

**2020 Signature Healthcare Brockton Hospital
Community Benefits Report:**

October 1, 2019– September 30, 2020

I. Signature Healthcare Brockton Hospital's Mission Statement

Summary

Signature Healthcare Brockton Hospital is a private, not-for-profit, community-based teaching hospital serving more than 460,000 residents in more than 20 southeastern Massachusetts communities. Our mission is to be the leading community-based healthcare delivery system in Southeastern Massachusetts, providing the full range of primary care, specialty care, hospital care and related ancillary services on a coordinated basis. Signature Healthcare physicians and Signature Healthcare Brockton Hospital strive to be recognized as “providers of choice” by staff, patients and the community. These principles guide Signature Healthcare:

- Take a leadership role in assessing the healthcare needs of the Metro South area by committing to a hospital-community partnership and by collaborating with other providers and community members to offer a broad range of education, health services and other activities for all patients and, in particular, the underserved and disadvantaged populations.
- Develop new services and programs and participate in alternative delivery and regional health care systems to respond to community needs and enhance care access.
- Participate in healthcare professionals' education to enhance the Hospital's access to medical expertise and ensure the most up-to-date approaches for providing care.
- Commit to an electronic medical record environment aimed at (i) reducing medical errors with more accurate and timely information for providers, (ii) enhancing physician productivity and job satisfaction, (iii) responding to consumer requests for electronic communication.
- Be an equitable employer that values and rewards excellence in its associates.
- Manage finances aggressively to remain cost-effective and fiscally sound.

Part of Signature Healthcare Brockton Hospital's community focus, and indeed the very core of our mission, is to care for those in greatest need. We are incredibly proud of our distinguished, century-plus tradition of reaching out to all patients in our community, from every walk of life, regardless of their ability to pay.

Community Benefits Mission Statement

Signature Healthcare Brockton Hospital's Community Benefits mission is to provide high-quality, low-cost healthcare to all individuals in the Brockton and surrounding communities. We continually evaluate and research the healthcare needs of patients in our community. To improve an individual's health, we consider the whole person. Signature Healthcare Brockton Hospital is also committed to collaborating with our community partners who can aid in our mission to identify and meet the healthcare needs of our community.

II. Approval of Governing Body

Signature Healthcare Brockton Hospital benefits from the talents and foresight of countless individuals — staff and volunteers — who are committed to our mission of compassionate care and community service. The Board of Trustees sets and approves the hospital's overall direction and goals, meeting monthly to review plans and progress on all projects that further the Hospital's mission of service and care. They provide internal oversight and management of Community Benefit Programs.

Management Structure

Each year, the Signature Healthcare Brockton Hospital Board of Trustees reviews and considers the community's health needs and goals for impacting community health. Progress is monitored monthly and a formal presentation of progress is offered to the Board of Trustees by the CEO annually.

Developing our annual community benefits plan is based on an analysis of the many healthcare needs facing those who live in southeastern Massachusetts. Input is gathered from diverse sources, including the Department of Public Health Status Indicators, internal utilization reports, public schools, church groups and the Community Health Network Area (CHNA).

From this work comes a community benefits plan with a comprehensive picture of service and needs in the Brockton area. This data was collected by various organizations in the community, one being Signature Healthcare. Signature Healthcare compiled the report.

Method of Sharing Information about Status and Success of Community Benefits Mission/Programs with Staff at all Levels of the Institution

The Signature Healthcare Brockton Hospital Marketing/Public Affairs Department publicizes community benefit success stories and accomplishments internally and externally. A weekly e-newsletter sent to all associates alerts the Signature Healthcare organization to community activities and opportunities, and the website adds further detail. The department also informs the media of newsworthy community benefit accomplishments. Press releases, community presentations and other communication vehicles include community benefit information as appropriate.

The Human Resources Department uses recruitment materials and job fairs to reinforce Signature Healthcare Brockton Hospital's role as a market leader and regional community health care resource dedicated to improving the community's overall health and wellbeing.

III. Community Health Needs Assessment

Process, Including Participants, and Information Sources

Collaboration and partnerships are critical to the success of the Community Benefits process of assessing and addressing community needs. In order to build a healthier community, Signature Healthcare Brockton Hospital continues to collaborate with and support numerous organizations throughout the Greater Brockton area, such as health and social service agencies, city departments, schools, neighborhood shelters and other community groups.

Summary of Findings

The summary of findings for our community health needs assessment solicited the community's input, with particular focus on those facing inequities, to provide actionable context and relevance to the quantitative data that was analyzed. The prioritization of health needs was completed with the following processes:

- Community identified health needs were ranked by frequency of mention
- When available, data concerning racial and ethnic inequities was considered
- Data points that were farthest from the state and national benchmarks were prioritized.

Utilizing these tools and having these conversations lead us to focus our efforts on Mental Health, Obesity-Related Illness (diabetes/hypertension) and Substance Use.

Mental Health

In the City of Brockton, 16.6% of residents experience frequent mental distress. While data is not available by race/ethnicity, the most diverse census tracts have the highest rates, reaching as high as 23% of the adult population. Key informants noted both the cultural stigma and insufficient healthcare resources as contributing factors to the increase in mental illness.

Obesity-Related Illness

Chronic disease resulting from obesity was the number one noted item in focus group participants' written surveys. Participants reported social isolation, built environment, and transportation as contributing factors to these health concerns. According to the U.S. Centers for Disease Control and Prevention, chronic diseases affect minority groups more severely due to several contributing factors such as social determinants of health. Due to the significant inequities in these determinants from a young age, it can be assumed these contribute to the rates of chronic illnesses such as diabetes and heart disease later in life.

Substance Use

The rapidly evolving landscape of substance use makes it challenging to stay abreast of the issue. With the increased use of electronic vapor products in young people, adult substance use and associated conditions should be closely monitored. Changes in marijuana laws and increasing availability are also likely to change the landscape of substance use in Massachusetts.

IV. Community Participation

Process, Mechanism and Identification of Community Participants

Together with social service and health agencies, city departments, neighborhood shelters, schools and other community groups, Signature Healthcare Brockton Hospital's community benefits process analyzes needs, sets priorities and works toward successfully achieving goals. Timely progress reviews and regular reports to the Board of Trustees ensure community and hospital leaders affect change and avoid duplicative efforts.

In assessing needs, determining priorities and implementing solutions, Signature Healthcare Brockton Hospital has collaborated with several community groups and organizations over the years. They include:

- American Cancer Society
- Boys and Girls Club
- Brockton Area Multi Service, Inc. (BAMSI)
- Brockton Family and Community Resources
- Brockton Housing Authority
- Brockton Neighborhood Health Center
- Brockton Public Schools
- Brockton Visiting Nurses Association
- Brockton's Promise, Healthy Start Team
- Cape Verdean Association
- Cape Verdean Adult Day Health Center
- Catholic Charities
- City of Brockton Health Department
- City of Brockton Mayor's Office
- Community Connections
- Greater Brockton Health Alliance (GBHA, CHNA 22)
- Prevention and Wellness Network (CHNA 24)
- HelpLine
- Mainspring House
- My Brother's Keeper
- Plymouth Country District Attorney's Office
- REACH (Racial and Ethnic Approaches to Community Health)
- Self Help
- United Way of Greater Plymouth County
- Woman Infants Children Programming (WIC)
- Old Colony YMCA (Brockton, East Bridgewater, Easton, Middleboro, Stoughton and Taunton)

V. Community Benefits Plan

Chronic Disease: Diabetes/Hypertension

Because health statistics identified nutrition and diabetes as significant issues in our community, the Hospital's community benefits focus continued to combat these concerns by offering tools to individuals in need. Our target population was community-wide and our priorities included educational tools, exercise classes, and screenings. As part of the Community Health Needs assessment, we discovered individuals living in the community considered exercising unsafe and expensive, had trouble affording healthy food and faced challenges with preparing meals properly.

Short-term strategy:

Based on the findings in the Community Health Needs Assessment, Signature Healthcare continued its Wellness program. Elements included free exercise classes, free health screenings, healthy cooking demonstrations, and free healthy recipes. Signature Healthcare offers free Yoga and Zumba classes to the community and employees every Monday and Wednesday evening from 5-6 pm to combat cost and safety concerns cited as reasons for a sedentary community. These classes, attended by 20-30 people weekly, are well received. The program in its 10th year switched to a virtual model once the

pandemic hit. Our instructors were able to set up their classes using the Zoom platform so members of our community could still participate.

In January 2015, Signature Healthcare began working with the local “Blessings in a Backpack” program after a meeting with school committee members and the Kennedy School staff in Brockton. Blessings in a Backpack has many students on the free and reduced breakfast and lunch program at the school and wanted to ensure these same students had healthy food for weekends. Signature Healthcare worked with Sodexo, our food services provider, to put together meals for the 60 students at the Kennedy School. Each weekend, these children are provided nutritious food to take home, such as soups, fresh fruit and healthy grains. Signature Healthcare is now in its sixth year of working with this program and will continue to expand to other children in our community. Once the pandemic hit in March 2020, the schools went fully remote, so our participation with Blessings in a Backpack was put on hold. Once school opens, we will begin working with the program once again.

On many occasions throughout fiscal 2020, Signature Healthcare staff members offered nutrition information and hands-on activities to the community. One major event was the “Health & Wellness Expo.”, held in November 2019. This event had many components, including free screenings for vascular and metabolic disease, a healthy cooking demonstration, healthy recipes, and an area where Signature and community partners highlighted nutrition and diabetes services. There was an exercise area with Kickboxing and Zumba for adults and an obstacle course for children provided by the Easton Children’s Museum. This event was a great success, with more than 250 people in attendance and more than 100 of those screened.

Substance Use Disorder

Data in our past few Community Health Needs Assessments show an increase in Substance Use. According to the U.S. Centers for Disease Control and Prevention, “children in the earlier teens start using controlled substances, the greater their chances of continuing to use substances and developing substance use problems later in life.” They also note substance use in teens “contributes to the development of adult health problems such as heart disease, high blood pressure, and sleep disorders.” Several local municipalities have published data on youth risk and protective factors, which provide critical insights for preventing substance use disorders. These surveys looked at marijuana use, cigarette use, alcohol consumption, electronic vapor product use and prescription drug use.

Strategy:

Signature Healthcare continues to work with staff from High Point, the Brockton Area Prevention Collaborative and the Plymouth County Drug Abuse Task Force. Signature Healthcare Emergency Department physicians work with local police and fire departments to provide training and medical guidance. Police departments from Norfolk, Plymouth and Bristol counties were trained on the proper use of Nasal Narcan. The Emergency Department also offers medical control to local police departments to use naloxone, epi-pens and AED’s. Dr. Muse serves as the EMS Medical Director for 14 local fire departments and is very active in other matters related to substance abuse, including the Brockton Mayor’s Opioid coalition, Independence Academy, and Plymouth

County's Substance abuse coalition.

Dr. Dan Muse, Signature Healthcare ED physician, is a Plymouth County Outreach board member and is the Medical Advisory Committee chairman. The committee produced a "White Paper" on the opioid epidemic and sponsored a conference on pain management.

The committee has also reached out to improve access to doctors and facilities involved in medically assisted treatment. As an advisor to the Plymouth County Policy Outreach Committee, Dr. Muse helped in the Narcan distribution initiative to family, friends and those suffering from Substance Abuse Disorder.

Mental Illness

Anxiety and Depression were identified in all focus groups and several key informant interviews, particularly when discussing youth. Alternatively, seniors identified social isolation as a significant concern within their community. According to the Massachusetts Department of Public Health, Abington, Brockton, Holbrook, Randolph, Rockland, Stoughton and Taunton all rank in the worst quintile for mental health. This is defined by the percent of residents that indicate they had 15 or more poor mental health days in the past month. The data around poor mental health is indicative of mental health hospitalizations in Massachusetts with similar municipalities experiencing the highest rates of hospitalizations.

Strategy:

When the Health Service department was eliminated at Massasoit Community College in Brockton, the Director of the Women's Center reached out to Signature Healthcare. She felt by eliminating health education to the students, there was a void. Signature Healthcare stepped in and worked with the Women's Center to build a calendar each year, where each month throughout the semester a different health topic is covered during the student's lunchtime. Topics covered include substance use, vaping, nutrition, sleep and stress and a variety of others. These monthly sessions were not only directed to the students but also faculty and staff.

In addition to in-person education, our free fitness programs went virtual in April 2020 once COVID-19 became a threat to our local communities. Our Yoga and Zumba classes that were traditionally held in person at Massasoit Community College switched to a virtual platform so that our community remained safe at home but still had the ability to focus on their mental health by meditating and stretching with their instructor and class participants.

Through community outreach with local businesses, community groups, and events, hospital staff members were able to educate the community on chronic disease, substance use disorder and mental health in various ways. Signature provided educational tools on diabetes, healthy recipes, free exercise classes and opportunities for questions and answers with clinical staff. During FY20, hospital staff participated in fewer community events than in prior years due to government regulations/suggestions of COVID-19 but remained connected to those agencies we've worked with over the years. The events included:

- BAMSII Wraparound Services
- Brockton Public Schools

- East Bridgewater COA – Monthly educational seminar on a variety of topics, including diabetes education, nutrition, joint health and breast cancer awareness
- Massasoit Community College – Brockton Campus: Monthly Educational tables for students and faculty
- Mary Cruise Kennedy Senior Center – “Signature Series”
- Old Colony YMCA Youth Division Brockton Branch, “Healthy Kids Day”
- Old Colony YMCA Stoughton Branch “Healthy Kids Day”
- Old Colony YMCA– Joan Conkling, RD held multiple workshops on nutrition for the Livestrong program at the East Bridgewater, Stoughton and Brockton branches.
- Old Colony YMCA Annual Youth Conference
- East Bridgewater COA – Health & Safety Fair
- Taunton WIC “Celebration of the Young Parent”
- Old Colony YMCA Taunton Branch – Senior Resource Day
- South Shore Leadership Conference – Building Resiliency Community Summit

VI. Progress Report: Activity during Reporting Year

Major Programs and Initiatives

Signature Healthcare Brockton Hospital is one of the busiest hospitals in the area. In FY 20, admissions totaled 11,457 and 1469 babies were delivered in the maternity unit. Visits to the Hospital’s emergency department in 2020 were 49,142. Our Outpatient departments had 389,769 visits in FY20. Signature Healthcare Brockton Hospital offers several clinical and non-clinical programs to address community health care needs.

Medical Home

Signature Healthcare’s Signature Medical Group practice sites are part of a medical home program. Our patients have a care team providing them with access to evidence-based patient care and education and self-management support. The care team starts with the patient and includes their primary care provider, nurses, certified medical assistants and medical receptionists. Other specialists join the care team based on patient needs.

Primary Stroke Service

Signature Healthcare Brockton Hospital is a Primary Stroke Service. This designation assures the Hospital is able to provide prompt, high-quality care for stroke patients in the region. The service tracks all clinical process measures against Quality Net, established by the Centers for Medicare & Medicaid Services, for reliable healthcare quality data exchange.

SportSmart

SportSmart is a comprehensive, complete care coordination program providing services to our surrounding communities, schools and athletes. The program treats the full spectrum of athletic injury, from musculoskeletal/orthopedic to mild traumatic brain injury or concussion. Multiple Emergency and Orthopedic Department physicians have completed traumatic brain injury/concussion education and are Certified ImPACT Consultants [CIC]. Data provided from the ImPACT testing following injury helps

determine return to school and activity for affected youth.

Signature Healthcare provides support to 12 local schools and organizations. In FY20, Signature Healthcare began partnering with the Massachusetts Concussion Management Coalition, which supports a portion of the Baseline tests in schools within our Commonwealth free of charge. Assistance from the SportSmart staff has increased to the local sports teams due to heightened national awareness regarding the effects of concussions. The program continues providing educational support to parents, coaches, teachers, athletic staff and school nurses.

Signature Healthcare's newest SportSmart related venture began in late 2015, providing Signature Healthcare employed athletic trainers to area high schools. The program includes Abington, Blue Hills Regional High School, Brockton, Cardinal Spellman High School, and East Bridgewater Jr. High School, Holbrook, Massasoit Community College, Randolph, Rockland, Southeastern Regional Vocational High School, South Shore Voc Tech, West Bridgewater and Whitman Hanson. We continue to consult with the athletic training program at Whitman Hanson Regional High School and provide per diem coverage at Massasoit Community College.

Staff from Signature Healthcare's SportSmart program offer services that provided continuing education for Athletic Trainers and School Nurses. Some of the topics covered in prior years include Concussion Management, Substance Abuse and the role of Naloxone and Upper and Lower Extremity Injury Management. There were plans to offer in-services in FY 20, but due to COVID-19, those were put on hold.

The Hospital continuously evaluates this program's value and community needs to determine future enhancements.

First Responder Education and Training Program

Signature Healthcare's Emergency Department physicians did not stop at helping schools and parents but stretched that reach into community EMS, police, and fire. Dr. Muse coordinates teaching rounds with local EMS teams more than 20 times per year, in addition to holding conferences twice per year. These conferences include education on various topics, including Human Trafficking: Legal and Social Ramifications, Domestic Abuse, Adverse Childhood Events, Pediatric Trauma Care and Newborn Care in-field delivery, to name a few. EMS professionals delivering patients to the Signature ER are invited to watch life-saving stenting procedures in one of two Brockton Hospital Cardiac Catheterization labs – closing the loop on what happens after they drop off a patient in cardiac arrest. The simulation lab is a cooperative venture between local EMS departments and Signature Healthcare. The mannequins provide the opportunity for medics to practice life-saving skills in real-life environments. This also assures continued improvement in areas of care that may infrequently occur, such as pediatric codes.

Signature Healthcare and Dr. Dan Muse have established a very close relationship with the City of Brockton. Dr. Muse is the Medical Director for Brockton Police and Fire. He also serves as Medical Director for the Brockton Fire Department Dispatch. For the last several years, Dr. Muse has been part of Brockton Police Department's yearly mental health training. He also works closely with local police and fire on special programs in their departments and towns. A new program, "Save A Life," was launched in 2020. This

program works in conjunction with local EMS to train citizens of their communities in life-saving CPR techniques, AED use, Narcan administration and “Stop The Bleed” skills.

Each year, Dr. Muse, in conjunction with the District Attorney’s offices, talks to schools and local groups about substance abuse. Dr. Muse continues to teach nurses and athletic trainers how to recognize an opioid overdose and use naloxone.

Due to the COVID-19 pandemic, many activities were curtailed or limited. The pandemic also created a need to provide guidance and expertise to the local EMS. During the first few months, Dr. Muse had weekly and bi-weekly Zoom meetings with the local Fire Departments from Plymouth, Bristol and Norfolk Counties, advising them on the management of COVID-19 in their departments and how to care for their towns citizens while protecting themselves from the virus. These Zoom advisory meetings were also provided to the local Police departments. While not as frequent, the advisories are still offered to both Fire and Police in the previously mentioned counties. Because of these advisories, this region was one of the first to mandate the use of masks and social distancing in the workplace and cleaning protocols that kept the incidence of COVID-19 infections in the workplace to extremely low numbers. At present, Dr. Muse is advising on how to open the departments safely post-vaccination.

Brockton Hospital pharmacy and Dr. Muse also worked on vaccinating seniors and first responders in our local communities. Nearly 20 local towns used their boards of health and local EMS to establish vaccination clinics. The training was provided by the pharmacy staff and Dr. Muse via a virtual webinar. The result was thousands of first responders and seniors from our local communities having received their vaccinations conveniently and efficiently. Due to this very successful endeavor, there are plans to establish a consortium of local boards of health and Fire/EMS under Brockton Hospital's guidance. The goal would be to provide community outreach which will include but not be limited to the “Save a Life” program, CPR, vaccinations, school education on Substance Abuse, Coaches training programs on sports injury and management, and concussions as well as opportunities for our elderly population including blood pressure checks and home visits.

Substance Abuse & Opioid Crisis Management Programs

Within the Signature Healthcare Emergency Department, overdose patients receive nasal Narcan, a list of detox facilities, and counseling. The ED physicians are also limiting the number of narcotics they prescribe to patients. They will not fill lost prescriptions and are advancing the use of the state’s “Prescription Monitoring Program.”

Signature Healthcare created a Pain and Opioid Management Committee. They developed a Charter to guide our purpose and ensure we are meeting the Joint Commission's regulatory requirements related to pain and opioid management. We started by providing appropriate pain and opioid management policies that were developed to meet our patient populations' needs. At the same time, we have been monitoring the effectiveness of patient pain assessments and pain management throughout the organization. Part of our effort includes raising awareness of available services for consultation and referral for patients with complex pain management needs

among staff and our licensed independent practitioners. The Committee works to ensure educational resources and programs are available to improve pain assessment, pain management, and the safe use of opioid medications throughout the organization on an ongoing basis.

Due to the alarming spikes in addiction and unintended overdose deaths, a dramatic rise in diversion and non-medical use of these dangerous drugs, Signature Healthcare asked, “What’s going on with prescribing pharmaceuticals within Signature Medical Group?” A group was developed of concerned employees to help encourage responsible opioid prescribing practices for Signature Healthcare patients with chronic pain. The goal was to decrease the number of opioids prescribed by Signature Healthcare primary care providers when indicated by supporting responsible opioid prescribing. Several actions were taken to ensure for a successful program which included meeting with and educating all Signature Medical Group Primary Care providers who had patients at high risk. A medical management clinic was opened to assist PCP’s with the highest risk patients and developed new policies. The high-risk patients were monitored every 3-4 months for successful weaning from opioids and benzodiazepines. Data was provided to the PCP’s regarding their patient’s progress and storytelling was used to share successful weaning with other PCP’s and committee members. The results help tell the story, as PCP’s with high-risk patients saw a 67% reduction, overall total MME (Morphine Milligram equivalents) prescribed per day realized a 63% reduction. This process shows how a community hospital can successfully, significantly, and safely reduce opioid prescribing.

Maternity and Child Health Services

In the area of Maternal and Child Health Services, Signature Healthcare Brockton Hospital enriched the childbirth experience for new parents to offer a wide range of prenatal services, childbirth education classes and support groups.

The Hospital’s Special Care Nursery is a Massachusetts designated Level II facility, allowing Signature Healthcare to offer maternity services to women in the “High-Risk” category, whose newborns require additional medical and nursing support. Perinatal consultations with Neonatologists are offered for high-risk moms, keeping them involved in their baby’s care.

In affiliation with Tufts Children's Hospital in Boston, Signature Healthcare provides 24-hour neonatology coverage to the nursery.

Signature Healthcare is a “Baby-Friendly Designated Hospital” and strives to support mothers to breastfeed babies for the best start in life. Signature Healthcare wrote a breastfeeding policy that is routinely communicated to all healthcare staff and provides education and information to expectant mothers on breastfeeding benefits. Maternity staff helps mothers initiate breastfeeding within one hour of birth and show mothers how to breastfeed and maintain lactation even if they are separated from their infants.

Signature Healthcare developed “Healthy Beginnings,” a community outreach Obstetrics program for the indigent population who require medical care, social support, financial counseling, and translator services. Given the patient population's diverse nature, Signature Healthcare supplies 24/7 translator services with 16 employed translators

speaking 36 languages. In FY 20, the Center for Healthy Beginnings enrolled 897 patients and 440 patients delivered their babies at Signature Healthcare Brockton Hospital.

Signature Healthcare offers our patients Babe-e-News, a free, opt-in electronic newsletter providing education, tools, and resources for pregnancy and early childhood. The information is tailored to a mother's due date or child's birth date, making the weekly information relevant and valuable. This newsletter can also be shared with any family members who can select to read the newsletter in multiple languages. Communicating to patients in their native language helps to promote compliance and understanding of their healthcare.

In FY 20, Signature Healthcare partnered with YoMingo, an online childbirth education program. By working with YoMingo, Signature Healthcare was able to help our patients eliminate the hurdle of fitting in-person childbirth classes into their schedule and practice social distancing and instead brings classes directly to them. This is a free program for our patients and is available in 14 languages. YoMingos' evidence-based online maternity education includes education on Labor and Birth and topics such as breastfeeding, newborn care, community health resources, support groups, and other tools.

Highlighting a shared mission of responsibility to community health needs, Signature Healthcare has been working with the Brockton Neighborhood Health Center to support all labor and delivery of Brockton Neighborhood Health Center's patients. Signature Healthcare's mission aligns perfectly with that of BNHC, which has grown dramatically over the years with a mission to be a multicultural organization collaborating with community agencies and residents to provide high-quality, comprehensive healthcare in response to community health needs. The BNHC midwives and physicians handle all of their deliveries at Signature Healthcare Brockton Hospital and cover the labor and delivery floor along with Signature Healthcare providers.

Oncology Programs

Nonprofit organization Looking and Feeling FAB, Inc. is the first of its kind in the country, staffed with licensed Aestheticians who are Oncology-trained. They offer customized skincare treatments to combat the skin side effects resulting from chemotherapy, radiation, surgery and a mix of medications. Moderate to severe skin reactions resulting from treatment can have a devastating impact, decreasing one's quality of life. Looking and Feeling FAB, Inc. began offering this service to our Signature Healthcare patients in June 2016. The program is fully funded by The Christine M. Sullivan Foundation and allows the patients to take advantage of the service at no cost.

A monthly Cancer Support group is offered to cancer patients and their loved ones. This support group is not only open to Signature Healthcare patients but to anyone in need of support. Traditionally, this group would meet in person at the Greene Cancer Center, but due to COVID-19 has gone virtual.

Signature Healthcare had intended to host its 2nd Conversations on Cancer: What you need to know about the changing landscape, community presentation in Spring of 2020, but due to COVID-19, it was postponed. This personal conversation provides an opportunity for those individuals within our community to attend and hear from a panel of experts from the Cancer Center at Beth Israel Lahey and the Greene Cancer Center at Signature Healthcare. This event was postponed for a second time in the fall due to COVID-19 numbers being high. Instead, an informational newsletter was sent to roughly 30,000 households within our service area. This educational piece covered various topics, including; Importance of genetic testing for common cancers, Harnessing the body's immune system to treat cancer and Advances in cancer (Breast, Lung, Prostate, and Colorectal).

Charity Golf Tournament

Signature Healthcare's Charity Golf Tournament on August 10, 2020, raised \$117,500 with 129 golfers participating. Funds supported the Greene Cancer Center at Signature Healthcare affiliated with Beth Israel Deaconess Medical Center.

Volunteer Services

Signature Healthcare Brockton Hospital's volunteers are a vital part of our outreach efforts, contributing to the positive experience patients expect at the Hospital. The Signature Healthcare Junior Volunteer Program accepts students ages 13-17 from Brockton and the surrounding communities who provide various support throughout the Hospital. The program exposes many students to their first work experience. For many, this is an excellent practice for a first job interview and exposes them to healthcare careers. Signature Healthcare utilized volunteers thru February 2020, but the program was put on hold starting in March due to the pandemic.

Mainspring House Job Development Program

Signature Healthcare Brockton Hospital partners with Father Bills and Mainspring House job developers and other supporters, including Bridgewater State University, Department of Transitional Assistance, Arbella Insurance Foundation, State Street, United Way of Greater Plymouth County and Citizens bank. We recruit graduates from the Work Express and work-ready family program into paying jobs where they can work to broaden their skills and experience various healthcare employment opportunities. In many cases, participation in this program helps rebuild their lives and provide for their families. Signature Healthcare has successfully hired graduates from both programs into various part-time, per diem and full-time positions within the hospital setting. Due to social distancing efforts, the Work Ready Team will offer a virtual job fair to enhance hiring opportunities for participants.

Associate-Supported Charities

Many of the Signature Healthcare Brockton Hospital associates contribute time, talent and money to local communities or charity groups. Beneficiaries include the United Way, American Cancer Society, South Shore Women's Center, ARC of Greater Plymouth County, hospice groups, visiting nurse associations, food pantries, family shelters and women's groups.

BAMSI Candy Cane Program

Through the help and generosity of Signature Healthcare employees, 60 families and 150 children were provided with Christmas gifts this past year. Also, the Hospital holds its own Toy “Store” for identified needy patients, who are invited in by appointment to “shop” from employee-donated gifts for their families and children. For many years, Signature Healthcare employees have coordinated major holiday giving around the BAMSI Candy Cane Program and 2020 was no exception. All of the donated gifts are given to BAMSI clients, who are often unable to purchase Christmas gifts for their children due to their life circumstances like a chronic illness.

Champions Fighting Cancer (CFC) Walk

The 2020 Champions Fighting Cancer Walk was canceled due to the COVID-19 pandemic. Before the cancellation, \$33,000 was received through fundraising by 51 registered walkers and community sponsors. The Walk continues to be a long-term strategy to ensure state of the art cancer services is available locally. Over the years, the CFC Walk has raised almost \$4 million for Signature Healthcare Oncology programs to provide high-quality cancer care to our community.

Efforts to Reduce Cultural, Linguistic and Physical Barriers to Health Care

Signature Healthcare Brockton Hospital brings education, treatment and services to people at the community level. Signature Healthcare went to great lengths to move beyond language barriers stopping people from seeking the care they need and deserve. Signature Healthcare understands that unemployment, poverty, transportation and lack of insurance can also be roadblocks to care.

Below are vital steps to clear these hurdles in our community and provide convenient and affordable access to quality healthcare for all.

Interpreter Services

Signature Healthcare Brockton Hospital serves non-English-speaking patients with a staff of 16 interpreters who speak Cape Verdean Creole, Portuguese, Spanish, Haitian Creole, French and communicate through ASL (American Sign Language.) Interpreter Services are available 24/7 with on-site interpreters available from 7:00 am to 6:00 pm Monday through Friday, telephonic interpreting with access to over 240 languages and video remote interpreting for those who communicate using ASL, CDI (Certified Deaf Interpreters) and also several spoken languages.

Interpreter Services is continually and actively working on improving the timely provision of language services. Our per diem pool of interpreters has increased in response to changes in volume. Dual handset phones are available in all departments and units throughout the Hospital. Interpreter services are currently in charge of about 45 video remote interpreting devices located throughout the organization. Interpreter services have provided several trainings on the appropriate use of PPE’s for the whole staff.

Interpreter Services supported over 28,992 interpreting encounters in FY20, aiding patients who speak Cape Verdean Creole, Portuguese, Spanish, Haitian Creole, Vietnamese, and several other languages and patients who also communicate through ASL and CDI interpreters.

In addition to clinical interpretation for Limited English Proficient patients, Interpreter Services provided interpreting assistance for patients needing help with prescription medication, arranging transportation services, completing insurance applications, scheduling appointments, resolving billing issues and completing forms. Interpreter services also helped with electronic tasks from provider's offices by virtually connecting with patients to share test results, review medication information and Telehealth consultations.

Interpreter services partnered with Bluestream to provide an intuitive and flexible virtual care platform combining video with medical workflow across the care field.

The Interpreter Services department believes in highlighting the various cultures of our patients. In FY 20, they partnered with Food Services to create diverse events quarterly in the hospital cafeteria. Cape Verdean Day and Haitian day are two examples of these quarterly events where interpreters created slide show presentations of their country and its culture, coupled with a selection of those dishes served in the cafeteria. This initiative allowed the staff to share diversity and cultural awareness among hospital employees, patients and visitors.

Indigent Medication Program

Signature Healthcare Brockton Hospital's indigent medication program has been in place for more than 20 years. It stands alone in the community providing free medications to inpatients, outpatients, and emergency patients who cannot pay for their required prescription drugs. The Hospital provides up to a 30-day supply of prescription drugs to its most needy patients.

In FY20, the Hospital provided 688 free medications to 211 patients valued at approximately \$4,000 through Signature Healthcare's Patient Advocacy Fund. Another 353 prescriptions were provided to 111 patients valued at roughly \$2,500 through the Elder grant.

Transportation

Signature Healthcare Brockton Hospital has supported our patient's transportation needs since the late 1990s which has increased tremendously. Patients hospitalized or treated in the Emergency Department are most often sent by ambulance and do not have the physical or financial means to get home when they are discharged. At times, patients are referred for post-hospital treatment and when it is not medically necessary, it is not covered by insurance.

In FY 20, Signature Healthcare covered transportation costs via taxi for 351 patients costing \$5,584. Also, the Hospital continues to fundraise throughout the year, proceeds of which go to the Senator Thomas P. Kennedy Patient Advocacy Fund. In FY 20, funds were used to assist 440 patients upon discharge, totaling \$9,920. Signature Healthcare

Brockton Hospital has also received community funding explicitly designated for patients age 60 and older. The Elder Grant also provides transportation assistance and through the Grant we were able to assist 415 patients throughout the year totaling \$6,952.72.

Heightening Our Patients' Experience (HOPE)

Signature Healthcare's HOPE fund is an excellent benefit for our cancer patients. Given the lack of support systems in place for many of our patients, funding is often used to provide transportation - making the difference in whether a patient can make their scheduled appointments.

In addition to transportation, patients were helped with aid ranging from gift cards for food and incidentals to medical co-payments and bill payments to auto insurance, cable, utilities, rent and mortgage. In FY20, \$49,277 was used to assist our oncology patients with transportation providing 1,036 round trip rides to and from medical appointments, while \$1,680 was used for additional needs totaling \$50,957.

Community Health and Wellness Programs

Signature Healthcare Brockton Hospital continues to offer the community a wide range of health and wellness programs, screenings and special lectures and events designed to prevent disease and promote healthy lifestyles. For example, our relationship with the Old Colony YMCA helped develop collaborative health and wellness programs throughout Southeastern Massachusetts, including health education events and screenings.

Other programs include:

- Signature Healthcare and Brockton Neighborhood Health Center came together to staff a COVID-19 outpatient testing site alongside the City of Brockton. Brockton High School's site was open from 9 am to 4 pm Monday through Friday. Signature Healthcare staff tested 2,973 individuals, 385 tested positive for COVID-19 at this community testing site.
- After a staff member from the Old Colony YMCA's Center for Families Experiencing Homelessness tested positive for COVID-19, the OCY staff knew they needed to find a way to ensure their residents' and staffs' safety. Instead of further traumatizing the center's families, many of which are victims of trauma, Signature Healthcare stepped in to provide a seamless screening process. Signature Healthcare was able to eliminate the transportation barrier and visited them on-site to screen for COVID-19. Staff from Signature Medical Group was able to suit up and properly screen 62 children, parents and clients. The YMCA was so appreciative that Signature Healthcare made what could have been a stressful, traumatizing experience for their families and staff much more manageable.

- Signature Healthcare realized many community members have lost their insurance benefits due to furloughs and layoffs during the pandemic. The pandemic has affected people who have no prior knowledge of what it's like not to have insurance. Due to these staff concerns, Signature nurses and social workers identified and shared patient information to the Patient Access Department to provide financial counseling to patients and their families. The staff continues to provide outreach to educate the uninsured community members about applying for health benefits specifically for them.
- Signature Healthcare staff from our Office Based Addiction Treatment program provided virtual support for staff working in recovery. Our colleagues at Boston Medical Center worked with Signature Healthcare on a bi-weekly Zoom call. The goal was to collaborate and support recovery coaches, peer support specialists and recovery navigators involved in direct support of those in recovery throughout Massachusetts. The calls were established in recognition of how the COVID-19 public restrictions and precautions were impacting both those struggling to maintain recovery and those providing the coaching and counseling. New facilitators have since been selected to provide others a chance to continue this vital work.

In addition, the Hospital supports a wide range of programs, classes, support groups and community outreach appearances, such as:

Ongoing Programs

Support Groups

Cancer Support Group – virtual
 Prostate Cancer Support Group
 COVID-19 Grief Support

Health Fairs, Events, Outreach

Brockton Council on Aging – Signature Series
 Old Colony YMCA Youth Conference, Bridgewater State College
 Massasoit Community College, Brockton Campus Health Fair
 YMCA Healthy Kids Day, Brockton and Stoughton branches

Community Support

Brockton Public Schools
 Brockton's Promise
 Greater Brockton Health Alliance – CHNA 22
 Community Services of Greater Brockton
 Community Connections Family Center
 Metro South Chamber of Commerce
 Kids Road Races
 Easton Children's Museum
 Partnership for Safer Communities
 Brockton Visiting Nurses Association
 Cape Verdean Association
 Haitian Community Partners
 Downtown Brockton Association

Old Colony Hospice
Old Colony YMCA
Prevention and Wellness Network (CHNA 24)
Brockton Family & Community Resources
Easton Chamber of Commerce
United Way of Greater Plymouth County

Notable Challenges, Accomplishments and Outcomes in FY 2020

- **The Leapfrog Group Hospital Safety Grade - Straight A's** - Signature Healthcare Brockton Hospital was awarded its 16th consecutive "A" safety grade by The Leapfrog Group, an achievement reached by only four hospitals in Massachusetts and 45 hospitals nationwide, for its commitment to reducing errors, infections, and accidents that can harm patients. Signature Healthcare Brockton Hospital has continually received a straight A rating since 2012.
- **Women's Choice Award for Best Breast Center** -Signature Healthcare Brockton Hospital has received the 2020 Women's Choice Award® as one of America's Best Breast Centers This evidence-based designation is the only breast center award that identifies the country's best healthcare institutions based on robust criteria that consider female patient satisfaction and clinical excellence. The award provides women with the tools to find quality care at a time when new research demonstrates the importance of early detection.
- **The Leapfrog Group Top Teaching Hospital** - Signature Healthcare Brockton Hospital was named a Top Teaching Hospital by The Leapfrog Group for the third year in a row and is the only Hospital in Massachusetts ever to win this award three years in a row. Performance across many areas of hospital care is considered in establishing the qualifications for the award, including infection rates, maternity care, and the Hospital's capacity to prevent medication errors.
- **Harvard Pilgrim Healthcare Physician Group Honor Roll with Distinction.** Highlighting its achievements in patient safety and quality, Signature Medical Group was again named to Harvard Pilgrim Health Care's 18th annual Physician Group Honor Roll, this time "With Distinction." Sixty-one physician groups in Massachusetts, Maine, New Hampshire and Connecticut were named to the Honor Roll. However, only twelve of the sixty-one practices on the Physician Group Honor Roll achieved "With Distinction" status, meaning they exceeded the National Committee for Quality Assurance (NCQA)'s 90th percentile nationally in all domains of clinical care.
- **Newsweek 2020 Best Maternity Care Hospital** - Signature Healthcare Brockton Hospital was named to [*Newsweek's*](#) 2020 list of *Best Maternity Care Hospitals*. The distinction recognizes facilities that have excelled in providing care to mothers, newborns and their families, as verified by the 2019 Leapfrog Hospital Survey. Signature Healthcare is one of just seven hospitals in Massachusetts to receive the prestigious accolade and among 236 hospitals in the U.S. to be recognized
- **American Heart Association Get with the Guidelines Stroke Silver Plus Award** - Signature Healthcare has received the American Heart Association/American Stroke Association's Get With The Guidelines - Stroke Silver Plus Quality Achievement Award. The award recognizes the Hospital's

commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

- **Top 100 Safety Net Hospitals by *Washington Monthly Magazine*** - The magazine ranks the 100 best safety-net hospitals in the U.S., taking into account performance in three categories: patient outcomes, value of care and a special emphasis on civic leadership and treating lower-income and minority patients. Signature Healthcare Brockton Hospital ranks 6th in the nation on these categories.

Accreditations:

- Accreditation by the Commission on Cancer (CoC) – Comprehensive Community Cancer Program
- Accreditation Council for Graduate Medical Education (ACGME)
- ACR Breast Magnetic Resonance Imaging Accreditation
- American Association of Blood Banks (AABB)
- Accredited Facility in Vascular Testing, Echocardiography and Nuclear Laboratories by the Intersocietal Accreditation Commission
- American College of Radiology Accredited Facility in Breast Magnetic Resonance Imaging, Breast Ultrasound, Computed Tomography (CT), Mammography, Magnetic Resonance Imaging (MRI), Nuclear Medicine, Positron Emission Technology (PET) and Ultrasound
- Designated Lung Cancer Screening Center, Breast Imaging Center of Excellence by the American College of Radiology
- Accredited Breast Center by the National Accreditation Program for Breast Centers
- American Diabetes Association – Certified Diabetes Education Program
- Cintas Partners in Excellence in Preservation of the Environment and Document Security
- Mammography Quality Standards Act and Program Certification
- Massachusetts Board of Registration in Nursing
- National League for Nursing Accrediting Commission (NLNAC)
- NCQA Level 1 Patient-Centered Medical Home Recognition
- Nuchal Translucency Certification for Obstetric Imaging
- Accredited by the American College of Surgeons
- Center for Weight Management: Accredited Center by the American College of Surgeons and American Society for Metabolic and Bariatric Surgery
- Blue Cross Blue Shield Distinction for Bariatric Surgery, Knee & Hip Replacement and Maternity Care

VII. Next Reporting Year

Anticipated Goals and Program Initiatives

For Fiscal 2021 Signature Healthcare will focus on the following areas:

- Chronic Disease, including diabetes and hypertension
- Substance Use Disorder
- Cancer
- Mental Health

By working on the 2019 Community Health Needs Assessment, these health concerns were identified as health concerns in Brockton and the surrounding communities. We feel we have adequate resources to educate our population on these issues. An increased focus will bring hospital services and educational efforts into the community through partnerships with businesses, community and social service agencies.

VIII. Total Charity Care

In addition to all of the services Signature Healthcare Brockton Hospital provides to the community as either a community benefit or a community service program, we also provided the following:

\$1,749,222	Health Safety Net Assessment
\$4,928,877	Free/Discount Care
\$6,678,099	Total Net Charity Care

VIII. Contact Information

Hilary Lovell
Community Relations Coordinator
Signature Healthcare Brockton Hospital
680 Centre Street
Brockton, MA 02402
508-941-7486 (office)
508-941-6300 (fax)

E-mail address: hlovell@signature-healthcare.org

Quality of Care *Addendum*

Signature Healthcare developed the following programs to help facilitate the quality, safety and continuum of care for our patients' needs in the community. The funding associated with these programs is not included in the Community Benefits calculation.

Anticoagulation Management Services

The Signature Healthcare Anticoagulation team upgraded their program software to track patients across all Signature Healthcare providers and can now target non-compliant patients, identify barriers to care and provide medication education. They were able to raise time in the therapeutic range (not too much medicine or too little) for the program's patients to 70%, a full 5% higher than the national benchmark.

Chronic Disease Management: COPD

Building on our Congestive Heart Failure Program's learning and successes, Signature Healthcare expanded our chronic disease management program to manage COPD patients to decrease admissions for this population. COPD and CHF are serious and widely prevalent diseases, which are progressive and treatable in their early stages with a well-accepted set of outpatient and hospital-based pathways. Attention to lowering risks, accurate diagnosis, aggressive therapy and oversight can yield a higher quality of life for patients and reduce hospitalizations, readmissions, and cost of care.

Personalized Care Team

Signature Healthcare's Complex Care initiative identifies and creates a process to manage high-risk complex care, elderly patients. Signature Healthcare developed an infrastructure to identify high-risk elders and develop systems and processes to engage these patients in a team-based, patient-centered approach to care. The aim is to incorporate a team of providers dedicated and prepared to meet the challenging needs of the high-risk elder population and to intervene in a way that fosters functional independence with the highest regard to maintaining quality of life. The strategy and tactics to achieve this are based on the patient's functional goals and are developed to identify the population's unique needs.

Patients in this clinic are identified when they enter the Emergency room for examination; this has reduced avoidable readmissions by 45%. Patients are educated to call the team before they go to the Emergency Department. Results: fewer visits to specialists, an improved transition of care, increased medication compliance and personalized quality of care for the patient and their family.

Diabetic Management Program

Signature Medical Group engaged providers and staff in population health reviews of diabetic patients within each practice. The care team meets quarterly to review all diabetic patients and monitor how well their diabetes is in control. The care team consists of the primary care physician, nurse practitioner, clinical and clerical staff, pharmacist, and endocrinologists. Our goal is to ensure each patient is up to date with annual labs, eye exams, kidney function and blood pressure control. Medications are adjusted and frequent follow-up appointments are scheduled. Each patient's unique coping mechanisms are discussed and if barriers to care are identified, the team engages our Case Management and Social Work Departments to support patients with items such as medications, nutritional or transportation needs.

CareTracker

A significant focus of Signature Medical Group is on the generalized health and wellness of our community. Within Signature, we have a department of Population Health and a department of Managed Care. The department of Population Health provides on-site nurse practitioner services, coaching and health education teaching to employers for their employees. The department of Managed Care is focused on improving the health status of community patients with chronic illnesses such as diabetes and hypertension. A custom software tool was created to maintain an updated database of quality metrics to help PCPs and patients maintain HEDIS standards. This proprietary tool, Caretracker, is available to all Signature PCPs at the time of an arrived appointment. Providing current and actionable data Signature has improved outcomes such as A1C or blood pressure targets year over year.

Employee Care Management Program

Signature Healthcare is a self-insured employer that collaboratively works with a third-party administrator to manage the insured population's health. Annual data analysis of the insured population's health outcomes showed an upward trend of members with a common chronic disease not filling their prescription medications. Signature recognized this trend as an opportunity to provide financial support while improving this discrete population's health. Signature Healthcare developed a Care Management program for insured members living with hypertension, high cholesterol and diabetes by offering them zero co-pays for their prescription medications and personalized support for their conditions. The Care Management program will waive members' prescription co-pay while offering them (4) free health coaching sessions with an RN Health Coach.

Heart Failure Disease Management Program

This program's focus is to enroll high-risk patients with a primary admission of acute decompensated Heart Failure. We've improved the care of this patient population by teaching and educating our patients while implementing a hospital-wide case management risk assessment tool, and further expanding our multidisciplinary rounds to include representation from the Pharmacy Department. Polypharmacy issues are common in the challenges identified for the care of the CHF patient population.

Homeward Bound

Homeward Bound, initiated in 2012, engages nursing students from the Brockton Hospital School of Nursing and Massasoit Community College to visit patients with Congestive Heart Failure or Chronic Obstructive Pulmonary Disease in their homes. Students and faculty assess the patient's understanding of their treatment plans, ensure patients know how to monitor their health, provide support, and review the process of daily patient transmittal of health data via a Telehealth iPad. Both the Heart Failure and COPD teams have an RN Access Coordinator available at Signature Healthcare who follows each patient's progress and serves as a resource to students and faculty.

This replicable model has shown marked reductions in emergency room visits, hospital admissions and visits to Cardiologists and Primary Care providers. The national COPD readmission rate is 19.7% and the Signature Healthcare Homeward Bound program has a 16.7% rate. In addition, our patient satisfaction surveys indicate patients most often rank the program as a 5 on a scale of 1-5, with five representing most satisfied.

In FY 17 the program expanded once again by offering "Lunch Expresson," a unique program for patients enrolled in Homeward Bound. These patients receive a weekly meal delivery to their homes by students from Brockton Hospital School of Nursing. Meals are prepared at the Signature Healthcare Brockton Hospital cafeteria and include a fresh salad, two sandwiches, and two balanced entrée meals with a fruit/dessert option three times a week. Healthy eating is an essential part of maintaining health and the Homeward Bound program is dedicated to assisting patients with dietary needs and meeting their goals. This is a free program for participants due to grant funding received.

Housing 101

Housing 101 is a workshop offered at Signature Healthcare's 110 Liberty St. location in Brockton. This workshop aims to ensure participants receive all of the benefits for which they are eligible and apply them to benefits, including SNAP (food stamps), cash assistance, and utility discounts. Also, if the individual is currently experiencing a housing crisis and needs any landlord mediation, one of the advocates can assist and connect the individual with resources in their community. This is a partnership between Signature Healthcare and the Massachusetts Coalition for the Homeless. In FY 19, Signature Healthcare broadened the offerings by including a DTA representative (Department of Transitional Assistance) and the Old Colony YMCA Social Service and Healthy Living programs.

HPI

In 2014 Signature Healthcare initiated a partnership with Healthcare Performance Improvement (HPI) to conduct a safety assessment and develop an intervention plan designed to reduce serious adverse events in the Hospital by 50-80% in two years.

Since December 2015, we have trained over 200 Safety Coaches whose responsibility is to coach their peers on safety strategies to keep our patients safe. These coaches are front-line staff as well as members of our medical staff working to support the safety goals of every department with the department manager. Our goal is to have a Safety Coach in every department, every shift, 7 days a week, 24 hours a day. A comprehensive

organizational assessment was completed in late 2016 and early 2017, moving us towards becoming a highly reliable organization. We have made significant progress and continue to identify opportunities achieve our safety goals. In FY 16, we reduced our serious safety rate by 88% over baseline. In FY 2018, we successfully maintained our reduction in adverse events by 50-80% from our baseline.

An integrated employee marketing and communications campaign continues to keep patient safety on the forefront of our employees' minds. In addition to the training, tools and promotional materials were provided. A “Great Catch” program was created to collect, publicize and reward employees for their Safety catches or near misses. Each employee who submitted their first great catch would receive a token of appreciation, and at the end of each month, two great catch winners are chosen to receive an Amazon gift card. Each year all great catch submissions are reviewed with one overall winner for the year.

Meds to Beds Program

This program allows the convenience of filling all discharge medications before leaving the Hospital. Before discharge, the medications are reviewed with the patient by a pharmacy member so all questions can be answered and ensure they understand how to use their medications when preparing to leave the Hospital. With a simple enrollment process, patients receive their medications at the bedside, conveniently pay, and are on their way to a successful recovery.

Office-Based Addiction Treatment (OBAT)

Office-Based Addiction Treatment (OBAT) is a nationally-recognized collaborative care model relying on specially trained physicians and nurse care managers to ensure delivery of high-quality addiction treatment and play a central role in evaluating and monitoring patients.

Signature Healthcare now facilitates access to evidence-based treatment for addiction and serves as a model in improving treatment outcomes in patients with opioid use disorders. OBAT is integrated into our outpatient office in Abington, enabling patients to receive care in their community for opioid disorders similarly to other chronic medical conditions.

There are many service goals for OBAT. Some include screening for homelessness and dual diagnosis. The clinic strongly encourages a behavioral health referral as part of the treatment plan. The clinic will also confirm and facilitate health insurance issues and connect patients with a Primary Care Physician.

Transitions of Care

Signature Healthcare is in partnership with more than ten local rehabilitation centers where the Transitional Care team members see patients. By partnering with local rehabilitation centers, we can provide the greatest continuity of care during a patient's recovery. A Signature Healthcare provider will personally manage patient care while in rehab. Benefits of these partnerships include access to the patient's electronic medical record, medication management and preventing hospital readmissions.

Weight & Wellness

Signature Healthcare's Weight and Wellness Center is an MBASQIP Accredited Comprehensive Center. The program successfully achieved reaccreditation this year following a rigorous review. The multidisciplinary approach to surgical weight loss focuses the patient toward positive nutritional and behavioral changes. Quality outcomes are reviewed quarterly and compared to national norms. With this data, Dr Abeles (Director of the Weight & Wellness Center and bariatric surgeon) and her team strive to improve the program by implementing changes to improve quality outcomes and patient experience.

The Weight and Wellness Center also has a doctor-supervised medical weight loss program. This is a 12 week program with Dr. Laurie Han. The multidisciplinary team approach is of critical importance to this program as well. While short-term weight loss is important, long-term weight management is the main goal.

Our Weight & Wellness Center provides convenient access to a wide range of advanced surgical and non-surgical weight loss options, utilizing an individual approach, including a surgeon, physician, dietician and behavioral therapist. Whether on a surgical or non-surgical path, our Center strives to teach patients nutritional and lifestyle changes needed for long-term success.

Wellness Together Employee Program

Signature Healthcare established the Wellness Together program to support, improve and inspire the health and wellbeing of Signature employees. To assist in achieving this goal, Signature partnered with Virgin Pulse, a proprietary wellness program with an online portal that delivers evidence-based results. The program is designed to mitigate health risks and lower healthcare costs by reducing lifestyle risk factors associated with chronic diseases.

Wellness Together Employer Program

Signature Healthcare replicated its internal wellness platform to reach out to community employers, assisting them in improving their employed population's health and wellbeing and ultimately reducing healthcare costs. The employer wellness program provides on-site Biometric screenings and health risk assessments to employees who would like to participate in the program. The completed screenings help identify if an employee is at risk for modifiable health conditions; and recommendations/interventions are given to help reduce illness and healthcare costs. In addition to providing screenings, the Wellness Team also provides health coaching and education on various health and wellness topics. Each employer is different, so our Wellness team works to identify the appropriate program customized for their staff and environment.

360 Program

Signature Healthcare's hospital-based 360 Program demonstrates significant results in reducing the managed Medicare and Medicaid population's total medical expense. This program was the basis for developing a mirror program with a complex care clinic in the ambulatory setting. Complex elderly patients are our most vulnerable patients with multiple chronic illnesses, functional limitations, and unique social needs. This program aims to provide the proper care in the right setting (inpatient, SNF, or outpatient, VNA services) and ensure continuity of care through transitions.