



Fairview  
Hospital

BERKSHIRE HEALTH SYSTEMS



## Community Benefits Report FY 2008

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# **Fairview Hospital Community Benefits Report FY 2008**

## **Table of Contents**

- I. Fairview Hospital and Our Community
  - Organization Description
  - Community Overview
  
- II. Community Benefits Program
  - Community Benefits Mission Statement
  - Organizational Structure and Leadership Involvement
  - Community Involvement
    - Health Needs Assessment and Health Statistics
    - Regional Collaboration
    - Community Input
  
- III. Community Benefits Program FY 2008
  - Priority I. Access to Care in Underserved Populations
    - Program: Advocacy for Access
    - Program: Translation Services and Multicultural Advocacy Training
    - Program: Recruitment of Primary Care Physicians
  - Priority II. Rural Community Emergency Planning
    - Program: Southern Berkshire Emergency Planning Committee
  - Priority III Chronic Disease Management and Health Education Programs
    - Program: Tobacco Treatment for Adults
    - Program: Tobacco Treatment for Youth
    - Program. Nutrition Collaboration
    - Program: Diabetes Education
    - Program: Renal Dialysis Unit
    - Program: Pain Management
    - Program: Education Programs
    - Program: CPR Plus Program
  - Priority IV Workforce Development
    - Program: Collaboration with Local Schools
    - Program: Nursing Education Partnerships
  
- V Financial Summary
  
- VI. Community Benefits Plans FY09

### **I. Fairview Hospital and Our Community**

## **Organization Description**

Fairview Hospital, a member of the Berkshire Health Systems, is a 25-bed, federally designated Critical Access Hospital located in Great Barrington, Massachusetts. Our hospital serves as the primary acute care hospital for residents and visitors of the southern Berkshires, encompassing the tri-state region of western Massachusetts, northwest Connecticut and Columbia County, New York.

The mission of Berkshire Health Systems is to improve the health of the people in Berkshire County and surrounding communities, regardless of their ability to pay. Fairview Hospital serves the rural communities located in the southern corner of the Berkshire Health Systems' service area.

In addition to serving our neighbors with hospital services, Fairview Hospital joins Berkshire Medical Center and Berkshire Health Systems in its responsibility to collaborate with the community to improve the health status of our neighbors. This report describes the hospital commitment of people, processes, initiatives, resources (financial and non-financial), as well as partnerships that are central to our plan.

## **Community Overview**

Fairview Hospital's service area includes the twelve towns in the south western corner of Massachusetts including Great Barrington, Stockbridge, Monterey, New Marlborough, Sheffield, Sandisfield, Otis, West Stockbridge, Egremont, Mount Washington, Alford and Tyringham. According to MassBenchmarks of the University of Massachusetts, "The Berkshire Region is less integrated into the social and economic fabric of Massachusetts than any other region in the state," and Fairview Hospital's service area encompasses some of the remotest towns in the Berkshire region.

The Berkshires also serves as a major tourist destination for the New York metropolitan area and is served by media outlets from Hartford, Albany, Boston and Springfield. Although it is a rural area, it is strongly affected by the external influence both socially and economically due to its relatively short distance to these metropolitan areas. Because of the influx of second homeowners, which has brought significant wealth to the region, housing prices are the highest in the region and the southern Berkshires is considered a relatively affluent section of the of the Berkshires.

However, primary residents of the southern Berkshires face the social and economic challenges of rural communities across the nation. Twenty-five percent of families are living more than 200% below the poverty level (more than 3% over State averages) and the average per capita income is \$3,297 lower than the state average. The elder population in the southern Berkshires is significantly above the State population, reaching over 20% in some communities (Mass. Rates are 13%) with many elders living alone. There are two senior housing units, three nursing homes, and senior centers in most area towns.

Public transportation is limited and not easily accessible in many of the towns in southern Berkshire and as a result, remains an obstacle for care, particularly among the elderly.

The largest employers in the area are the school districts and Berkshire Health Systems/Fairview Hospital. There are a small number of small manufacturing firms in the area, but the primary economic engine is tourism, with a high number of hotels, bed and breakfasts, restaurants, and retail shops serving the tourist community. The southern Berkshire economy is dominated by seasonal and service based jobs which has drawn immigrants, many illegal, to the area. The area also has a high number of small businesses and independent contractors who are often uninsured or underinsured.

## **II. Community Benefits Program**

### **Community Benefits Mission Statement**

In fulfillment of our charitable purpose, Fairview Hospital, recognizes the responsibility to be accountable for the stewardship of our community's health status and has developed both short- and long-term strategies to meet this goal. Fairview Hospital approaches the Community Benefits responsibilities on both a regional and local levels.

### **Organizational Structure and Leadership Involvement**

Fairview Hospital participates in many levels of community collaboration to address health status issue regionally as well as locally. The Berkshire Health Systems and Fairview Hospital Board of Trustees review and approve the Community Benefit Plan on an annual basis.

On a regional level, Fairview Hospital participates with the Berkshire Health Systems Community Benefits Committee which meets monthly and is composed of community leaders, board members and senior leadership of Berkshire Health Systems. Fairview's Community Liaison attends meetings to facilitate communications and planning to meet health needs on a regional basis. The BHS Community Benefits Committee is overseen by Senior Vice President of BHS, Ruth Blodgett.

In FY08, Fairview Hospital initiated the Fairview Hospital Community Benefits Committee, an effort that includes the President, Vice President, and Chief Financial Officer of Fairview Hospital and leaders of the hospital staff. The Fairview Hospital Community Benefit Committee met three times in FY08 and achieved a more integrated organizational focus on our Community Benefits planning and review process. In FY09, Fairview will expand the local initiative to include community members but not duplicate existing community efforts that are already underway.

### **Community Involvement**

#### **Health Assessments.**

Fairview Hospital's Community Benefits Plan is developed by identifying the priority health needs and the changing status of the southern Berkshire community using many sources of information. Fairview Hospital staff engages in many direct initiatives to reach out to the community to identify areas of unmet and underserved health needs. In FY08, staff nurses engaged in community assessment as part of their education goals, providing valuable insight into the challenges facing our community. These reports included **Community Assessment**, Sophie Veinoglou, RN (2008) - a report that review the Great Barrington community health Statistics compared to Massachusetts statistics and **Community Assessment- Great Barrington**; Rusk, Kimberly, RN, Haskin, Edward, RN, Wright, RN, Hagley RN, (August 14, 2008). Fairview Hospital also reviewed **2007 Prevention Needs Assessment Survey Results** – A Report for the Berkshire Hills Regional School District, sponsored by the Southern Berkshire Youth Association.

In its efforts to evaluate and prioritize healthcare needs, programs and access, Fairview Hospital relies on state and local health statistics, as well as in-patient, Emergency and Major Diagnostic Categories (MDCs) as important sources of information. Fairview Hospital staff is surveyed annually for their professional assessment of obstacles to care and unmet need. This information identifies many of the health challenges in our community which mirror those across the Commonwealth and nation. Public statistics show that the leading causes of death in the Southern Berkshire Community are heart disease, stroke, cancer, pneumonia, influenza. The leading diagnostic indicators at Fairview Hospital are heart disease, pneumonia/ influenza, COPD and diabetes mellitus.

#### **Regional Planning/Collaboration:**

Fairview Hospital collaborates with Berkshire Medical Center and Berkshire Health Systems to compile data and assesses it based on features of high incidence, high risk, opportunity for results and the Health System's ability to effect change on a regional level. Partnering with Berkshire Health Systems, Fairview is engaged in serving the unmet needs of the community in collaboration with our affiliates and other health and social service organizations which leverage resources for the common issues facing rural regions.

#### **Community Input:**

The Fairview Hospital Community Benefits plan is developed from multiples sources of information and reviewed annually. Maintaining close ties to various groups in the community, the staff and administration have ongoing communication to keep informed of changes and needs in our community. Examples of direct community input include:

- Community lunches with community members are hosted by the Fairview's President, Eugene Dellea.
- Networking meetings for area social services providers to promote exchange and issue focus.
- Hospital-Physician Collaboration. The Executive Vice President of Fairview meets with affiliated physicians twice a year to review trends, needs of physicians and their perspectives on the unmet needs of patients.

In FY08, Fairview Hospital's Community Benefits planners created its plan based on identified unmet needs, underserved population and lack of access to services in the area. The priority

programs of Fairview Hospital's Community Benefits Plan are access to care, rural emergency preparedness, chronic disease management and education and workforce development.

In FY 2009, Fairview Hospital is planning to conduct a community needs survey of health, human service, religious and other community leaders to enhance our understanding of unmet needs in our community. A Patient Advisory Council is also being established which will be an ongoing source of community interaction.

### **III. Review of FY08 Programs**

#### **Priority 1. Access to Care**

##### **Program: Advocacy for Access**

##### **Target Population: Underinsured or uninsured of all ages; immigrant population**

##### **Program Assessment:**

Fairview is committed to providing health care to all persons, regardless of their ability to pay. Each year, Fairview Hospital and Berkshire Health Systems invest resources in areas that improve access to care.

During the past year, universal health coverage was mandated and implemented in July in the State of Massachusetts. According to the Advocacy staff, the effect of this action has increased interface with community, not only in handling increased insurance applications with the State health insurances (Medicaid and Commonwealth Care products) but also Common Choice products, the seven sanctioned private health insurances that were deemed acceptable coverage for the state. During this transition, the Advocacy staff acted as consults for schools, businesses, chamber of commerce to keep them abreast of changes and responsibilities in regard to health insurance.

In FY 2008, Advocacy for Access processed applications for 3131 individuals seeking access to healthcare coverage. The staff also processed approximately 1000 applications for Free Care. Also, Advocacy professionals processed 160 applications for Commonwealth Choice, the Connector Board sponsored private health insurance products. The Advocacy team processed applications for 600 individuals who did not speak English as their first language.

In FY08, Fairview Hospital was selected by the Massachusetts Department of Public Health Men's Health Partnership Program to be the site for a Colorectal Cancer Screening Pilot Project that provided free colorectal cancer screening to uninsured or underinsured men ages 50 and over who are residents of Massachusetts. The screenings, which were provided to 50 men, included pre-op visits and preparation and the colonoscopy conducted at Fairview Hospital. Follow-up care was covered under the program for 3 men who needed further services.

##### **Program: Translation Services and Multicultural Advocacy Training**

##### **Target Population: Immigrant Community in Southern Berkshires**

##### **Program Assessment:**

Our non-English speaking patients access health services at Fairview Hospital through many avenues. Providing translation services is part of the care provided to our patients at any one of these areas of service. As noted above, in FY08, the Advocacy for Access Staff facilitated access to insurance to approximately 600 Spanish-speaking individuals. Hospital statistics show 64 requests for interpreter services for inpatients or outpatients. For these requests, 60 hours of translations service, primarily provided by certified Fairview Hospital staff, was provided. When a live interpreter is not available, Fairview provides access to translation services through the ATT Language Line, which has provided services in the Emergency Department as well as Maternity Care area in the past year.

In review of the translation service utilization, the Fairview Community Benefits Committee compared the number of patients presenting who had English as a second language to the number of patients recorded who used interpreter services, particularly in the Emergency Department. The Committee felt poor reporting, not a lack of utilization, was the cause of this discrepancy. In FY09, Fairview Hospital will re-educate staff on the proper reporting procedures and expects a report which more accurately reflects translation service utilization.

To reach our the multicultural community, Laurel Trahan, Special Projects Manager, participates in a Latino Community Group, networking with members of the Hispanic community and providing information about healthcare when necessary. Fairview Hospital also provides information and speakers for the Southern Berkshire Educational Collaborative (SBREPC), an area resource for non-English speakers, upon request. In FY09, Fairview will collaborate with the newly appointed SBREPC Community Outreach representative to increase information and support to this community.

**Program: Medical Recruitment of Physicians**

**Target Population: Individuals without access to primary care services**

**Program Assessment:**

The southern Berkshires is a federally designated Medically Underserved Area (MUA). This designation reflects the number of primary care physicians available in the community as not adequate to meet the population need. Thus, access to physicians remains an obstacle to care and access to specialists who are located beyond the area is an even greater issue, impeded by transportation issues.

In FY08, Fairview Hospital administrators and physician leaders committed extensive resources to seek physicians to fill the unmet needs and stabilize services that are critical to our community:

*Primary Care Providers:*

In FY08, Fairview Hospital successfully attracted two primary care physicians to the service area in addition to two hospitalists who provide coverage at Fairview Hospital and support the primary care physician community.

*Service Stabilization:*

In FY08, Fairview worked in collaboration with Community Health Program (CHP) to transition the Barrington Obstetrics and Gynecology practice, formerly part of Fairview Hospital, to CHP, allowing it to receive federal support which will provide financial stability and strengthen obstetric and gynecology services in the southern Berkshire region.

## **Priority 2. Rural Emergency Preparedness Planning**

**Program: Southern Berkshire Emergency Planning Committee**

**Target Population: Rural towns, emergency response teams, community**

**Program Assessment:**

The SBREPC meets monthly at Fairview Hospital. Towns represented include Alford, Egremont, Great Barrington, Monterey, Mount Washington, New Marlborough, Otis, Sandisfield, Sheffield, Stockbridge, Tyringham, West Stockbridge, Fairview Hospital, the Southern Berkshire Volunteer Ambulance Squad, local emergency responders, as well as public health and safety organizations. The Southern Berkshire Emergency Planning Committee continues to make significant progress in preparation of a range of natural or manmade events that can create an emergency situation in our community.

In FY08, the SBEPC also moved toward more shared collaboration of resources among the hospital and surrounding towns reflecting progress in community capacity building that has been achieved in the area of emergency planning.

In FY08, the SBEPC successfully:

1. Implemented computerized processes for Tier II Reporting
2. Created a collaborative funding stream which enabled the funding of a clerical liaison to assist with individual community's compliance as well as in-kind contributions to institute Hazard Vulnerability Analysis. This transferred the administrative responsibilities from Fairview Hospital staff to a shared community resource.
3. Hosted a Family Emergency Preparedness Day in August, with special focus on animal and food safety
4. Conducted a Decontamination exercise on July 24, 2008 in collaboration with area response teams and community volunteers
5. Formalized mutual aid agreements between participating towns

In FY09, the SBREC goals will include advancements in reporting, community education, stronger collaboration with food suppliers, a drill testing the regional communications system and two additional drills regarding Emergency Dispensing sites. The SBREC will also measure the progress towards compliance to meet state and federal requirements achieved by area towns.

## **Priority 3. Chronic Disease Management and Health Education Programs**

**Program: Tobacco Treatment**

**Target Population: Community members addicted to tobacco use**

**Program Assessment:**

Smoking, the single most preventable way to decrease death and disease in the United States, and directly linked to significant health indicators in the Berkshire Region, is a continued focus of Fairview Hospital's Community Benefits goals. According to the Massachusetts Department of Public Health (1995-2004), the number of smokers in the Berkshires (25.3%) surpassed the state average of 19.9%.

Fairview Hospital's Education Department offers an ongoing Smoking Cessation Program designed to provide an individualized approach to kick the habit. The program provides a comprehensive resource that includes an ongoing support group, one-on-one counseling, Nicotine Replacement Therapy and access to support, even on weekends. Everyone entering the program is seen by the part-time certified tobacco treatment specialist on staff at Fairview Hospital. In FY08, over 460 patients were served by this group or one-on-one counseling. Approximately 34% have reported a sustained non-smoking status.

Citing the high rate of smokers in the region, in FY08, the Fairview Hospital Tobacco Treatment team conducted training to increase hospital referrals to the program. Hospital staff (nurses, respiratory therapists, and ED staff) now actively screens for tobacco use among patients and promote a link to the Tobacco Treatment Program. In FY09, inpatients received information in the hospital about the tobacco program available to them, and a resulting increase in hospital-referred participants has been noted.

The Tobacco Treatment Program is advertised in the community in all media outlets to promote self-referral, however, the greatest number of referrals continue to come from physician's offices which followed efforts to promote physician awareness of the program in FY09. Smokers receive an individual assessment upon entering the program and create a personal "Quit Plan" based on their unique needs.

Health statistics reveal a high number of pregnant women who smoke and a higher number of Hispanic pregnant women who smoke. Fairview Hospital offers a Tobacco Treatment Counselor in the Maternity Department. In FY08, approximately 25% of mothers reported they used, or had used tobacco in the previous twelve months. The maternal child health tobacco treatment specialists educates all mothers about the affect of tobacco on their babies and the resources available to help them quit. In FY08, the Tobacco Treatment counselor also conducted two one on one treatment session for pregnant Hispanic woman with the use of a translator.

**Program: Tobacco Cessation**

**Target Audience: Youth and Teenagers**

**Program Assessment:**

In November, 2007, a team of four nurses, pursuing their RN to BSN degree, conducted a study that revealed that smoking rates in our area were higher than those on the county and national level.

The smoking educator for the Maternity Department at Fairview Hospital related the issue to her colleagues and efforts to build collaboration with WIC were initiated. However, the team also decided that it would be most effective to choose a target audience who had not yet started to smoke. The team learned from the Campaign for Tobacco-Free Kids website, the peak years for experimenting with tobacco are ages 11 and 12 – sixth and seventh grades. After a discussion of the findings, the group decided to target four fifth-grade classes in the Southern Berkshire Regional School District in the window of time before they were considered most vulnerable to start smoking.

The objectives of the school program were to educate children about how tobacco affects the body and its organs, teach children to recognize how tobacco advertisers target them, provide information on the toxic ingredients in cigarettes and model ways that children can respond to peer pressure. The outcome criteria included children able to identify three organs that are affected by tobacco, children able to explain one way that advertisers try to attract them, children able to list two ingredients in cigarettes and children able to describe one way to say no to tobacco use.

The interactive program was designed to meet all learning styles in students. The program included lectures, question and answer sessions, graphics, interactive computer games, role playing, posters, a simulation activity, a “Just Say No” Monopoly type game and a “Pin the Organ on Health Harry” game. At the end of the program, students were given a post-test and 92% received a perfect score on the test, 7% score 90% and 1% scored 80. There were no scores lower than 80. The children were given the option of signing a no tobacco pledge; all 71 students signed the pledge and the teacher evaluation was unanimously positive.

Following this program, the maternity nurse tobacco educator initiated a six-week tobacco cessation program at Monument Mountain Regional High School. The students were given the opportunity to learn about the effects of tobacco and strategies and support to help them quit. Between 15 and 20 students attended on a weekly basis. Three of the students successfully quit smoking during this program. Others had received knowledge about smoking and its effects. Due to the success of the program, and the request from students to have it repeated, Fairview Hospital will sponsor a second tobacco cessation group in FY09 during the spring term.

### **Program: Nutrition Collaboration**

**Target Populations: All patients who need nutritional counseling**

#### **Program Assessment:**

Fairview Hospital partnered with Community Health Center to pilot a program of shared nutrition services between the two organizations, resulting in more consistency and access for hospital patients, as well as better outpatient and community access to nutrition counseling and information. The Nutrition Collaborative works closely with the Women, Infants and Children (WIC) Program, which also benefits from the collaboration.

### **Project: Diabetes Education Program**

## **Target Population: Diabetics, pre-diabetic patients**

### Program Assessment

Fairview Hospital serves as the southern Berkshire's regional site for BMC's Diabetes Self Management Program. The Diabetes Education Program mission is to provide state-of-the art, culturally sensitive, and age sensitive education to people with diabetes that enhances self-management efficacy and supports active participation in diabetes self-management. The program has achieved American Diabetes Association certification. According to the CDC, the Berkshire region reports over 6% of adults are suffering from diabetes. Fairview Hospital inpatient records for calendar year 2008 show 7% of inpatients were coded as diabetic.

Diabetes education is offered on a one on one basis which provided 180 hours of service in FY08 as well as part of a four-part education program was offered four times during FY08 including 79 hours of teaching.

In the three years prior to FY08, the Diabetes Program at Fairview Hospital saw an increase in referrals to the Fairview Hospital program. Although 122 patients were seen at Fairview Hospital for diabetes counseling in FY08, there was a significant decline in the number of initial patients and total hours of program participation in FY08 due to staffing disruptions, reporting procedures, and access to physicians.

In FY09, Berkshire Medical Center and Fairview Hospital are collaborating to solve these issues to rebuild the program at Fairview Hospital with an emphasis on reaching those most in need, including non-English speakers and diabetics/pre-diabetics between the ages of 45 and 64, both community segments that reported increases in utilization of diabetes services.

## **Project: Establishment of a Renal Dialysis Unit in Southern Berkshire**

### **Target Audience: End-stage Renal Disease Patients**

#### Program Assessment:

End Stage Renal Disease is growing nationwide and in Berkshire County, statistics are increasing. In recent years, Berkshire Medical Center's Renal Dialysis Unit noted a growing trend in patients from the Southern Berkshire who had to travel to receive necessary services. In FY08, Fairview Hospital targeted the unmet need of providing kidney disease patients with access to a dialysis service in the community.

In collaboration with the Berkshire Medical Center Dialysis Unit, Fairview Hospital renovated a space in downtown Great Barrington and has equipped it with state-of-the-art dialysis equipment. Fairview hired and provided extensive training to staff that will provide the service. The Fairview Hospital Renal Dialysis Team underwent training at the Berkshire Medical Center Dialysis Unit to obtain the skills necessary to provide the service. The new service will be in collaboration with Berkshire Medical Center Renal Dialysis Unit, which will continue to provide staffing and physician oversight to the six-chair unit.

Access to outpatient dialysis care in South County means patients and their families are now better served near their home and workplace and this important service is available to those who visit the area as well. Upon opening in FY09, the Fairview Hospital Renal Dialysis Unit

will be utilized by residents and visitors in comfortable, safe surroundings staffed with a multidisciplinary team of highly trained nurses, technicians and physicians with Renal Dialysis specialty experience. The Renal Dialysis Team expects to expanded service hours to meet the growing need in the future.

**Project: Pain Management Clinic**

**Target Population: Chronic Pain Sufferers**

Program Assessment:

In FY08, Fairview Hospital re-established the Pain Management Clinic in collaboration with the New England Pain Center at Berkshire Medical Center in Pittsfield to address the issue of access to care that arose when Fairview’s Pain Management program ended in 2006. Fairview Hospital hired a pain management specialist, Dr. Robin Burns-Lambert, who provides consultation and services three days a week at Fairview Hospital for chronic pain sufferers. This has resulted in greater access to pain management services, particularly for elderly patients.

**Project: Health Education Programs**

**Target Audience: Women who are 50 and older**

Program Assessment:

Knowledge is power. In the hospital and in our community, access to information plays a critical role in helping individuals take control of their health and make the best decisions. Fairview hosts blood pressure screenings, as well as flu and pneumonia clinics either free, or at low cost, to give members in our community the opportunity to be proactive in preventive health care.

In FY08, Fairview Hospital’s education programs focused on women because studies show that women are responsible for more than 80% of healthcare purchasing decisions. Women are now making decisions for more people in more generations. As mothers, sisters, wives, daughters, and friends, women are often providers of care for those around them, and play a significant role in encouraging their loved ones to seek medical attention.

The following programs were presented by members of the Fairview Hospital and Berkshire Health Systems medical community targeted women who are 50 years and older with a weekly lunch series during the summer. A team of health experts, ranging from physicians and nurse practitioners to professionals who specialize in accessing insurances, served as speakers in their area of expertise. An average of 20 women (and an occasional male) attended the lunchtime lectures.

<i>Program</i>	<i>Presenter</i>
Menopause and Beyond	Obstetrician/Gynecologist
Incontinence: A Common Issue for Women	Obstetrician/Gynecologist
Flu Vaccine Clinic	Berkshire Visiting Nurse Assoc.

Is 60 the New 40	Nurse Practitioner
Health Insurance and Coverage for Baby Boomers	Advocacy for Access Administrator
Role Transition and Mental Health As We Age	Psychologist
The Maturing Eye	Ophthalmologist
Nutrition and Energy for Endurance	Dietician
Aging Skin: Beauty and Health on the Outside	Dermatologist
Listen To Your Body for a Healthier Life	A panel of experts from Rehabilitation, Cardiology and Respiratory Therapy.

**Program: CPR Plus Program**

**Target Population: Community of all ages**

**Program Assessment:**

Heart Disease is the leading cause of death in the Berkshires and the leading diagnostic indicator at Fairview Hospital. The rural character of our community increases the time that it may take emergency responders to reach the scene of a medical emergency. Critical first moments in an acute situation are often handled by friends and family. Raising the skills of lay people in treating acute heart attack before medical help can arrive is the goal of Fairview Hospital’s CPR Program, which also offers a range of life safety and first aid classes aimed at different constituencies.

During FY08, Fairview’s CPR Plus Program offers ongoing classes and programs, on and off-site, to improve outcomes of emergencies through better immediate response. In FY08, CPR for Healthcare Providers was offered to 584 individuals, Heartsaver CPR was offered to 533, Heartsaver First Aid served 548, AED Training was given to 239 community members, Pediatric CPR was provided to 12 individuals and Pet First Aid was provided to 5 people. The American Red Cross Babysitting Course was offered to 39 youth between the ages of 11 – 15 and 2 CPR instructors were trained.

**Priority 4. Workforce Development**

**Program: Hospital-School Partnership**

**Target Audience: Local Schools**

**Program Assessment:**

Fairview Hospital is committed to the future of our community, not only as a provider, but as a catalyst in the development of a skilled workforce for the future. In a rural area, access to education and skills necessary to provide quality healthcare can be difficult to achieve due to the distance and time required to attain advanced skills. Fairview Hospital has taken a

proactive role initiating opportunities to attract area youth to healthcare with programs that give experience and insight into varied healthcare careers.

Ongoing tours and youth programs for elementary grades progress to more focused, career-oriented programs beginning in middle school and continuing into high school grades.

In FY08, over 80 students participated in programs offered to students at Fairview Hospital including Shadow a Healthcare Worker Day, Middle School Health Care Exploration Camp, School Tours, and presentations made at the school to discuss health issues such as smoking as well as careers in healthcare.

**Program: Nursing School Collaboration**

**Target Population: Local community**

**Program Assessment:**

Addressing the Critical Nurse Shortage is a short-term and long-term priority facing Fairview Hospital, made more challenging by the rural community that surrounds the hospital. In addition to the significant financial support provided to nurses to pursue education, Fairview Hospital has taken an active role in addressing the nursing issue by supporting staff to strengthen and expand the capacity of the regional nursing education system.

Fairview funds two experienced nurses who serve as clinical professors at Berkshire Community College and UMass Amherst, the two leading nursing programs providing education in our region. Fairview's financial support of these instructors not only expands the capacity of these institutions to increase opportunity for classroom education, it also serves as a clinical site for nurses-in-training. Fairview nurse instructors mentor students in the clinical settings of the Emergency Department, Medical Surgical Unit and the Critical Care Unit. Nursing students also spend time in the Operating Room and the Endoscopy Suite. Our nursing staff provides first-hand experience with a strong focus on developing strong assessment skills. In addition, to enable our nurses to have the time to train others, Fairview Hospital provides the financial resources that supports additional staffing to maintain patient care.

## **V. Financial Summary**

In FY08, Fairview Hospital provided the southern Berkshire Community with \$875,348 in services un-reimbursed as a Community Benefit. This represents 2.9% of the \$31,357,877 net patient care related expenses.

## **VI. Future Planning**

Fairview Hospital has embarked on FY09 with broad priorities similar to FY08: Enrollment and access to care; emergency preparedness; chronic disease management and education; and workforce development.

In each of these areas, specific goals have been identified.

#### Access to Care

- Improve multilingual services and outreach for non-English speakers
- Improve the reporting process internally

#### Emergency Preparedness

- Promote SBREPC initiatives to
- Develop a plan for extended emergency food supply
- Conduct emergency drills
- Develop a record to file Tier II reports:

#### Chronic disease management:

- Increase diabetes education and outreach to Hispanic community and 45-60 age group
- Open the renal dialysis unit and maximize utilization;
- Increase referrals to the smoking cessation program;

#### Workforce Development:

- Simulation Laboratory
- Educating local nursing home staff in health issues including C-Diff, MRSA, Stroke