

## FY16 Community Benefit Report Nantucket Cottage Hospital

### Organization Information

#### Organization Address and Contact Information

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

#### Organization Type and Additional Attributes

<b>Organization Type:</b>	Hospital
<b>For-Profit Status:</b>	Not-For-Profit
<b>Health System:</b>	Partners HealthCare
<b>Community Health Community Health</b>	
<b>Network Area (CHNA):</b>	Cape and Islands Community Health Network (CHNA 27)
<b>Regional Center for Healthy Communities (RCHC):</b>	5
<b>Regions Served:</b>	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 together for a morning dedicated to health and wellness. 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 or low cost, including dermatology, blood pressure, mammography, dental and vision, as well as flu shots. In October 2016, 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, the Providence Veterans Administration Hospital, and other medical specialty practices. Local businesses and organizations that played a key role in answering questions and providing information included: Palliative & Supportive Care of Nantucket (PASCON); Swim Across America; ACK Eye; Elder Services; Nantucket Acupuncture; Briarpatch Pediatrics; National Alliance on Mental Illness; Alliance for Substance Abuse Prevention; the

Nantucket Behavioral Health Task Force; Island Chiropractic; the Nantucket Police Department; the Nantucket Fire Department; Dr. Paul Roberts, DDS; Visiting Nurses of Cape Cod; Minihan Nutrition; Nantucket Health Club; A Safe Place; and the Nantucket Yacht Club, which hosted the event. In FY16, 225 Nantucket residents attended the Health Fair.

### **Behavioral Health Task Force**

Three years ago, Nantucket Cottage Hospital's chief nursing officer 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 FY16, 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. This included the recruitment and hiring of a psychiatric nurse practitioner who is now embedded in the island's primary care practices, as well as numerous community education and outreach programs related to addiction and treatment.

### **Health and Wellness Screenings**

As the organizer of Nantucket's annual Health Fair and the Be Well Children's Health Fair, as well as a participant in the island's Elder Expo, hospital nursing and administrative staff directly offered or facilitated blood pressure readings, as well as dermatology, mammography, vision and hearing screenings free of charge, in addition to running evaluations, low-cost flu shots, and provided. In FY16, over 200 people attended the Health Fair in which 37 dermatology screenings were completed, along with 62 low-cost flu shots. Nantucket Cottage Hospital also offers free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket.

### **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; 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, 59 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 five 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 per diem 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, which included numerous field trips to NCH and hospital staff members giving lectures to students. The hospital also hosted one college student from UMass Boston for their clinical hours in its Sports Medicine and Physical Therapy department. Continuing medical education (CME) and in-service courses were also offered to NCH physicians and nurses.

## **Public Education and Health Care Awareness**

In FY16, 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. 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.

## **Public Flu Clinic**

In October 2016, Nantucket Cottage Hospital hosted a public flu clinic for island residents in conjunction with its annual Health Fair. 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 physician or pharmacist.

## **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. 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 FY16, NCH CACs recorded 6,416 contacts that included 2,286 hours providing direct services to island residents.

### **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 FY16, the department assisted 277 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 FY16, Nantucket Cottage Hospital distributed \$41,700 in scholarships to 47 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 FY16, Nantucket Cottage Hospital purchased and dispensed 90 Narcan kits to NFD and NPD at a cost of \$2,745.00. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Pedi Albuterol, totaling \$5,324.00, 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 benefits the island. During FY16, that participation included activity with the following groups among others: A Safe Place • Autism Speaks Nantucket • American Red Cross • Avon 39 The Walk to End Breast Cancer • School councils and committees (School Committee, School Building Steering

Committee, etc.) • Emergency Preparedness Committee • Nantucket Behavioral Health Task Force • 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 • Nantucket High School Drama Club • Nantucket High School Council • Holidays for Heroes • Nantucket Community Television • The Nantucket Star (Sports & Therapeutic Accessible Recreation) Program • Palliative & Supportive Care of Nantucket • Nantucket Anglers Club • Friends of Nantucket Public Schools • Adam’s Camp • Nantucket Lighthouse School • The Friends of Our Island Home (nursing home) • St. Mary’s Church • Nantucket Congregational Church • Nantucket Small Friends • Nantucket Lighthouse School • Unitarian Universalist Church • Nantucket Atheneum ESL program • Nantucket Historical Association • and Swim Across America Nantucket. Approximately 40 Nantucket Cottage Hospital staff participated on more than a dozen such groups in FY16 and volunteered an estimated total of 2,600 hours.

### **Urgent Care**

Nantucket Cottage Hospital continues to optimize patient access to primary, specialist and tertiary care. In FY16, the hospital expanded its “Walk-In Care” service with extended hours 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 FY16, there were 2,994 patient visits to the Walk-In Care service, which was open seven days per week.

### **Community Health Improvement Plan**

Starting in FY16, Nantucket Cottage Hospital began the process of developing the Nantucket Community Health Improvement Plan in collaboration with the island’s health and human services agencies, non-profit organizations, the Town of Nantucket’s Department of Health, as well as year-round and seasonal residents of the island. Community stakeholders came together during a series of public forums and meetings to identify Nantucket’s most pressing health needs, prioritize the top issues for the island, and develop goals and strategies to make meaningful change in these areas. During this collaborative and participatory process, dozens of community groups, organizations, and individuals contributed valuable insight and perspectives.

## Plans for Next Reporting Year

Nantucket Cottage Hospital anticipates continuing or repeating the majority of its fiscal year 2016 community benefits in the fiscal year 2017, and implementing the ongoing and new initiatives to:

- Facilitate the action planning and implementation of the Nantucket Community Health Improvement Plan.
- Establish a robust Community Health Initiative program in relation to the Factor 9 process of the Determination of Need application for the new hospital project.
- Continue the NCH PFAC's focus on cultural groups as part of its 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

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### *Community Benefits Leadership/Team*

Courtney O'Neill, Jason Graziadei, and Brenda Johnson.

### *Community Benefits Team Meetings*

Meetings are held once a month.

### *Community Partners*

Alliance for Substance Abuse Prevention  
Boston Medflight  
Community Network for Children  
Council on Aging  
Council for Human Services  
Elder Services of the Cape and Islands  
Fairwinds Counseling Center  
MA Department of Public Health  
Partners HealthCare/Massachusetts General Hospital  
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; Nantucket Community Health Improvement Plan process



## Community Benefits Programs

### Community Health and Wellness Screenings

<b>Program Type</b>	Direct Services, Health Screening, Outreach to Underserved, Prevention
<b>Statewide Priority</b>	Address Unmet Health Needs of the Uninsured, Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
<b>Brief Description or Objective</b>	As the organizer of Nantucket’s annual Health Fair and the Be Well Children’s Health Fair, as well as a participant in the island’s Elder Expo, hospital nursing and administrative staff directly offered or facilitated blood pressure readings, as well as dermatology, mammography, vision and hearing screenings free of charge, in addition to running evaluations, low-cost flu shots, and provided. In FY16, over 200 people attended the Health Fair in which 37 dermatology screenings were completed, along with 62 low-cost flu shots. Nantucket Cottage Hospital also offers free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> County-Nantucket</li> <li>• <b>Health Indicator:</b> Access to Health Care, Other: Cancer, Other: Cancer - Breast, Other: Cultural Competency, Other: Diabetes, Other: Uninsured/Underinsured</li> <li>• <b>Sex:</b> All, Female</li> <li>• <b>Age Group:</b> Adult, Adult-Elder</li> <li>• <b>Ethnic Group:</b> Black/African American, Hispanic/Latino</li> <li>• <b>Language:</b> Spanish</li> </ul>

#### Goal Description

To provide blood pressure readings, dermatology, flu shots, and other free or low-cost health screenings to the island community.

#### Goal Status

In FY16, over 200 people attended the Health Fair in which 37 dermatology screenings were completed, along with 62 low-cost flu shots. Nantucket Cottage Hospital also offers free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket.

**Partners**

Partner Name, Description	Partner Web Address
Cape Cod Hospital	<a href="http://www.capecodhealth.org">http://www.capecodhealth.org</a>
Brigham and Women's Hospital	<a href="http://www.brighamandwomens.org">http://www.brighamandwomens.org</a>
Massachusetts General Hospital	<a href="http://www.massgeneral.org">http://www.massgeneral.org</a>

**Contact Information** Courtney O'Neill , [coneill@partners.org](mailto:coneill@partners.org)

**Medicare Part D program enrollment**

<b>Program Type</b>	Health Coverage Subsidies or Enrollment
<b>Statewide Priority</b>	Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
<b>Brief Description or Objective</b>	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 FY16, the department assisted 277 Medicare patients with this process.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County-Nantucket</li> <li>• <b>Health Indicator:</b>Other: Education/Learning Issues, Other: Uninsured/Underinsured</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Adult-Elder</li> <li>• <b>Ethnic Group:</b>All</li> <li>• <b>Language:</b>All</li> </ul>

Goal Description	Goal Status
Advise and counsel Medicare recipients.	In FY16, the NCH Social Services department provided counsel to both Medicare recipients and assisted 277 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](mailto:pmackay@partners.org)

**Scholarships**

<b>Program Type</b>	Grant/Donation/Foundation/Scholarship
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations, Supporting Healthcare Reform
<b>Brief Description or Objective</b>	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 FY16, Nantucket Cottage Hospital distributed \$41,700 in scholarships to 47 individuals.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County-Nantucket</li> <li>• <b>Health Indicator:</b>Other: Education/Learning Issues</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Adult-Young, Child-Teen</li> <li>• <b>Ethnic Group:</b>All</li> <li>• <b>Language:</b>All</li> </ul>

**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 FY16, Nantucket Cottage Hospital distributed \$41,700 in scholarships to 47 individuals.

**Partners**

**Partner Name, Description**

Nantucket High School

**Partner Web Address**

[www.npsk.org](http://www.npsk.org)

**Contact Information**

Lina Gillies, [lgillies@partners.org](mailto:lgillies@partners.org)

<b>Annual Health Fair</b>	
<b>Program Type</b>	Community Education, Direct Services, Prevention
<b>Statewide Priority</b>	Chronic Disease Management in Disadvantage Populations, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
<b>Brief Description or Objective</b>	<p>Nantucket Cottage Hospital’s Annual Health Fair is a comprehensive and distinctive community event that brings hundreds of people together for a morning dedicated to health and wellness. 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 or low cost, including dermatology, blood pressure, mammography, dental and vision, as well as flu shots. In October 2016, 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, the Providence Veterans Administration Hospital, and other medical specialty practices. Local businesses and organizations that played a key role in answering questions and providing information included: Palliative &amp; Supportive Care of Nantucket (PASCON); Swim Across America; ACK Eye; Elder Services; Nantucket Acupuncture; Briarpatch Pediatrics; National Alliance on Mental Illness; Alliance for Substance Abuse Prevention; the Nantucket Behavioral Health Task Force; Island Chiropractic; the Nantucket Police Department; the Nantucket Fire Department; Dr. Paul Roberts, DDS; Visiting Nurses of Cape Cod; Minihan Nutrition; Nantucket Health Club; A Safe Place; and the Nantucket Yacht Club, which hosted the event. In FY16, 225 Nantucket residents attended the Health Fair.</p>
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> County-Nantucket</li> <li>• <b>Health Indicator:</b> Access to Health Care, Other: Alcohol and Substance Abuse, Other: Education/Learning Issues, Other: Hearing, Other: Lyme Disease, Other: Uninsured/Underinsured, Other: Vision</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> All</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

**Goal Description**

**Goal Status**

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

In FY16, sponsored a successful Health Fair attended by 225 island residents.

Collaborate with various organizations to enhance educational efforts.

In FY16, NCH collaborated with more than 18 health and social services organizations which participated in the Health Fair.

Provide access to preventive screenings and consultations.

In FY16, 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 Nantucket Health Club

<http://www.nantuckethealthclub.com>

Massachusetts General Hospital

<http://www.massgeneral.org>

Nantucket Fire Department

<http://www.nantucket-ma.gov>

Nantucket Family & Children’s Services

<http://nantucketfamilyservices.org/>

National Alliance on Mental Illness

<https://www.nami.org/>

PASCON

<https://www.pascon.org/>

Swim Across America

[swimacrossamerica.org/Nantucket](http://swimacrossamerica.org/Nantucket)

Briarpatch Pediatrics

[briarpatchpedi.com/](http://briarpatchpedi.com/)

Alliance For Substance Abuse Prevention

[www.asapnantucket.org/](http://www.asapnantucket.org/)

Island Chiropractic

[www.nantucketchiropractic.com/](http://www.nantucketchiropractic.com/)

Nantucket Police Department

[Nantucket-ma.gov](http://Nantucket-ma.gov)

Nantucket Health Club

[www.nantuckethealthclub.com/](http://www.nantuckethealthclub.com/)

Visiting Nurses of Cape Cod

[www.vnacapecod.org/](http://www.vnacapecod.org/)

Minihan Nutrition

<http://mininutrition.net/>

Nantucket Yacht Club

[www.nantucketyachtclub.org/](http://www.nantucketyachtclub.org/)

**Contact Information**

Courtney O’Neill, [coneill6@partners.org](mailto:coneill6@partners.org)

**Shelter Relief Program**

<b>Program Type</b>	Outreach to Underserved; Direct Services
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations
<b>Brief Description or Objective</b>	In partnership with the Town of Nantucket, Nantucket Fire Department and Nantucket Police Department, Nantucket Cottage Hospital provides island residents and visitors with shelter at no charge to persons who qualify during unusual environmental situations (i.e. Hurricane, major storm, flooding, or prolonged power outages) and at other times when there is a need for shelter.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County-Nantucket</li> <li>• <b>Health Indicator:</b>Environmental Quality, Elder Care; Public Safety, Safety</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All</li> <li>• <b>Ethnic Group:</b>All</li> <li>• <b>Language:</b>All</li> </ul>

**Goal Description**

Provide shelter as a community benefit, at no charge to persons who qualify during unusual environmental situations.

**Goal Status**

In FY16, in conjunction with municipal partners, Nantucket Cottage Hospital provided shelter relief to two individuals during a storm event.

**Partners**

**Partner Name, Description**

Town of Nantucket  
 Nantucket Fire Department  
 Nantucket Public Health Department

**Partner Web Address**

[www.nantucket-ma.gov](http://www.nantucket-ma.gov)  
[www.nantucket-ma.gov](http://www.nantucket-ma.gov)  
[www.nantucket-ma.gov](http://www.nantucket-ma.gov)

**Contact Information**

Pam James, [pjames1@partners.org](mailto:pjames1@partners.org)

**Use of Hospital Conference Rooms For Community Meetings**

<b>Program Type</b>	School/Health Center Partnership,Support Group
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations
<b>Brief Description or Objective</b>	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.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County-Nantucket</li> <li>• <b>Health Indicator:</b>Mental Health, Other: Alcohol and Substance Abuse, Other: Cancer, Other: Education/Learning Issues</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All</li> <li>• <b>Ethnic Group:</b>All</li> <li>• <b>Language:</b>All</li> </ul>

**Goal Description**

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.

**Goal Status**

In FY16, meeting space was provided to numerous community groups and organizations at no charge.

**Partners**

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

**Contact Information** Courtney O’Neill , [coneill6@partners.org](mailto: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 FY16, 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**

- **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 FY16, public service announcements, social media & paid advertising were placed in local media to increase health awareness and prevention.

**Contact Information** Jason Graziadei, [jgraziadei@partners.org](mailto: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 FY16, there were 2,994 patient visits to the Walk-In Care service, which was open seven days per week.

- Target Population**
- **Regions Served:** County-Nantucket
  - **Health Indicator:** Access to Health Care, Immunization
  - **Sex:** All
  - **Age Group:** Adult
  - **Ethnic Group:** All
  - **Language:** All

<p><b>Goal Description</b></p> <p>To meet the urgent care needs of Nantucket residents by providing access to primary and specialty care services on the island.</p>	<p><b>Goal Status</b></p> <p>In FY16, NCH expanded its “Walk-In Care” service and treated over 2,994 patients.</p>
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**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, 59 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 five 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 per diem 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, which included numerous field trips to NCH and hospital staff members giving lectures to students. The hospital also hosted one college student from UMass Boston for their clinical hours in its Sports Medicine and Physical Therapy department. Continuing medical education (CME) and in-service courses were also offered to NCH physicians and nurses.

- 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 FY16, 59 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**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
UMass Boston	<a href="http://www.umb.edu">www.umb.edu</a>
Nantucket High School	<a href="http://www.npsk.org">www.npsk.org</a>

**Contact Information** Greg Bird, CNO, VP of Patient Care Services [gbird1@mgh.harvard.edu](mailto:gbird1@mgh.harvard.edu); Gretchen Buchmann, Clinical Nurse Educator, [gbuchmann@partners.org](mailto:gbuchmann@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 FY16, the five staff members of this department spent 3,491 hours assisting people from the Nantucket community with a wide array of social services. The department recorded 8,574 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 FY16, the five staff members of this department spent 3,491 hours assisting people from the Nantucket community with a wide array of social services. The department recorded 8,574 contacts - some duplicative, some in person and some by phone - with community members providing these same array of social services.

**Contact Information** Peter Mackay , pmackay@partners.org

**Behavioral Health Task Force**

<b>Program Type</b>	Community Education,Community Participation/Capacity Building Initiative,Outreach to Underserved
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations, Supporting Healthcare Reform
<b>Brief Description or Objective</b>	Three years ago, Nantucket Cottage Hospital’s chief nursing officer 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 FY16, 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. This included the recruitment and hiring of a psychiatric nurse practitioner who is now embedded in the island’s primary care practices, as well as numerous community education and outreach programs related to addiction and treatment.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County-Nantucket</li> <li>• <b>Health Indicator:</b>Access to Health Care, Mental Health, Other: Education/Learning Issues, Other: Lyme Disease</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Adult</li> <li>• <b>Ethnic Group:</b>All</li> <li>• <b>Language:</b>All</li> </ul>

**Goal Description**

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

**Goal Status**

In FY16, NCH helped facilitate a task force of community stakeholders and worked to implement a \$400,000 grant to benefit behavioral health services on Nantucket.

**Partners**

**Partner Name, Description**

Family and Children’s Services of Nantucket

Nantucket Police Department

**Partner Web Address**

[www.Fcsnantucket.org](http://www.Fcsnantucket.org)

[www.nantucket-ma.gov](http://www.nantucket-ma.gov)

National Alliance on Mental Illness – Nantucket Chapter	<a href="http://www.nami.org">www.nami.org</a>
A Safe Place	<a href="http://www.asafeplacenantucket.org">www.asafeplacenantucket.org</a>
The Community Foundation for Nantucket	<a href="http://www.Cfnan.org">www.Cfnan.org</a>
Access Nantucket	<a href="http://www.accessnantucket.org">www.accessnantucket.org</a>
Autism Speaks - Nantucket	<a href="http://www.autismspeaks.org">www.autismspeaks.org</a>

**Contact Information** Peter MacKay, Social Services manager, [pmackay@partners.org](mailto:pmackay@partners.org)

**Community Participation and Staff Volunteerism**

<b>Program Type</b>	Community Participation/Capacity Building Initiative, School/Health Center Partnership
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations
<b>Brief Description or Objective</b>	<p>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 benefits the island. During FY16, that participation included activity with the following groups among others: A Safe Place • Autism Speaks Nantucket • American Red Cross • Avon 39 The Walk to End Breast Cancer • School councils and committees (School Committee, School Building Steering Committee, etc.) • Emergency Preparedness Committee • Nantucket Behavioral Health Task Force • 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 • Nantucket High School Drama Club • Nantucket High School Council • Holidays for Heroes • Nantucket Community Television • The Nantucket Star (Sports &amp; Therapeutic Accessible Recreation) Program • Palliative &amp; Supportive Care of Nantucket • Nantucket Anglers Club • Friends of Nantucket Public Schools • Adam’s Camp • Nantucket Lighthouse School • The Friends of Our Island Home (nursing home) • St. Mary’s Church • Nantucket Congregational Church • Nantucket Small Friends • Nantucket Lighthouse School • Unitarian Universalist Church • Nantucket Atheneum ESL program • Nantucket Historical Association • and Swim Across America Nantucket. Approximately 40 Nantucket Cottage Hospital staff participated on more than a dozen such groups in FY16 and volunteered an estimated total of 2,600 hours.</p>

**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 FY16, and contributing an estimated 2,600 hours.

**Partners**

**Partner Name, Description**

**Partner Web Address**

Access Nantucket

[www.accessnantucket.org/](http://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	<a href="http://www.nantucketcommunitytelevision.org/">http://www.nantucketcommunitytelevision.org/</a>
Nantucket Anglers Club	<a href="http://nantucketanglersclub.com/">http://nantucketanglersclub.com/</a>
Palliative & Supportive Care of Nantucket	<a href="http://www.pascon.org">http://www.pascon.org</a>
Family and Children’s Services of Nantucket	<a href="http://nantucketfamilyservices.org/">http://nantucketfamilyservices.org/</a>
Locks of Love	<a href="http://www.locksoflove.org/">http://www.locksoflove.org/</a>
Friends of Nantucket Public Schools	<a href="http://www.fonps.org/">http://www.fonps.org/</a>
The Friends of Our Island Home (nursing home)	<a href="http://www.nantucket-ma.gov/157/Our-Island-Home">http://www.nantucket-ma.gov/157/Our-Island-Home</a>
Unitarian Universalist Church	<a href="http://www.unitarianchurchnantucket.org/">http://www.unitarianchurchnantucket.org/</a>
Swim Across America Nantucket	<a href="http://www.swimacrossamerica.org/site/PageServer?pagename=NAN_Home">http://www.swimacrossamerica.org/site/PageServer?pagename=NAN_Home</a>
Avon Breast Walk	<a href="http://www.avon39.org/">http://www.avon39.org/</a>
Elder Services	<a href="http://www.nantucket-ma.gov/263/Elder-Services">http://www.nantucket-ma.gov/263/Elder-Services</a>
The Homestead	<a href="http://www.thehomesteadofnantucket.com/">http://www.thehomesteadofnantucket.com/</a>
St. Mary’s Church	<a href="http://stmarysnantucket.org/">http://stmarysnantucket.org/</a>

**Contact Information**

Jason Graziadei , [jgraziadei@partners.org](mailto:jgraziadei@partners.org)

**NARCAN And Other Drugs/Training Supplied to First Responders**

<b>Program Type</b>	Community Education,Community Participation/Capacity Building Initiative,Health Professional/Staff Training,School/Health Center Partnership
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations
<b>Brief Description or Objective</b>	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 FY16, Nantucket Cottage Hospital purchased and dispensed 90 Narcan kits to NFD and NPD at a cost of \$2,745.00. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Pedi Albuterol, totaling \$5,324.00, to NPD and NFD.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County-Nantucket</li> <li>• <b>Health Indicator:</b>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</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>Adult</li> <li>• <b>Ethnic Group:</b>All</li> <li>• <b>Language:</b>English</li> </ul>

**Goal Description**

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

**Goal Status**

In FY16, Nantucket Cottage Hospital purchased and dispensed 90 Narcan kits to NFD and NPD at a cost of \$2,745. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Pedi Albuterol, totaling \$5,324, to NPD and NFD.

**Partners**

<b>Partner Name, Description</b>	<b>Partner Web Address</b>
Nantucket Police Department	<a href="http://www.nantucket-ma.gov">www.nantucket-ma.gov</a>
Nantucket Fire Department	<a href="http://www.nantucket-ma.gov">www.nantucket-ma.gov</a>

<b>Contact Information</b>	Martha Lake Greenfield; Dave Small , <a href="mailto:greenfield@partners.org">greenfield@partners.org</a> ; <a href="mailto:Dosmall@partners.org">Dosmall@partners.org</a>
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**Public Flu Clinic**

<b>Program Type</b>	Direct Services, Outreach to Underserved, Prevention
<b>Statewide Priority</b>	Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
<b>Brief Description or Objective</b>	During FY16, Nantucket Cottage Hospital developed and hosted a public flu clinic for island residents in conjunction with its annual Health Fair. 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 physician or pharmacist.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> County-Nantucket</li> <li>• <b>Health Indicator:</b> Immunization</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> Adult</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

**Goal Description**

Provide additional opportunities to prevent the spread of influenza in the island community by offering convenient access to flu shots.

**Goal Status**

In FY16, approximately 62 residents attended a public flu clinic at Nantucket Cottage Hospital to receive the influenza vaccine.

**Contact Information** Greg Bird, CNO, VP of Patient Care Services, [gbird1@mgh.harvard.edu](mailto:gbird1@mgh.harvard.edu)

**Community Health Improvement Plan**

<b>Program Type</b>	Community Benefits Planning process; Community Participation/Capacity Building Initiative; Community Health Needs Assessment; School/Health Center Partnership
<b>Statewide Priority</b>	Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
<b>Brief Description or Objective</b>	Starting in FY16, Nantucket Cottage Hospital began the process of developing the Nantucket Community Health Improvement Plan in collaboration with the island’s health and human services agencies, non-profit organizations, the Town of Nantucket’s Department of Health, as well as year-round and seasonal residents of the island. community stakeholders came together during a series of public forums and meetings to identify Nantucket’s most pressing health needs, prioritize the top issues for the island, and develop goals and strategies to make meaningful change in these areas. During this collaborative and participatory process, dozens of community groups, organizations, and individuals contributed valuable insight and perspectives.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b>County-Nantucket</li> <li>• <b>Health Indicator:</b>Access to Health Care, Mental Health, Other: Education/Learning Issues, Other: Nutrition</li> <li>• <b>Sex:</b>All</li> <li>• <b>Age Group:</b>All</li> <li>• <b>Ethnic Group:</b>All</li> <li>• <b>Language:</b>All</li> </ul>

**Goal Description**

To develop a Community Health Improvement Plan with partners across a broad spectrum of the island community.

**Goal Status**

In FY16, Nantucket Cottage Hospital initiated this CHIP process with dozens of stakeholders and community partners.

**Partners**

**Partner Name, Description**

Town of Nantucket Health Department  
 Fairwinds Counseling Center  
 Nantucket Fire Department  
 National Alliance on Mental Illness – Nantucket  
 Nantucket Regional Transit Authority  
 Island Chiropractic

**Partner Web Address**

www.nantucket-ma.gov  
 www.fairwindscenter.org  
 www.nantucket-ma.gov  
 Nami.org  
 Nantucket-ma.gov  
 nicholasouelletedc@gmail.com



**Nantucket Cottage Hospital Certified Application Counselors**

<b>Program Type</b>	Direct Services
<b>Statewide Priority</b>	Address Unmet Health Needs of the Uninsured, Supporting Healthcare Reform
<b>Brief Description or Objective</b>	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 FY16, NCH CACs contributed to the estimated 75 patient financial counselors that served patients who needed assistance with their coverage.
<b>Target Population</b>	<ul style="list-style-type: none"> <li>• <b>Regions Served:</b> County-Nantucket</li> <li>• <b>Health Indicator:</b> Access to Health Care</li> <li>• <b>Sex:</b> All</li> <li>• <b>Age Group:</b> All</li> <li>• <b>Ethnic Group:</b> All</li> <li>• <b>Language:</b> All</li> </ul>

<b>Goal Description</b>	<b>Goal Status</b>
Provide information about the full range of insurance programs offered by EOHHS and the Health Connector.	In FY16, NCH CACs contributed to the estimated 75 patient financial counselors that served patients who needed assistance with their coverage.

**Partners**

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

<b>Contact Information</b>	Kim Simonian, Director for Public Payer Patient Access, Community Health, Partners Healthcare, <a href="mailto:ksimonian@partners.org">ksimonian@partners.org</a>
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## Expenditures

### *Community Benefits Programs*

Expenditures	Amount
Direct Expenses	\$161,405
Associated Expenses	Not Specified
Determination of Need Expenditures	Not Specified
Employee Volunteerism	Not Specified
Other Leveraged Resources	\$421,811

### *Net Charity Care*

Expenditures	Amount
HSN Assessment	\$590,218
HSN Denied Claims	Not Specified
Free/Discount Care	\$14,930
Total Net Charity Care	\$605,148

Corporate Sponsorships	\$6,680
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<b>Total Expenditures</b>	<b>\$1,195,044</b>
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<b>Total Revenue for 2016</b>	<b>\$42,393,000</b>
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<b>Total Patient Care-related expenses for 2016</b>	<b>\$42,153,691</b>
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<b>Approved Program Budget for 2017</b>	<b>\$1,195,044</b>
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(\*Excluding expenditures that cannot be projected at the time of the report.)