

RPO – 40
Community Advisory Board Descriptions

Community Benefit Team Meetings

Baystate Medical Center, Inc.

The Baystate Health Board Governance Committee meets minimally two times per year and is charged with advocating for community benefits at the Board level and throughout the health system; integrating the four (4) hospital-specific community benefit plans into the health system's strategic plan; periodic review of community health needs assessment data; approval of a community benefit mission statement and health priorities; review impact of community benefit programs in promoting health of the community; and ensure community benefits programs are in compliance with guidelines established by the MA Attorney General and IRS. Bi-annually, Baystate Health's Vice President for Government and Community Relations and Public Affairs and the Director of Community Health Planning or Community Benefit Manager present a system-wide community benefit update to the full Board of Trustees.

Baystate Medical Center is in the planning phase of kicking-off a formal Community Benefit Advisory Council (CBAC). A CBAC brings a community lens and filter for interpreting findings of a community health needs assessment and priority setting process. The CBAC provides a community perspective on how to increase wellness and resilience opportunities for optimal health for an entire population; guidance in matching Baystate Medical Center resources to community resources, thus making the most of what is possible with the goal to improve health status and quality of life; and policy advocacy to assure and restore health equity by targeting resources for residents. Participants on a CBAC for Baystate Medical Center will represent employees, community benefit program managers and Hampden county constituencies and communities that the hospital serves. CBAC members will be responsible for reviewing community needs assessment data and use this analysis as a foundation for providing the hospital with input on its community benefit planning process.

Community Benefit Team Meetings

Baystate Franklin Medical Center

The Baystate Health Board Governance Committee meets minimally two times per year and is charged with advocating for community benefit at the Board level and throughout the health system; integrating the three (3) hospital-specific community benefit plans into the health system's strategic plan; periodic review of community health needs assessment data; approval of a community benefit mission statement and health priorities; review impact of community benefit programs in promoting health of the community; and ensure community benefit programs are in compliance with guidelines established by the MA Attorney General and IRS. Annually, Baystate Health's Vice President for Government and Community Relations and Public Affairs and the Director of Community Health Planning present a system-wide community benefit update to the full Board of Trustees.

In 2014, Baystate Franklin Medical Center's Community Benefit Advisory Council (CBAC) continued to meet monthly and grow its membership. Through the community health initiatives funding and community health needs assessment, the hospital engaged more internal and community stakeholders in its community benefit planning efforts. The CBAC continues to bring a community lens and filter for the hospital's health priorities. The CBAC provides a community perspective on how to increase wellness and resilience opportunities for optimal health for an entire population; guidance in matching Baystate Franklin Medical Center resources to community resources in meeting its goal to improve health status and quality of life; and policy advocacy to assure and restore health equity by targeting resources for residents. Participants on the CBAC for Baystate Franklin Medical Center represent Franklin County and the North Quabbin area's constituencies and communities – primary areas served by the hospital. CBAC members are responsible for reviewing community needs assessment data and use this analysis as a foundation for providing the hospital with input on its community benefit planning process.

Community Benefit Team Meetings

Baystate Mary Lane Hospital Corporation

The Baystate Health Board Governance Committee meets minimally two times per year and is charged with advocating for community benefit at the Board level and throughout the health system; integrating the four (4) hospital-specific community benefit plans into the health system's strategic plan; periodic review of community health needs assessment data; approval of a community benefit mission statement and health priorities; review impact of community benefit programs in promoting health of the community; and ensure community benefit programs are in compliance with guidelines established by the MA Attorney General and IRS. Annually, Baystate Health's Vice President for Government and Community Relations and Public Affairs and the Director of Community Health Planning present a system-wide community benefit update to the full Board of Trustees.

In 2014, Baystate Mary Lane Hospital's Community Benefit Advisory Council (CBAC) continued to meet monthly and grow its membership. Through the community health initiatives funding and community health needs assessment, the hospital engaged more internal and community stakeholders who took a liking to the hospital's community benefit planning efforts. The CBAC continues to bring a community lens and filter for the hospital's health priorities. The CBAC provides a community perspective on how to increase wellness and resilience opportunities for optimal health for an entire population; guidance in matching Baystate Mary Lane's resources to community resources, thus making the most of what is possible with the goal to improve health status and quality of life; and policy advocacy to assure and restore health equity by targeting resources for residents. Participants on the CBAC for BMLH represent the constituencies and communities that the hospital serves. CBAC members are responsible for reviewing community needs assessment data and use this analysis as a foundation for providing the hospital with input on its community benefit planning process.

Community Benefit Team Meetings

Baystate Wing Hospital Corporation

The Baystate Health Board Governance Committee meets minimally two times per year and is charged with advocating for community benefits at the Board level and throughout the health system; integrating the four (4) hospital-specific community benefit plans into the health system's strategic plan; periodic review of community health needs assessment data; approval of a community benefit mission statement and health priorities; review impact of community benefit programs in promoting health of the community; and ensure community benefits programs are in compliance with guidelines established by the MA Attorney General and IRS. Bi-annually, Baystate Health's Vice President for Government and Community Relations and Public Affairs and the Director of Community Health Planning or Community Benefit Manager present a system-wide community benefit update to the full Board of Trustees.

Baystate Wing Hospital will begin the planning phase of kicking-off a formal Community Benefit Advisory Council (CBAC). A CBAC brings a community lens and filter for interpreting findings of a community health needs assessment and priority setting process. The CBAC provides a community perspective on how to increase wellness and resilience opportunities for optimal health for an entire population; guidance in matching Baystate Wing Hospital resources to community resources, thus making the most of what is possible with the goal to improve health status and quality of life; and policy advocacy to assure and restore health equity by targeting resources for residents. Participants on a CBAC for Baystate Wing Hospital will represent employees, community benefit program managers and Hampden, Hampshire and Worcester county constituencies and communities that the hospital serves. CBAC members will be responsible for reviewing community needs assessment data and use this analysis as a foundation for providing the hospital with input on its community benefit planning process.

Source: Baystate Medical Center ▪ Community Benefit Report ▪ FY 2014

Patient & Family Advisory Council

The Baystate Health Patient & Family Advisory Council is made up of a diverse group of patients, family members and community members who represent the 'collective voice of our patients and families' at Baystate Medical Center, Baystate Children's Hospital, Baystate Franklin Medical Center, Baystate Mary Lane Hospital, and Baystate Wing Hospital.

The Family Advisory Council aims to ensure the delivery of high quality, safe and positive memorable health care experiences for patients and their families at Baystate Health hospitals. The Family Advisory Council discusses ideas and provides insight into changes that will improve service to patients and families.

Responsibilities

- Encourages greater understanding of the healthcare experience through the eyes of the patient and family.
- Actively participates in establishing a strong partnership between Baystate Health hospital staff, patients, and families.
- Honestly shares perceptions and expectations concerning healthcare at inpatient and outpatient areas.
- Evaluates practices, programs and services and provides recommendations that respond to the unique needs of the patient and family based on family-centered care principles.
- Channels needs, concerns, and recommendations to the hospital leadership team for review and direction.
- Contributes to the education of present and future healthcare providers.
- Provides a vital link between Baystate Health Hospital's and the community.

What types of issues will the council address?

The Council may discuss any aspect of hospital or support operations – including admission/discharge practices, facility design, patient safety or communications. The goals of the Council are to:

- Strengthen decision-making by drawing upon the diverse experiences and viewpoints of the people who look to BH hospitals for care;
- Offer insight and recommendations for improving quality, service, safety, access, education and patient/family satisfaction and loyalty;
- Serve as a coordinating group to receive and respond to patient and community input, channeling information, needs and concerns to staff and administration.
- Enhance relationships between BH patients and families and the community;
- Reflect the unique culture of each BH hospital and reflect the socio-demographics of the hospital's patient service area.

Family Advisory Council

The Family Advisory Council aims to ensure the delivery of high quality, safe and positive memorable health care experiences for children and their families at Baystate Children's Hospital. The Family Advisory Council meets quarterly to brainstorm ideas and provide insight into changes that will improve service to children and families.

The Family Advisory Council includes:

- Parents
- Past and present pediatric patients
- Health care professionals from both the inpatient and outpatient areas, has met quarterly since 2007 to brainstorm ideas and provide insight into changes that will improve service to children and families. Quality, safety and patient satisfaction are at the forefront of all discussions.

Mission Statement:

The Family Advisory Council, in partnership with Baystate Children's Hospital, will support the promotion and enhancement of high quality, safe and positively memorable healthcare experiences of children and their families in both the inpatient and outpatient areas.

Responsibilities:

- Encourages greater understanding of the healthcare experience through the eyes of the child and family.
- Actively participates in establishing a strong partnership between Baystate Children's Hospital staff, children and families.
- Honestly shares youth, parent and family perceptions and expectations concerning pediatric healthcare at Baystate Children's Hospital inpatient and outpatient areas.
- Evaluates practices, programs and services and provides recommendations that respond to the unique needs of the child and family based on family-centered care principles.
- Channels needs, concerns, and recommendations to the Director of Baystate Children's Hospital for review and direction.
- Contributes to the education of present and future healthcare providers.
- Provides a vital link between Baystate Children's Hospital and the community.

Initiatives

In addition to reviewing the Children's Hospital patient satisfaction data and making recommendations, the council has partnered with staff to critique, develop and improve the following:

- Family Advisory Council web page and content
- Baystate Children's Hospital web page, content and design
- Parent to Parent Time - a Neonatal Intensive Care Unit support program
- Creating appointment "scripts" for procedures/testing for children/parents who require special accommodations.
- Families on Rounds and Plan for the Day

- Family Resource Area
- Piloted a pediatric greeter to escort children/families to their destination
- Modified Emergency Pediatric and Adult processes and environment to provide greater understanding of the emergency room experience.

Source: www.baystatehealth.org

Baystate Noble Hospital Corporation

Baystate Noble Hospital will reestablish a formal Community Benefit Advisory Council (CBAC). A CBAC develops collaborative efforts with the community, identifies community needs through a comprehensive health needs assessments, and develops partnerships to address public health issues and community health initiatives. This will strengthen our community benefits organizational commitment, accountability and competence. Participants will represent employees, **community benefit program managers** and Greater Westfield community that the hospital serves. CBAC members will be responsible for reviewing community needs assessment data and use this analysis as a foundation for providing the hospital with input on its community benefit planning process.

The Baystate Noble Hospital Patient & Family Advisory Council* is made up of a diverse group of patients, family members, community members and Baystate Noble Leadership who represent the 'collective voice of our patients and families' at Baystate Noble Hospital. The Advisory Council aims to ensure the delivery of high quality, safe and positive memorable health care experiences for patients and their families at Baystate Noble. The Advisory Council discusses ideas and provides insight into changes that will improve service to patients and families.

*The Baystate Noble Hospital PFAC is not currently active. Plans to reactivate the council are set for March 2016.

Source: Allison Gearing-Kalill
VP of Community Development
Baystate Noble Hospital