

## **UMass Memorial Medical Center**

### **Community Benefits Mission Statement**

Mission: UMass Memorial Health Care is committed to improving the health status of all those it serves, and to address the health problems of the poor and other medically underserved populations. In addition, non-medical conditions that negatively impact the health and wellness of the community are addressed. The Mission incorporates the World Health Organization's broad definition of health defined as "a state of complete physical, mental and social well being and not merely the absence of disease." The U Mass Memorial Medical Center Community Benefits Mission was developed and recommended by the Community Benefits Advisory Committee and approved by the Trustees.

#### **Target Populations**

<b>Name of Target Population</b>	<b>Basis for Selection</b>
Families at risk	<ul style="list-style-type: none"><li>Literacy to improve health outcomes. Low literacy has been identified as a risk factor for poverty and poor health outcomes. Educational indicators for the Worcester Public Schools identified, in the last needs assessment, that 17% of students are limited English-proficient as compared to 5.6% of all Massachusetts students. Literacy and health literacy programs target families through collaborative educational efforts with the Worcester Public Schools and other community-based organizations. These target populations/programs have been identified through a community input and planning process.</li></ul> <p>Funding for youth is at the core of the UMass Memorial Community Benefits Program. Data from our most recent 2008 Community Needs Assessment indicates that: a) 25% of young people age 18 and under in Worcester live in poverty (less than 100% of the poverty level), more than double the statewide rate; b) 63.4% of students in Worcester Public Schools are considered low-income based on their eligibility for the free/reduced lunch program; c) Worcester is a high-risk community for obesity, poor oral health and need for mental health services. The following programs not only establish basic wellness and access to care, but help youth to grow into productive adults as well. We fund three key areas:</p> <ul style="list-style-type: none"><li>• Medical, dental and mental health services. Programs in this group typically address the most basic health needs for low-income youth. Medical services through two federally qualified health care centers, dental care through the</li></ul>
Youth at risk, ages 12-22	

### Ethnic and linguistic minorities

Care Mobile and mental health services at the Worcester Youth Center and Sullivan Middle School are examples of programs that care for hundreds of youth, regardless of insurance status, each year. • Youth development programs that support after school, summer and employment opportunities. What youth do during out-of-school time is just as important as their basic education. Well-run, well-supervised programs keep school-aged youth safe and, at the same time, provide fun, healthy outlets for their energy and creativity. For older teens, developing valuable work skills and experience can encourage self-sufficiency and interest in higher learning. Success in these programs is a result of strong partnerships with community stakeholders and collaborative work with dozens of organizations and coalitions that focus on at-risk youth. • Prevention education, safety, healthy lifestyles and wellness. Programs to prevent obesity, encourage physical activity, reduce violence and increase personal safety allow youth to make healthy life choices. These target populations/programs have been identified through a community input and planning process.

Worcester is a greatly diverse city. Almost 20% of the population is Hispanic, and preliminary 2010 census data indicates that this population rose by 48.3% in ten years. The immigrant/refugee population grew as well during the last ten years and continues to increase, with new groups arriving from African countries, Iraq, Bhutan, Burma, Southeast Asia and Brazil. These populations struggle to negotiate a complex health care system impeded by unfamiliarity and communication barriers. Funding for the Akwaaba Free Clinic for Africans, a substance abuse residential treatment program for Latino men, and collaboration with the Southeast Asian Community Center increase access to all forms of medical care, including mental health services, and promote health literacy. These target populations/programs have been identified through a community input and planning process.

Neighborhood residents of Bell Hill, Plumley Village and other low-income sites

An engaged community is a healthy community. To promote healthy neighborhoods, UMass Memorial brings programs directly to neighborhoods where people live. These programs were identified by community stakeholders, neighborhood residents and through the community needs assessment. • On-site medical and dental care. In addition to 16 elementary schools, the Care Mobile visits 10 low-income neighborhoods and acts as an entry-point into the healthcare system for all medically underserved families and individuals. A satellite health clinic is also located in the vicinity of Plumley Village, a public residence that houses 1,400 families. Dental services are offered by the Care Mobile to school age children grades K-6 who have a high incidence of tooth decay due to lack of fluoridation in the city water supply. Access to dental care services for children was identified by the Central Massachusetts Oral Health Initiative and our most recent needs assessment. • Revitalization of the Bell Hill neighborhood. Physical changes in the neighborhood have included beautification of two local parks to promote active living, trash clean-ups and lead remediation. Worcester has been identified as a high-risk community for childhood lead poisoning. Creating a safe neighborhood leads to a better learning environment for children and brings a "pride of place" to residents living in this low income area. • Community gardening. Putting healthy food on the table in an area without a local supermarket can be a challenge for families. By partnering with a local church, a community garden was planted by neighborhood teens, fostering good will between the young and the elderly. These target populations/programs have been identified through a community input and planning process.

All Worcester City and Worcester County residents

A public health focus improves and protects the health of all who live, work or study in Worcester. • Public Health Task Force. A Public Health Task Force sought to redefine the mission, goals and strategic direction for the Worcester Department of Public Health response to a request that was made by the City Manager to the CEO of the clinical

### Vulnerable populations of all ages

system. A report available on the City of Worcester website documents task force recommendations. • Public health staff positions that promote health, education and disease control. UMass Memorial funding supports the City of Worcester Commissioner of Public Health and a public health nurse when budget cuts eliminated these positions. These positions place emphasis on emerging health needs and promote healthy lifestyles. • Heart disease, the number one cause of death in America. Our partnership with The American Heart Association raises awareness of this disease and engages the community in supporting education and research. • Building partnerships to promote healthy living. We know coalition building is powerful in addressing health concerns community-wide. To this end, emphasis is placed on collaborations with Common Pathways and Pioneering Healthy Communities to identify needs and develop local policy. These target populations/programs have been identified through a community input and planning process.

Isolation and access to care. Our most vulnerable populations include children, elders, former prisoners, the homeless and HIV patients. These populations often become isolated and disenfranchised due to negligence, misperceptions and even fear. Community members and providers identified the need to have transportation programs, medical and mental health services, job training and substance-abuse intervention to reengage and reconnect these populations to care and other support services. • Infant Mortality. Worcester has one of the highest rates in Massachusetts with Black and Hispanic babies most at risk. Programs address prenatal and post-partum care as well as identify risk factors specific to these populations and African immigrants. These target populations/programs have been identified through a community input and planning process.

### Members of the general public who are underinsured or uninsured

In Massachusetts, 3% of adults are uninsured and 11% report that they don't have a primary care provider. Blacks and Hispanics report even higher rates for lacking access to care. • Insurance

enrollment. UMass Memorial has a dedicated department to help patients and the general public with insurance enrollment assistance, food stamps, WIC applications and other support services. Outreach through local churches, neighborhood centers and social service agencies makes enrollment quick and easy. • Affordable medical and dental care. Worcester has been designated by the federal government as having a shortage of health care professionals in the region. Our support of two federally qualified health centers in conjunction with the Care Mobile improves access to affordable medical and dental care. These programs address the shortage of primary care professionals. These target populations/programs have been identified through a community input and planning process.