Changing Lives - Strengthening Communities

November 2011
Dear Colleagues,

Over the past seventeen years, Partners HealthCare and its hospitals, led by our founding institutions Brigham and Women's and Massachusetts General, have made real progress toward improving the health of underserved communities. We’ve made that progress working with our neighbors.

As we focus on the health of our communities, we must make certain the high quality care we provide is accessible, equitable, and affordable to all we serve. The 21 licensed and affiliated community health centers that we support provide care for more than 350,000 patients each year, and community-based coalitions in Revere and Chelsea – among others – are addressing their key issues of concern such as substance abuse, diabetes, prevention, and wellness for all ages.

But there's more to do. To ensure the care for our patients is available in the right place at the right time, we need to continue to attract and support physicians and nurse practitioners who want to work in community health centers. To increase economic opportunities in underserved communities, we need to expand training and career opportunities for young people and adults.

We are confident that we can meet these challenges together. Partners will continue to invest in and work with community-based organizations to understand local needs and implement community-led approaches that lead to stronger, healthier neighborhoods. In 2010, Partners' financial commitment to the community was $186M – up 18% from the prior year.

As we look for innovative ways to fulfill our mission, philanthropy plays an important role in generating powerful new ideas for improving community health. In 2006, a gift from Bank of America was the catalyst for a statewide, multifunder loan repayment program that to date has added 115 doctors and nurse practitioners who care for more than 204,000 community residents. And in 2011, a gift from the Kraft Family builds on our commitment to enhance capacity by increasing the number of health professionals in underserved communities. The Kraft Family National Center for Leadership and Training in Community Health will attract and develop new physician leaders while supporting clinicians already working in our neighborhoods.

At Partners HealthCare, our shared vision with the communities we serve will guide us as we move forward together and strengthen our bond of caring for and commitment to those in need.

Gary Gottlieb MD, President and CEO  
Partners HealthCare

Matt Fishman  
Vice President, Community Health  
Partners HealthCare
At the core of improving the health and well-being of underserved populations is access to high quality, coordinated care in the most appropriate setting. While ninety-eight percent of Massachusetts residents today have health insurance, some do not have a health care provider. A shortage of physicians delivering community-based care and the need to expand capacity in community health settings mean challenges remain to meet the health needs of local residents. Partners HealthCare Community Health is doing something about these challenges.

**Investing in Community Health Centers**

Partners HealthCare has invested more than $83 million in building and renovating 21 licensed and affiliated community health centers that care for more than 350,000 patients annually. Through investments like these, patients are better able to get care at the right place, at the right time.

**Connecting Patients to Care**

Hospital navigators have connected more than 9,000 Partners patients with community-based primary care. We are connecting patients to the right care in the right place, and reducing the number of patients seeking costly emergency room care.

**Expanding Clinician Supply**

Through innovative statewide partnerships with the Mass League of Community Health Centers, Bank of America, and the Kraft Family we are supporting clinicians who will improve health delivery for low and moderate income people. These programs have supported 115 doctors and nurse practitioners who provide care to nearly 4,000 children and adults.

“A$3 million grant from Partners HealthCare and the North Shore Medical Center to the Lynn Community Health Center will expand its physical space and increase access to primary care for nearly 4,000 children and adults. Photo: Lori Berry, vExecutive Director of Lynn Community Health Center and Gary Gottlieb MD, President and CEO of Partners HealthCare.

“Being able to assist patients from every ethnicity and cultural background to find care they are comfortable with, makes doing this work a pleasure.” Bernice Avila-McField, Primary Care Access Coordinator at Massachusetts General Hospital

“Without the loan repayment program, some doctors would not be able to afford working in a community health center.” Juan Jaime De Zengotita, MD, Southern Jamaica Plain Health Center, Bank of America Loan Repayment recipient
Health Care Workforce

Educational and economic opportunities are vital to building stronger, healthier communities and directly contribute to improved health. Yet too many members of our local communities do not have the option to explore health care career possibilities and do not have access to educational and training opportunities that enable success. As one of the state’s largest employers, Partners HealthCare is committed to providing people in our communities with opportunities to explore, prepare for, and succeed in health careers that provide economic self-sufficiency, financial security, and pathways for advancement.

Investing in the Next Generation

Across Partners, 20 programs provide opportunities for young people, kindergarten through college, to engage in science and build academic skills. Partners hospitals provide more than 400 summer jobs annually to youth in our communities.

Supporting School Success

Partners continues to make significant contributions to support high school and college success through scholarships, coaching, tutoring, and mentoring. Through the Student Success Jobs Program (SSJP) at Brigham and Women’s Hospital more than 80 scholarships have been awarded and 96% of alumni are enrolled in or have graduated from college.

Advancing Health Careers

Our hospitals and community-based programs provide community residents and employees with health care career training and skill development opportunities. More than 7,500 employees participate annually in Partners workforce programs aimed at career advancement.

As part of its 2011 bicentennial celebration, Massachusetts General Hospital is supporting 26 Boston, Chelsea, and Revere high school students. As Bicentennial Scholars, they will receive scholarships and a range of supports to help them enter and graduate from college.

“The Students Success Jobs Program has helped me solidify my decision to pursue a career in health. It has given me exposure into the world of medicine and taught me that my career aspirations are realities!”

- Brigham and Women’s SSJP Graduate, Jennifer Herrera

85% of graduates from our training and employment program for community residents are placed in jobs throughout Partners HealthCare. Pictured above (right): Sharon Kittrell, a Partners HealthCare Training and Employment graduate, as she reaches her 5-year milestone at Massachusetts General Hospital.
improving Health and Well-Being

Underserved communities face serious health care challenges from longstanding health disparities to the need for better ways to manage chronic disease. As these health care challenges become more complex, Partners and our hospitals are working with our communities to focus on interventions that are targeted, innovative, and effective. Partners Community Health supports efforts to engage local residents by encouraging healthier life choices and implementing prevention initiatives that lead to better health and lower health care costs.

Promoting Prevention

More than 45 programs across Partners have assisted over 42,000 patients and community residents to lead healthier lives through prevention efforts in areas such as substance abuse, domestic violence, cancer, chronic disease, health disparities, hunger, homelessness, and obesity.

Managing Chronic Disease

Community-based programs targeting chronic disease have resulted in improved health outcomes and reduced costs of care for patients. Participants in an MGH-Chelsea Health Center Diabetes program experienced a 10% reduction in their blood sugar levels.

Harnessing Technology

Technology offers innovative opportunities to engage and educate patients. We are using cellular and other technologies to help people better manage their health care. Participants in a text messaging program for pregnant women in Lynn had a 9% increase in meeting the recommended levels of prenatal care.

Through a Revere-based community coalition called Revere CARES, alcohol and drug use among high school students declined - the number of young people who reported drinking decreased by 27%, and the number who had ever used marijuana decreased by 12%.

Community health workers of Brigham and Women’s Hospital Prevention and Access to Care and Treatment (PACT) program have helped participants reduce their inpatient costs by 60% and hospital length of stay by 35% through better access to outpatient and pharmacy care.

Through Step it Up!, an innovative healthy living program supported by Partners HealthCare, Dorchester elementary students increased their physical activity. More than 160 students walked over 50 million steps in 13 weeks.
In addition to these community commitments, Partners provided $203 million in unreimbursed care for Medicaid patients.

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<thead>
<tr>
<th>Community Programs</th>
<th>$29M</th>
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<tbody>
<tr>
<td>Health Safety Net, Doctors Free Care, Patient Care Subsidies</td>
<td>$89M</td>
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<tr>
<td>Community Health Centers</td>
<td>$68M</td>
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Partners Licensed and Affiliated Health Centers: Brookside Health Center, Southern Jamaica Plain Health Center, MGH Charlestown Health Center, MGH Chelsea Health Center, MGH Revere Health Center, Lynn Community Health Center, North Shore Community Health Center, Boston Health Care for the Homeless, Codman Square Health Center, Dorchester House Multi-Service Center, East Boston Neighborhood Health Center, Geiger-Gibson Health Center, Martha Eliot Health Center, Mattapan Community Health Center, Neponset Health Center, North End Waterfront Health Center, South Boston Community Health Center, South End Community Health Center, Upham’s Corner Health Center, Whittier Street Health Center

Partners Hospitals: Brigham and Women’s Hospital, Massachusetts General Hospital, Faulkner Hospital, Martha’s Vineyard Hospital, McLean Hospital, Nantucket Cottage Hospital, Newton Wellesley Hospital, North Shore Medical Center, Spaulding Rehabilitation Network

About Partners Community Health: Partners Community Health leads the organization-wide commitment to improve the health and well being of low-income and vulnerable populations. Our commitment to the community is the largest of any health care provider in Massachusetts, representing over 80 programs benefiting 115,000 residents. Partners Community Health works closely with Partners hospitals, 21 licensed and affiliated community health centers serving more than 350,000 patients, and local organizations to enhance health care access for patients, increase economic opportunity, and improve the health of communities through prevention initiatives and by addressing longstanding health disparities.