

FY18 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 (RCHC):	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, Print Materials, Website, Other- E-Newsletters Social Media,

Hospital/HMO Web Page Publicizing Target Pop.

<http://nantuckethospital.org/about-us/about-nantucket-cottage-hospital/community-outreach/>

Key Accomplishments of Reporting Year

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

Community Health Initiative

In FY18, Nantucket Cottage Hospital awarded \$762,000 in grant funding to 13 non-profit recipients through its Community Health Initiative, which seeks to address the island’s most pressing health issues through collaborative, innovative, and sustainable programs. The hospital sought proposals in four areas: behavioral health; women’s and children’s health; access to healthcare; and access to housing. These priorities were identified by the island community following a comprehensive process that included public forums, prioritization sessions and input from the hospital’s 2015 Community Health Needs Assessment. The resulting document, the Nantucket Community Health Improvement Plan, is better known as Healthy Nantucket 2020 and served as the roadmap for the Community Health Initiative grant process. Community volunteers vetted grant proposals and made recommendations for the Community Health Initiative funding available through the hospital’s Determination of Need for a new hospital facility. During this collaborative and participatory process, dozens of community groups, organizations, and individuals contributed valuable insight and perspectives.

Subsidizing Unpaid Ambulance Transports

Citing declining insurance reimbursements and rising transportation costs, the private ambulance companies that previously transported patients from Nantucket to mainland facilities (primarily behavioral health patients) stopped coming to the island in 2017. Nantucket Cottage Hospital is now subsidizing these ambulance transports (an average of \$6,000 per transport) to ensure island patients can get the appropriate care. These patients are ineligible for transport by MedFlight, so must be transported by ambulance via the ferries. In FY18, NCH incurred costs of \$43,800.79 to subsidize these ambulance transports.

Health and Wellness Screenings

As the organizer of Nantucket's annual 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 asthma testing, eye, dental and hearing screenings, as well as mammography exams free of charge. In FY18, over 200 people attended the Be Well Children's Health Fair, and Nantucket Cottage Hospital also offered free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket, providing six free mammography screenings.

Nurses' Training Program and Community Outreach

Through courses at Massachusetts General Hospital and on our hospital campus, approximately 51 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 three 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 continued teaching the Nursing & Allied Health class at Nantucket High School this year, introducing island students to the health care fields, which included field trips to NCH and hospital staff members giving lectures to students.

Public Education and Health Care Awareness

In FY18, 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, tick borne diseases, and other health issues. This included the second annual "Women + Wellness" event featuring speakers from Massachusetts General Hospital. 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.

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 FY18, NCH Certified Application Counselors filed almost 1,377 applications for Masshealth or ConnectorCare insurance plans.

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 FY18, the department assisted 258 Medicare patients review their prescription plans during the Medicare Part D Open Enrollment Period.

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 FY18, Nantucket Cottage Hospital distributed \$46,600 in scholarships to 49 individuals.

Operational Support For Island Health Partners

Nantucket Cottage Hospital supports several island-based health organizations by providing operational space at no cost. During FY18, NCH provided operating space to Fairwinds – Nantucket's Counseling Center, which provides mental health and addiction recovery services; Health Imperatives, a health and human services agency supporting low-income and vulnerable families; and Palliative & Supportive Care of Nantucket (PASCON), which provides physical, psychological, social, and spiritual care for persons with life-threatening illnesses and their

families.

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 FY18, Nantucket Cottage Hospital purchased and dispensed Narcan kits to NFD and NPD. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Adult & Pediatric Albuterol Nebbs to NFD EMS as well Flu vaccines for NPD/NFD staff totaling \$7,502.

Supplies Provided to Nantucket EMS

Nantucket Cottage Hospital's materials management department provided numerous supplies at no cost to the Nantucket Fire Department, which serves as the island's EMS service. These supplies included: slings, surgical tape, bandages, oxygen masks, gauze, sharps, and other items. In FY18, Nantucket Cottage Hospital provided \$1,624.90 in supplies to the Nantucket Fire Department.

Urgent Care

Nantucket Cottage Hospital continued to optimize patient access to primary, specialist and tertiary care. In FY18, the hospital sustained its "Walk-In Care" service with extended hours including weekends during 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 FY18, there were 3,600 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 2018 community benefits in the fiscal year 2019, and implementing the ongoing and new initiatives to:

- Facilitate the ongoing action planning and implementation of the Nantucket Community Health Improvement Plan.
- Sustain a robust Community Health Initiative program in relation to the Factor 9 process of the Determination of Need application for the new hospital project,

distributing the third phase of roughly \$4.2 million funding through a collaborative grantmaking process.

- 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 medical staff and professionals 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 as well as hospital housing, in the context of a long-range strategic plan.
- Engage in or lead more collaborative community relationships to improve on-island healthcare and wellness.

Community Benefits Process

Community Benefits Leadership/Team

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

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
Gosnold on Nantucket
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

2018

Data Sources

Community Focus Groups; 2015 Nantucket Quality of Life Survey; Hospital and Consumer Group, Interviews; Nantucket Community Health Improvement Plan process, 2017 Community Health Improvement Plan (Healthy Nantucket 2020)

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 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 asthma testing, eye, dental and hearing screenings, as well as mammography exams free of charge. In FY18, over 200 people attended the Be Well Children’s Health Fair, and Nantucket Cottage Hospital also offered free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket, providing six free mammography screenings.
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 free or low-cost health screenings to the island community.

Goal Status

In FY18, over 200 people attended the Be Well Children’s Health Fair, and Nantucket Cottage Hospital also offered free annual mammography screenings for uninsured women aged 40 and up who are current residents of Nantucket, providing six free mammography screenings.

Partners

Partner Name, Description

Massachusetts General Hospital
Briarpatch Pediatrics

Partner Web Address

<http://www.massgeneral.org>
<http://www.briarpatchpedi.com>

Bite Size Dental
ACK Eye

<http://www.bitesizeack.com>
<http://www.ack-eye.com>

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 FY18, the department assisted 258 Medicare patients review their prescription plans during the Medicare Part D Open Enrollment Period.
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	Goal Status
Advise and counsel Medicare recipients.	In FY18, the department assisted 258 Medicare patients review their prescription plans during the Medicare Part D Open Enrollment Period.

Partners

Partner Name, Description	Partner Web Address
Not Specified	

Contact Information Sarah Chotkowski, schotkowski@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 FY18, Nantucket Cottage Hospital distributed \$46,600 in scholarships to 49 individuals.
Target Population	<ul style="list-style-type: none"> • 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 FY18, Nantucket Cottage Hospital distributed \$46,600 in scholarships to 49 individuals.

Partners

Partner Name, Description

Nantucket High School

Partner Web Address

www.npsk.org

Contact Information

Lina Gillies, lgillies@partners.org

Shelter Relief Program

Program Type	Outreach to Underserved; Direct Services
Statewide Priority	Promoting Wellness of Vulnerable Populations
Brief Description or Objective	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.
Target Population	<ul style="list-style-type: none"> • Regions Served:County-Nantucket • Health Indicator:Environmental Quality, Elder Care; Public Safety, Safety • Sex:All • Age Group:All • Ethnic Group:All • Language:All

Goal Description	Goal Status
Provide shelter as a community benefit, at no charge to persons who qualify during unusual environmental situations.	In FY18, in conjunction with municipal partners, Nantucket Cottage Hospital offered shelter relief during a storm events.

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 Pam James, pjames1@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 FY18, 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, tick borne diseases, and other health issues. This included the second annual “Women + Wellness” event featuring speakers from Massachusetts General Hospital. 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.

- 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	Goal Status
Increase community awareness around important health issues.	In FY18, 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

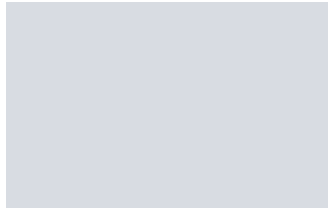
Urgent Care

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 continued to optimize patient access to primary, specialist and tertiary care. In FY18, the hospital sustained its “Walk-In Care” service with extended hours including weekends during 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 FY18, there were 3,600 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

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 FY18, NCH expanded its “Walk-In Care” service and treated over 3,600 patients.

Contact Information

Julie Karcsinski, NCH Practice Manager,
jkarcinski@PARTNERS.ORG

Nurses Training Program and Community Outreach

Program Type

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

Statewide Priority

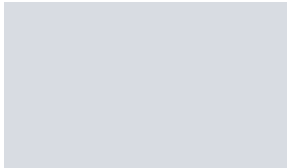
Supporting Healthcare Reform

Brief Description or Objective

Through courses at Massachusetts General Hospital and on our hospital campus, approximately 51 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 three NHS 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 continued teaching the Nursing & Allied Health class at Nantucket High School this year, introducing island students to the health care fields, which included field trips to NCH and hospital staff members giving lectures to students. Sports Medicine & Physical Therapy Associates of NCH also initiated several community outreach programs in FY18, including: NCH physical therapists provided post event stretching and massage for participants in the Bike Nantucket Fundraiser to benefit Fairwinds: The Nantucket Counseling Center; two PTs presented to the athletic training class at the high school; medical support at Nantucket High School hockey events; and a free community presentation about physical therapy at The Nantucket Culinary Center.

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 FY18, approximately 51 NCH nursing staff received training from MGH & participated in various conferences and seminars by NCH. Staff members completed numerous community outreach initiatives involving Nantucket High School students and other island organizations.

Partners

Partner Name, Description

Nantucket High School

Partner Web Address

www.npsk.org

Contact Information

Greg Bird, CNO, VP of Patient Care Services gbird1@mg.harvard.edu;
Gretchen Buchmann, Clinical Nurse Leader, gbuchmann@partners.org

Social Services

Program Type

Community Education, Direct Services, Outreach to Underserved

Statewide Priority

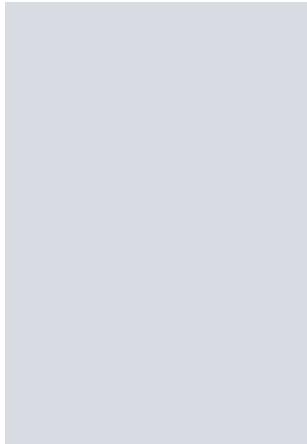
Address Unmet Health Needs of the Uninsured, Reducing Health Disparity, Supporting Healthcare Reform

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 FY18, the eight staff



members of this department spent 3,424 hours assisting people from the Nantucket community with a wide array of social services. The department recorded 9,847 contacts -some duplicative, some in person and some by phone - with community members. This works out to 67.14 hours spent per week and 193.08 contacts per week. In FY18 we provided assistance to 34 children and 37 adults to attend medical appointments off-island, as well as financial assistance to 17 adults to help with immediate financial needs that were not able to be met elsewhere. These funds include the Andrew Holdgate Children’s Travel Fund, the Shorty Travel Fund, the Sailing Stork Fund, the Behavioral Health Travel Fund and the Indigent Fund.

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 FY18, the eight staff members of this department spent 3,424 hours assisting people from the Nantucket community with a wide array of social services. The department recorded 9,847 contacts - some duplicative, some in person and some by phone - with community members. This works out to 67.14 hours spent per week and 193.08 contacts per week. In FY18 we provided assistance to 34 children and 37 adults to attend medical appointments off-island, as well as financial assistance to 17 adults to help with immediate financial needs that were not able to be met elsewhere.

Partners

Partner Name, Description

Partner Web Address

Not Specified

Contact Information

Sarah Chotkowski, schotkowski@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 FY18, Nantucket Cottage Hospital purchased and dispensed Narcan kits to NFD and NPD. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Adult & Pediatric Albuterol Nebs to NFD EMS as well Flu vaccines for NPD/NFD staff totaling \$7,502.
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: 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 FY18, Nantucket Cottage Hospital purchased and dispensed Narcan kits to NFD and NPD. Nantucket Cottage Hospital also donated glucose tubes, EPI-PENS, Aspirin, and Adult & Pediatric Albuterol Nebs to NFD EMS as well Flu vaccines for NPD/NFD staff totaling \$7,502.

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

Nantucket Cottage Hospital Certified Application Counselors

Program Type	Direct Services
Statewide Priority	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 FY18, NCH Certified Application Counselors filed almost 1,377 applications for Masshealth or ConnectorCare insurance plans.
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 FY18, NCH Certified Application Counselors filed almost 1377 applications for Masshealth or ConnectorCare insurance plans.

Partners

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

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

Program Type	Community Participation/Capacity Building Initiative, Grant/Donation/Foundation/Scholarship, School/Health Center Partnership
Statewide Priority	Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations
Brief Description or Objective	Nantucket Cottage Hospital supports several island-based health organizations by providing operational space at no cost. During FY18, NCH provided operating space to Fairwinds – Nantucket’s Counseling Center, which provides mental health and addiction recovery services; Health Imperatives, a health and human services agency supporting low-income and vulnerable families; and Palliative & Supportive Care of Nantucket (PASCON), which provides physical, psychological, social, and spiritual care for persons with life-threatening illnesses and their families.
Target Population	<ul style="list-style-type: none"> • Regions Served: County-Nantucket • Health Indicator: Access to Health Care, Mental Health, Other: Alcohol and Substance Abuse, Other: Hospice, Other: Parenting Skills, Other: Pregnancy, Responsible Sexual Behavior, Substance Abuse, Nutrition • Sex: All • Age Group: All • Ethnic Group: All • Language: All

Goal Description
Continue to support Nantucket-based health organizations providing critical services to vulnerable populations on the island.

Goal Status
In FY18, Nantucket Cottage Hospital provided operational space to three island-based non-profit health agencies: Fairwinds, Health Imperatives, and PASCON, at no cost.

Partners/Grant Recipients

Partner Name, Description	Partner Web Address
Fairwinds – Nantucket’s Counseling Center	www.fairwindscenter.org
Health Imperatives	www.Healthimperatives.org

PASCON

www.pascon.org

Contact Information Jason Graziadei; jgraziadei@partners.org

Community Health Initiative

Program Type	Community benefits planning process; Community Participation/Capacity Building Initiative; Community Health Needs Assessment; Grant?Donation; School/Health Center Partnership
Statewide Priority	Promoting Wellness of Vulnerable Populations, Reducing health Disparity
Brief Description or Objective	In FY18, Nantucket Cottage Hospital awarded \$762,000 in grant funding to 13 non-profit recipients through its Community Health Initiative, which seeks to address the island’s most pressing health issues through collaborative, innovative, and sustainable programs. The hospital sought proposals in four areas: behavioral health; women’s and children’s health; access to healthcare; and access to housing. These priorities were identified by the island community following a comprehensive process that included public forums, prioritization sessions and input from the hospital’s 2015 Community Health Needs Assessment. The resulting document, the Nantucket Community Health Improvement Plan, is better known as Healthy Nantucket 2020 and served as the roadmap for the Community Health Initiative grant process. Community volunteers vetted grant proposals and made recommendations for the Community Health Initiative funding available through the hospital’s Determination of Need for a new hospital facility. During this collaborative and participatory process, dozens of community groups, organizations, and individuals contributed valuable insight and perspectives.
Target Population	<ul style="list-style-type: none"> • Regions Served:County-Nantucket • Health Indicator:Access to Health Care, Mental Health, Other: Education/Learning Issues, Other: Nutrition • Sex:All • Age Group:All • Ethnic Group:All • Language:All

Goal Description

To address the island’s most pressing health issues through grant funding that supports

Goal Status

In FY18, Nantucket Cottage Hospital awarded \$762,000 in grant funding to 13 non-profit

collaborative, innovative, and sustainable programs. recipients through its Community Health Initiative.

Partners / Grant recipients

Partner Name	Partner Web Address
Artists Association of Nantucket	www.nantucketarts.org
Gosnold on Nantucket	www.gosnold.org
National Alliance on Mental Illness Health Imperatives	www.nami.org
Maria Mitchell Association	www.healthimperatives.org/nantucket
Small Friends on Nantucket	www.mariamitchell.org
Sustainable Nantucket	www.smallfriendsnantucket.org
Fairwinds Counseling Center	www.sustainablenantucket.org
Habitat for Humanity	www.fairwindscenter.org
Nantucket Community School	www.habitatnantucket.org
Nantucket Affordable Housing Trust Fund	www.Npsk.org
Nantucket Civic League	www.nantucket-ma.gov
	www.nantucketcivicleague.org

Contact Information Brenda Johnson, bjohnson17@partners.org

Subsidizing Unpaid Ambulance Transports

Program Type	Community Participation/Capacity Building Initiative, Grant/Donation/Foundation/Scholarship, Health Coverage Subsidies or Enrollment, Outreach to Underserved
Statewide Priority	Promoting Wellness of Vulnerable Populations, Reducing Health Disparity
Brief Description or Objective	Citing declining insurance reimbursements and rising transportation costs, the private ambulance companies that previously transported patients from Nantucket to mainland facilities (primarily behavioral health patients) stopped coming to the island in 2017. Nantucket Cottage Hospital is now subsidizing these ambulance transports (an average of \$6,000 per transport) to ensure island patients can get the appropriate care. These patients are ineligible for transport by MedFlight, so must be transported by ambulance via the ferries. In FY18, NCH incurred costs of \$43,800.79 to subsidize these ambulance transports.
Target Population	<ul style="list-style-type: none"> • Regions Served:County-Nantucket Health Indicator: Access to Health Care, Mental Health, Other:

	<p>Alcohol and Substance Abuse, Other: Public Safety</p> <ul style="list-style-type: none"> • Sex:All • Age Group:Adult • Ethnic Group:All • Language: All
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Goal Description	Goal Status
Ensure island patients, especially behavioral health patients, have access to safe and efficient ambulance transport to the mainland when necessary.	In FY18, NCH covered the cost of all needed ambulance transports, incurring costs of \$43,800.79 to subsidize these transports to the mainland.

Partners / Grant recipients	
Partner Name	Partner Web Address
Not Specified	Not Specified

Contact Information	Greg Bird, Chief Operating Officer/Chief Nursing Officer and VP for Patient Care
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Supplies Provided to Nantucket EMS

Program Type	Community Participation/Capacity Building Initiative, Health Professional/Staff Training, School/Health Center Partnership,
Statewide Priority	Promoting Wellness of Vulnerable Populations
Brief Description or Objective	Nantucket Cottage Hospital's materials management department provided numerous supplies at no cost to the Nantucket Fire Department, which serves as the island's EMS service. These supplies included: slings, surgical tape, bandages, oxygen masks, gauze, sharps, and other items. In FY18, Nantucket Cottage Hospital provided \$1,624.90 in supplies to the Nantucket Fire Department.
Target Population	<ul style="list-style-type: none"> • Regions Served:County-Nantucket Health Indicator: Access to Health Care, Other: Public Safety, Other: Safety - Home, Other: Sexually Transmitted Diseases • Sex:All • Age Group:Adult • Ethnic Group:All • Language: English

Goal Description

To provide needed supplies to Nantucket's EMS workers who work collaboratively with hospital staff to care for patients.

Goal Status

In FY18, Nantucket Cottage Hospital provided \$1,624.90 in supplies to the Nantucket Fire Department.

Partners / Grant recipients

Partner Name

Nantucket Fire Department

Partner Web Address

www.nantucket-ma.gov

Contact Information

Dave Henry, NCH materials manager

Expenditures

Community Benefits Programs

Expenditures	Amount
Direct Expenses	\$152,364
Associated Expenses	N/A
Determination of Need Expenditures	\$672,578
Employee Volunteerism	N/A
Other Leveraged Resources	\$188,951

Net Charity Care

Expenditures	Amount
HSN Assessment	\$258,479
HSN Denied Claims	-
Free/Discount Care	\$183,109
Total Net Charity Care	\$441,588

Corporate Sponsorships	\$5,197
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Total Expenditures **\$1,550,678**

Total Revenue for 2018 **\$46,870,813**

Total Patient Care-related expenses for 2018 **\$43,232,025**

Approved Program Budget for 2019 **\$1,550,678**

(*Excluding expenditures that cannot be projected at the time of the report.)