, outlet covers, thermometers, medication dispensers, towels, clothing, baby books and educational books.

**Who is it for?** Low-income families with newborns in Nemaha County

**Why do they do it?** The hospital's social services staff saw a need to assist low-income families due to the limited resources available for newborns in the small community.

**Impact:** The program has grown each year and the amount of items received has doubled. Since the program's inception in August 2011, the hospital has provided \$10,800 worth of supplies to 47 local families.

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## ◆ North Arkansas Regional Medical Center (NARMC) – Harrison, Arkansas

**Program:** World's Largest Baby Fair

**What is it?** The World's Largest Baby Fair, a joint effort by NARMC, The Lung Association and Boone County Health Unit, is an annual event with a baby shower atmosphere. Each new or expectant mom receives a free diaper bag and educational materials regarding prenatal or new baby health. Attendees learn about car-seat safety, the dangers of leaving a child in a car, birth and delivery choices, breastfeeding benefits, prenatal nutrition and nourishment for the baby. Many physicians participate in the fair, as well as local merchants, service agencies and nutrition services.

**Who is it for?** Area new or expectant parents

**Why do they do it?** More than 750 babies are delivered each year at NARMC to women from a rural six-county area, the majority of whom are Medicaid or self-pay patients.

**Impact:** More than 300 new or expectant parents attend each year and receive valuable information that will affect the health of their babies and their families.

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## ◆ ProMedica – Toledo, Ohio

**Program:** Come to the Table

**What is it?** Come to the Table encompasses a variety of collaborations and serves as a model for improving health by addressing hunger as a health issue. Among its many programs, Come to the Table includes a food reclamation project and a hunger-screening program at ProMedica hospitals that provides food-insecure inpatients with an emergency supply of food and resources for further assistance.

**Who is it for?** Area food-insecure individuals and families within and outside ProMedica's walls

**Why do they do it?** The link between hunger and poor health has been acknowledged as a serious community health threat. By collaborating to ensure access to nutritious food among the underserved, community health can improve.

**Impact:** ProMedica has reclaimed more than 100,000 pounds of prepared but unserved food for area families. Employee food drives have raised more than 21,000 pounds of food, and ProMedica's Advocacy Fund has contributed more than \$2 million to the community for food and other basic needs.

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## ◆ Providence St. Peter Hospital – Olympia, Washington

**Program:** Sexual Assault Clinic and Child Maltreatment Center

**What is it?** Founded in 1990, the clinic's multidisciplinary team offers special medical evaluations for children and adolescents, as well as crisis counseling for victims and their families. Ancillary programs include the Sexual Assault Nurse Examiner program for adult rape victims in the emergency department; Darkness to Light, which trains community members to recognize and respond to signs of abuse; and the Monarch Children's Justice and Advocacy Center, which provides psychological counseling and victim advocacy services.



**Who is it for?** Victims of sexual assault and child maltreatment, and their families

**Why do they do it?** The goal is to prevent and treat child abuse and sexual assault, and support legal prosecution, where appropriate. Studies show that intervention and treatment can improve long-term physical and emotional outcomes for victims.

**Impact:** In 2013, the clinic served 298 children; trained 200 adults to recognize and respond to signs of abuse; and provided counseling services to 130 individuals and victim advocacy services to more than 600 children.

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#### ◆ Ruby Valley Hospital – Sheridan, Montana

**Program:** Supporting Science Education in Ruby Valley Schools

**What is it?** Every fall, the medical staff at Ruby Valley Hospital's Medical Clinic offer low-cost sports physicals for athletes at the local high schools. Money collected is then given back to the schools in the Ruby Valley. The schools use the funds to purchase books or equipment in support of science education.

**Who is it for?** Children in Ruby Valley's schools

**Why do they do it?** Low-cost physicals are important to the health and safety of young athletes, and all funds from the physicals circle back into science education of the community's children. The Ruby Valley in Madison County is a rural area with two small schools that have limited funds to enhance their science curriculum.

**Impact:** In 2013, more than \$1,500 was collected and then donated to local schools. Funds were used to purchase iPad tablets filled with science applications and digital books to complement the K-12 science curriculum and projects.

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#### ◆ Rush University Medical Center – Chicago, Illinois

**Program:** Building Healthy Urban Communities

**What is it?** With funding from BMO Harris Bank, Rush University Medical Center is partnering with Medical Home Network (MHN) and Malcolm X City College (MXC) to develop new, sustainable models of care to improve health care delivery in underserved Chicago communities. Educational programs are being designed to train a new health care workforce

that creates a pipeline from training at the certificate and associate's degree levels to continuing education for clinicians and allied health professionals.

**Who is it for?** Medically underserved communities on Chicago's West Side and South Side

**Why do they do it?** Training programs that create a pipeline of health care professionals for new models of population-based health care are vital to improving access, quality and efficiency in medically underserved communities.

**Impact:** BMO Harris Bank Health Disparities Fellows are leading projects to reduce health disparities. MXC has launched a community health worker program. MHN also has launched continuing education programs to develop population health management skills. In addition, students lead a weekly wellness clinic for underserved women.

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#### ◆ St. Mary's Health Care System – Athens, Georgia

**Program:** Helmet Safety

**What is it?** St. Mary's partners with the Athens Twilight Criterium Foundation to present programs to children on exercise, nutrition and helmet use. Bike racers make wearing helmets cool by sharing their experiences and enthusiasm. Nurses educate about brain injury, and a "melon drop" demonstrates the effectiveness of helmets. St. Mary's also provides free helmets to the schools to distribute to children who need them.

**Who is it for?** Third-graders and other students in a five-county area of Northeast Georgia

**Why do they do it?** The goal is to encourage cycling while reducing the risk of accidents and brain injuries. The ThinkFirst Foundation estimates that helmet use can reduce the risk of head injuries by 85 percent.

**Impact:** Since its inception in 2009, the program has reached more than 11,000 children and has provided 4,580 free helmets. Teachers report that the program excites children about cycling and helmets, and that students who receive helmets are eager to use them.

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## ◆ Sutter Medical Center Sacramento – Sacramento, California

**Program:** Serial Inebriate Program (SIP)

**What is it?** SIP is a court-ordered, 90-day, 10-bed treatment program for serial inebriates. Through this collaboration between Sutter Medical Center and several community partners, clients receive alcohol addiction counseling and are offered permanent housing through Sacramento Self Help Housing. Additionally, SIP clients are connected with primary and mental health services to help address their long-term medical needs.

**Who is it for?** Individuals who have been admitted to the Sacramento County Jail, local emergency departments or the Comprehensive Alcohol Treatment Center at least 25 times within the previous 12 months, and who pose a danger to themselves or others due to excessive alcohol consumption

**Why do they do it?** Oftentimes it is the same people who are transported to jail or the hospital multiple times in a month, and sometimes multiple times in one day.

**Impact:** In 2013, 13 individuals were served and 85 percent were placed in permanent housing. Arrest rates among these clients decreased by 86 percent following SIP intervention.

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## ◆ Texas Health Resources – Arlington, Texas

**Program:** Burmese Care Coordination Program

**What is it?** The program began with coordinating the care of pregnant Burmese women. Many culturally responsive strategies were developed, including the involvement of a dedicated in-culture Burmese interpreter and active partnerships with non-profit organizations serving the refugee population.

**Who is it for?** Burmese refugees in Dallas

**Why do they do it?** The fundamental goal is to provide safe, quality care with good outcomes for the Burmese woman and her child across the continuum of care. Other objectives include engaging Burmese patients and families in their care; building a knowledge base to help clinicians provide culturally sensitive care; and identifying community partners and resources to help with care continuity.

**Impact:** From June 2012 to June 2014, 181 pregnant Burmese women were seen at the Women's Health Center. The Burmese women had a lower rate of C-sections than the average clinic population (25.8 percent versus 34.2 percent), and 87 percent of them returned for a postpartum visit.

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# Health Promotion

It takes more than blood pressure checks and medications to sustain a healthy lifestyle. It takes an understanding of the behaviors and circumstances that result in poor health. The programs in this section combine education and support to promote healthier lifestyles and improve health, one person at a time.

# Health Promotion

## ◆ Adams County Regional Medical Center – Seaman, Ohio

**Program:** Adams County Health and Wellness Coalition

**What is it?** Adams County residents from local schools, businesses, hospitals and social service agencies banded together in 2008 to form the Adams County Obesity Task Force. In 2010, they changed the name to reflect a broader health promotion mission. The coalition helped provide a new, much-needed paved walking track and additional exercise equipment for all to use. It also has provided grocery store tours and healthy snacks at sporting events and school lunches.

**Who is it for?** All individuals and families in the county

**Why do they do it?** In the hospital's rural Appalachian area, the low socioeconomic status of many residents and high rate of obesity puts county residents at risk of developing more serious conditions and chronic disease.

**Impact:** Among other examples, worksite wellness challenges have been conducted at more than 30 worksites, with 30 to 600 people at each site.

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## ◆ Carle Foundation Hospital – Urbana, Illinois

**Program:** Progressive Agriculture Safety Days®

**What is it?** The Center for Rural Health and Farm Safety at Carle Foundation Hospital, along with local school districts, sponsored four Progressive Agriculture Safety Days® in 2014. The program allows community leaders to educate area elementary students on basic safety issues and emergency response. Local farmers, manufacturers and merchants donate their time and equipment to ensure that each Safety Day is a fun and valuable learning experience. Children participate in interactive activities that reinforce the importance of taking responsibility for their own safety and respecting parents' safety rules. Demonstration topics include hazards associated with chemicals, grain bins and water.

**Who is it for?** Elementary school students at several area schools

**Why do they do it?** The goal is to help children recognize and avoid farm- and agriculture-related hazards.

**Impact:** Nearly 800 children attended Safety Days in 2014. Before this national program was available, more than 300 children died annually on U.S. farms. That number has since decreased to approximately

100. In Carle's service area, fewer children are hospitalized for accidental injuries than in similar Illinois communities.

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## ◆ Clinch Valley Medical Center – Richlands, Virginia

**Program:** Appalachian Community Transitions (ACTion)

**What is it?** ACTion is a community-based care-transitions collaborative that serves rural southwest Virginia in partnership with the Appalachian Agency for Senior Citizens. Using a patient empowerment model, trained professionals coach patients and caregivers on how to manage medications effectively, recognize and respond to red flags that indicate a worsening condition, ensure timely follow-up with physicians, assess the home for fall prevention, and maintain a personal health record. Patients are visited in the hospital before discharge and at home, followed by three weekly visits.

**Who is it for?** Any hospitalized elderly or disabled person on Medicare who is about to be discharged

**Why do they do it?** The program's goal is to improve the health of the community by easing transitions of inpatients to other care settings, enhancing quality of care and reducing readmissions for high-risk Medicare beneficiaries.

**Impact:** Since the program began in April 2013, 91 percent of patients have avoided a 30-day hospital readmission by staying healthier at home.

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## ◆ EASTAR Health System – Muskogee, Oklahoma

**Program:** Boo on the Flu

**What is it?** Boo on the Flu is an annual drive-through clinic that has provided free flu shots every October for the past 20 years. Shots are administered in a local park on a first-come, first-served basis. Participants can stay in their cars for convenient vaccinations. The health system partners with Muskogee Medical Foundation, Muskogee County Emergency Medical Services, EASTAR Health System Auxiliary and Muskogee Parks and Recreation for the event.

**Who is it for?** The Muskogee community, especially those at risk for complications if they get the flu, including pregnant women, young children, the elderly and people with chronic health conditions



**Why do they do it?** The program began in 1993 to encourage persons who would not normally get a flu shot to receive one without charge.

**Impact:** In 2013, more than 1,100 flu shots were administered. Since the program's inception, more than 20,000 shots have been given to the community.

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### ◆ Elkhart General Hospital – Elkhart, Indiana

**Program:** Dame Tu Mano (DTM) Hispanic Latino Outreach

**What is it?** DTM provides population-based health education and promotion messages. Through their dedicated phone line, DTM staff also provide education, referral, resource information and a compassionate ear and kindred spirit to the stories of the Hispanic Latino experience. Outreach is conducted through daily live segments with the area's two Spanish language radio stations, and biweekly DTM educational columns in the local Spanish/English newspaper. In addition, DTM biannual health education summits feature subject matter experts to cover significant health and social issues in the Hispanic Latino community.

**Who is it for?** The 27,000 Hispanic Latinos in Elkhart General's service area

**Why do they do it?** The Hispanic Latino population is generally underserved. DTM seeks to link the health need with the health resource and empower the Hispanic Latino community toward health status improvement.

**Impact:** Since 2007, these educational forums, along with DTM's Facebook and Twitter efforts, have generated 100 to 400 monthly calls to the DTM dedicated phone line.

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### ◆ JPS Health Network – Fort Worth, Texas

**Program:** Shattered Dreams

**What is it?** Shattered Dreams is a community- and school-based program that promotes responsible decision making among high school students regarding underage drinking. After a mock crash scene at a local high school, students arrive via air and ground EMS to the JPS emergency department, where they experience a full trauma resuscitation and realistic follow-up care. Afterward, a trained chaplain debriefs with students, parents and staff about the experience.

**Who is it for?** Students and their families

**Why do they do it?** Half of Texas's high school seniors said that they had used alcohol in the past month, and 28 percent rode with a driver who had been drinking. The goal of Shattered Dreams is to inform youth of the risk involved in these choices.

**Impact:** To date, nearly 4,500 students have participated in Shattered Dreams; 83 percent said that they believed their friends would be less likely to drink and drive after the experience. A post-event survey showed an 8 percent decrease in overall alcohol consumption.

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### ◆ Longmont United Hospital (LUH) – Longmont, Colorado

**Program:** Healthy Learning Paths (HLP)

**What is it?** LUH partners with HLP, a non-profit organization whose mission is to empower children to lead healthy lives through the Be Well, Learn Well® school program. LUH medical professionals are trained in the program and volunteer in schools. Using a science-based curriculum, they take students on a journey to become young scientists exploring how the body works. Students discover how to make choices to keep their bodies healthy and their minds happy.

**Who is it for?** All Colorado students, with a focus on early childhood and low-income schools

**Why do they do it?** LUH considers HLP a revolutionary program to encourage children to make healthy choices. They want to directly address the factors that support health and prevent disease.

**Impact:** In partnership with LUH, the program served more than 1,200 children in 66 classrooms last year. Nearly 80 percent of parents report that their children eat more fruits and vegetables and have increased physical activity.

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### ◆ Memorial Medical Center – Las Cruces, New Mexico

**Program:** Nuestra Vida (Our Lives)

**What is it?** Nuestra Vida is a collaborative effort between Memorial Medical Center and county government. The program improves self-managed care and preventive behaviors and increases community awareness within a cultural context,

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incorporating local language and culturally appropriate foods. Community leaders, or “promotoras,” mediate between participants and health care providers. The program uses research to evaluate whether blending traditional diabetes education with promotoras and community support is effective in improving diabetes self-management and reducing diabetes-related hospital admissions.

**Who is it for?** County residents with diabetes or pre-diabetes, and their families

**Why do they do it?** The program was formed to find ways to reduce costs by lowering readmissions for diabetes-related visits, and to inform the county and hospital on future program development.

**Impact:** First-year assessments indicate that out of 43 participants: 84 percent decreased A1C levels, 83 percent decreased cholesterol levels, 54 percent lost weight, 65 percent decreased systolic pressure and 51 percent decreased blood pressure.

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## ◆ New Ulm Medical Center – New Ulm, Minnesota

**Program:** Hearts Beat Back: The Heart of New Ulm Project (HONU)

**What is it?** HONU is an award-winning, community-driven initiative to reduce heart attacks in the rural community of New Ulm. As a population-based prevention demonstration project, it applies evidence-informed health improvement practices in the community, health care settings, worksites and the environment. HONU seeks to improve well-being, inspire a supportive culture of health and create an accountable care community. The program is a collaborative partnership with the Minneapolis Heart Institute Foundation.

**Who is it for?** People who live or work in New Ulm

**Why do they do it?** At baseline assessment, 36 percent of adults had metabolic syndrome; a high percentage also fell short on several healthful lifestyle indicators.

**Impact:** Electronic health record data show that the community is making greater improvements in blood pressure and cholesterol than nationwide trends. Fruit and vegetable consumption and physical activity levels have increased, as well as aspirin use by those at highest risk for heart attack.

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## ◆ Northeast Regional Medical Center – Kirksville, Missouri

**Program:** Healthy Woman

**What is it?** Since 2006, Healthy Woman has provided free monthly health education programs for women to improve their emotional and physical well-being. Educational topics include osteoporosis, stress management and nutrition. Through community partnerships, the program has brought fun and educational events to the community, such as the nutritional rock-and-roll “Jump with Jill” show and guest speakers, including abduction survivor Elizabeth Smart.

**Who is it for?** Women and families of Northeast Missouri

**Why do they do it?** The program provides resources to empower women and their families to make healthy choices.

**Impact:** Healthy Woman has helped hundreds of women and families in educational events, including 200 area children being trained in a national child safety program that is endorsed by the Elizabeth Smart Foundation.

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## ◆ Pali Momi Medical Center – Aiea, Hawaii

**Program:** Pali Momi Wellness Station

**What is it?** The Pali Momi Wellness Station features a technology bar with educational and interactive displays that promote health and wellness topics. The wellness station is located at an enclosed shopping center, enabling shoppers to use smart tablets at the station to look up general health information. It also is the starting point for the Steps to Health Walk, a measured path around the shopping center designed to encourage people to get active and exercise. Signs guide walkers along a one-third-mile or half-mile route.

**Who is it for?** Area residents of all ages

**Why do they do it?** Pali Momi Medical Center partnered with a local shopping center to educate the community on critical health and wellness issues.

**Impact:** Thanks to its location, the Pali Momi Wellness Station sees a constant flow of traffic seven days a week. Materials and displays are continually refreshed, providing the community with pertinent health education on a constant basis.

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### ◆ Philip Health Services – Philip, South Dakota

**Program:** 12 in '13

**What is it?** The hospital developed a 12-month wellness initiative to help people learn to make small, manageable changes in their daily health habits. Participants learned to adopt one new health habit each month in 2013. Every month, participants received information about a particular health habit, which was broken down into three levels: first step, moderate move and life changer. A small incentive gift was offered each month for motivation, and stations were made available for participants to privately check weight, body composition and blood pressure.

**Who is it for?** Community members

**Why do they do it?** The goal is to educate, encourage and enable community members to make healthy choices part of their daily lives.

**Impact:** Of the town's population of 800, more than 70 people participated.

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### ◆ Rockcastle Regional Hospital and Respiratory Care Center – Mount Vernon, Kentucky

**Program:** Healthy Joe Expo

**What is it?** Launched in 2009, the annual Healthy Joe Expo features a meal, giveaways, door prizes and short, informative, health-related presentations in a themed environment such as NASCAR. In addition, important health screenings are available, and vouchers are handed out for free cholesterol and blood sugar checks, as well as PSA tests. The 2014 event included a panel discussion about three of Kentucky's most common diseases – cancer, heart disease and diabetes – featuring three well-known local men who talked about their diagnoses, recovery and daily coping mechanisms. The expo is co-sponsored by the Southern Kentucky Area Health Education Center, which is hosted by Rockcastle Regional Hospital.

**Who is it for?** Area men

**Why do they do it?** The event was created to reach those who are sometimes hard to reach with health education, and for whom that education might be most important.

**Impact:** On average, 50 men participate in the expo each year.

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### ◆ Samaritan Healthcare – Moses Lake, Washington

**Program:** Annual Community Health Fair

**What is it?** Each spring, Samaritan hosts a community health fair in cooperation with other health care organizations in Moses Lake. The health fair is free to the public and features educational booths on topics like blood donation, childbirth classes, diabetes, mammography and smoking cessation. Free screenings at the fair can include bone density, diabetes, blood pressure, body fat percentage, oxygen saturation and foot health. In addition, a low-cost blood screening is available. With the help of grants and subsidies, these blood tests are offered at largely discounted prices.

**Who is it for?** The entire community

**Why do they do it?** Since 2008, the low-cost blood screening and other free preventive screenings and educational resources have encouraged community members to be proactive in their own health.

**Impact:** The 2014 event saw approximately 300 participants, with 250 participating in the low-cost blood screening.

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### ◆ Robert Wood Johnson University Hospital (RWJUH) Somerset – Somerville, New Jersey

**Program:** El Poder Sobre La Diabetes (El Poder) Program

**What is it?** El Poder improves the health and well-being of underserved Latinos and helps them to prevent diabetes. The program uses nutrition and exercise to target key health indicators such as weight, glucose and cholesterol levels. Through group education sessions and the use of mentors, the program improves participants' nutrition literacy and assists in reducing at least one of the risk factors for diabetes.

**Who is it for?** At-risk Latinos who are low-income or uninsured in Central New Jersey

**Why do they do it?** Low-income individuals and minorities suffer disproportionately from diabetes and lack access to medical care and health education.

**Impact:** Feedback from participants indicates that they share their new healthy diet and exercise habits with their family members.

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## ◆ Southwestern Vermont Medical Center – Bennington, Vermont

**Program:** Good Food, Good Health

**What is it?** Through a collaboration between the hospital's parent system and Meals on Wheels of Bennington County, the program assists seniors at risk of poor nutrition by providing improved access to healthy food. After a hospital stay or office visit, doctors give participants coupons for 10 free meals delivered to their homes.

**Who is it for?** At-risk seniors in Bennington County

**Why do they do it?** Bennington County has been identified as a food desert. Between the limited transportation available in this rural community and the mobility limitations of many seniors, it can be challenging to get to a store. Proper nutrition at home during recovery has been linked to better outcomes.

**Impact:** In 2013, more than 285 people participated in the program, with 73 individuals at high risk for hospital readmission. Of those, only two returned to the hospital within 30 days, a readmission rate of 2.7 percent versus the expected 8.6 percent. Of those participants who used their coupons, 62 percent remained on the meals program.

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## ◆ Spartanburg Regional Healthcare System – Spartanburg, South Carolina

**Program:** February Matters of the Heart

**What is it?** The February heart-themed series of events held throughout the community is intended to raise awareness about heart disease. Events include Day of Dance at the local mall, cardiovascular risk screenings, CPR basic training, a support group for women with heart disease or risk factors, a grocery store tour, the Upstate Heart Ball and luncheons with cardiologist speakers.

**Who is it for?** Spartanburg residents

**Why do they do it?** Approximately 2,200 people die every day in the United States from heart disease. Everyone can take steps to protect cardiac health by participating in routine screening and, when symptoms persist, seeking medical care as soon as possible. Education, awareness, lifestyle choices and knowing what to do if someone is suspected of having a heart attack can make a significant difference in surviving a cardiac event.

**Impact:** More than 400 people attended Day of Dance; 375 people attended CPR training; and approximately 115 people were screened.

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## ◆ St. Joseph Hospital – Nashua, New Hampshire

**Program:** Lighten Up Nashua

**What is it?** Lighten Up Nashua is a free, online weight-loss program for the community designed to motivate individuals and teams to focus their energy on achieving a healthy lifestyle. Participants register online and log their weight and fitness activities each week. They also can access educational resources, such as free healthy recipes and meal plans, cooking videos, exercise tips, and information on local events like nature hikes and exercise classes. Kickoff events are scheduled at the start of each 12-week session with gifts to registrants. More than \$1,000 in total prizes are awarded each session.

**Who is it for?** Greater Nashua residents who want to lose weight, have fun and win prizes on their way to achieving a healthier lifestyle

**Why do they do it?** Obesity was identified as a top concern in the community in the Greater Nashua Community Health Needs Assessment.

**Impact:** Since the program began in 2012, approximately 1,765 participants have lost more than 5,400 pounds.

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## ◆ St. Luke's Health System – Boise, Idaho

**Program:** Star Centennial Track

**What is it?** St. Luke's Health System financed the construction of a new walking and running track at Star Elementary School, which is available for use by the entire community. To help encourage track use, St. Luke's provides a health coach on a part-time basis to help develop a run/walk program and a fitness program, as well as assist with an organized running and walking club called "Star Steppers." Experts from St. Luke's also provide quarterly health education seminars at Star Elementary for students, parents and the community.

**Who is it for?** Star Elementary School students and community residents

**Why do they do it?** Star Elementary leaders had long wanted a track at the school. St. Luke's wanted to offer students and community members a safe place to walk, run and participate in activities to improve health.

**Impact:** During the 2012-2013 school year, Star Elementary students collectively logged 895 miles.



In 2013-2014, that number skyrocketed to more than 10,840 miles, thanks to the new track.

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#### ◆ **Dignity Health-St. Rose Dominican Hospitals – Henderson and Las Vegas, Nevada**

**Program:** Chronic Disease Self-Management Program

**What is it?** The Chronic Disease Self-Management Program is a free, six-week interactive program that teaches patients how to set personal goals and develop skills to overcome barriers needed to successfully manage chronic conditions such as arthritis, diabetes, heart or lung problems, high blood pressure, and cancer. The program is offered in both English and Spanish in different community settings throughout the valley, including churches, senior centers and libraries. Referrals to other community resources are provided as needed.

**Who is it for?** Residents in southern Nevada who suffer from one or more chronic conditions

**Why do they do it?** The goal is to help participants develop effective communication skills, relaxation techniques, appropriate exercises and healthier eating habits.

**Impact:** Last year, nearly 475 participants attended the program and reported overall improvement in six aspects of health self-management, including confidence in managing fatigue, discomfort, pain, emotional distress and other symptoms.

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#### ◆ **Suburban Hospital, Johns Hopkins Medicine – Bethesda, Maryland**

**Program:** HeartWell

**What is it?** HeartWell is an innovative health improvement initiative to decrease the incidence of cardiovascular disease, one individual at a time. A team of registered nurses conducts health screenings, one-on-one risk factor modification counseling, chronic disease support groups and community health educational seminars. Nurses guide and motivate practical behavior changes to improve disease prevention, symptom recognition and medication management. The initiative reaches individuals in multiple community settings that are easily accessible to area seniors. Patients ultimately cultivate a collaborative relationship with nurses and feel comfortable asking questions in an approachable environment.

**Who is it for?** Montgomery County residents

**Why do they do it?** HeartWell strives to improve the understanding of the patients' role and responsibility in their own care.

**Impact:** In fiscal year 2014, the program served more than 11,000 residents, an average of close to 930 individuals per month.

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#### ◆ **Tanner Health System – Carrollton, Georgia**

**Program:** Get Healthy, Live Well

**What is it?** Get Healthy, Live Well – spearheaded by Tanner Health System – is a community network focused on decreasing health disparities, reducing obesity rates, minimizing tobacco use, increasing physical activity and improving nutrition. Led by 24 task forces consisting of more than 550 volunteers and 160 local, state and national partners, the coalition engages people, ideas and resources to develop and implement a variety of proven community health strategies to achieve both comprehensive and targeted population impact to reduce chronic disease risks in west Georgia.

**Who is it for?** Residents in Carroll, Haralson and Heard counties

**Why do they do it?** Unhealthy lifestyles and the increased prevalence of chronic disease in west Georgia have prompted Tanner to take the lead in improving the health status of its region.

**Impact:** Get Healthy, Live Well has catalyzed numerous sectors and volunteers to work toward shared goals to make significant health impacts in west Georgia.

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#### ◆ **Terrebonne General Medical Center (TGMC) – Houma, Louisiana**

**Program:** To Your Health with TGMC

**What is it?** To Your Health with TGMC is a live, televised weekly program, featuring TGMC physicians and medical professionals discussing the latest research, techniques and treatments for a variety of health-related topics. Community health events are showcased to encourage viewers to take better care of their health. All episodes are catalogued on the hospital's website and on YouTube for additional viewing. Episodes also are broadcast throughout the hospital on flat-screen monitors located across the hospital campus.

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**Who is it for?** Residents of the tri-parish area surrounding Houma

**Why do they do it?** The goal is to educate participants and empower them to advocate for their own health. The show also positions TGMC as the regional and state health care leader.

**Impact:** The program reaches 650,000 potential viewers across Louisiana. Those who have watched the health series show increased knowledge of medical topics when following up with their health care professionals. Additionally, attendance has increased at community health events highlighted by the series.

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## ◆ University of Utah Health Care – Salt Lake City, Utah

**Program:** Cook with a Doc

**What is it?** The free class teaches parents and their children to make four easy, kid-friendly snacks that require only four ingredients or less – sampling included. The class is co-led by a registered dietitian and a pediatrician.

**Who is it for?** Families at all income levels in the community

**Why do they do it?** Busy parents may not think they have time to prepare nutritious meals or snacks for their families. This class allows them to have fun with their children while learning a few easy food ideas at no cost.

**Impact:** Approximately 50 people attended the first cooking class. Participants received hands-on experience and had their questions answered by a pediatrician and a dietitian.

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## ◆ The Valley Hospital – Ridgewood, New Jersey

**Program:** The Paramus Weight Loss Challenge (PWLC)

**What is it?** In partnership with the Paramus Health Department and Gold's Gym of Paramus, the PWLC motivates the community to lose weight and improve overall health through a goal-oriented, supportive and educational approach. The focus is on achieving a team goal so that everyone can contribute to a cumulative weight loss goal of the entire town. The 12-week campaign includes weekly weigh-ins, health education, supportive and educational classes, free

screenings such as cholesterol and diabetes A1C and raffle prizes as incentives.

**Who is it for?** Residents and employees of Paramus

**Why do they do it?** The program was created to motivate town residents to improve health and address obesity contributors through motivation, support and health education.

**Impact:** The first year of the program, more than 120 people participated and lost a total of 605 pounds. The second year of the program was even more successful with nearly 190 participants and a total weight loss of 770 pounds.

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## ◆ West Tennessee Health – Jackson, Tennessee

**Program:** HealthAware

**What is it?** HealthAware is an online health-risk assessment tool to identify an individual's risk for heart disease, stroke, peripheral vascular disease or diabetes. If at risk, the participant is invited to receive free lab work and free education from a registered nurse, which includes ways to reduce their specific risk factors. Since the population in this rural area of West Tennessee often has little access to computers, the health system brought HealthAware, as well as the education aspect of the program, into local health fairs and industries.

**Who is it for?** All community residents, especially individuals at risk for serious illness

**Why do they do it?** Due to the rising percentages of West Tennesseans suffering from cardiovascular disease, diabetes and obesity, the health system wanted an outreach tool to educate community members and help develop relationships with them.

**Impact:** Since its inception in 2008, HealthAware has helped the health system reach 27,000 people, of which nearly 4,000 have met face-to-face with a registered nurse.

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## Access and Coverage

Nearly one in every eight Americans is uninsured. Every day, the caregivers in America's hospitals see that the absence of coverage is a significant barrier to getting and keeping people healthy. Knocking down those barriers to care is a big part of the work hospitals do. The programs that follow demonstrate the strong commitment hospitals have to ensure that everyone gets the care they need, regardless of their ability to pay.

# Access and Coverage

## ◆ Arkansas Children's Hospital (ACH) – Little Rock, Arkansas

**Program:** ACH Dental Sealant Program

**What is it?** The program is one of the key components in the hospital's overall strategy to improve the oral health of children in the state. ACH operates a school-based dental sealant program in addition to managing three mobile dental clinics and supporting the Future Smiles Dental Clinic at Wakefield Elementary School. The Dental Sealant Program serves students across the state who would otherwise go without access to much-needed preventive dental services and oral health education.

**Who is it for?** At-risk school-age children in low-income elementary and intermediate schools in Arkansas

**Why do they do it?** As identified in the hospital's "2014 Natural Wonders: The State of Children's Health in Arkansas" report, many children lack access to oral health care due to geographic or financial barriers.

**Impact:** Since its inception in 2009, the program has seen more than 7,000 children and provided more than \$700,000 worth of free preventive dental services.

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## ◆ Bartlett Regional Hospital – Juneau, Alaska

**Program:** Glucose and Cholesterol Screenings

**What is it?** Bartlett Regional Hospital has offered free glucose and cholesterol screenings, as well as blood pressure checks, to the Juneau community for the past 26 years. Clinics are conducted at the local mall approximately five times per year and are promoted with radio and newspaper announcements. The schedule is available on the Bartlett Regional Hospital website. The hospital also offers a free class for patients diagnosed with pre-diabetes.

**Who is it for?** Juneau residents

**Why do they do it?** Pre-diabetes awareness is important among people at high risk of developing diabetes in order to reduce the current and future impact of the disease.

**Impact:** In the past two years, more than 475 participants received screenings and 15 people were newly identified as pre-diabetics.

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## ◆ Bayhealth Medical Center – Milford, Delaware Beebe Healthcare – Lewes, Delaware Nanticoke Health Services – Seaford, Delaware

**Program:** Healthier Sussex County Diabetes Quality of Care Initiative

**What is it?** The diabetes initiative was formed as a pilot program with the goal of improving the quality of care for the growing diabetic population in Sussex County. The program was implemented in 10 primary care practices, and educated providers regarding current evidence-based practices for diabetes. It also designed streamlined processes for referrals and diabetes education. Hundreds of hemoglobin A1C testing kits were given to the pilot sites to facilitate initiation of the new work flow and diabetes care process. Office staff were trained in the hemoglobin A1C point-of-care testing and associated billing so that the service could be sustained for patients for years to come.

**Who is it for?** Patients at 10 primary care practices in Sussex County

**Why do they do it?** For individuals diagnosed with diabetes, managing the condition can be a challenge due to the ongoing need to monitor diet, exercise, blood sugar and medications.

**Impact:** Participating practices improved the quality of care they provide to patients with diabetes. They also met several of the standards necessary for Patient-Centered Medical Home accreditation.

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## ◆ BJC HealthCare – St. Louis, Missouri

**Program:** Healthy Mind-Body-Spirit (HMBS)

**What is it?** BJC HealthCare created HMBS approximately 10 years ago, partnering with faith-based organizations to improve health in underserved communities. HMBS provides medical screenings, education and other services through places of worship and outreach in St. Louis communities with demonstrated health disparities and fewer opportunities for preventive health screenings. HMBS develops customized programs with partnering organizations to address the health needs of congregations and surrounding communities. Additionally, HMBS provides medical screenings on a mobile unit in partnership with the Urban League of Metropolitan St. Louis. They also provide flu vaccines and connections to medical homes for community members.



**Who is it for?** Underserved communities around St. Louis

**Why do they do it?** The goal is to improve health and health care access in communities of need.

**Impact:** Over the past 10 years, community-based health services have been provided to more than 30,000 people.

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### ◆ Boston Children's Hospital – Boston, Massachusetts

**Program:** Children's Hospital Neighborhood Partnerships (CHNP)

**What is it?** CHNP is the community behavioral health program in the Department of Psychiatry at Boston Children's Hospital. CHNP places clinicians in schools and community health centers to provide a comprehensive array of services to children where they live and learn. The program focuses on some of the most underserved and under-resourced neighborhoods to help increase access to services, promote healthy social-emotional development, build the sustainable behavioral health capacity of partner organizations, and create systemic change in the delivery of behavioral health services.

**Who is it for?** Underserved and under-resourced children, adolescents and families in Boston

**Why do they do it?** Children growing up in these communities face multiple factors that put them at greater risk of experiencing behavioral health problems, including living in communities with high rates of poverty, significant family stress, exposure to interpersonal violence and systemic discrimination.

**Impact:** Between 2013 and 2014, CHNP reached 1,800 youth and provided 750 hours of training and consultation to 165 teachers and parents.

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### ◆ Bozeman Deaconess Health Services – Bozeman, Montana

**Program:** HealthCare Connections

**What is it?** Through Bozeman Deaconess Health Services' mobile outreach vehicle, HealthCare Connections, health care professionals provide selected immunizations and free preventive health screenings for breast and colon cancer, heart disease, stroke, diabetes and obesity. Referrals to low-cost or free clinics are made if other medical

needs are identified. In addition, residents can receive training in hands-only CPR, speak with a pharmacist about medication interactions and receive health and nutritional information.

**Who is it for?** Uninsured and underinsured area residents

**Why do they do it?** Addressing health problems early with regular screenings and immunizations can prevent more serious illnesses, but many postpone these services due to costs.

**Impact:** HealthCare Connections grew from a local community effort to provide health care services to needy individuals in a 2,600-square-mile region. Since its inception in 2011, nearly 1,500 community members in five municipalities have been served at more than 30 regularly scheduled visits and three major civic events.

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### ◆ Brodstone Memorial Hospital – Superior, Nebraska

**Program:** Good Beginnings

**What is it?** Good Beginnings is a comprehensive home visitation program providing nursing assessments and identifying family strengths, needs and goals in order to build healthy families. This volunteer program provides holistic nursing care tailored to the needs of the family. Services include parent education, nursing assessment for prenatal health, newborn preparation, breastfeeding, infant care, developmental assessments, car and home safety, home care for medical needs, discipline information, healthy lifestyles, and positive parenting to build strong family units.

**Who is it for?** Area families who want assistance with parenting, are expecting a baby or have a child up to five years of age

**Why do they do it?** The program can identify strengths and needs to better promote positive parenting skills, manage stress and create a healthy and nurturing home.

**Impact:** Since 1996, hundreds of families who participated in regular home visits took steps to meet their family goals. As the family progresses toward their goal, parents can earn diapers or books for their child.

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# Access and Coverage

## ◆ Campbell County Health (CCH) – Gillette, Wyoming

**Program:** Coal Workers Health Surveillance Program

**What is it?** In August 2014, CCH became the first health care facility in Wyoming to be approved to provide chest X-rays for the National Institute for Occupational Safety and Health (NIOSH) Coal Workers Health Surveillance Program. The approval permits CCH to conduct radiographic exams under the NIOSH rule, which provides all U.S. coal workers with the opportunity to receive free, periodic respiratory testing. Coal mine operators are required to notify employees when they are eligible for testing.

**Who is it for?** Miners and contract workers at coal mines

**Why do they do it?** Early detection, through use of chest X-rays and lung function tests, can help prevent serious coal mining-related lung disease.

**Impact:** Campbell County and the Powder River Basin are responsible for more than 40 percent of U.S. coal production, and major mining companies in the area directly employ more than 5,000 workers. As of October 2014, NIOSH testing at CCH had already begun.

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## ◆ Catholic Medical Center – Manchester, New Hampshire

**Program:** Medication Assistance Program

**What is it?** The Medication Assistance Program helps uninsured and underinsured patients obtain long-term prescription medication through pharmaceutical companies. Catholic Medical Center staff assist patients in determining eligibility, as well as completing and submitting the necessary paperwork for consideration. Patient eligibility criteria in general includes: U.S. residency, a household income of less than 200 to 400 percent of the federal poverty level (varies across pharmaceutical companies) and a lack of qualification for any other prescription coverage.

**Who is it for?** Eligible patients who cannot afford their prescription medications

**Why do they do it?** Too often, patients forgo lifesaving medications because of cost and lack of prescription coverage.

**Impact:** In the past five years, the program has helped patients obtain more than 15,550 much-needed prescription medications with a value of more than \$11.5 million.

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## ◆ Circle Health – Lowell, Massachusetts

**Program:** Senior Health Clinics of Circle Home, Inc.

**What is it?** For more than 15 years, Circle Home, Inc. has provided “walk-in” health clinics conveniently located at 20 different senior centers, senior housing and community agencies. Services include checks for blood pressure, weight and blood glucose levels, wellness coaching and staff who listen to concerns. The service helps seniors maintain healthy blood pressure and weight, utilize health care services effectively, decrease safety risks and increase emotional resilience. The clinics are free and scheduled weekly, semi-monthly or monthly at each site throughout the year.

**Who is it for?** Seniors over age 60 in Lowell and surrounding areas

**Why do they do it?** Most clinic participants are over the age of 70 and have at least one chronic illness or disability. Free and conveniently located services increase access to services.

**Impact:** Nearly 800 persons over age 60 (most over age 70 and low-income) receive services each year.

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## ◆ Desert View Hospital – Pahrump, Nevada

**Program:** Back-to-School Health Fair

**What is it?** At the Back-to-School Health Fair, Desert View Hospital and its community partners provide free vaccinations and other offerings to ensure that the children of Pahrump Valley start the school year healthy. The annual event offers children a “one-stop shop” to get free immunizations, sports physicals, scoliosis checks and dental and vision screenings. Families also can access free school supplies, fun activities and health and school information through vendors and the Nye County School District’s representatives.

**Who is it for?** Children and families in the Pahrump Valley area

**Why do they do it?** It is an opportunity for the community’s providers, businesses, school district and others to come together to make sure that local children start the school year with the tools they need to succeed.

**Impact:** Thousands have attended the events. Last year, more than 1,300 people attended the fair.

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◆ **Forrest General Hospital – Hattiesburg, Mississippi**

**Program:** Behavioral Health Screening and Educational Programs

**What is it?** Pine Grove Behavioral Health & Addiction Services, an extension of Forrest General Hospital, offers free community-wide behavioral health assessments. Information gathered from the screenings helps staff recommend appropriate referrals for treatment. Staff also provide free educational, behavioral health materials at regional health and community events, and educational sessions for professionals and volunteers in the behavioral health and addiction field.

**Who is it for?** Community members with behavioral health and addiction concerns

**Why do they do it?** According to estimates, one in four people experiences a behavioral health disorder. Pine Grove is one of the nation’s most comprehensive treatment campuses, drawing on its expertise to help those with behavioral health needs.

**Impact:** Since 1984, Pine Grove has completed thousands of assessments and thousands more people have been reached at community events and educational sessions.

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◆ **Fort Madison Community Hospital (FMCH) – Fort Madison, Iowa**

**Program:** Partnership for the Health & Safety of All Students

**What is it?** FMCH formed the Partnership for the Health & Safety of All Students with an area high school. As part of the effort, FMCH hired an athletic trainer to work onsite at the school to support the students, parents, coaches and administration in creating a safe environment. This program was expanded to a second high school the following year. In addition, a team of health care professionals visits schools before the start of the fall season to perform athletic screenings.

**Who is it for?** Athletes at two area high schools

**Why do they do it?** An area high school track team member collapsed on the track and died. The school did not have an AED at the track, and staff was unsure how to respond to the emergency. This program helps to prevent another tragedy through preparation.

**Impact:** The hospital donates half of the \$25 screening fee back to the schools’ athletic programs. This year, the team provided more than 200 athletic screenings and donated \$2,650 back to the schools.

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◆ **Hancock Medical Center – Bay Saint Louis, Mississippi**

**Program:** Hancock Medical Foundation Mammography Assistance Program

**What is it?** Hancock Medical Center’s Mammography Assistance Program provides screening and diagnostic mammography tests for uninsured women. The program receives support through fundraising efforts such as the “Golf with a Purpose” tournament and festival each year so that it can help women get screened for breast cancer who otherwise would forgo recommended mammograms due to the cost.

**Who is it for?** Uninsured women in Hancock County who do not qualify for public assistance

**Why do they do it?** Mammograms and other screenings increase the chances of detecting breast cancer early, when it is most likely to be curable.

**Impact:** Since the program began in 2000, approximately 900 uninsured women in Hancock County have received free mammograms.

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◆ **Intermountain Healthcare – Salt Lake City, Utah**

**Program:** Urban Central Region Low-Income Cancer Screening Initiative

**What is it?** Cancer screenings are provided to low-income and uninsured residents at Intermountain Healthcare Clinics. The screenings are staffed by the Intermountain School and Community Clinics, Intermountain Healthcare volunteers and the University of Utah School of Nurse Midwifery. Nurses follow up with results of each test and keep a log of all interventions and results. Patients with abnormal tests are referred for further evaluation.

**Who is it for?** Low-income and uninsured residents of Salt Lake City

**Why do they do it?** No cancer screenings with follow-up were being offered through the county safety net. Although comprehensive cancer screenings had been provided in local hospitals to the general public, analysis showed lower representation among low-income and the uninsured. Reasons included lack of trust, lack of transportation, language barriers and lower literacy levels. The need to reach this group with cancer screenings was recognized.

# Access and Coverage

**Impact:** Since 2010, nearly 1,600 screenings have been provided to the community.

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## ◆ Lancaster General Health (LGH) – Lancaster, Pennsylvania

**Program:** Partnering with Our Amish Neighbors

**What is it?** LGH has been building bridges to Lancaster County's Amish settlement for nearly 25 years with outreach programs that respect that unique population's traditions and beliefs. Programs include a free child immunization program; educational group meetings for Amish women in their homes; health classes in Amish school houses; farm safety day camps; and programs addressing domestic violence and sexual assault. All efforts are conducted in partnership with leaders from Amish communities.

**Who is it for?** Lancaster County's Amish population

**Why do they do it?** In 1991, a German measles outbreak led bishops in the Amish community to ask LGH for help providing vaccines to their children.

**Impact:** Since 1991, LGH has immunized 70,000 children, 46 percent from the Amish community. Since 2009, 859 Amish women attended health information gatherings, and 30 women signed up for mammograms. The domestic violence and sexual assault initiatives have provided outreach and education to 425 families.

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## ◆ Lee Memorial Health System – Fort Myers, Florida

**Program:** We Care of Lee County

**What is it?** We Care of Lee County is a nonprofit human service and health care collaboration that helps uninsured residents gain access to specialty medical care. We Care staff coordinate services provided by private, licensed health care providers who donate appointments for a wide array of services. Lee Memorial Health System is one of several community partners in the collaboration.

**Who is it for?** Uninsured patients with a life-altering medical condition, who have income below 200 percent of the federal poverty level, are from 19 to 64 years of age and are not be eligible for any other government programs

**Why do they do it?** With 15 percent of the Lee County population living below the poverty level, nearly 50,000 uninsured low-income adults are not eligible for Medicaid.

**Impact:** Patients receive access to health care they would otherwise not be able to afford. In 2013, 350 providers comprising 30 specialties provided \$6.7 million in services at cost. All told, approximately 350 patients received 600 referrals to more than 2,160 appointments.

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## ◆ MaineHealth – Portland, Maine

**Program:** CarePartners

**What is it?** CarePartners gives eligible adults access to a volunteer network of primary care and specialty providers as well as care management, low-cost medications and other needed services like transportation and behavioral health care. CarePartners helps enrollees transition to public and private insurance as appropriate, promotes enrollment in Maine's Health Insurance Marketplace and provides health insurance education and outreach.

**Who is it for?** Low-income and uninsured adult residents in a seven-county service area

**Why do they do it?** CarePartners is aimed at patients who are just above the Medicaid eligibility guidelines but are too poor to afford private insurance. Too often, the only option for these individuals is hospital charity care.

**Impact:** Since 2001, CarePartners has enrolled 10,544 individuals and donated \$80 million in medical services, assisted enrollees in obtaining 71,758 prescriptions valued at more than \$41 million, transitioned more than 4,090 enrollees to public and private insurance, and assisted an additional 7,140 individuals with Medicaid applications.

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## ◆ Maricopa Integrated Health System – Phoenix, Arizona

**Program:** Refugee Women's Health Clinic (RWHC)

**What is it?** Developed by Maricopa Integrated Health System, the RWHC provides comprehensive care across the reproductive life span of the women's refugee community in Maricopa County. The only such program in the United States, RWHC provides services including prenatal care, labor and delivery,



family planning, preventive health, gynecological care and surgical care – including surgery to resolve health issues from female genital cutting. In partnership with a multidisciplinary community coalition, RWHC provides these services in a culturally appropriate and sensitive way, including the use of “cultural health navigators” who guide patients through the health system.

**Who is it for?** Female refugees from the Middle East, Southeast Asia and sub-Saharan Africa

**Why do they do it?** Refugee women from non-English-speaking countries face many obstacles to accessing obstetric and gynecologic services in the United States, putting them at increased risk for health problems.

**Impact:** Since opening in 2008, the clinic has enhanced access to women’s health services for more than 3,350 refugee women.

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#### ◆ **MedStar Washington Hospital Center – Washington, D.C.**

**Program:** Hair, Heart and Health (HHH)

**What is it?** Developed by MedStar Health, HHH is a community-based program that seeks to reduce risk for cardiovascular disease among African-American men. Barbershops serve as a community venue, offering screenings for high blood pressure and diabetes. The program trains barbers to measure blood pressure and weight and to serve as heart health advocates for their clients. A health navigator from the hospital is available to provide referrals to follow-up care services as appropriate.

**Who is it for?** African-American men in the D.C. area

**Why do they do it?** African-American men suffer disproportionately from high blood pressure and Type 2 diabetes. They also are a difficult-to-reach population.

**Impact:** More than 1,440 individuals have been screened for hypertension as of September 2014; nearly 26 percent of those without a hypertensive diagnosis were within a pre-hypertensive or a hypertensive range. Of more than 1,030 individuals screened for diabetes, less than 5 percent of those without a diabetes diagnosis were within a pre-diabetes or diabetes range.

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#### ◆ **Mercy Health Muskegon – Muskegon, Michigan**

**Program:** Wheels of Mercy

**What is it?** Wheels of Mercy is a vehicle used to bring health resources and screenings to hard-to-reach, low-income urban and rural communities. The program staffs two mobile service units that provide information, enrollment assistance and referrals. They also offer limited primary care screenings (diabetes, cholesterol, vision, hearing, pulmonary and blood pressure) and other community access programs.

**Who is it for?** Underserved and vulnerable residents of Oceana, Newaygo and Muskegon counties

**Why do they do it?** Targeted residents generally lack adequate health insurance and transportation that would enable them to access ongoing primary care, medications and behavioral health services.

**Impact:** Since 2008, the program’s 70 stops per year have reached 5,000 people annually. It has provided referrals and enrolled residents in Medicaid and other programs, and provided more than 1,600 screenings.

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#### ◆ **New York Presbyterian Hospital – New York, New York**

**Program:** Turn 2 Us (T2U)

**What is it?** T2U is an elementary school-based program that aims to improve social, behavioral and academic performance for children at risk for developing mental health disorders. The program provides a range of services to students, staff and parents through a partnership between Turn 2 Foundation, New York Presbyterian Hospital, Columbia University Medical Center and public schools in northern Manhattan.

**Who is it for?** At-risk children, the majority of whom are immigrant Latino youth. Studies indicate that this group has the highest levels of unmet mental health needs.

**Why do they do it?** T2U was founded in response to elevated reports of school absenteeism, suspensions, emotional and behavioral issues, and untreated school-age mental health disorders.

**Impact:** The program has reached more than 6,000 school-age children, caregivers and school personnel since its inception. T2U has a presence in eight schools and has resulted in improvement in academic performance and attendance, as well as a decrease in suspensions.

# Access and Coverage

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## ◆ Novant Health Rowan Medical Center – Salisbury, North Carolina

**Program:** Community Care Clinic of Rowan County (CCCRC)

**What is it?** Collaborating with community agencies, the CCCRC has provided primary medical, dental and pharmacy services to the uninsured since 1996. The CCCRC sponsors the NC Missions of Mercy portable dental clinic, in addition to conducting physicals at the homeless shelter and providing emergency medications.

**Who is it for?** Uninsured adult residents of Rowan County

**Why do they do it?** In 1994 as textile mills began closing, hospital leadership saw the need to establish a clinic to serve the growing number of uninsured residents. Thousands of CCCRC patients would have otherwise utilized the emergency department for basic, non-emergency needs. Today, the CCCRC is its own 501(c)(3) organization. Novant Health does not own the clinic but provides the building space and upkeep.

**Impact:** In 2013, the CCCRC provided 2,675 medical visits and 1,515 dental visits; dispensed more than 26,800 prescriptions; provided retinal screenings, labs, education and mammograms; and assisted with health insurance enrollment.

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## ◆ Saint Francis Healthcare – Wilmington, Delaware

**Program:** Tiny Steps Program

**What is it?** With offices in the Family Practice Center at Saint Francis Hospital and the Center of Hope in Newark, the Tiny Steps Program fosters healthy pregnancies, healthy babies and healthy families. The program offers complete prenatal, maternity and postpartum care, bilingual health classes, patient/parent education and counseling to all expectant mothers regardless of their financial circumstances. Tiny Steps continues to provide care for babies up to one year of life, including wellness and sick visits, vaccinations and overall medical needs.

**Who is it for?** Expectant mothers and newborns in the community

**Why do they do it?** The goal is to address Delaware's high infant mortality rate.

**Impact:** According to Delaware's Division of Public Health, the state's infant mortality rate decreased for the third consecutive reporting period, dropping 10 percent to 8.4 deaths for every 1,000 live births in 2004-2008. In the previous reporting period, the infant mortality rate was 9.3 deaths for every 1,000 live births. Tiny Steps serves approximately 300 mothers and babies annually.

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## ◆ Samaritan Health Services – Corvallis, Oregon

**Program:** Samaritan Maternity Connection

**What is it?** Currently operational at four Samaritan Health Services hospitals, the free program provides bilingual, culturally competent and age-appropriate care and screenings for pregnant women who range from stable to the most vulnerable in the region. Maternity care coordinators also offer social support by referring clients to GED programs at the local college, assisting with enrollment in food stamps and Medicaid, and making referrals to the community action agency for housing issues, county maternal child health programs and many other organizations.

**Who is it for?** All pregnant women in the hospital's service area

**Why do they do it?** The program started in 1997 to address the need to improve stable birth outcomes in the area.

**Impact:** In 2013, more than 900 women and teenage girls were provided with prenatal risk assessments, screening and enrollment in Medicaid, referral to social services and counseling or treatment for alcohol, drug, and tobacco use. Among program participants, the number of women delivering pre-term and low-birth-weight babies decreased.

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## ◆ St. Vincent's Health System – Birmingham, Alabama

**Program:** St. Vincent's Hispanic Outreach (HO)

**What is it?** Since 2002, St. Vincent's HO has helped Latino communities take charge of and prevent illness. The program promotes wellness through health screenings and health education and works with partners to provide low-cost primary care to



more than 140 Latinos annually. The new Parish Health Initiative (PHI) trains health ambassadors to serve as community health workers within their own community while implementing health programming tailored to their community's needs and interests.

**Who is it for?** Spanish-speaking community members

**Why do they do it?** The goal is to address the unique needs of Alabama's Latino population by using a holistic approach to health and wellness.

**Impact:** In the past two years, 24 health ambassadors have been trained, serving a combined population of more than 900 Latino parishioners. In one year, there has been a 70 percent decrease in abnormal cholesterol screening results, a 41 percent decrease in abnormal blood pressure results and a 29 percent decrease in "obese" BMI results for PHI participants.

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#### ◆ Verde Valley Medical Center – Cottonwood, Arizona

**Program:** HELPS (Healthy sports Enhancement through Learning, Prevention and Scholarships)

**What is it?** Verde Valley Medical Center's EntireCare Rehab & Sports Medicine has developed a community-based program that offers ongoing support for local middle and high school student athletes. HELPS offers extensive annual pre-sport physicals, athletic training, education, access to health care and sports enhancement opportunities. The free program is administered by a team of local health care providers and physicians and is customized for athletes based on their particular sport.

**Who is it for?** High school and middle school student athletes in Camp Verde, Cottonwood and Sedona schools

**Why do they do it?** The goals are to connect youth to health care services and opportunities, provide life-long health education for families and coaches, and build infrastructure capacity to better serve youth and families.

**Impact:** The program is accessible to approximately 800 student athletes. Nearly 250 athletes participate in the pre-sport physicals per year.

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## Quality of Life

Recognizing that the role of a hospital is not simply to treat illness but to strengthen communities, the programs in this section illustrate how hospitals provide peace of mind and better tomorrows for the communities they serve by building strong families, fostering safety and creating opportunities for people to improve their lives.

# Quality of Life

## ◆ Baptist Health Lexington – Lexington, Kentucky

**Program:** Empowerment Series for Breast Cancer Patients

**What is it?** Baptist Health Lexington's Cancer Care Center offers a monthly support group that combines fellowship and complimentary dinner with a speaker. Topics include communicating with family and friends, nutrition and movement, caring for the spirit, fear of recurrence, stress and depression, intimacy, genetics, finances, pain and sleep. After dinner, breakout sessions are held to meet the needs of various life stages and continuum of care.

**Who is it for?** All women in the community with cancer who are undergoing surgery, chemotherapy, radiation or other forms of treatment

**Why do they do it?** The concept is to empower people with the tools needed for healthy survivorship. The group is held at a church off of the hospital campus, which provides a warm and relaxed atmosphere.

**Impact:** The program serves 120 to 130 people per year, referring unmet needs to other community resources.

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## ◆ Blount Memorial Hospital (BMH) – Maryville, Tennessee

**Program:** Substance Abuse Prevention Action Team (SAPAT)

**What is it?** SAPAT partners with BMH, community leaders, law enforcement, schools, the courts, businesses, parents and others to reduce substance abuse and educate all ages about health risks associated with substance use. Projects have included Cash for Cooks, Text-a-Tip, drug take-back events, Take a Stance, prom and graduation promotions, and a prescription drug abuse conference for health care professionals.

**Who is it for?** The entire community

**Why do they do it?** Substance-abuse issues do not exist in silos but affect the health and well-being of the entire community.

**Impact:** In collaboration with the school systems, SAPAT serves more than 10,000 middle and high school students every year in programs that provide education and refusal-skills training. Working with law enforcement, SAPAT provides alcohol sales training to retailers and encourages county-wide alcohol compliance checks.

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## ◆ Carolinas HealthCare System/Carolinas Rehabilitation – Charlotte, North Carolina

**Program:** Adaptive Sports & Adventures Program (ASAP)

**What is it?** ASAP provides instruction and opportunities for physically disabled individuals to participate in sports, recreational activities and outdoor adventures. Through ASAP, individuals with disabilities can participate in team sports such as wheelchair basketball, rugby and soccer. The program also provides opportunities to develop the skills and participate in individual athletic activities such as fishing, golf, tennis, hand-cycling, water and snow skiing, and swimming. Through fundraising and grant opportunities, ASAP is able to purchase adaptive equipment and keep fees to a minimum for participants.

**Who is it for?** Community residents with physical disabilities

**Why do they do it?** The goal is to help provide a place to belong, for camaraderie, to restore confidence and increase physical activity.

**Impact:** More than 600 individuals participate in 11 sports and recreational activities. More than 250 individuals compete each year through yearly sport programs, with new participants joining each season.

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## ◆ Cary Medical Center – Caribou, Maine

**Program:** Healthy You

**What is it?** Healthy You delivers a wide range of free programs that address overall well-being, including physical, mental, emotional, social and family health. Programs include flu vaccine clinics, health screenings, field trips and family fun events; and seminars on topics such as plant-based diets, medication safety, dementia intervention and holistic medicine. Ongoing education in target communities is provided year-round through online resources, direct mail, contests and other special promotions.

**Who is it for?** Several communities in Aroostook County, including ones that were historically underserved in terms of community health education

**Why do they do it?** Focus groups indicated that residents wanted more comprehensive wellness programs that addressed health topics outside of Cary Medical Center's routine care.

**Impact:** The program reaches approximately 30,000 residents each year through direct mail and online wellness promotions. Several thousand participants attend health education programs and community events annually.



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◆ **CHI Health Good Samaritan – Kearney, Nebraska**

**Program:** Buffalo County Community Partners  
**What is it?** CHI Health Good Samaritan is an anchor of Buffalo County Community Partners, a coalition of community members, organizations and businesses launched in 1995 to improve community health. Eleven coalitions work to make a measurable difference in community health indicators, including high-impact prevention services, elimination of health disparities, active living and healthy eating, injury-free living and sustainable communities.

**Who is it for?** Buffalo County residents  
**Why do they do it?** Through grassroots problem-solving, the coalition can improve the health and quality of life of everyone in the community.  
**Impact:** Among the partners' many accomplishments are the state's only rural public transportation system and the HelpCare Clinic, a volunteer-based clinic for the uninsured, opening in 2015. The coalition builds sustainable community processes with more than 1,000 volunteers who have reduced tobacco use by 50 percent, reduced teen binge drinking by 42 percent and saved \$1.2 million in emergency department costs.

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◆ **Community Hospital – Torrington, Wyoming**

**Program:** Camp Med  
**What is it?** Now in its third year, Camp Med is a three-day, hands-on experience at the hospital that offers high school students a no-cost opportunity to learn about a wide array of health care careers. Hospital leaders selected three students for the 2014 summer event. Activities included using an endoscope and other surgical equipment, learning bandaging and casting, using imaging equipment, touring the ambulance and learning lifesaving medical procedures and participating in life-like scenarios. Students interacted with lab technicians, respiratory therapists, imaging technologists, physical and occupational therapists, nurses and doctors. Sessions were seven hours each day.  
**Who is it for?** High school students interested in health care careers

**Why do they do it?** The hospital decided that this program may encourage students to return to the community to practice medicine. It also helps participants determine which health care field to pursue.

**Impact:** Camp Med students have gone on to attend nursing school or certified nursing assistant classes at the local junior college.

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◆ **Fletcher Allen Health Care – Burlington, Vermont**

**Program:** Community Health Team (CHT)  
**What is it?** The CHT is a multidisciplinary team that works with providers to improve health outcomes with free services to all patients. Team members include nurses, dietitians, a diabetes educator, social workers, substance abuse and tobacco cessation counselors, exercise/fitness professionals, community health workers and health coaches. The CHT uses several evidence-based approaches to help patients set realistic action plans to improve their health and achieve their goals.

**Who is it for?** All community members, especially those living with – or at risk for – chronic conditions  
**Why do they do it?** Information often is not enough to motivate a patient with a chronic illness to make necessary modifications in diet, exercise and substance use. Providing free support services to these patients can be key to helping them change.

**Impact:** Among patients with diabetes-related issues, 65 percent decreased their A1C levels, 61.4 percent improved body mass index and 40 percent improved LDL cholesterol. Patients with nutrition or exercise issues demonstrated similar improvements.

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◆ **Glens Falls Hospital – Glen Falls, New York**

**Program:** Creating Healthy Places to Live, Work and Play (CHP2LWP)

**What is it?** CHP2LWP targets obesity and Type 2 diabetes by creating an environment that fosters physical activity and healthy eating. This program offers guidance, education and training to move toward policy adoption and environmental change. Activities include conducting workshops to educate local stakeholder groups, providing examples of best practices and developing and coordinating plans with community leaders.

# Quality of Life

**Who is it for?** Residents of Warren and Washington counties

**Why do they do it?** The program recognizes the need for a sustainable, global approach to address social, environmental and policy factors that influence behavior.

**Impact:** Results include adoption of 64 new policy and environmental changes in 18 communities. Implementations include 12 local street policies to promote walking and safety, 14 bike racks, 21 pedestrian benches, nine new community gardens and policies in three districts allowing public use of school facilities for active recreation.

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## ◆ Greenville Health System – Greenville, South Carolina

**Program:** Children’s Hospital Center for Pediatric Medicine (CPM) Asthma Action Team

**What is it?** The Asthma Action Team is a multidisciplinary, multilingual, family-centered program within the CPM, the largest primary care outpatient clinic of its kind in South Carolina. Through significant collaboration with a diverse network of partners, the team provides medical care, case management, school/daycare visits and environmental control home visits for children and adolescents with asthma. The program is a 2014 AHA NOVA Award winner.

**Who is it for?** Families with children who have asthma in the upstate community in South Carolina, especially those with limited access to health care

**Why do they do it?** Asthma prevalence in the greater Greenville community is estimated at 12.8 percent, and asthma is the leading cause of hospitalization for children younger than 18.

**Impact:** In 2007, CPM patients with asthma generated emergency department visits at 855 per 1,000. By 2012, they had dropped to 267 per 1,000.

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## ◆ Gritman Medical Center – Moscow, Idaho

**Program:** Fit and Fall Proof™ (FFP)

**What is it?** FFP is a fall-prevention program for older adults in Idaho. The free program uses specific exercises to help participants increase their muscle strength, balance, mobility and flexibility. Local volunteer leaders are trained to teach classes in their

communities. One-hour classes are held at senior centers, community centers, churches, libraries and hospitals. Gritman Medical Center has offered the free program since 2007; classes are held five days a week.

**Who is it for?** Older adults in Idaho

**Why do they do it?** Falls are the leading cause of accidental-injury deaths among Idahoans ages 65 and older. Preventive measures can significantly improve their ability to remain self-sufficient, healthy and independent in their own homes.

**Impact:** From October 2012 to September 2013, FFP helped more than 6,600 Idaho seniors stay fit, prevent falls and form lasting friendships. More than 75 class sites are available statewide. Classes at Gritman Medical Center average 12 participants.

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## ◆ INTEGRIS Health – Oklahoma City, Oklahoma

**Program:** INTEGRIS Stroke CAMP (Continuing Along My Path)

**What is it?** This free event included informational presentations from a team of rehabilitation and health professionals including physicians, nurses, physical therapists, occupational therapists and dietitians, and an inspirational talk from stroke survivor Megan Timothy, who bicycled solo across the country. Electrical stimulation demonstrations were held, along with blood pressure (BP) and balance screenings, and discussions about healthy eating.

**Who is it for?** Stroke survivors and caregivers

**Why do they do it?** Eighty percent of strokes can be prevented. The best way to lower risk for stroke is to control high blood pressure, atrial fibrillation and high cholesterol. Recognizing stroke symptoms and getting emergency medical attention can save a life and limit disabilities.

**Impact:** Only 33 people attended the Stroke CAMP, so a targeted message will be used to reach more people. Local BP CAMPS will be held instead, offering BP measurement training and providing automatic BP monitors, in addition to heightening stroke awareness.

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### ◆ Kaiser Permanente Woodland Hills Medical Center – Woodland Hills, California

**Program:** PAWSitive Change

**What is it?** PAWSitive Change is a community collaboration with special education centers that seeks to remove the complexities of making progress with mentally and physically handicapped children. PAWSitive Change pet therapy teams meet with teachers and education specialists to review classroom curriculums and foster ideas that strengthen core competencies around students' individual physical and mental milestones and classroom goals. Certified dogs help engage students in walking, motor function, singing, counting and identifying letters, shapes and colors.

**Who is it for?** Special education centers seeking to motivate students to go beyond their predetermined societal physical and mental limitations

**Why do they do it?** The goal is to transform how we engage mentally and physically disadvantaged youth and enhance the outlook of children capable of exceeding expectations.

**Impact:** Students who have gone through the program have benefited positively and have shown unexpected advancement in mood/behavior as well as physical, verbal and/or social skills.

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### ◆ Marshall Medical Center North – Guntersville, Alabama

**Program:** Better Breathers Club

**What is it?** The Better Breathers Club, launched in January 2014, offers education on topics related to lung disease and lung health. Monthly meetings promote skills that enable patients with chronic lung disease to better manage their conditions while also allowing members to give and receive support from others. Topics include medications, medical tests, communicating with your physician and how the American Lung Association can help with lung health. The goal is to keep patients out of the hospital and teach them how to take care of themselves.

**Who is it for?** Patients with chronic lung conditions; family members and caregivers are also encouraged to attend

**Why do they do it?** Hospital staff recognized a community need for education on lung health and living with lung disease.

**Impact:** Monthly meetings average 40 to 45 people. These informational gatherings also serve as social outings for members, who celebrate holidays together

and plan to take a Sea Puffers Cruise for people dependent on external oxygen.

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### ◆ Maui Memorial Medical Center – Wailuku, Hawaii

**Program:** Student Art Contest

**What is it?** Maui Memorial Medical Center held its third art contest at the end of 2013. Entries depicted the theme "Share the Aloha" via subject matter that could include landscapes, seascapes, animals, people and other positive ideas that the artist envisioned. Any media was accepted, including watercolor, oil, crayon and acrylic. Eighteen pieces were selected for permanent display in a hallway of the hospital.

**Who is it for?** Maui artists in kindergarten through 12th grade

**Why do they do it?** The Student Art Contest brings the community and hospital together in a very positive way. Students' artwork brightens the hallways and brings cheer to both staff and patients, while instilling a sense of pride and community spirit in the young artists.

**Impact:** Each of the 18 pieces on display contributes to a calming, healing environment for patients, staff and visitors. Young artists are encouraged to embrace art and have an improved understanding of how it can affect people's moods and outlook.

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### ◆ MidState Medical Center – Meriden, Connecticut

**Program:** Senior Services at MidState Medical Center

**What is it?** Senior Services at MidState Medical Center comprises programs and services covering the entire continuum of care, focusing not only on a senior's care in the emergency department but also the provision of high-quality care on the inpatient side. Senior Services includes a partnership with the Connecticut Center for Healthy Aging, which provides an array of services for seniors, including adult day care; independent living; assisted living; memory care; skilled nursing; rehabilitation and end-of-life care; and a geriatric outreach program, which aims to promote wellness, maintain health and prevent disease.

**Who is it for?** Area seniors

**Why do they do it?** Sixty percent of MidState patients, and 14.4 percent of Connecticut residents, are over the age of 65.

# Quality of Life

**Impact:** From July 2013 to August 2014, in-home assessments were completed for 73 discharged patients, and only four patients were readmitted within 30 days; 310 new referrals were made; advance directive information was given to 30 people; and medication reconciliation was completed on 29 patients. The geriatric outreach program nurse saw more than 1,000 patients.

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## ◆ PeaceHealth Sacred Heart Medical Center University District – Eugene, Oregon

**Program:** Early Assessment and Support Alliance (EASA)

**What is it?** EASA offers counseling and support to young people who are experiencing symptoms of psychosis for the first time. This can include persons who have already suffered what is called a “first episode” of psychosis or who are merely presenting early symptoms and termed to be at risk.

**Who is it for?** Persons ages 15 to 25 who are in the early stages of, or at risk of developing, psychosis

**Why do they do it?** Early intervention therapies have proved effective in helping people with a form of psychosis achieve long-term management of their symptoms and avoid chronic disability.

**Impact:** Statewide, EASA programs serve approximately 400 young adults each year. The Eugene program serves approximately 30, but in 2014 it received a \$475,000 state grant to serve up to 75.

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## ◆ Pocono Medical Center – East Stroudsburg, Pennsylvania

**Program:** Student Health Coaches

**What is it?** An innovative partnership with East Stroudsburg University of Pennsylvania and Wilkes University trains a select group of volunteer students to act as health coaches for patients with chronic illness. The students – who visit patients at home – are trained to recognize signs that a patient might need medical help, what to look for in patients’ environments that might hamper recovery and how to coach them on following doctors’ recommendations.

**Who is it for?** Patients with chronic conditions such as heart disease, lung disease and diabetes, as well as university students who want to learn how to work with patients

**Why do they do it?** Studies show that half of all patients leave hospitals without understanding the advice they were given. Patients with chronic illnesses who don’t follow that advice often end up back in the hospital.

**Impact:** In 2013, 12 students entered the program to be volunteer health coaches. In 2014, 40 students entered the program. To date, 90 patients have been helped.

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## ◆ Roane General Hospital – Spencer, West Virginia

**Program:** Diabetes Management Program

**What is it?** In 2010, the University of Charleston School of Pharmacy began offering a rural rotation site for their third- and fourth-year student pharmacists and pharmacy residents. These students and the instructor meet face to face with patients who have been referred to the program for a complete medical history. They then take these patients through three three-hour classes that teach valuable skills to manage diabetes, such as meal planning and physical activity. The program achieved accreditation by the American Association of Diabetes Educators in January 2012.

**Who is it for?** Patients diagnosed with diabetes and pre-diabetes

**Why do they do it?** The recent significant increase in diabetes and pre-diabetes in the community made it challenging for providers to equip these patients with the needed tools and education to manage the disease.

**Impact:** More than 133 people have completed the courses. Since accreditation, the average A1C levels of patients who completed the program dropped from a baseline of 8.59 percent to 7.39 percent.

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## ◆ Saint Elizabeths Hospital – Washington, D.C.

**Program:** Community Movie Night

**What is it?** On the third Friday of every month, Saint Elizabeths Hospital holds a community movie night in its auditorium, showing a movie on a big screen and providing fresh popcorn and drinks to attendees. Movies range from classics to new releases.

**Who is it for?** Individuals in care at the hospital, along with some staff and volunteers; relatives of individuals in care; former individuals in care; and people from the surrounding community



**Why do they do it?** Saint Elizabeths Hospital is the state psychiatric hospital for the District of Columbia. Individuals receiving care in the hospital cannot go out to movies in the community, so community movie nights provide a recreational opportunity.

**Impact:** About 70 people attend each community movie night. People appreciate being able to sit with friends, and they love the fresh popcorn after the movie. Chairs are set up in the hallway outside the auditorium so people can socialize while they enjoy their popcorn and drinks.

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### ◆ San Juan Regional Medical Center – Farmington, New Mexico

**Program:** Healthy FET (Full Engagement Training) Kids

**What is it?** Launched in 2008, Healthy FET Kids is a collaboration between San Juan Regional Medical Center and three area school districts to educate and empower children and their families with the knowledge, beliefs and behaviors to live a healthy lifestyle. In addition to training kids, teachers, school staff and administrators, the program involves families in annual school health and wellness fairs.

**Who is it for?** Multicultural children, families and school staff in northern New Mexico

**Why do they do it?** According to the latest community health needs assessment, child poverty and its accompanying health effects (poor nutrition, obesity, low physical activity and diabetes) are priority challenges.

**Impact:** Since its inception, the program has served 12 elementary schools in the county; trained 408 teachers, staff and administrators; and served more than 6,200 students. More than 6,000 family members have been reached with healthy lifestyle messages through school health fairs and wellness presentations.

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### ◆ Sheltering Arms Physical Rehabilitation Centers – Mechanicsville, Virginia

**Program:** Adaptive Golf Program

**What is it?** This six-month program brings recreational therapists, golf professionals, volunteers and people with physical disabilities together to teach, learn and play golf. Monthly golf clinics are held with golf professionals providing instruction,

recreational therapists providing assistance with adaptations, and volunteers providing support and encouragement. This program is a partnership with the Windy Hill Sports Complex and the Stand Up and Play Foundation, which secured three ParaGolfers in the Richmond area that enable wheelchair-bound individuals to play from a standing position.

**Who is it for?** Golfers with physical challenges secondary to amputation, spinal cord injury, traumatic brain injury, stroke, multiple sclerosis, arthritis and Parkinson's disease

**Why do they do it?** The goal of the program is to educate the community, golf professionals and individuals with physical challenges about using adaptive techniques and equipment to pursue golf as a lifelong leisure activity.

**Impact:** Sheltering Arms conducted seven adaptive golf events in 2014 with more than 100 participants.

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### ◆ St. Alexius Medical Center – Bismarck, North Dakota

**Program:** Living Grand

**What is it?** Living Grand addresses body and spirit with education for seniors. Highlights include monthly education sessions; a free quarterly publication; a directory of local senior services; a memory-loss support group for caregivers; a "Stepping On" program that helps reduce falls; a geriatric conference; special classes such as T'ai Chi Chih; and various educational events hosted in partnership with other agencies.

**Who is it for?** Area residents age 55 and "better," their families and professional caregivers who work with the geriatric population

**Why do they do it?** North Dakota has a high population of seniors. With St. Alexius' heritage of healing, a special program for seniors helps the hospital in its mission to improve the health and wellness of the people it serves.

**Impact:** More than 3,000 households receive the Living Grand newsletter, hundreds of individuals attend educational programs annually, and attendance at special events has increased. The caregiver support group helps 10 to 20 families each month.

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# Quality of Life

## ◆ UnityPoint Health – Finley Hospital – Dubuque, Iowa

**Program:** Retreat & Refresh Stroke Camp™ (RRSC)

**What is it?** RRSC, a nonprofit with a national network of camps, offers a weekend getaway for stroke survivors, their caregivers and families. Approximately 40 stroke survivors and caregivers spend the weekend participating in games, skits, music, arts and crafts, massage, hiking/walking, swimming, rock wall climbing, educational sessions and supportive discussion groups. The goal is for participants to enjoy activities encompassing socialization, support, education and relaxation. Costs for campers are kept low through the support of sponsor UnityPoint Health – Cedar Rapids, Dubuque and Quad Cities.

**Who is it for?** Stroke survivors, their caregivers and families

**Why do they do it?** Lasting symptoms can affect the lives of survivors and their families.

**Impact:** Past attendees have said their lives, friendships and self-perceptions were transformed after attending the camp. At the start of 2014 – the 10th anniversary of RRSC – 85 camps had been held. This year RRSC anticipates providing 20 camps in 11 states.

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## ◆ Waterbury Hospital – Waterbury, Connecticut

**Program:** Youth Pipeline Initiatives

**What is it?** Waterbury Hospital offers Youth Pipeline Initiatives, a wide array of free programs educating parents and children about their civic rights and responsibilities, as well as the urgent need for higher education. Initiatives include the Parent Leadership Training Institute, Parents Supporting Educational Excellence, and People Empowering People, providing tools for parents, grandparents and community members to become advocates for their children and communities. Middle and high school students gain valuable exposure to health care careers through the Providing Early Acquaintance with Careers in Healthcare programs offered during spring break and summer.

**Who is it for?** Area middle and high school students, their parents and citizens of Greater Waterbury

**Why do they do it?** Only 7 percent of Waterbury residents have undergraduate or professional degrees, making it difficult to find parents who can help their children start on the road to college.

**Impact:** Since the program's inception in 2003, 2,922 students and 227 parents have graduated from the programs.

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## ◆ Willis-Knighton Health System (WKHS) – Shreveport, Louisiana

**Program:** Growing Up for Boys/Growing Up for Girls

**What is it?** WKHS offers two popular programs for children. "Growing Up for Boys" and "Growing Up for Girls" are free one-hour classes designed to provide information to prepare children for the physical and emotional changes that come with adolescence. WKHS physicians present easy-to-understand information about what to expect during puberty, addressing nutrition, proper hygiene and self-esteem. The goal is not just to inform the youngsters about anatomy but to help them feel comfortable with these changes. Classes are held approximately once a quarter at alternate campuses.

**Who is it for?** Area children ages 9 to 12, each accompanied by a parent or guardian of the same gender

**Why do they do it?** Teaching children about physical and emotional changes can reduce stress and anxiety, and promote self-esteem.

**Impact:** The combined total for the two classes averages 30 to 35 children. This series is one of WKHS's most popular community outreach programs.

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