

Community Benefits 2018 Annual Report



The Newton-Wellesley Collaborative for

Healthy Families and Communities



NEWTON-WELLESLEY
HOSPITAL

PARTNERS[®]
HEALTHCARE

FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL
AND MASSACHUSETTS GENERAL HOSPITAL

Dear Neighbors and Community Partners,

We are thrilled by the far-reaching impact of our recent community health and wellness initiatives. This annual report covers the many aspects of our community benefits program. Since launching our Collaborative for Healthy Families and Communities (CHF&C) in 2017, the shared progress has been especially impressive. We are deeply appreciative of the enthusiastic leadership and ongoing contributions of our community



“A key objective of both NWH community benefits and the newly launched CHF&C is to support the many area residents who have unmet healthcare needs and may even be in crisis. We consider addressing these needs to be an integral part of our mission.”

partners, including municipal police, fire and health departments; councils on aging; school nurses and guidance counselors; youth partnerships; and first responders.

In this, Newton-Wellesley’s first-ever community benefits annual report, you will see a snapshot of the successes happening throughout our cities and towns and across the broader communities we serve. By engaging with individuals of wide-ranging expertise, our teams are forming amazing synergies. Together, we are more empowered than ever before to meet the needs of our community.

A key objective of both NWH community benefits and the newly launched CHF&C is to support the many area residents who have unmet healthcare needs and may even be in crisis. We consider addressing these needs to

be an integral part of our mission. When we convene community experts and concentrate our efforts on the areas of greatest need, we develop realistic solutions and interventions that make a meaningful difference.

continued



Dr. Michael R. Jaff congratulates members of the 2018 Student Summer Intern Program.

Much of what we have been focused on over the past year includes youth mental health, access to care, elder wellness services, workforce development for disadvantaged individuals, opioid addiction and much, much more.

As has been the case for more than 135 years,

Newton-Wellesley is here for our community—here to welcome new babies, respond to emergencies and provide care throughout life. We are also here to offer community benefits—from youth mental health services to flu shots to blood pressure screenings. Our physicians and colleagues are your neighbors, too, dedicated to caring for every individual across our expansive community.

We welcome your input and involvement. We thank all our community partners. Together, we will find a better way to health and wellbeing for all members of this fabulous community.

Sincerely yours,

Michael R. Jaff, DO

President

Newton-Wellesley Hospital

If you would like to help expand the impact of The Newton-Wellesley Collaborative for Healthy Families and Communities, we would welcome your support. Please contact Lauren Lele at llele@partners.org. Thank you.



Featured Partner Community: Wellesley

Transportation for Low-Income Residents and Antidotes for Opioid Overdose Cases



“Newton-Wellesley has filled a critical role, supplying and replenishing naloxone—a very expensive treatment intended to rapidly reverse opioid overdose—for our first responders.”

When evaluating unmet healthcare needs in their community, social workers in Wellesley identified transportation as an urgent need. For low income residents and families, the lack of access to transportation was creating barriers to care. Newton-Wellesley Hospital created a program that donates **taxi fare vouchers** to be used for medical appointments with any local care provider. “We are seeing an increased need for transportation to medical appointments,” said Lenny Izzo, Director of Public Health, Wellesley Health Department. “Our clients have complex health care needs. Searching for transportation options can be enormously time consuming for our staff. The vouchers allow us to provide what clients truly need, thereby additionally building trust and rapport. Our social workers are so grateful for the Newton-Wellesley Hospital transportation fund.”

One of the ways Wellesley is addressing the region’s opioid epidemic is by participating in **highly interactive** meetings held at Newton-Wellesley Hospital. These quarterly meetings give all six towns in the hospital’s service area an

opportunity to convene and discover what’s working and what’s not. “The meetings that the hospital hosts are terrific,” said Cheryl Lefman, Community Health Coordinator. “We come together with our colleagues to discuss common themes, share resources and knowledge, and determine best practices for addressing substance use or other emerging issues.” Additionally, the hospital has supplied communities with doses of **life-saving medication**. “Newton-Wellesley has filled a critical role, supplying and replenishing naloxone—a very expensive treatment intended to rapidly reverse opioid overdose—for our first responders,” said Izzo. ■



Project Bread

Children and teens should have access to nutritious lunches year round. That's why Newton-Wellesley supports Project Bread. The program offers students who qualify for free or reduced-price school lunches a healthy meal option during school's summer recess. With our funding, Project Bread provided a grant to Waltham Boys and Girls Club to expand Summer Eats in the community. Through bilingual promotional materials, we were able to build awareness and increase outreach. In 2018, the program saw an increase of 33 percent in free meals distributed to Waltham youth.

Hot Topics

Newton-Wellesley is pleased to offer a Speakers Bureau, arranging presentations by our expert physicians, leaders and staff for civic organizations, businesses, schools, and community groups in our area. This free community service is designed to provide up-to-date information on a wide variety of health and wellness issues.

The Speakers Bureau also features insight into current health topics through monthly video messages from our physicians. These Hot Topics educational videos are available free of charge on our website. Community members can view them by visiting NWH.org/SpeakersBureau.

Recent Hot Topics include: Concussion Assessment, Teens and Screen Time, Skin Cancer Prevention, Smoking Cessation, Drowning Prevention, Men's Health, Staying Healthy While Traveling and Tick Prevention.



Featured Partner Community: Needham Youth Mental Health



“Mindfulness is recognized as an important tool for students struggling with stress-related issues, such as anxiety, depression or school avoidance. The annual summits offer very relevant education, and we are grateful to have easy and convenient access to the program.”

Needham is committed to advancing youth mental health initiatives, especially among high school students. Several years ago, Needham tapped into an innovative resource: **The Resilience Project**, a Newton-Wellesley Hospital program dedicated to the emotional wellbeing and mental health of youth and families. The Resilience Project offers:

- a team to support students at all seven of our area high schools
- in-service professional development for school faculty and staff
- a well-attended annual summit for all school personnel engaged in supporting the mental health of our youth

“Youth mental health needs are definitely growing in all our surrounding communities,” said Tom Denton, Director of Guidance, Needham Public Schools. At this year’s summit, keynote speakers and hospital presenters shared training on mindfulness. “Mindfulness is recognized as an important tool for students struggling with stress-related issues, such as anxiety, depression or school avoidance. The annual summits offer very relevant education, and we are grateful to have easy and convenient access to the program,” said Denton. Many mental health struggles play out at our schools, where teens spend so many weekday hours. Newton-Wellesley Hospital is eager to continually broaden the scope of The Resilience Project, expanding available resources for those on the front lines of youth mental health in all our communities. ■

Get Involved!

The Newton-Wellesley Collaborative for Healthy Families and Communities (CHF&C) was formed to address unmet patient and community wellness needs. CHF&C further expands the goal of weaving Newton-Wellesley Hospital into the social fabric of our communities.

Join with Newton-Wellesley Hospital and our partners to guide the health and wellbeing of our shared community. You may contact us at 617-243-6792 or by emailing NWHCollaborative@partners.org. To learn more about our councils or to participate as

a member, visit us at NWH.org/classes-and-resources/community-education/our-councils.

The CHF&C councils are as follows:

- Resilience Council
- Palliative Care Council
- Maternity Services Council
- Domestic and Sexual Violence Council
- Elder Care Council
- Substance Use Council
- Cardiovascular Council
- Workforce Development Council



Workforce Development Council Career Night

In 2018, Newton-Wellesley launched an innovative job fair program, "Passport to Your Medical Career." High school students and their parents were invited to learn more about a variety of career paths offered in a hospital setting. The 70 attendees had the chance to talk to health care professionals in radiology, laboratory, pharmacy, respiratory and more. The students were encouraged to learn about career options, see equipment and ask questions. We also offered workshops on resume writing and interviewing skills.



Featured Partner Community: Newton

Opioid Overdose Training and Emergency Preparedness



“We identified a top priority in Newton: getting residents local access to needed services around substance use. And the hospital came forward. We went from nothing to a fabulous clinic. It’s been miraculous!”

“When Newton-Wellesley Hospital invited us to join early conversations regarding a **Substance Use Services Clinic**, it showed how much the hospital truly values our input,” recalled Deborah Youngblood, Commissioner of Health and Human Services for Newton. “We identified a top priority in Newton: getting residents local access to needed services around substance use. And the hospital came forward. We went from nothing to a fabulous clinic. It’s been miraculous!” Newton-Wellesley has also been a consistent collaborator on Newton’s opioid initiative, PATH (Prevention Addiction Treatment & Hope). Together, the hospital and the city are pushing **life-saving naloxone** out into the community. The city trains laypeople in how to administer it, and the hospital supplies the costly doses.

Year round, Newton-Wellesley and Newton partner on **emergency preparedness**. Our efforts are especially heightened around the Boston Marathon every April. The Emergency Management Team consists of representatives from many city departments plus a volunteer from the hospital. The team explores potential needs for shelter and how to mobilize during a power outage or injury situation.

“Team members carefully map out procedures and actions

to be ready if a weather-related or other disaster strikes,” said Youngblood. “It is important that we are aware of all the resources available at the hospital, certainly in an emergency but at other times as well. We **share the same goals** for our communities. It makes good sense to reap the many synergies of our collaboration. I am also a Community Benefits Committee Member, which gives me awareness that helps me better navigate the hospital’s great resources for our residents.” ■

Carrying Precious Cargo?



Attend Newton-Wellesley Hospital's Car Seat Safety Check

Get personalized, hands-on assistance with proper car seat installation.

Learn how to choose a car seat based on your child's age and size.

Ask our certified
**Child Passenger
Safety Technicians**
your questions
about car seat safety.



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Car Seat Safety

We know that when parents latch a child into a car seat, they are carrying precious cargo. That's why Newton-Wellesley offers an annual car seat safety check free to the public. Our certified Child Passenger Safety Technicians offer personalized, hands-on assistance with proper car seat installation. We also educate parents on choosing the right car seat based on their child's age and size. In 2018, we inspected 60 vehicles, helping to keep young passengers safe and giving parents peace of mind.



Featured Partner Community: Natick

Teen Health and Wellness Education



“The hospital took the initiative to invite middle and high school health professionals to an educational lecture. They also scaled the impact by filming the presentation, which our high school health classes have already incorporated into their curriculum.”

The school nurse’s office or health clinic is often the first place a student turns to with physical or emotional needs. Newton-Wellesley Hospital has been collaborating with school nurses across our service area to provide students with understandable, up-to-date information. This helps schools to support their teens to make the best health and wellness decisions. “When NWH hosts its **Resilience Project Annual Summit**—which presents current trends and research in youth mental health—school nurses, special education directors, psychologists and social workers all attend,” said Karen Rufo, Nurse Leader for Natick Public Schools. “It’s a great opportunity to exchange information across professions and across towns. With the hospital’s support, we are building relationships that will strengthen youth health and wellness in all our communities.”

Our hospital is dedicated to getting actionable information out into the community on a variety of issues in ways that are easily shared. “**Vaping** (smoking e-cigarettes) is the new face of nicotine addiction,” noted Rufo. “The hospital took the initiative to invite middle and high school health professionals to an educational lecture. They also scaled the impact by filming the presentation, which our high school health classes have already incorporated into their

curriculum.” Newton-Wellesley Hospital also worked closely with Natick High School, which has a TV studio, to prepare and film a presentation on **endometriosis**. “The endometriosis educational video was a great, novel idea. Physicians from the hospital encouraged students to submit their concerns in advance through high school health clinic question boxes. The video addresses these questions and is a very valuable resource on a subject that warrants more attention,” said Rufo. ■



Boy Scout Program

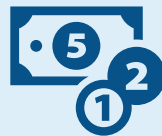
Nurses from Newton-Wellesley Hospital partnered with medically trained parent volunteers to teach valuable first aid skills to 40 Cub Scouts from Natick Pack 310 at Natick's Memorial Elementary School. Scouts learned about germs and cleanliness; the importance of cleaning a wound; how to change bandages and dressings; treat burns, bites, and rashes; and how to properly set a splint. After the event, Scouts went home with a first aid kit. The training put Scouts on the path to earning their First Responder merit badges.

NWH Community Benefits Annual Report Statistics:



\$8.3 million

Dollars Spent*
(*unaudited)



\$111,000

Direct Sponsorship
Amount



120

Community Members on
Collaborative Councils



340

Naloxone doses;
79 kits in the ED



970

Flu Vaccines
Administered



100

Community
Wellness
Programs



55

Community
Partnerships



Featured Partner Community: Waltham

Youth Skills Training and Transportation Equity



“Newton-Wellesley Hospital has been an amazing partner to Waltham...As we try to innovate and problem-solve, the hospital has been notable for its willingness to try new things.”

“Newton-Wellesley Hospital has been an amazing partner to Waltham,” stated Kaytie Dowcett, Executive Director, Waltham Partnership for Youth. “As we try to innovate and problem-solve, the hospital has been notable for its willingness to try new things. They have stepped up to support breakthrough initiatives. We are together building a track record of success because Newton-Wellesley is genuinely committed to youth and understanding our community.” One of the initiatives Newton-Wellesley has promoted is the **Youth Interpreter Program**. This intensive training program prepares bilingual high school students to act as interpreters at social service events, such as ones focused on immigrant issues or vaping education. The hospital has been a lead funder of skills training, which offers youth a source of income and personal pride.

It’s great news when a collaborative effort leads to a win-win situation; when it leads to a win-win-win, that’s cause for celebration. And that is what has happened through the **Youth Internship Program** in Waltham. It provides work-based learning for students, helping them get a job; it develops the workforce, offering employers a pipeline

of talent; and it strengthens the local economy, creating stability in the community. Newton-Wellesley has been a proud supporter of this new program and has announced plans to grow its participation as one more way to support youth in our communities.

The hospital is ready to listen and respond to other community needs as well. “I consistently hear from social service providers across the city that transportation to their sites stands in the way of helping our youth,” said Dowcett. “The hospital is assisting us by funding the research required to develop a solution and create **transportation equity**. Newton-Wellesley Hospital trusts the community and is empowering us to spearhead these efforts.” ■



Senior Supper

Area seniors are always eager to sign up for Newton-Wellesley's annual Senior Supper. For more than 20 years, we have been delighted to host a delicious meal with entertainment to honor our community's elders, all offered free of charge. We also include a Community Resource Fair, educational lectures and various screenings, such as blood pressure, hearing and vision. The gatherings are engaging social outings with music, dancing and spirited themes, including Elvis and Dean Martin tributes, mariachi bands, and more. In 2018, we were thrilled to host more than 150 attendees.



Featured Partner Community: Weston Elder Support Services



“We can help guide decision-making to keep residents safe at home, create age- and dementia-friendly environments and reduce the chance of hospital readmissions, which can be very difficult for elders and their families.”

“Building strong relationships between our community and the hospital is so important,” explained Mignonette Murray, Director, Weston Council on Aging. “When we understand the knowledge and expertise of hospital personnel, it enables us to match those resources to meet the needs of our elders.” Newton-Wellesley Hospital is committed to collaborating on **elder support services**, which may include access to flu shot clinics, free blood pressure screenings, fall prevention education, senior wellness presentations and our newly launched stroke support group.

The hospital’s strong relationship with Weston and other area municipalities extends to Department of Public Health and Elder Services committee participation, where there is a wide exchange of ideas across social service agencies. Additionally, Newton-Wellesley co-hosts regular meetings of the Charles River Regional Opioid Task Force with Middlesex County District Attorney Marian Ryan’s Task Force addressing opioids, and Weston is an active partner. “Our committee and task force work make sure our voice is represented at the table,” said Murray. “The hospital has held focus groups on the patient experience, and that has given Weston a chance to share what we know. We can help guide decision-making to keep residents **safe at home**, create age- and dementia-friendly environments

and reduce the chance of hospital readmissions, which can be very difficult for elders and their families. We appreciate that Newton-Wellesley is listening to our input as it charts a path forward.” ■



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