

FY15 Community Benefit Report Nantucket Cottage Hospital

Organization Information

Organization Address and Contact Information

Organization Name:	Nantucket Cottage Hospital
Address (1):	57 Prospect Street
Address (2):	Not Specified
City, State, Zip:	Nantucket , Massachusetts 02554
Web Site:	www.nantuckethospital.org
Contact Name:	Dr. Margot Hartmann MD PhD
Contact Title:	President and CEO
Contact Department:	Office of the President
Telephone Num:	(508) 825-8200
Fax Num:	(508) 825-8206
E-Mail Address:	mhartmann1@partners.org

Organization Type and Additional Attributes

Organization Type:	Hospital
For-Profit Status:	Not-For-Profit
Health System:	Partners HealthCare
Community Health Community Health	
Network Area (CHNA):	Cape and Islands Community Health Network(CHNA 27)
Regional Center for Healthy Communities (RHC):	5
Regions Served:	County-Nantucket

CB Mission

Community Benefits Mission Statement

Reflecting a strong tradition of caring and sense of community, the Mission of Nantucket Cottage Hospital (NCH) is to be the island’s primary source of a full range of health and wellness services. NCH assumes the leadership role within the community by collaborating with other local organizations, to ensure availability of an integrated array of healthcare services and to respond to needs of the increasingly diverse and expanding Nantucket community.

Led by a proficient and dedicated cadre of physicians, management, staff, and volunteers, the NCH team provides services in a confident, compassionate, respectful and responsive manner; is fiscally responsible; and is prepared to respond to every healthcare need either directly, from within the community, or indirectly, through an extensive network of off-island healthcare partners.

NCH will promote wellness for people of all ages through prevention, education and readily accessible healthcare services in an effort to improve the general health, vitality and quality of life for all Nantucket residents and visitors.

Target Populations

Name of Target Population	Basis for Selection
The most vulnerable who live on and visit this remote year-round community and summer resort island	Qualitative and quantitative needs assessments

Publication of Target Populations

Marketing Collateral, Website, Other- E-Newsletters

Hospital/HMO Web Page Publicizing Target Pop.

<http://nantuckethospital.org/2015-nantucket-community-health-needs-assessment/>

Key Accomplishments of Reporting Year

The following programs highlight NCH’s continued commitment to our community’s health and well-being:

Annual Health Fair

Nantucket Cottage Hospital’s Annual Health Fair is a comprehensive and distinctive community event that brings hundreds of people to the hospital. Designed to involve all segments of the community, the Health Fair endeavors to educate participants about wellness and the prevention of illness and disease. It provides health care access to those who are underinsured or uninsured, and to those who are interested in early detection and prevention of illness and disease. A variety of screenings and consultations are provided at no cost, including dermatology, hearing, glucose and glaucoma screenings.

In May of 2015, this collaborative community effort involved dozens of volunteers, community leaders and organizations, health care professionals, doctors, nurses, and hospital staff. Other participants included visitors from Massachusetts General Hospital and other medical specialty practices. Local businesses and organizations that played a key role in answering questions and providing information included: A Safe Place (domestic violence prevention and advocacy), the Alliance for Substance Abuse Prevention, Autism Speaks, Palliative & Supportive Care of Nantucket, the Visiting Nurses Association, Access Nantucket, Mentoring Youth Nantucket, Bright Focus, Swim

Across America, Family Planning, the National Alliance on Mental Illness, Minihan Nutrition, and Nantucket Family and Children's Services. In FY15 over 100 residents attended the Health Fair.

Behavioral Health Task Force

Two years ago, Nantucket Cottage Hospital's chief nursing officer and VP of patient care services Bonnie Kester spearheaded the Behavioral Health Task Force, a group of mental health providers and other island organizations working to document the mental health services that are already in place on Nantucket, identify the services that are needed, determine how best to increase access to and awareness of what's available to island residents, and find the appropriate mental health treatment model for a seasonal population on a remote island.

In FY15, Nantucket Cottage Hospital continued to host the meetings of the Task Force, and worked collaboratively to utilize a \$400,000 grant the Task Force obtained from the Tower Foundation to increase mental health services on Nantucket. The grant funding supported the Task Force's Nantucket Behavior Health Symposium that brought stand-Up comic and mental health activist Kevin Breel to the island, along with Dr. Amy Yule, a staff child and adolescent psychiatrist in the Addiction Recovery Management Service at Massachusetts General Hospital. The Task Force is also using the grant as seeding funding to hire a psychiatric nurse practitioner assigned to the hospital's primary care offices for mental health screening.

Health and Wellness Screenings

As the organizer of Nantucket's annual Health Fair and a participant in the island's Elder Expo, hospital nursing and administrative staff directly offered or facilitated blood pressure readings, blood glucose screenings (early diabetes indicator), as well as dermatology, glaucoma, postural and hearing screenings free of charge, and provided information about physical therapy services and preventing the misuse and complications of prescription medicines. In FY15, over 100 people attended the Health Fair in which 110 skin cancer screenings were completed, along with 40-plus blood glucose screenings, 12 glaucoma screenings and 12 prostate cancer screenings. Nantucket Cottage Hospital also hosts free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket. In FY15, five women received mammograms through this program.

Safe Needle Disposal Program

In partnership with the Town of Nantucket, Nantucket Fire Department and Nantucket Public Health Department, the hospital continued to participate in the community's safe need disposal program. The hospital provided transportable sharps containers at no cost to island health professionals and organizations, and through social media helped to promote a prescription drug take back event conducted by the Nantucket Police Department and the Nantucket Alliance for Substance Abuse. In FY15, the hospital dispensed at no charge 17 cases of needle containers to the community at a cost of \$897.58.

Use of Hospital Conference Rooms for Community Meetings

Numerous local non-profit groups, social service agencies and support groups related to health care were given access to meeting rooms on the hospital campus at no charge. Those included: Hepatitis C Support Group; Alcoholics Anonymous; Narcotics Anonymous; Diabetes Support Group; weight loss support; pre-natal and new mother classes; Palliative and Supportive Care of Nantucket (PASCON); the Behavioral Health Task Force; National Alliance on Mental Illness (NAMI); Family and Children's Services of Nantucket; the Hospital Thrift Shop; Swim Across America Nantucket; the Council on Disability; Access Nantucket; the Nantucket Safe Harbor for Animals, among others.

Nurses' Training Program and Community Outreach

Through courses at Massachusetts General Hospital and on our hospital campus, 60 Nantucket Cottage Hospital nurses continued their professional education in general and specialty nursing skills. The hospital also participated in a "School-to-Career" program with Nantucket High School, offering 7 students interested in careers in medical fields the opportunity to "shadow" professionals in various NCH departments including nursing, imaging, laboratory and sports medicine. In addition, Nantucket Cottage Hospital maternity nurse Jessica Douglas began teaching a new Nursing & Allied Health class at Nantucket High School this year, introducing island students to the health care fields. The hospital also hosted one college student from Simmons College for their clinical hours in its Sports Medicine and Physical Therapy department. Continuing medical education (CME) courses were also offered to NCH physicians.

Public Education and Health Care Awareness

In FY15, through the Nantucket Cottage Hospital Foundation office and its communications staff, the hospital released public service announcements, social media posts, and placed paid advertising weekly with local media to increase awareness of cardiac care, women's health, cancer, and other health issues. Our Patient and Family Advisory Council (PFAC) continued its major education and prevention campaign for "medication reconciliation" to inform patients and consumers about potential problems in the misuse or wrong combination of prescription drugs with over-the-counter or home remedies.

The Foundation office and other hospital staff conducted tours of the hospital's facilities to familiarize adults and students from local public and private schools with hospital activities and to ease their potential discomfort with possible visits as a patient. The hospital's annual "Native Reunion" honored those born at Nantucket Cottage Hospital in the previous five years with a morning of games, food and entertainment to help familiarize young children and their families with the hospital setting. The Native Reunion also featured a child health and wellness education component for young parents.

Public Flu Clinic

In November 2015, Nantucket Cottage Hospital hosted a public flu clinic for island residents. The clinic was promoted and advertised throughout Nantucket, and was intended for patients 18 and older who had not yet received the influenza vaccine from their primary care doctor. More than 80 island residents attended the clinic and received flu shots on Saturday, Nov. 7th.

Health Insurance Education and Enrollment

The Nantucket Cottage Hospital Social Services Department assisted island residents with understanding their options and enrolling for health insurance under the Affordable Care Act and the Massachusetts Health Connector. The department offered free, confidential, one-on-one appointments for people with questions about health insurance and the Affordable Care Act. Our Certified Application Counselors (CACs) help individuals complete an application or renewal; work with the individual to provide required documentation; submit applications and renewals for the Insurance Programs; interact with EOHHS and the Health Connector on the status of such applications and renewals; and help facilitate enrollment of applicants or beneficiaries in insurance programs. In FY15, there were two Nantucket Cottage Hospital CACs that had 4,587 contacts with individuals in the Nantucket community and dedicated 1,686 hours to this work.

Medicare Part D program enrollment

Nantucket Cottage Hospital's Social Services Department advises and counsels qualified Medicare recipients in the annual drug coverage open enrollment and change period, all for no charge. In FY15, the department assisted 249 Medicare patients with this process.

Scholarships

A special endowed fund, created by the late Nantucket businessman and civic leader Walter Beinecke, Jr., is intended to further the education and training of island residents in medical and health care fields by helping to finance their studies. The scholarship fund is open to graduates of Nantucket High School, employees of Nantucket Cottage Hospital and any other island resident who can satisfy the guidelines and requirements. The Beinecke Scholarship Fund focuses on six areas of health care study and training. Nursing is the fund's first priority, followed by radiology and imaging services, laboratory services, pharmaceutical fields, physician and physician assistant studies, as well as physical therapy training. In FY15, Nantucket Cottage Hospital distributed \$35,300 in scholarships to 45 individuals.

Support of NARCAN Program and Island First Responders

In 2014, Nantucket Cottage Hospital entered into a memorandum of agreement with the Nantucket police and fire departments to implement a program for the use of Narcan and automated external defibrillators under the medical control supervision of NCH's medical director. The hospital's medical director assumed responsibility for all medical control aspects

of the program, reviews all uses of AEDs and Narcan by first responders for quality assurance, and approved training programs for the use of Narcan.

In FY15, Nantucket Cottage Hospital purchased and dispensed 54 Narcan kits to NFD and NPD at a cost of \$1,547.00. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Pedi Albuterol, totaling \$4,070.52, to NPD and NFD.

Community Participation and Staff Volunteerism

The hospital encourages its staff members to serve with other community organizations that advocate for children and families, the elderly, the impoverished, veterans, mental health patients, minorities and others in need, as well as any group or non-profit that benefit the island. During FY15, that participation included activity with the following groups among others:

- Access Nantucket
- A Safe Place
- Autism Speaks Nantucket
- American Legion
- Avon 39 The Walk to End Breast Cancer
- Elder Services
- School councils and committees (School Committee, School Building Steering Committee, etc.)
- Emergency Preparedness Committee
- Center for Information & Study on Clinical Research
- Nantucket Dreamland Children's Theater
- The Homestead
- Nantucket Behavioral Health Task Force
- The Alliance for Substance Abuse Prevention
- Nantucket Healthy Community Collaborative
- Nantucket Safe Harbor for Animals
- The Rotary Club of Nantucket
- Nantucket Chamber of Commerce
- Nantucket Girl Scouts
- Town of Nantucket Finance Committee
- Nantucket High School
- Holidays for Heroes
- Nantucket Community Television
- Palliative & Supportive Care of Nantucket
- Nantucket Anglers Club
- Friends of Nantucket Public Schools
- Nantucket Police Department

- Adam's Camp
- Nantucket Lighthouse School
- The Friends of Our Island Home (nursing home)
- St. Mary's Church
- Unitarian Universalist Church
- Sustainable Nantucket, Swim Across America Nantucket.

Approximately 75 Nantucket Cottage Hospital staff participated on more than a dozen such groups in FY15 and volunteered an estimated total of 2,800 hours.

Urgent Care

Nantucket Cottage Hospital continues to optimize patient access to primary, specialist and tertiary care. In FY15, the hospital expanded its "Walk-In Care" service with extended hours and for a longer period of the high season on Nantucket. The Walk-In Care service provided treatment of non-life-threatening conditions with no appointment necessary, and gave patients a convenient and more affordable alternative to the Emergency Department. The hospital also continued to provide its "MD ACKcess" phone line to match patients with primary care physicians and specialists. In FY15, there were 2,017 patient visits to the Walk-In Care service, which was open seven days per week.

Plans for Next Reporting Year

Nantucket Cottage Hospital anticipates continuing or repeating the majority of its fiscal year 2015 community benefits in the fiscal year 2016, and implementing the ongoing and new initiatives to:

- Conduct community forums, open to the public, to solicit community feedback and determine greatest community needs and desires and how they can be implemented in the new hospital
- Organize and facilitate a new pediatric health and wellness fair for island children.
- Our PFAC intends to create new cultural focus groups as part of a renewed outreach effort to Nantucket's various ethnic groups to engage them and learn about their perceptions of healthcare on the island.
- Increase patient access to primary, specialist and tertiary care, with an emphasis on primary care physicians and adding certified healthcare providers in specialties most needed or in greatest demand by local patients. The "MD ACKcess Line," a dedicated telephone number to help ease patient access to primary care physicians and consulting specialists, will continue.
- Recruit and retain high-caliber administrative and medical staff to support future program needs.
- Use technology including telemedicine to improve patient care and service.
- Continuing planning and fundraising for major capital improvements including the

permitting and construction of a new hospital, in the context of a long-range strategic plan.

- Engage in or lead more collaborative community relationships to improve on-island healthcare and wellness, such as the Behavioral Health Task Force.

Community Benefits Process

Community Benefits Leadership/Team

Beth Garvin, Courtney O’Neill, Kate Bartleman, Shay Murphy, Beth Moyer, Jason Graziadei, and Brenda Johnson.

Community Benefits Team Meetings

Meetings are held once a month.

Community Partners

Access Nantucket

Alliance for Substance Abuse Prevention

Community Network for Children

Council on Aging

Council for Human Services

Elder Services of the Cape and Islands

Family and Children’s Services of Nantucket

Massachusetts Department of Public Health

Partners HealthCare/Massachusetts General Hospital

Nantucket Behavioral Health Services

Nantucket Healthy Community Collaborative

Nantucket Interfaith Council

Nantucket Suicide Prevention Coalition

Palliative and Supportive Care of Nantucket Foundation

Rotary Club of Nantucket

Saltmarsh Senior Center

US Coast Guard

Town of Nantucket

Nantucket Public Schools

Nantucket Fire and Police Departments

Nantucket Health Department

Physicians, both on- and off-island

Multiple Cape Cod and Martha’s Vineyard social service agencies dealing with issues related to health care

Community Health Needs Assessment

Date Last Assessment Completed and Current Status

August 2015

Data Sources

Community Focus Groups; 2015 Nantucket Quality of Life Survey; Hospital and Consumer Group, Interviews

Community Benefits Programs

Community Health and Wellness Screenings

Program Type	Direct Services, Health Screening, Outreach to Underserved, Prevention
Statewide Priority	Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
Brief Description or Objective	As the organizer of Nantucket’s annual Health Fair and a participant in the island’s Elder Expo, hospital nursing and administrative staff directly offered or facilitated blood pressure readings, blood glucose screenings (early diabetes indicator), as well as dermatology, glaucoma, postural and hearing screenings free of charge, and provided information about physical therapy services and preventing the misuse and complications of prescription medicines. In FY15, over 100 people attended the Health Fair in which 110 skin cancer screenings were completed, along with 40-plus blood glucose screenings, 12 glaucoma screenings and 12 prostate cancer screenings. Nantucket Cottage Hospital also hosts free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket. In FY15, five women received mammograms through this program.
Target Population	<ul style="list-style-type: none"> ⊙ Regions Served: County-Nantucket ⊙ Health Indicator: Access to Health Care, Other: Cancer, Other: Cancer - Breast, Other: Cultural Competency, Other: Diabetes, Other: Uninsured/Underinsured ⊙ Sex: All, Female ⊙ Age Group: Adult, Adult-Elder ⊙ Ethnic Group: Black/African American, Hispanic/Latino ⊙ Language: Spanish

Goal Description

To provide blood pressure readings, blood glucose screenings, as well as dermatology, glaucoma, postural and hearing screenings free of charge, information about physical therapy services and preventing the misuse and complications of prescription medicines.

Goal Status

In FY15, 110 skin cancer screenings, 40+ blood glucose screenings, 12 glaucoma screenings, 12 prostate cancer screenings, and 5 mammograms were completed.

Partners

Partner Name, Description

Partner Web Address

Cape Cod Hospital

<http://www.capecodhealth.org>

Brigham and Women's Hospital

<http://www.brighamandwomens.org>

Massachusetts General Hospital

<http://www.massgeneral.org>

Contact Information Courtney O'Neill , coneill@partners.org

Medicare Part D program enrollment

Program Type	Health Coverage Subsidies or Enrollment
Statewide Priority	Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
Brief Description or Objective	Nantucket Cottage Hospital's Social Services Department advises and counsels qualified Medicare recipients in the annual drug coverage open enrollment and change period, all for no charge. In FY15, the department assisted 249 Medicare patients with this process.
Target Population	<ul style="list-style-type: none"> ⊙ Regions Served:County-Nantucket ⊙ Health Indicator:Other: Education/Learning Issues, Other: Uninsured/Underinsured ⊙ Sex:All ⊙ Age Group:Adult-Elder ⊙ Ethnic Group:All ⊙ Language:All

Goal Description

Advise and counsel Medicare recipients.

Goal Status

In FY15, the NCH Social Services department provided counsel to both Medicare recipients and assisted 249 island residents with the Medicare Part D enrollment process.

Partners

Partner Name, Description

Partner Web Address

Not Specified

Contact Information Peter Mackay, pmackay@partners.org

Scholarships

Program Type Grant/Donation/Foundation/Scholarship

Statewide Priority Promoting Wellness of Vulnerable Populations, Supporting Healthcare Reform

Brief Description or Objective A special endowed fund, created by the late Nantucket businessman and civic leader Walter Beinecke, Jr., is intended to further the education and training of island residents in medical and health care fields by helping to finance their studies. The scholarship fund is open to graduates of Nantucket High School, employees of Nantucket Cottage Hospital and any other island resident who can satisfy the guidelines and requirements. The Beinecke Scholarship Fund focuses on six areas of health care study and training. Nursing is the fund’s first priority, followed by radiology and imaging services, laboratory services, pharmaceutical fields, physician and physician assistant studies, as well as physical therapy training. In FY15, Nantucket Cottage Hospital distributed \$35,300 in scholarships to 45 individuals.

- Target Population**
- ⦿ **Regions Served:**County-Nantucket
 - ⦿ **Health Indicator:**Other: Education/Learning Issues
 - ⦿ **Sex:**All
 - ⦿ **Age Group:**Adult-Young, Child-Teen
 - ⦿ **Ethnic Group:**All
 - ⦿ **Language:**All

Goal Description

To further the education and training of island residents in medical and health care fields by helping to finance their studies.

Goal Status

In FY15, Nantucket Cottage Hospital distributed \$35,300 in scholarships to 45 individuals.

Partners

Partner Name, Description

Nantucket High School

Partner Web Address

www.npsk.org

Contact Information Lina Gillies, lgillies@partners.org

Annual Health Fair

Program Type Community Education,Direct Services,Prevention

Statewide Priority	Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
Brief Description or Objective	Nantucket Cottage Hospital’s Annual Health Fair is a comprehensive and distinctive community event that brings hundreds of people to the hospital. Designed to involve all segments of the community, the Health Fair endeavors to educate participants about wellness and the prevention of illness and disease. It provides health care access to those who are underinsured or uninsured, and to those who are interested in early detection and prevention of illness and disease. A variety of screenings and consultations are provided at no cost, including dermatology, hearing, glucose and glaucoma screenings. In May of 2015, this collaborative community effort involved dozens of volunteers, community leaders and organizations, health care professionals, doctors, nurses, and hospital staff. Other participants included visitors from Massachusetts General Hospital and other medical specialty practices. Local businesses and organizations that played a key role in answering questions and providing information included: A Safe Place (domestic violence prevention and advocacy), the Alliance for Substance Abuse Prevention, Autism Speaks, Palliative & Supportive Care of Nantucket, the Visiting Nurses Association, Access Nantucket, Mentoring Youth Nantucket, Bright Focus, Swim Across America, Family Planning, the National Alliance on Mental Illness, Minihan Nutrition, and Nantucket Family and Children’s Services. In FY15, over 100 residents attended the Health Fair.
Target Population	<ul style="list-style-type: none"> ⊙ Regions Served:County-Nantucket ⊙ Health Indicator:Access to Health Care, Other: Alcohol and Substance Abuse, Other: Education/Learning Issues, Other: Hearing, Other: Lyme Disease, Other: Uninsured/Underinsured, Other: Vision ⊙ Sex:All ⊙ Age Group:All ⊙ Ethnic Group:All ⊙ Language:All

Goal Description

Educate participants about wellness and the prevention of illness and disease.

Collaborate with various organizations to enhance educational efforts.

Provide access to preventive screenings and consultations.

Goal Status

In FY15, sponsored a successful Health Fair attended by more than 100 island residents.

In FY15, NCH collaborated with more than 10 health and social services organizations which participated in the Health Fair.

In FY15, over 100 people took advantage of the glucose, dermatology and other health

screenings.

Partners

Partner Name, Description	Partner Web Address
A Safe Place	http://www.asafeplaceforhelp.org/
The Alliance for Substance Abuse Prevention	http://www.asapnantucket.org
The Community Network for Children	https://www.nantucketcommunityschool.org/classes_catalog.php?deptID=29
The Nantucket Health Club	http://www.nantuckethealthclub.com
Urology Associates of Cape Cod	http://www.uacc.cc
Our Island Home	http://www.nantucket-ma.gov/Pages/NantucketMA_IslandHome/index
Massachusetts General Hospital Access Nantucket	http://www.massgeneral.org http://www.accessnantucket.org
Nantucket Fire Department	http://www.nantucket-ma.gov
Rotary Club of Nantucket	http://www.nantucketrotary.org
Nantucket Family Planning	http://www.healthimperatives.org/reprohealth/nantucket-family-planning
Nantucket Family & Children’s Services	http://nantucketfamilyservices.org/
National Alliance on Mental Illness	https://www.nami.org/

Contact Information Courtney O’Neill, coneill6@partners.org

Safe Needle Disposal Program

Program Type	Community Participation/Capacity Building Initiative, Prevention, School/Health Center Partnership
Statewide Priority	Promoting Wellness of Vulnerable Populations
Brief Description or Objective	In partnership with the Town of Nantucket, Nantucket Fire Department and Nantucket Public Health Department, the hospital continued to participate in the community’s safe need disposal program. The hospital provided transportable sharps containers at no cost to island health professionals and organizations, and through social media helped to promote a prescription drug take back event conducted by the Nantucket Police Department and the Nantucket Alliance for Substance Abuse. In FY15, the hospital dispensed at no charge 17 cases of needle containers to the community at a cost of \$897.58.
Target Population	⊙ Regions Served: County-Nantucket

- ⊙ **Health Indicator:**Environmental Quality, Other: Alcohol and Substance Abuse, Other: Public Safety, Other: Safety, Substance Abuse
- ⊙ **Sex:**All
- ⊙ **Age Group:**All
- ⊙ **Ethnic Group:**All
- ⊙ **Language:**All

Goal Description	Goal Status
Facilitate the safe disposal of needles and sharps.	In FY15, in conjunction with municipal partners, Nantucket Cottage Hospital provided 17 cases of transportable sharps containers (each case contained 20 each) to the community at no cost.

Partners

Partner Name, Description	Partner Web Address
Town of Nantucket	www.nantucket-ma.gov
Nantucket Fire Department	www.nantucket-ma.gov
Nantucket Public Health Department	www.nantucket-ma.gov

Contact Information Stephen Tidd, stidd@partners.org

Use of Hospital Conference Rooms For Community Meetings

Program Type	School/Health Center Partnership,Support Group
Statewide Priority	Promoting Wellness of Vulnerable Populations
Brief Description or Objective	Numerous local non-profit groups, social service agencies and support groups related to health care were given access to meeting rooms on the hospital campus at no charge. Those included: Hepatitis C Support Group; Alcoholics Anonymous; Narcotics Anonymous; Diabetes Support Group; weight loss support; pre-natal and new mother classes; Palliative and Supportive Care of Nantucket (PASCON); the Behavioral Health Task Force; National Alliance on Mental Illness (NAMI); Family and Children’s Services of Nantucket; the Hospital Thrift Shop; Swim Across America Nantucket; the Council on Disability; Access Nantucket; the Nantucket Safe Harbor for Animals, among others.
Target Population	<ul style="list-style-type: none"> ⊙ Regions Served:County-Nantucket ⊙ Health Indicator:Mental Health, Other: Alcohol and Substance Abuse, Other: Cancer, Other: Education/Learning Issues ⊙ Sex:All ⊙ Age Group:All ⊙ Ethnic Group:All

© **Language:**All

Goal Description	Goal Status
Provide meeting space for island non-profit organizations, support groups and other social service agencies to facilitate the work of these groups that in turn support the community’s health and wellness.	In FY15, meeting space was provided to numerous community groups and organizations at no charge.

Partners

Partner Name, Description	Partner Web Address
Palliative & Supportive Care of Nantucket	www.pascon.org
Family & Children’s Services of Nantucket	http://nantucketfamilyservices.org/
Swim Across America	www.swimacrossamerica.org
Nantucket Safe Harbor for Animals	http://www.nantucketsafeharborforanimals.org/
Access Nantucket	www.accessnantucket.org
National Alliance on Mental Illness	www.nami.org

Contact Information Courtney O’Neill , coneill6@partners.org

Public Education and Health Care Awareness

Program Type	Community Education,Prevention
Statewide Priority	Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
Brief Description or Objective	In FY15, through the Nantucket Cottage Hospital Foundation office and its communications staff, the hospital released public service announcements, social media posts, and placed paid advertising weekly with local media to increase awareness of cardiac care, women’s health, cancer, and other health issues. Our Patient and Family Advisory Council (PFAC) continued its major education and prevention campaign for “medication reconciliation” to inform patients and consumers about potential problems in the misuse or wrong combination of prescription drugs with over-the counter or home remedies. The Foundation office and other hospital staff conducted tours of the hospital’s facilities to familiarize adults and students from local public and private schools with hospital activities and to ease their potential discomfort with possible visits as a patient. The hospital’s annual “Native Reunion” honored those born at Nantucket Cottage Hospital in the previous five years with a morning of games, food and entertainment to help familiarize young children and their families with

the hospital setting. The Native Reunion also featured a child health and wellness education component for young parents.

Target Population	<ul style="list-style-type: none"> ⦿ Regions Served:County-Nantucket ⦿ Health Indicator:Other: Cancer - Other, Other: Cancer - Skin, Other: Dental Health, Other: Education/Learning Issues, Other: Lyme Disease ⦿ Sex:All ⦿ Age Group:Adult ⦿ Ethnic Group:All ⦿ Language:English
--------------------------	--

Goal Description

Increase community awareness around important health issues.

Goal Status

In FY15, public service announcements, social media & paid advertising were placed in local media to increase health awareness, while the hospital and its PFAC continued its education campaigns.

Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information	Jason Graziadei, jgraziadei@partners.org
----------------------------	---

Urgent Care

Program Type	Direct Services,Outreach to Underserved
Statewide Priority	Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
Brief Description or Objective	Nantucket Cottage Hospital continues to optimize patient access to primary, specialist and tertiary care. In FY15, the hospital expanded its “Walk-In Care” service with extended hours and for a longer period of the high season on Nantucket. The Walk-In Care service provided treatment of non-life- threatening conditions with no appointment necessary, and gave patients a convenient and more affordable alternative to the Emergency Department. The hospital also continued to provide its “MD ACKcess” phone line to match patients with primary care physicians and specialists. In FY15, there were 2,017 patient visits to the Walk-In Care service, which was open seven days per week.
Target Population	<ul style="list-style-type: none"> ⦿ Regions Served:County-Nantucket ⦿ Health Indicator:Access to Health Care, Immunization

- ⊙ **Sex:**All
- ⊙ **Age Group:**Adult
- ⊙ **Ethnic Group:**All
- ⊙ **Language:**All

Goal Description

To meet the urgent care needs of Nantucket residents by providing access to primary and specialty care services on the island.

Goal Status

In FY15, NCH expanded its “Walk-In Care” service and treated over 2,000 patients.

Partners

Partner Name, Description

Not Specified

Partner Web Address

Contact Information

Bonnie Kester , bkester@partners.org

Nurses Training Program and Community Outreach

Program Type

Community Education,Health Professional/Staff Training,Mentorship/Career Training/Internship

Statewide Priority

Supporting Healthcare Reform

Brief Description or Objective

Through courses at Massachusetts General Hospital and on our hospital campus, 60 Nantucket Cottage Hospital nurses continued their professional education in general and specialty nursing skills. The hospital also participated in a “School-to-Career” program with Nantucket High School, offering 7 students interested in careers in medical fields the opportunity to “shadow” professionals in various NCH departments including nursing, imaging, laboratory and sports medicine. In addition, Nantucket Cottage Hospital maternity nurse Jessica Douglas began teaching a new Nursing & Allied Health class at Nantucket High School this year, introducing island students to the health care fields. The hospital also hosted one college student from Simmons College for their clinical hours in its Sports Medicine and Physical Therapy department. Continuing medical education (CME) courses were also offered to NCH physicians.

Target Population

- ⊙ **Regions Served:**County-Nantucket
- ⊙ **Health Indicator:**Other: Education/Learning Issues
- ⊙ **Sex:**All
- ⊙ **Age Group:**Adult, Child-Teen
- ⊙ **Ethnic Group:**All
- ⊙ **Language:**English

Goal Description

Continue the education of the Nantucket Cottage Hospital nursing staff and provide opportunities for high school and college students to learn from NCH staff members.

Goal Status

In FY15, 60 NCH nursing staff received training from MGH & participated in various conferences and seminars by NCH. Community outreach to Nantucket High School students, and one college student through the "School to Career" program & other partnerships.

Partners

Partner Name, Description

Simmons College
Nantucket High School

Partner Web Address

www.simmons.edu
www.npsk.org

Contact Information

Bonnie Kester, CNO, VP of Patient Care Services , bkester@partners.org

Social Services

Program Type

Community Education, Direct Services, Outreach to Underserved

Statewide Priority

Address Unmet Health Needs of the Uninsured, Reducing Health Disparity, Supporting Healthcare Reform

Brief Description or Objective

The Nantucket Cottage Hospital Social Services Department provides a number of services at no cost to the island community. The department's services include:

- Social work and discharge planning for the medical-surgical floor and the Emergency Department
- Dialysis counseling
- Hospice and palliative care social work services
- Oversight of all interpreter services
- Oversight of all behavioral health care from the Emergency Department to the med-surg floor to disposition
- Health care advocacy, enrollment in all public health insurance including MassHealth, Commonwealth Care, Health Safety Net (HSN), private insurances and food stamps
- Transportation assistance funds (Andrew Holdgate Fund, Shorty Fund and Indigent Fund)
- Insurance counseling (Medicare, long-term care insurance, medigap or supplemental policies)
- Budget counseling
- Long-term care planning
- Crisis intervention
- Alcohol and drug counseling and referral
- Counseling on disability: local, state or federal
- Information and referral for VA services that are available

In 2015, the five staff members of this department spent 2,449 hours assisting people from the Nantucket community with a wide array of social services. The department recorded 6,559 contacts -some duplicative, some in person and some by phone - with community members providing these same array of social services.

Target Population

- ⦿ **Regions Served:**County-Nantucket
- ⦿ **Health Indicator:**Access to Health Care, Mental Health, Other: Education/Learning Issues, Other: Uninsured/Underinsured, Substance Abuse
- ⦿ **Sex:**All
- ⦿ **Age Group:**Adult
- ⦿ **Ethnic Group:**All
- ⦿ **Language:**All

Goal Description

Provide social services to the Nantucket community that otherwise would not exist.

Goal Status

In FY15, the department spent 2,449 hours assisting people from the Nantucket community with a wide array of social services. The department recorded 6,559 contacts with community members providing these services.

Partners

Partner Name, Description	Partner Web Address
----------------------------------	----------------------------

Not Specified

Contact Information

Peter Mackay , pmackay@partners.org

Behavioral Health Task Force

Program Type

Community Education,Community Participation/Capacity Building Initiative,Outreach to Underserved

Statewide Priority

Promoting Wellness of Vulnerable Populations, Supporting Healthcare Reform

Brief Description or Objective

Two years ago, Nantucket Cottage Hospital’s chief nursing officer and VP of patient care services Bonnie Kester spearheaded the Behavioral Health Task Force, a group of mental health providers and other island organizations working to document the mental health services that are already in place on Nantucket, identify the services that are needed, determine how best to increase access to and awareness of what’s available to island residents, and find the appropriate mental health treatment model for a seasonal population on a remote island. In FY15, Nantucket Cottage Hospital continued to host the meetings of the Task Force, and worked collaboratively to utilize a \$400,000 grant the Task Force obtained from the Tower Foundation to increase mental health services on Nantucket. The grant funding supported the Task Force’s Nantucket Behavior Health Symposium that brought stand-Up comic and mental health activist Kevin Breel to the island, along with Dr. Amy

Yule, a staff child and adolescent psychiatrist in the Addiction Recovery Management Service at Massachusetts General Hospital. The Task Force is also using the grant as seeding funding to hire a psychiatric nurse practitioner assigned to the hospital’s primary care offices for mental health screening.

Target Population

- ⦿ **Regions Served:**County-Nantucket
- ⦿ **Health Indicator:**Access to Health Care, Mental Health, Other: Education/Learning Issues, Other: Lyme Disease
- ⦿ **Sex:**All
- ⦿ **Age Group:**Adult
- ⦿ **Ethnic Group:**All
- ⦿ **Language:**All

Goal Description

To collaborate with our community partners to promote and increase access to behavioral health services on Nantucket.

Goal Status

In FY15, NCH helped facilitate a task force of community stakeholders and worked to implement a \$400,000 grant to benefit mental health services on Nantucket.

Partners

Partner Name, Description

Partner Web Address

Family and Children’s Services of Nantucket	www.Fcsnantucket.org
Nantucket Police Department	www.nantucket-ma.gov
National Alliance on Mental Illness – Nantucket Chapter	www.nami.org
A Safe Place	www.asafeplocenantucket.org
The Community Foundation for Nantucket	www.Cfnan.org
Access Nantucket	www.accessnantucket.org
Autism Speaks - Nantucket	www.autismspeaks.org

Contact Information

Bonnie Kester , bkester@partners.org

Community Participation and Staff Volunteerism

Program Type

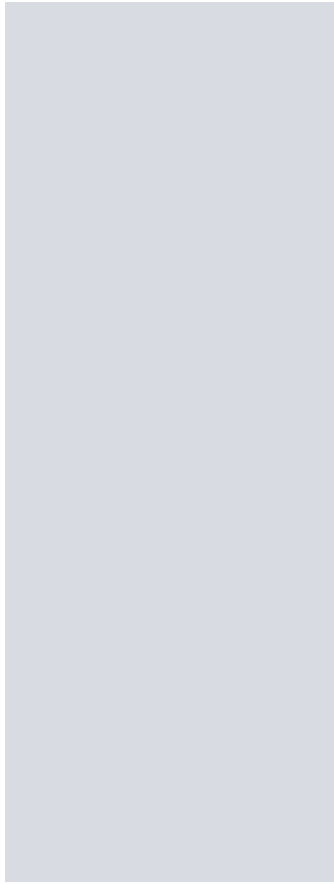
Community Participation/Capacity Building Initiative,School/Health Center Partnership

Statewide Priority

Promoting Wellness of Vulnerable Populations

Brief Description or Objective

The hospital encourages its staff members to serve with other community organizations that advocate for children and families, the elderly, the impoverished, veterans, mental health patients, minorities



and others in need, as well as any group or non-profit that benefit the island. During FY15, that participation included activity with the following groups among others: • Access Nantucket • A Safe Place • Autism Speaks Nantucket • American Legion • Avon 39 The Walk to End Breast Cancer • Elder Services • School councils and committees (School Committee, School Building Steering Committee, etc.) • Emergency Preparedness Committee • Center for Information & Study on Clinical Research • Nantucket Dreamland Children’s Theater • The Homestead • Nantucket Behavioral Health Task Force • The Alliance for Substance Abuse Prevention • Nantucket Healthy Community Collaborative • Nantucket Safe Harbor for Animals • The Rotary Club of Nantucket • Nantucket Chamber of Commerce • Nantucket Girl Scouts • Town of Nantucket Finance Committee • Nantucket High School • Holidays for Heroes • Nantucket Community Television • Palliative & Supportive Care of Nantucket • Nantucket Anglers Club • Friends of Nantucket Public Schools • Nantucket Police Department • Adam’s Camp • Nantucket Lighthouse School • The Friends of Our Island Home (nursing home) • St. Mary’s Church • Unitarian Universalist Church • Sustainable Nantucket, Swim Across America Nantucket. Approximately 75 Nantucket Cottage Hospital staff participated on more than a dozen such groups in FY15 and volunteered an estimated total of 2,800 hours.

Target Population

- ⊙ **Regions Served:**County-Nantucket
- ⊙ **Health Indicator:**Access to Health Care, Other: Alcohol and Substance Abuse, Other: Domestic Violence, Other: Elder Care, Other: Public Safety, Other: Safety - Home, Substance Abuse
- ⊙ **Sex:**All
- ⊙ **Age Group:**Adult
- ⊙ **Ethnic Group:**All
- ⊙ **Language:**English

Goal Description

To participate and volunteer with community organizations, groups, boards and committees that advocate for vulnerable populations on Nantucket and/or generally benefit the health and well-being of the community.

Goal Status

Approximately 40 Nantucket Cottage Hospital staff members volunteered at dozens of organizations and non-profits in FY15, and contributing an estimated 2,800 hours.

Partners

Partner Name, Description	Partner Web Address
Access Nantucket	www.accessnantucket.org/
A Safe Place	https://www.asafeplacenantucket.org
Autism Speaks Nantucket	https://www.autismspeaks.org/site-wide/nantucket
School councils and committees (School Committee, School Building Steering Committee, etc.)	
Emergency Preparedness Committee	
Nantucket Behavioral Health Task Force	
Alliance for Substance Abuse Prevention	http://www.asapnantucket.org/
Nantucket Health Community Collaborative	http://www.accessnantucket.org/working-together/nantucket-healthy-community-collaborative/
Rotary Club of Nantucket	http://www.nantucketrotary.org/
Nantucket Chamber of Commerce	http://www.nantucketchamber.org/
Nantucket Girl Scouts	http://nantucketgirlscouts.org/
Town of Nantucket Finance Committee	http://www.nantucket-ma.gov/434/Finance-Committee
Holidays for Heroes	http://holidaysforheroes.com/
Nantucket Community Television	http://www.nantucketcommunitytelevision.org/
Nantucket Anglers Club	http://nantucketanglersclub.com/
Palliative & Supportive Care of Nantucket	http://www.pascon.org
Family and Children’s Services of Nantucket	http://nantucketfamilyservices.org/
Locks of Love	http://www.locksoflove.org/
Friends of Nantucket Public Schools	http://www.fonps.org/
The Friends of Our Island Home (nursing home)	http://www.nantucket-ma.gov/157/Our-Island-Home
Unitarian Universalist Church	http://www.unitarianchurchnantucket.org/
Swim Across America Nantucket	http://www.swimacrossamerica.org/site/PageServer?pagename=NAN_Home
Avon Breast Walk	http://www.avon39.org/
Elder Services	http://www.nantucket-ma.gov/263/Elder-Services
The Homestead	http://www.thehomesteadofnantucket.com/
St. Mary’s Church	http://stmarysnantucket.org/

Contact Information Jason Graziadei , jgraziadei@partners.org

NARCAN And Other Drugs/Training Supplied to First Responders

Program Type Community Education,Community Participation/Capacity Building Initiative,Health Professional/Staff Training,School/Health Center Partnership

Statewide Priority Promoting Wellness of Vulnerable Populations

Brief Description or Objective In 2014, Nantucket Cottage Hospital entered into a memorandum of agreement with the Nantucket police and fire departments to implement a program for the use of Narcan and automated external defibrillators under the medical control supervision of NCH’s medical director. The hospital’s medical director assumed responsibility for all medical control aspects of the program, reviews all uses of AEDs and Narcan by first responders for quality assurance, and approved training programs for the use of Narcan. In FY15, Nantucket Cottage Hospital purchased and dispensed 54 Narcan kits to NFD and NPD at a cost of \$1,547.00. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Pedi Albuterol, totaling \$4,070.52, to NPD and NFD.

Target Population

- ⦿ **Regions Served:**County-Nantucket
- ⦿ **Health Indicator:**Access to Health Care, Other: Alcohol and Substance Abuse, Other: Education/Learning Issues, Other: Public Safety, Other: Safety - Home, Other: Sexually Transmitted Diseases, Substance Abuse
- ⦿ **Sex:**All
- ⦿ **Age Group:**Adult
- ⦿ **Ethnic Group:**All
- ⦿ **Language:**English

Goal Description

To continue the use of Narcan and automated external defibrillators by first responders in the fire and police departments.

Goal Status

In FY15, Nantucket Cottage Hospital purchased and dispensed 54 Narcan kits to NFD and NPD at a cost of \$1,547.00. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Pedi Albuterol, totaling \$4,070.52, to NPD and NFD.

Partners

Partner Name, Description	Partner Web Address
Nantucket Police Department	www.nantucket-ma.gov
Nantucket Fire Department	www.nantucket-ma.gov
Contact Information	Martha Lake Greenfield; Dave Small , greenfield@partners.org; Dosmall@partners.org

Public Flu Clinic

Program Type	Direct Services,Outreach to Underserved,Prevention
Statewide Priority	Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
Brief Description or Objective	In November 2015, Nantucket Cottage Hospital hosted a public flu clinic for island residents. The clinic was promoted and advertised throughout Nantucket, and was intended for patients 18 and older who had not yet received the influenza vaccine from their
Target Population	<ul style="list-style-type: none"> ⊙ Regions Served:County-Nantucket ⊙ Health Indicator:Immunization ⊙ Sex:All ⊙ Age Group:Adult ⊙ Ethnic Group:All ⊙ Language:All

Goal Description	Goal Status
Provide additional opportunities to prevent the spread of influenza in the island community by offering convenient access to flu shots.	In November 2015, approximately 80 residents attended a public flu clinic at Nantucket Cottage Hospital to receive the influenza vaccine.

Partners

Partner Name, Description	Partner Web Address
Not Specified	
Contact Information	Bonnie Kester, CNO, VP of Patient Care Services , bkester@partners.org

Nantucket Cottage Hospital Certified Application Counselors

Program Type	Direct Services
Statewide Priority	Address Unmet Health Needs of the Uninsured, Supporting Healthcare Reform
Brief Description or Objective	Nantucket Cottage Hospital Certified Application Counselors (CACs) provide information about the full range of insurance programs offered by EOHHS and the Health Connector. Our CACs help individuals complete an application or renewal; work with the individual to provide required documentation; submit applications and renewals for the Insurance Programs; interact with EOHHS and the Health Connector on the status of such applications and renewals; and help facilitate enrollment of applicants or beneficiaries in Insurance Programs. In FY15, NCH CACs contributed to the estimated 80 patient financial counselors that served approximately 73,000 patients who needed assistance with their coverage.
Target Population	<ul style="list-style-type: none"> ⊙ Regions Served: County-Nantucket ⊙ Health Indicator: Access to Health Care ⊙ Sex: All ⊙ Age Group: All ⊙ Ethnic Group: All ⊙ Language: All

Goal Description

Provide information about the full range of insurance programs offered by EOHHS and the Health Connector.

Goal Status

In FY15, NCH CACs contributed to the estimated 80 patient financial counselors that served approximately 73,000 patients who needed assistance with their coverage.

Partners

Partner Name, Description	Partner Web Address
Massachusetts Health Connector	https://betterhealthconnector.com/
Mass Health	http://www.mass.gov/eohhs/gov/departments/masshealth/
Health Care For All	https://www.hcfama.org/
Massachusetts Hospital Association	https://www.mhalink.org/
Massachusetts League of Community Health Centers	http://www.massleague.org/

Contact Information	Kim Simonian, Director for Public Payer Patient Access, Community Health, Partners Healthcare, ksimonian@partners.org
----------------------------	---

Expenditures

Community Benefits Programs

Expenditures	Amount
Direct Expenses	\$239,999
Associated Expenses	Not Specified
Determination of Need Expenditures	Not Specified
Employee Volunteerism	Not Specified
Other Leveraged Resources	\$158,550

Net Charity Care

Expenditures	Amount
HSN Assessment	\$308,823
HSN Denied Claims	Not Specified
Free/Discount Care	\$14,226
Total Net Charity Care	\$323,049

Corporate Sponsorships	\$5,243
------------------------	---------

Total Expenditures	\$726,841
---------------------------	------------------

Total Revenue for 2015	\$37,802,000
-------------------------------	---------------------

Total Patient Care-related expenses for 2015	\$39,284,607
---	---------------------

Approved Program Budget for 2016 (*Excluding expenditures that cannot be projected at the time of the report.)	\$726,841
--	------------------

Optional Information

Community Service Programs

Expenditures	Amount
Direct Expenses	Not Specified
Associated Expenses	Not Specified
Determination of Need Expenditures	Not Specified
Employee Volunteerism	Not Specified
Other Leveraged Resources	Not Specified
Total Community Service Programs	Not Specified

Full-Text PDF Report: File Name: NCH-2015-CHNA.pdf

Original Full-Text Report: Not Specified

Bad Debt: Not Specified Not Specified

IRS 990: Not Specified