

Key Community Benefits Highlights for FY 2019

Mission Aligned Community Benefit Advisory Council Membership

The MelroseWakefield Community Benefits Advisory Council added five new members in 2019 to meet current engagement standards set by the Massachusetts Department of Public Health and the Attorney General's Office. New members represent The MWHC Board of Trustees, the Asian American Civic Association, the Wakefield Public Schools, the Joint Committee for Children's Health Care in Everett, and the Home Health Foundation.

Medication Assisted Treatment

Several employed physicians in Tufts Medical Center Community Care practices developed a Medical Assisted Treatment for substance use treatment for their own patients and have finalized plans for the implementation of a pilot program for a more comprehensive Group OBAT (office based addiction treatment) program. The program is multi-disciplinary including primary care physicians, a nurse, and a licensed clinical social worker and has support from an employed psychiatrist. MWHC was mentored in this work by providers at Boston Medical Center and Cambridge Health Alliance.

North Suburban Child and Family Resource Network Grandparent Support

In partnership with the Wakefield Public Schools, the North Suburban Child and Family Resource Network was awarded the John Lepper Advocacy Award from the Commission on Grandparents Raising Grandchildren in June 2019. The program serves more than 80 grandparents raising their grandchildren.

Healthy Families Program Metrics

In FY 2019, 94% of Healthy Families participants had a primary care provider; 97% of children had a primary care provider; 100% of children were fully immunized by 2 years of age; the program administered ASQ developmental screens to 85% of all children; 82% of participants initiated breastfeeding; and 100% of Home Visitors received weekly supervision lasting a minimum of 1.5 hours. Additionally, the program administered ASQ:SE developmental screens to 94% of all children; and the program screened 100% of participants for depression and offered referrals for follow-up services when indicated., There were 55 referrals to the program and 91 families were served.

Financial Navigators

Financial Counselors at Melrose Wakefield Healthcare recorded a total of 26,543 encounters with and for members of the communities we serve. The total number of encounters comprises a variety of services rendered such as: applications for Masshealth, the Health Connector, Health Safety Net, Long-Term Care Applications, Hardship, MWHC Financial Assistance; collections for billing issues; co-payment collections; advocacy with other providers for financial assistance; helping patients access medical care with other providers; counseling on benefits for Medicare, Disability, WIC and DTA services. The substantial increase in FY19 numbers may be attributed in part to more stringent reviews of all accounts, and some instances, after completing an application for MH/Health Connector, there may be a need to file a Hardship application, an MWHC Financial Assistance application, or develop a payment plan.

New Baby Bundle App

MWHC has been utilizing on-line prenatal instruction to supplement our childbirth and family education for many years. In 2019, we transitioned to a newer and more modern web-based and mobile app tool powered by YoMingo. The updated *Baby Bundle* content is available in multiple languages and allows us to respectfully serve patients of color and from a variety of ethnic backgrounds. The content also meets

Baby Friendly® guidelines and is available free of charge on the MWHC website and as a downloadable app.

WIC Program-Meeting the "Top Five" measures

In FY 2019, the average program caseload was 2,600 participants (98% of assigned caseload). The program's breastfeeding exclusivity rates at 3 and 6 months were 14.2% and 12.7% respectively, and the program maintained the breastfeeding rates for 3 and 6 months at 54.8% and 37.4% respectively (All breastfeeding rates are above the state average). The percentage of children at healthy weight is 74.7%, above the state average. The percentage of retention in the program at 14 months was 59% in September 2019, and increased to 74.6% in early FY20.