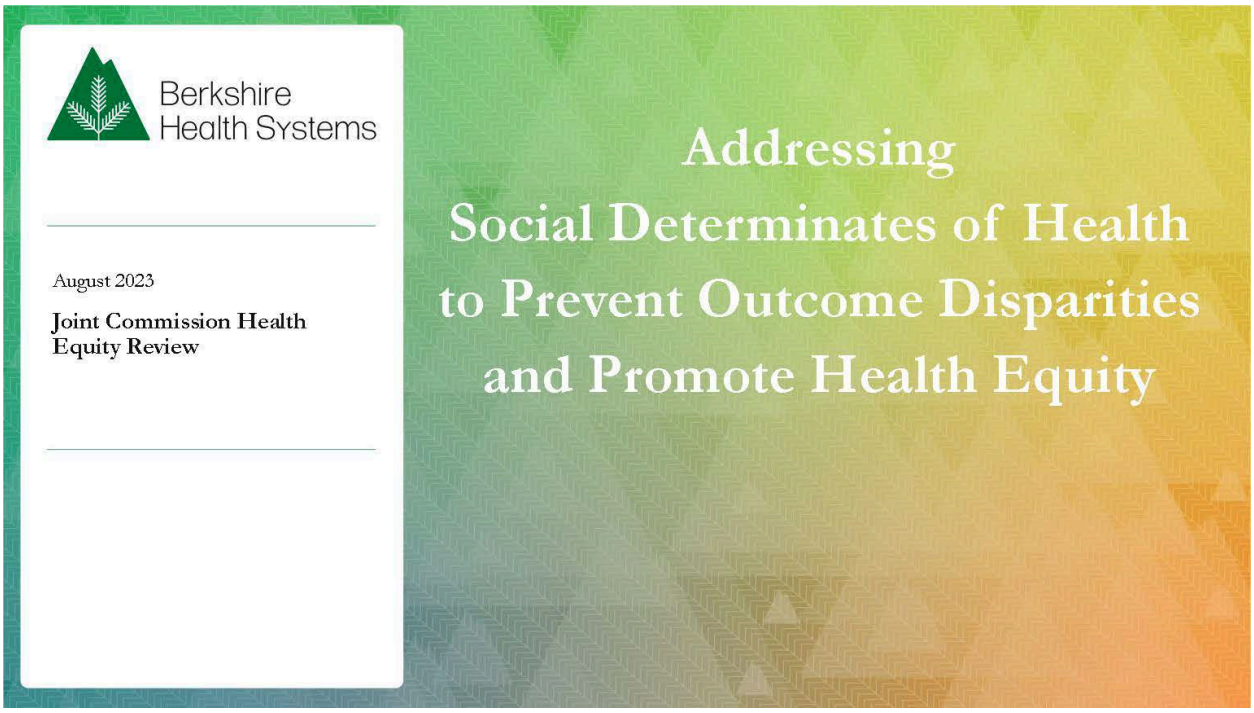
B. Joint Commission Health Equity Review



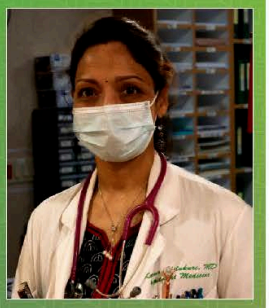
Our commitment to diversity, equity, and inclusion is at the foundation of how we identify ourselves and who we strive to be.

Our Mission

To advance health and wellness for everyone in our community in a welcoming, inclusive, and personalized environment

Our Vision

To be the region's trusted healthcare partner and community advocate for improving overall quality of life.



Our Values: BHS CAREs

• Compassion • Accountability • Respect • Excellence

It's embedded in how we approach our long-term goals….

2027 Destination Metrics

Patients

- BMC designated one of Healthgrades "America's Best Hospitals" *(Top 250; 95th perentile)*
- BMC, FVH, the Medical Group, and BVNA all have achieved and maintained top quartile performance on CMS Patient Experience measures (CAHPS)* ("rate this hospital, provider, or home health agency")

People

- Top quartile performance on BHS employee engagement
- Top quartile performance on BHS provider engagement

Community

- Berkshire County has improved its ranking to no lower than 9th among the 14 Massachusetts counties for overall health factors
- Demonstrated reduction in health inequities impacting Berkshire populations that have been historically marginalized

Creating a Shared Vocabulary

Health Equity: The opportunity for everyone to attain their full health potential. No one is disadvantaged from achieving this potential because of their social position (class, socio-economic status) or socially assigned circumstance (race, ethnicity, gender identity, sexual orientation, geography, ability)

Health Inequities: Differences in health status and mortality rates across populations groups that are systemic, avoidable, unfair, and unjust. These differences are often attributable to the social, economic, environmental conditions in which people live, work, and play.

Health Disparities: measurable differences in health and wellness between populations

Populations can be organized according to shared characteristics such as:

RELD: Race, Ethnicity, Language, Disability
SOGI: Sexual Orientation and Gender Identity
HRSN: Health Related Social Needs (such as food insecurity, housing instability, or lack of transportation)

Source:

Health Disparities in our Community

Berkshire Health Systems

Our Community

Who We Are

Berkshire County is ranked 13 of 14 Massachusetts counties for health outcomes according to the Robert Wood Johnson Foundation's 2022 County Health Rankings.

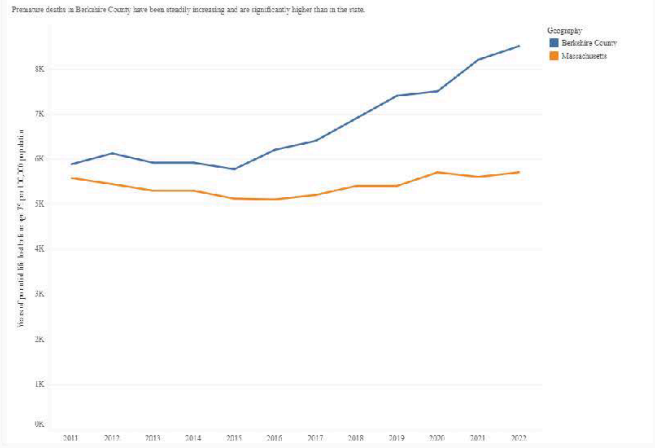
- Population: about 126,000
- Median age: 47
- Socioeconomics: The median household income in Berkshire County is 30% lower than that of the state.
- Education: Only 19% of the population aged 25 and over in Berkshire County has a bachelor's degree, compared to 45% statewide.
- Berkshire County primarily has White residents (91%).
- 12% of Berkshire residents are foreign-born.

Source: BHS Community Health Needs Assessment (CHNA), 2022

Community Health Indicators

Rate of premature deaths in the County is at least 30% higher than the rest of the state.

"Measuring premature mortality, rather than overall mortality, focuses attention on deaths that might have been prevented."



Source:

WHAT ARE WE DOING TO MAKE A DIFFERENCE?

Start Here: Building a System-Wide Strategy to improve Health Equity

Our Approach

Information

Collecting and analyzing patient and population health data

Relationships

Building new partnerships with patients, families and community partners

Education

Health disparities education for providers and staff. Health literacy education for the community.

Action

Partnering with patients and community resources to provide evidence-based practices to promote health equity

Start Here:

Building a System-Wide Strategy for DEI to improve Health Equity

Berkshire Health Systems

Relationships/Partners

2nd Street, Second Chances Project
BASIC: Berkshire Alliance to Support Immigrant Community
Berkshire Black Economic Council
Berkshire Community College
Berkshire County District Attorney's Office
Berkshire County Regional Housing Authority
Berkshire Harm Reduction
Berkshire Hills Regional School District
Berkshire NAACP
Berkshire Perinatal Opioid Collaborative
Berkshire Regional Planning Commission
Berkshire Stonewall Community Coalition
Berkshire United Way
Blackshires
BRIDGE
Brien Center
City of Pittsfield
Dalton Chief of Police
Greylock Federal Credit Union
Habitat for Humanity
HEALing Communities Coalition
LGBTQ+ Health Collaborative
Manos Unidas Co-op
North Adams City Council
Northern Berkshire Community Coalition
Roots & Dreams and Mustard Seeds Inc.
Southern Berkshire Rural Health Network
Volunteers in Medicine
Westside Legends
Railroad Street Project
Antidefamation League
Jewish Federation
BERK12

Start Here:

Building a System-Wide Strategy for DEI to improve Health Equity

Action

- Appointed a system-wide Diversity, Equity, and Inclusion Officer
- Promoting workforce diversity by reducing barriers to access through employment training and pipeline programs
- Evaluating current status of RELD, SOGI, and HRSN data and develop actions to improve accuracy and completion
- Health Equity Committee comprised of stakeholders to develop and refine actions
- Evaluating patient experience and quality measures with DEI/Health Equity lens

Contact Charles Redd with questions, concerns, ideas

Charles Redd
BHS Diversity, Equity, and Inclusion Officer
credd@bhs1.org
413-447-2023

Berkshire Health Systems

Process Improvement to Combat Health Disparities

Berkshire Health Systems

Language Services

21.9 %

of the US population speaking a language other than English at home.

U..S Census Bureau & the American Community Survey

24.3 %

of the Massachusetts population is speaking a language other than English at home.

U.S Census Bureau & the American Community Survey
2018

9.2%

of Berkshire County population speaks a language other than English at home.

U.S Census Bureau & the American Community Survey

Berkshire Health Systems

Language Services

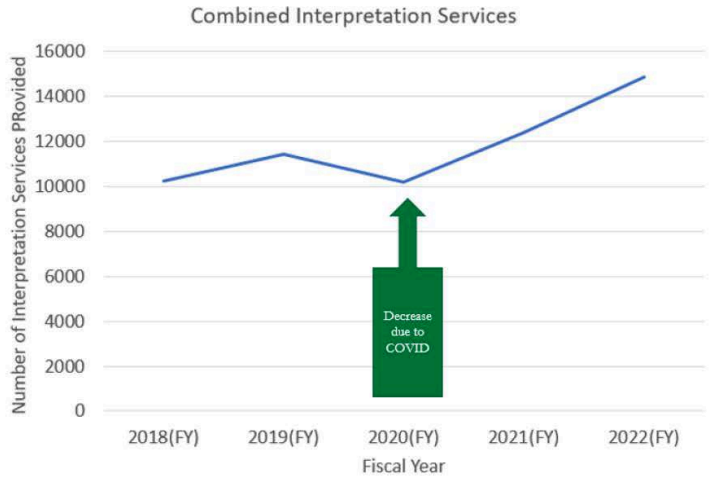
Language Services

- We provide Foreign Language and ASL (American Sign Language)
- We provide in-house, in-person, interpretation in Spanish and Russian
  - For other languages and ASL we contract with agencies
    - 24-hour telephone system interpretation in 200 languages
    - Provided services in 24 languages and ASL in 2022
    - Wireless Video interpreting for ASL
- We translate written materials by request
- We cover all Berkshire County

Language Services

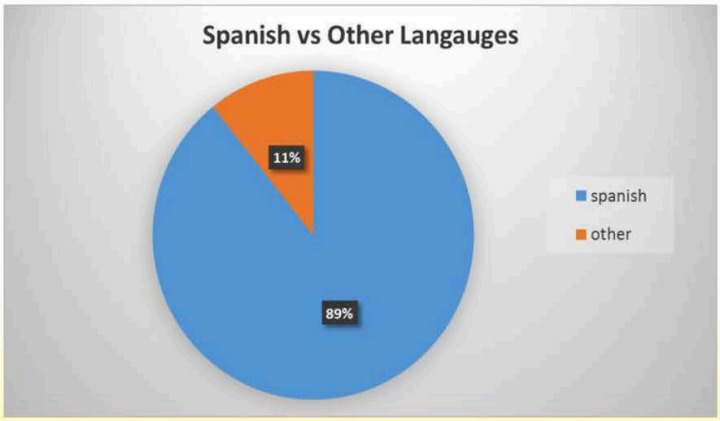
Berkshire Health Systems

Language Services



Language Services

Interpreter Services
Berkshire Health Systems



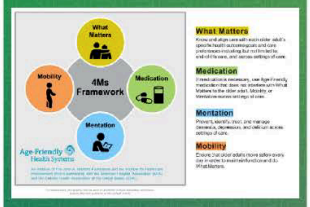
Berkshire Health Systems

Language Services

Berkshire Health Systems

Challenges & Opportunities

Age-Friendly Care



Age

- 25% of Berkshire County residents are 65 years or older
  - That is 1.5x the State and National Rate of 17%
- To meet the needs of these patients we have targeted initiatives:
  - The BMC Emergency Department has a Geriatric Emergency Department Accreditation from the American College of Emergency Physicians (ACEP)
  - BMC has a Geriatric Fracture Program
  - Participating in the Institute for Healthcare Improvement (IHI) Age-Friendly Care Collaborative

Berkshire Health Systems

Overall BMC, Readmission Data

Berkshire Health Systems

IPRO QIN-QIO Hospital Care Transitions Report

BERKSHIRE MEDICAL CENTER

Hospital Utilization by Select Demographics

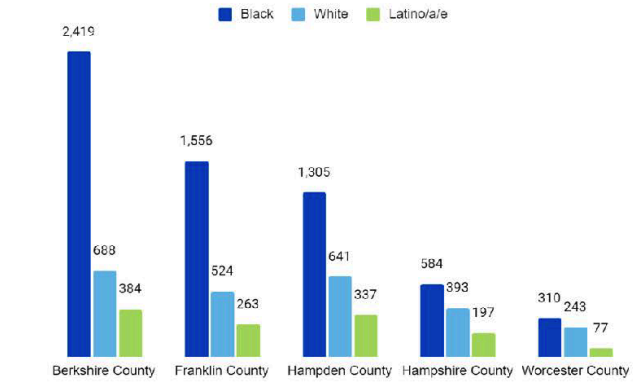
	Time Period: Jan-22 - Dec-22 (Rolling 4 Quarters)				
	Hospital			State	IPRO QIN Region
	# Readm	Live Discharges	Readm %	Readmission %	Readmission %
All	798	4,216	18.9%	18.6%	17.5%
Gender					
Female	371	2,144	17.3%	17.8%	16.8%
Male	427	2,072	20.6%	19.5%	18.2%
Race/Ethnicity					
Asian	5	14	35.7%	17.2%	17.5%
Black or African American	22	100	22.0%	22.7%	20.6%
Hispanic	6	19	31.6%	22.6%	20.2%
Native American	0	2	0.0%	22.6%	19.5%
White	745	3,968	18.8%	18.4%	17.0%
Other or Unknown	20	113	17.7%	17.5%	17.0%
Age					
Individuals Under 65	188	790	23.8%	23.3%	22.1%
Individuals 65 - 74	235	1,175	20.0%	17.9%	16.6%
Individuals 75 - 84	212	1,280	16.6%	17.6%	17.0%
Individuals 85+	163	971	16.8%	17.5%	16.5%
Beneficiary Disability Status (Based on a beneficiary's original reason for entitlement into Medicare)					
Beneficiaries with a disability	370	1,579	23.4%	22.5%	20.9%
Beneficiaries without a disability	428	2,637	16.2%	16.2%	16.2%

Our Community

Health Disparities

Some of the data currently available for our local populations shows that Black patients visit our emergency departments for heart disease at more than 3 ½ times the rate of White patients.

Heart Disease Emergency Department Visits by Race, 2016-2019
Age-Adjusted per 100,000



Source: MDPH, Hospital Admissions, State Tables, 2016-2019. Age-adjusted per 100,000.

Source: BHS Community Health Needs Assessment (CHNA), 2022

Challenges & Opportunities

Sepsis, Readmission Data

Berkshire Health Systems

IPRO QIN-QIO Sepsis Hospital Care Transitions Report

BERKSHIRE MEDICAL CENTER

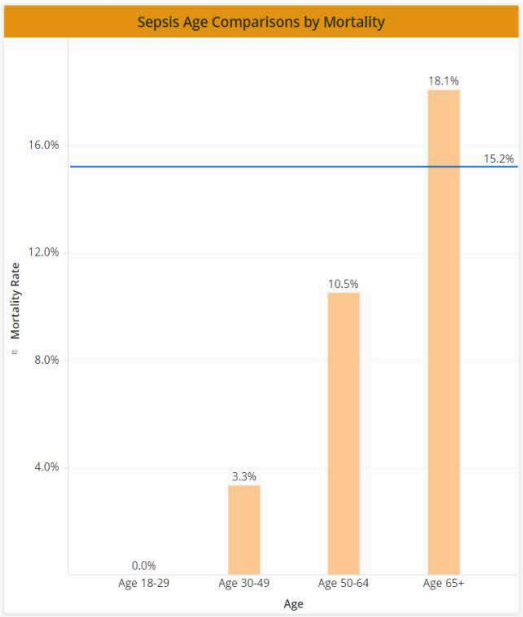
Sepsis Hospital Utilization by Select Demographics

The following shows 30-day hospital readmissions based on demographic characteristics of the Medicare Fee-For-Service population seen at your hospital and had a diagnosis code of sepsis.

	Time Period: Jan-22 - Dec-22 (Rolling 4 Quarters)				
	Hospital			State	IPRO QIN Region
	Readmits Within 30 Days	Live Discharges	Readmit %	Readmission %	Readmission %
All	**130**	**628**	**20.7%**	**21.7%**	**20.5%**
Gender					
Female	54	284	19.0%	21.0%	20.2%
Male	76	344	22.1%	22.3%	20.7%
Race/Ethnicity					
Asian	1	3	33.3%	18.2%	21.6%
Black or African American	6	15	40.0%	27.2%	23.4%
Hispanic	3	5	60.0%	22.3%	23.0%
Native American	0	0		44.4%	13.3%
White	115	591	19.5%	21.5%	19.9%
Other or Unknown	5	14	35.7%	20.5%	21.3%
Age					
Individuals Under 65	21	92	22.8%	25.1%	23.7%
Individuals 65 - 74	44	197	22.3%	22.1%	21.0%
Individuals 75 - 84	53	211	25.1%	21.5%	20.3%
Individuals 85+	12	128	9.4%	19.1%	18.0%

Challenges & Opportunities

Sepsis Mortality by Age, 7/1/2022 to 6/30/2023



Berkshire Health Systems

WHAT ARE WE DOING TO MAKE A DIFFERENCE?

Social Determinants of Health (SDOH) Assessment

Berkshire Health Systems

Social Determinant of Health Screening (SDOH)

Background

- Implemented SDOH screening in pilot practice beginning April 2022.
- Aligned Community Health Worker (CHW) to support patients with positive screen.
- Started in one practice for Medicaid only patients.
- Expanding to all BMC Primary Care Practices for all payers by end of August.
- Screening is done:
  - Pre-visit planning (call ahead of visit)
  - At registration (paper form)
  - At beginning of visit (verbally with Medical Assistant)
- Any patient with a positive screen is provided resource lists and/or referred to a CHW for additional assistance.

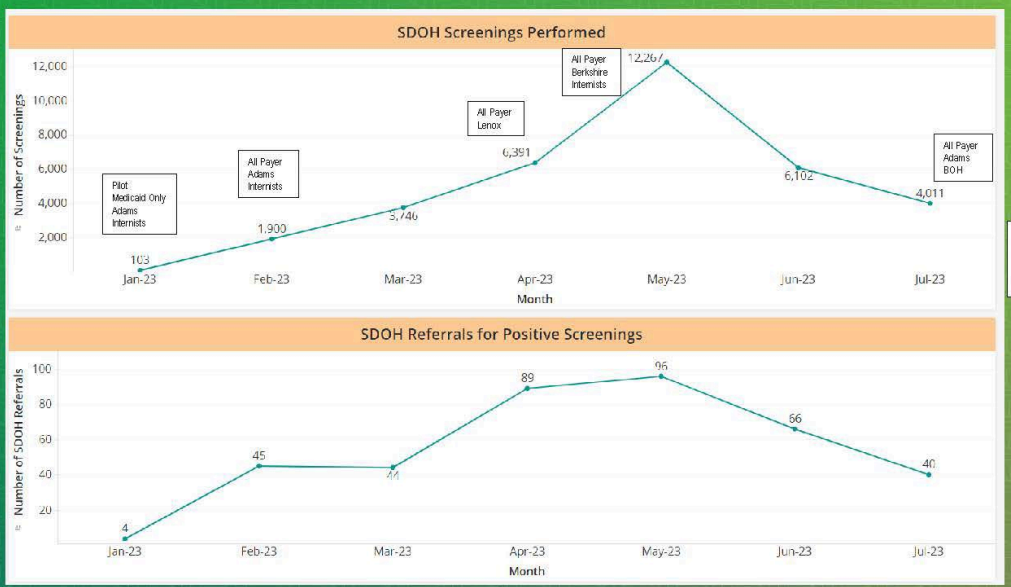
Berkshire Health Systems

PRAPARE
Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences

Social Determinant of Health Screening (SDOH)

Community Resources Available

- Barrier identified during pilot:
  - Providers concern about asking patients SDOH questions without aligned resources to provide support to patients.
- Action:
  - Comprehensive community resource lists created by category of need (i.e., food, transportation, housing, clothing, utilities).
  - This list is maintained and updates regularly by our care management team.
  - List is available to all staff electronically (shared resource sites) and on paper at inpatient care locations.
  - Provide referrals for identified needs, including assistance with with MassHealth (Medicaid) transportation forms, SNAP benefits for food insecurity, and utility assistance



Berkshire Health Systems

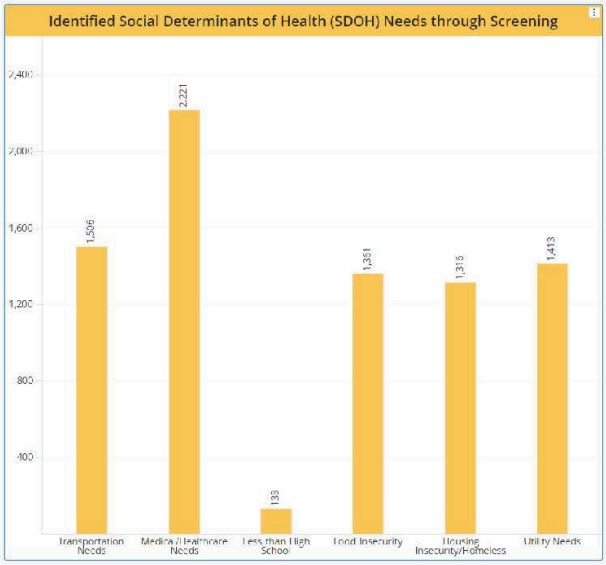
Decreases in June are related to provider vacations and once a new practice has screened their patients, they won't need to be done again for another year. Berkshire Internists is the largest practice, which accounts for the spike in May.

Social Determinant of Health Screening (SDOH)

January to July 2023

Berkshire Health Systems

Identified Needs



Social Determinant of Health Screening (SDOH)

Next Steps

- Finalize implementation of payer agnostic SDOH screening to all primary care practices by end of August.
- Incorporate formal SDOH screening for ED and Inpatient settings.
- Include processes for referral and resource distribution with implementation of new areas
  - Incorporate as part of patient discharge instructions

WHAT ARE WE DOING TO MAKE A DIFFERENCE?

Social Determinants of Health (SDOH) Initiatives

Berkshire Health Systems

Flexible Services Program

Berkshire Health Systems

Flexible Services

- Community Health Needs Assessments (CHNA) and analysis of our Medicaid ACO population identified housing, food, and transportation insecurity as three of our highest needs.
- We were able to use funding through the Flexible Services Program Grant from the Medicaid ACO to support additional resources for:
  - Housing
  - Food Insecurity
  - Transportation
- Patient's qualified for program by having one of the following identified Health Needs Based Criteria (HNBC) and Risk Factor:
  - Risk Factor:
    - Homelessness
    - At risk for Homelessness
    - At risk for nutritional deficiency
  - HNBC:
    - BH need
    - Repeated ED use
    - High-risk or complicated pregnancy
    - Uncontrolled diabetes

Housing Insecurity: Flexible Services

Flexible Services, Housing

- Services provided in collaboration with Community Partners including:
  - Berkshire County Regional Housing (BCRHA)
  - Service Net
- Services Available include:
  - Tenancy Preservation Program Services
  - Housing Search Intervention

Transportation
Flexible
Services

Flexible Services, Transportation

- Programs provided home delivery of goods for patients with transportation needs.
- Also provided transportation support through bus and taxi vouchers as appropriate.
- MassHealth (Medicaid) transportation services

Food Insecurity: Flexible Services

Berkshire Health Systems

Flexible Services, Food Insecurity

- Services provided in collaboration with Community Partners including:
  - Berkshire County Sheriff's Office (BCSO)
  - Community Health Programs (CHP)
  - Berkshire Fallon ACO
  - Big Y
  - Harry's Grocery
  - Local Farmer's Markets
  - Berkshire Bounty

- Services Available include:
  - CSA Shares (partnership with local Farmers)
  - Food and Formula Vouchers
  - Education including cooking classes and meeting with nutritionist
  - Grocery Gift Cards
  - Grocery Home Delivery Program
  - Medically Tailored Meals
  - Nutrition Kitchen Supply Funds

Challenges & Opportunities

Food Insecurity: Operation Better Start

Food Insecurity Actions

- Clinical Programming for infant through young adult
  - No co-pay, no balance billing
  - No limitation on visits
- Western Mass Growth and Nutrition Program (one of five in Mass. Partnership with MaDPH)
- Operation Better Start Feeding Clinic
- Berkshire County Head Start- 7 sites (nutrition and Nursing services)
- Community Education
  - Local Schools
  - YMCA
  - Boys & Girls Club
  - Televised Cooking Classes (on public television and BHS website)

Food Insecurity: Berkshire North Women, Infants and Children's Program (WIC)

Food Insecurity Actions

- Berkshire North WIC hosts:
  - Healthy eating
  - Food insecurity support
  - Breastfeeding support
  - Eating on a budget
  - Formula
  - Food Pantry (supported by staff and Berkshire Bounty, emergency food formula for participants and nonparticipants)
- Coordinates services with Family Birthplace (BMC Labor and Delivery Unit)
- Diapers distributor for the Berkshire diaper project (do not have to be a WIC participant)

WHAT ARE WE DOING TO MAKE A DIFFERENCE?

Phelps Cancer Center Care Navigation

Berkshire Health Systems

Phelps Cancer Center

Care Navigation

Transportation

- Collaborative Member with Dana Farber
  - Allows access to protocols, treatments, studies without travel to Boston
- Virtual visits
- MassHealth (Medicaid) PT-1 Transportation Forms, Taxi Vouchers, Bus passes

Phelps Cancer Center

Care Navigation

Screening

- Distress Screen for all new patients and those transitioning into Survivorship
  - Identify social challenges and barriers to care
- Integrated Health services provided *free of charge* to all patients/caregivers
  - Yoga
  - Health Coaching
  - Cooking Demonstrations
  - Exercise Therapy
  - Mindful Meditation
  - Reiki
  - Acupuncture

Phelps Cancer Center

Care Navigation

Berkshire Health Systems

Nurse Navigation

- Assist with access to primary care and specialist
- Assist with our identified barriers for care:
  - Transportation
  - Sexuality/Body Image
- Access to restricted funds and supplies
  - Colonoscopy prep
  - Copays
- Arrange transportation:
  - Assist with volunteers
  - Taxi vouchers
  - Medicaid PT-1 forms
- Provide Cancer Screening events in the community.
  - First Lutheran Church on 1st street
  - Pride Festival
  - Latino Festival
  - Relay for life

Phelps Cancer Center

Care Navigation

Social Worker

- Assess barriers to care and identify social determinants of health
- Referrals to available services
  - Transportation
    - Medicaid PT-1, Wheels for Wellness, BRTA Paratransit, Soldier On
  - Housing
    - Rent Assistance, RAFT, housing searches, tenant support
  - Utilities
    - Access grant money and restricted funds
    - Referrals to local support programs
  - Ability to pay for medical services and medications
    - Health Insurance: plan review, Advocacy for Access, SHINE
    - Assistance with: Paid Family Medical Leave, Social Security
    - Co-pay assistance
  - Food Insecurity
    - SNAP
  - Social Supports resources
    - Support groups
    - Mindful Meditation
    - Elder Services referrals
    - Integrative Health Program
  - Financial assistance
    - DTA/Emergency Cash assistance
    - Access to restricted funds

Berkshire Health Systems

Phelps Cancer Center

Care Navigation

Nutritionist

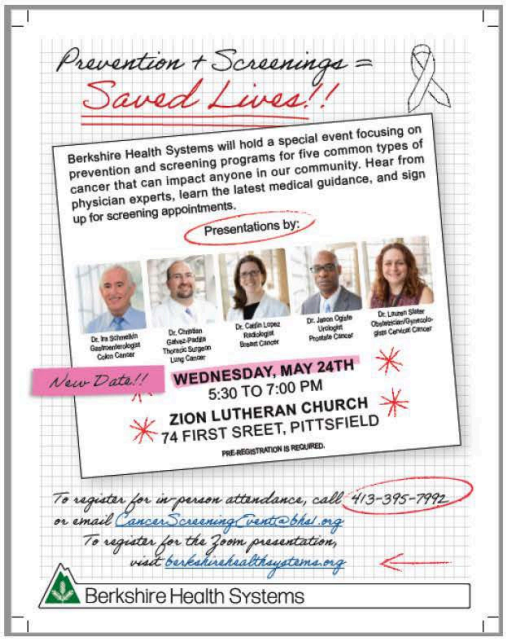
- Utilizes the Distress screen and Nutrition screen to identify food insecurity

- Provides
  - Cooking Demonstrations
  - Nutritional Supplements for patients
  - Tube feeding education and support
  - SNAP benefits

Berkshire Health Systems

Phelps Cancer Center Screening Programs

Berkshire Health Systems



WHAT ARE WE DOING TO MAKE A DIFFERENCE?

Substance Use Supports Programs

Berkshire Health Systems

Substance Use in Berkshire County

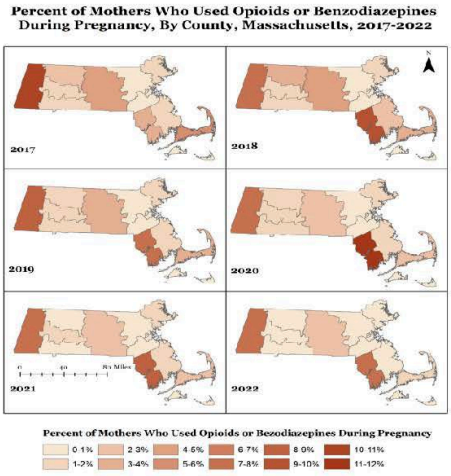
Overview

- Substance Use in Berkshire County is a top health condition – ranks in the top 10 list of most common conditions seen at Berkshire Health System
- Substance Use Deaths, for any reason results in a growing number of deaths each year
- We provide multiple referrals to aid community members with this issue
- We partner with community programs to support this population in addition to health system services

Berkshire Health Systems

Maternal Opioid Use

- In 2022, Berkshire County has the second highest percentage of mothers who used opioids or benzodiazepines in MA

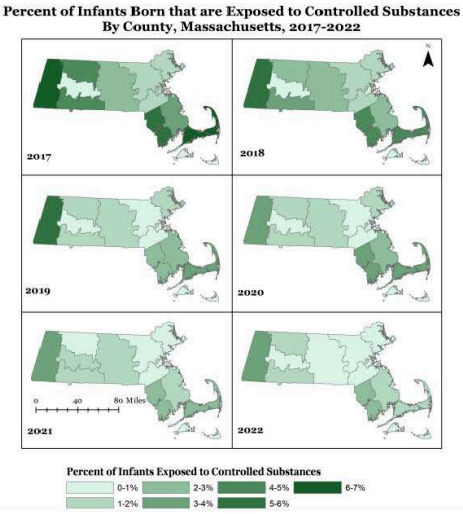


Berkshire Health Systems

https://mass.gov/lists/current-opioid-statistics

Infants Exposed to Controlled Substances

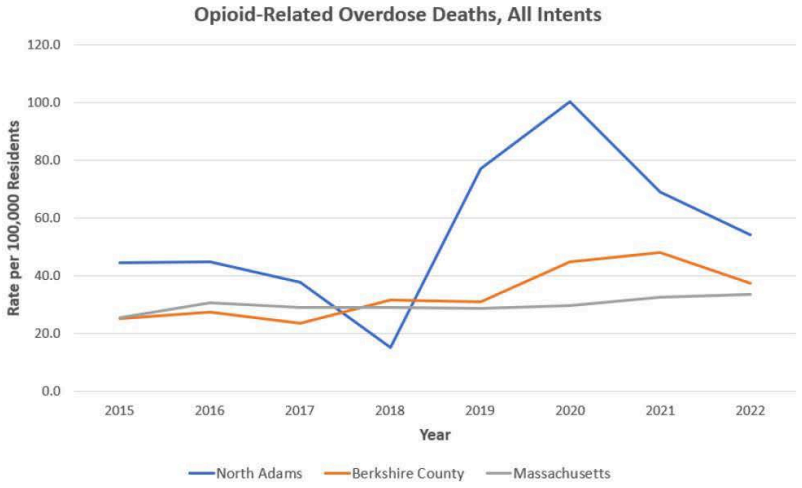
- In 2022, Berkshire County tied for the highest percentage of infants exposed to controlled substances in MA



https://mass.gov/lists/current-opioid-statistics

Substance Use in Berkshire County

Overview



https://www.mass.gov/doc/opioid-related-overdose-deaths-by-county-June-2023/download
https://www.mass.gov/doc/opioid-related-overdose-deaths-by-citytown-June-2023/download

Berkshire Health Systems

Substance Use in Berkshire County

Overview

- As a health system, many services are in place to aide in this crisis:
  - Acute Detoxification Unit
  - Clinical Stabilization Unit
  - Substance Use Disorder Team on the Acute Medicine Service
  - Bridge Program in the ED for Suboxone use to prevent the need for hospitalization
  - Partial Hospitalization Program, with a dual diagnosis tract
  - Adolescent Intensive Outpatient Program
  - Substance Use Treatment Clinic at Hillcrest Family Health
  - Harm Reduction Program
  - Berkshire Connections
  - Care Coordination Services that include Behavioral Health Care Coordinators and Community Health Workers

Berkshire Health Systems

Primary Care Medical Home for Substance Use

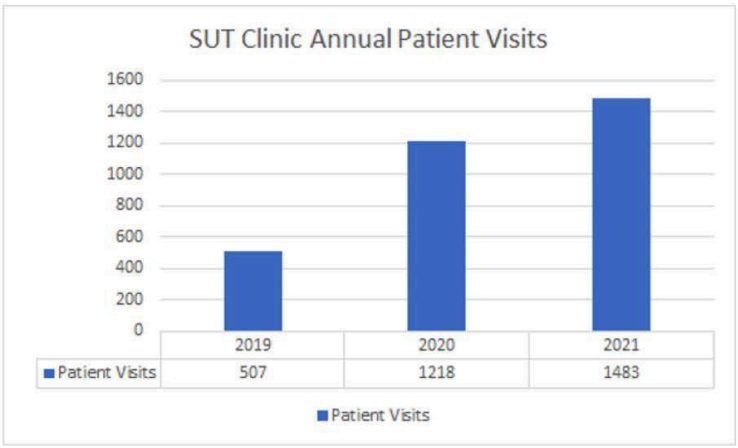
Berkshire Health Systems

Substance Use Treatment Clinic at Hillcrest Family Health

- Specializes in working with people with substance use disorders (SUD)
- Harm Reduction Model
- Mid-Level Provider treats patients with all forms of SUD
- Care includes support, medications including inductions, oral, sublingual, injectable and transdermal formulations
- Coordinates care with PCP and social services
- RN who does assessment, intake, and planning
- Recovery Coach Support
- Coordination with:
  - Primary Care
  - Social Services to meet identified needs

Primary Care Medical Home for Substance Use

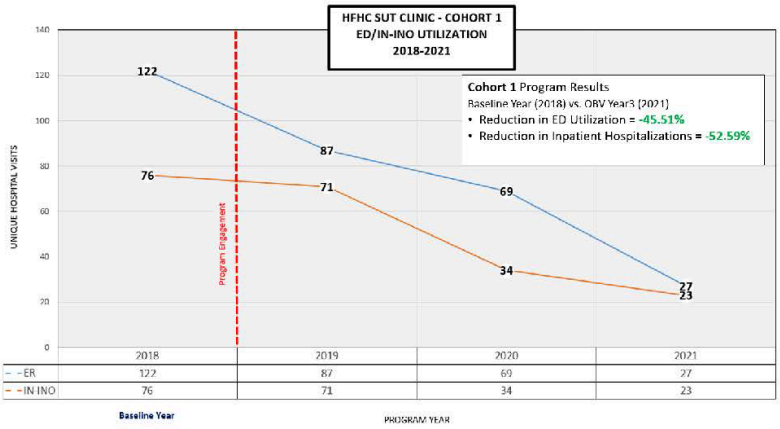
Substance Use Treatment Program at Hillcrest Family Health



Berkshire Health Systems

Primary Care Medical Home for Substance Use

Substance Use Treatment Program at Hillcrest Family Health – Reduction in ED and Inpatient Hospitalization



Berkshire Health Systems

WHAT ARE WE DOING TO MAKE A DIFFERENCE?

Harm Reduction Programs

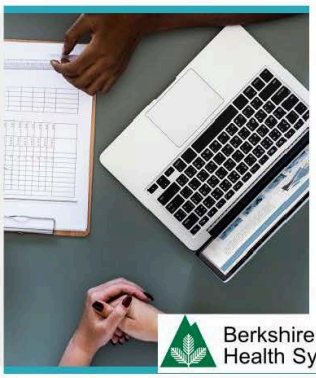
Berkshire Health Systems

Harm Reduction Program

Berkshire Health Systems

What we do.....

- Reduce negative consequences associated with drug use
- Overdose prevention education & naloxone distribution
- Testing for HIV, HCV, and other STI's
- Provide treatment for HCV via telehealth
- Basic wound care
- Provide referrals for community support services
- Community Syringe disposal
- Correctional linkage to care post incarceration



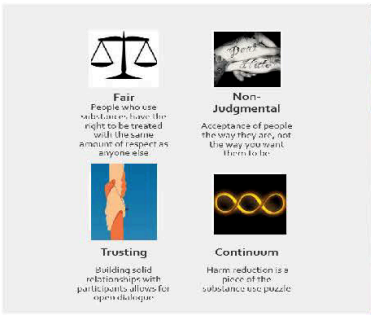
Berkshire Health Systems

Harm Reduction Program

Berkshire Health Systems

Our Program

- Berkshire County has seen a decrease in:
  - Overdose deaths (down 22%) in 2022
  - HCV+ rates (down 6.3%)
- Distributed over 4,200 dose of naloxone in the community



https://www.mass.gov/doc/opioid-related-overdose-deaths-by-county-June-2023/download

WHAT ARE WE DOING TO MAKE A DIFFERENCE?

Perinatal Support for SUD

Berkshire Health Systems

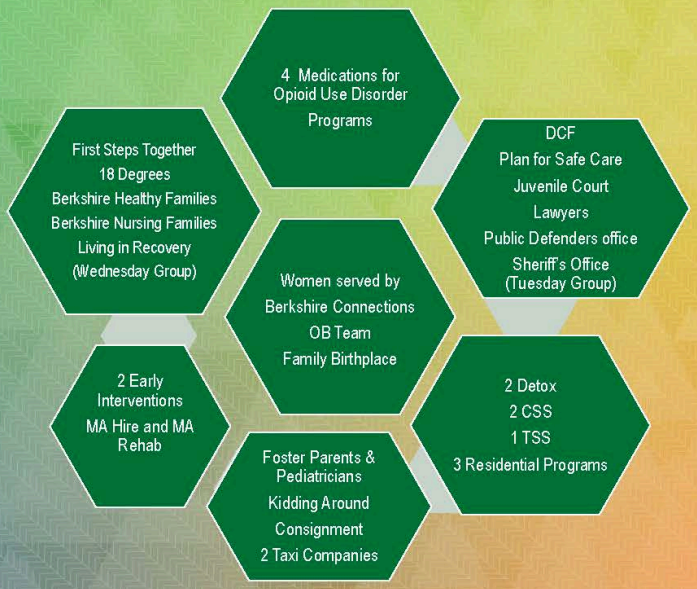
Berkshire Connections

Began March 2022

Overview

- Health Policy Commission, MA DPH initially funded a pilot project to design and implement wrap around services for pregnant and postpartum women with opioid use disorder (OUD)
- Criteria for enrollment: any active or history of OUD.
- In one year, 49 women were enrolled.
- Critical success factors included
  - Development of new roles: Outreach Coordinator
  - Embedding the program in the BMC OB practice
  - 40 community partnerships
  - Initiating care coordination mtgs with FBP, SUD team, MOUD provider
  - Initiation of a peer support group with strategies to reduce barriers to attendance

Berkshire County's Wrap Around Services for Pregnant and Postpartum Women with SUD



Berkshire Connections

Began March 2022

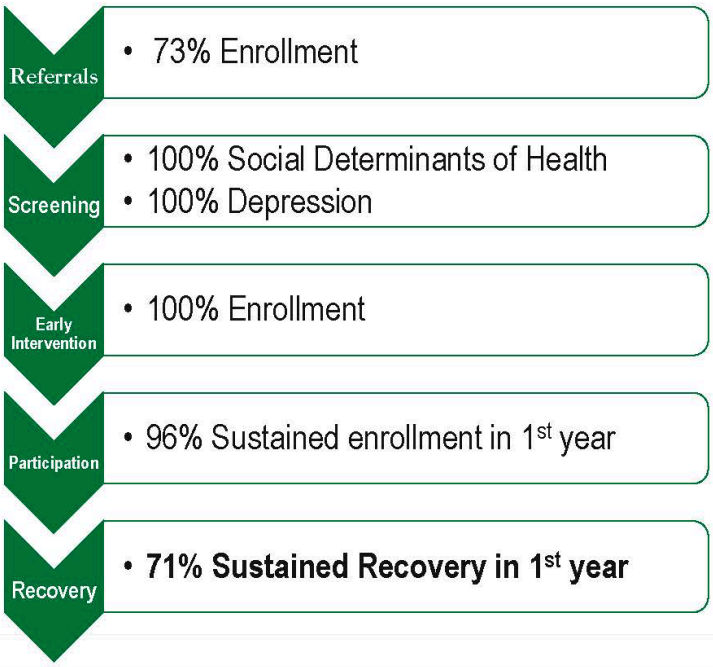
Berkshire Health Systems

Evaluation of Effectiveness

- Monthly communication to OB providers and Family Birthplace Leadership on:
  - Enrollment, program changes, new partners and resources.
  - Continual awareness of stigma
- Coordination of OB care from incarceration
- Community referrals include:
  - OB providers
  - Harm reduction programs
  - Self-Referrals

Berkshire Connections Evaluation of Effectiveness

Began March 2022



Berkshire Health Systems

Berkshire Connections

Berkshire Health Systems

Sustainable Funding from MA BSAS: Moms Do Care Program through 2030

Berkshire Connections Program Enhancements with Sustainable Funding

- Eligibility expanded for all SUD, including nicotine
- Care out to 3 years postpartum
- Additional Staff Roles Being Implemented:
  - Certified Drug and Alcohol Counselor (Counseling on Drug Use Decisions)
  - Licensed Independent Certified Social Worker (Focus on Trauma Therapy for Both Parents)
  - Recovery Coach / Outreach Coordinator for Male Partners

Berkshire Health Systems

MA Attorney Generals Office: Maternal Health Equity Award

Berkshire Medical Center – Berkshire Nursing Families – Springfield Family Doulas Partnership

- Newly Awarded: August 2023
- Implement Continuous Perinatal Education and Support on Infant Nutrition, Benefits of Breast Feeding
- Implement Weekly Perinatal Support Groups Lead by Certified Perinatal Mental Health Professionals: In person and virtual
- Perinatal Support Groups for Women of Color Lead by Springfield Family Doulas: In person, Central County.
- Annual Education for Perinatal Professionals on Birth Equity Lead by Springfield Family Doulas

Berkshire Health Systems

First Implemented

Berkshire Health S

Postpartum Mental Health Peer Support Groups

Mondays at 7p - Online

Tuesday at 7p - North Adams

Thursdays at 7p - Pittsfield

Please note that these groups are for peer support. Therapy/treatment is not provided.

Groups are free. Babies in arms are welcome. All forms of feeding welcome.

Advance registration required.

To register, ask questions, or get location/zoom details text or call:

413.344.2442

bnf NURTURING FAMILIES, NOURISHING BABIES

www.berkshirenursingfamilies.org

WHAT ARE WE DOING TO MAKE A DIFFERENCE?

Behavioral Health Programs

Berkshire Health Systems

Behavioral Health Integration (BHI)

Program Scope

- Clinically focused, time-limited consultation service intended to increase access to behavioral health (BH) care for primary care patients who may be suffering from common mental health issues.
- BHI clinicians are embedded in primary care practices
  - Provide brief, evidence-based BH treatment to patients
  - Staff include:
    - Masters-prepared, independently licensed BH clinicians
    - Psychiatry residents
    - Advanced practice psychiatric nurses
    - Psychiatrists

Adolescent Intensive Outpatient Program (IOP)

Program Initiatives

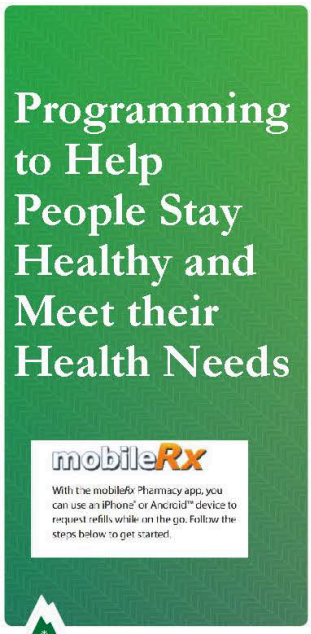
- Short-term, structured ambulatory behavioral health treatment for Adolescents (age 12-17 years old)
- Evidence-based and trauma informed care
- Targeted care 3 times per week for 8 weeks
- Screenings and assessments are completed to ensure appropriate care coordination supports are put into place
- Groups focus on needs of participants and include but are not limited to:
  - Gender Identity
  - Body Image
  - Eating Disorders
  - How to cope
  - How to interact
  - Expressive Therapy
  - Building Trust
  - Emotion Regulation
  - Mindfulness

Berkshire Health Systems

WHAT ARE WE DOING TO MAKE A DIFFERENCE?

Preventative Programs and Services

Berkshire Health Systems



Berkshire Medical Center Community Pharmacy

- Medications for discharging patients (Meds to Beds)
  - Medications brought to the bedside
  - Helps patients lacking transportation
  - Ensure vital medications are not missed and makes a smoother transition home
- Co-Pays assistance
- Script Center (24/7 prescription pick-up kiosk)
- Medicine-On-Time:
  - Bundling of multiple medications into easy-to-use packets
- 90-day orders
- Delivery Services throughout Berkshire County
- Specialty Pharmacy
- Flexible spending account options
- Pet medications
- Immunizations

Programming to Help People Stay Healthy and Meet their Health Needs

Berkshire Health Systems

The **Berkshire Community & Specialty Pharmacy Program** provides unmatched service and convenience:

CARE MODEL	OTHER SPECIALTY PHARMACIES	BHS
TIME TO THERAPY	7-10 Days	1-3 Days
PRIOR AUTHORIZATION	No	Yes
FINANCIAL ASSISTANCE	Variable	$7 Avg Copay
FREE DELIVERY	Yes	Yes
PERSONAL CARE CHAMPION (LIAISON)	No	Yes
PERSONAL PHARMACY WELLNESS CHECKS	No	Yes
INTEGRATED PATIENT CARE THROUGH YOUR EMR	No	Yes
CLINICAL-OUTCOME DATA REPORTING	No	Yes

Learn **More**

The **Berkshire Community & Specialty Pharmacy Program** is available to all patients. Call our pharmacy staff to learn more: **(413) 395 7610.**

Berkshire Community and Specialty Pharmacy

725 North Street, Pittsfield, MA 01201
Enter at the Warriner Entrance
berkshirehealthsystems.org
(413) 395-7610

Hours of Operation:
Monday–Friday, 7:00am–7:00pm
Saturday–Sunday, 7:30am–2:00pm

Dave MacHaffie, RPh, Director
Berkshire Community & Specialty Pharmacy

urac ACCREDITED Specialty Pharmacy Expires 4/01/2014

The Berkshire Community Pharmacy has earned both **URAC** and **Accreditation Commission for Health Care (ACHC)** Accreditation. When choosing a pharmacy with these standards, you can take comfort in knowing you will receive the highest quality of care.

Berkshire Community and Specialty Pharmacy Rx

Berkshire Community & Specialty Pharmacy Program

Living with a chronic condition can be challenging and obtaining required medications can be complex.

If you have been prescribed a "specialty medication" such as a biologic, oral chemotherapeutic or injectable: **Help is here!**

Our Specialty Pharmacy Program works with you and your clinician to simplify every aspect of your care. **At no cost to you.**

Programming to Help People Stay Healthy and Meet their Health Needs

Wellness and Community Health

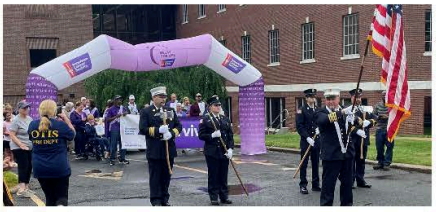
- Community Events bring health education awareness, fun, and referrals to local community events
- Connect with our neighbors to engage in conversations about their health, well-being, and needs
- Provide:
  - Provide resources: BP, Diabetes, age-appropriate screenings, schedule appointments
  - Health Care Proxy information
  - Offer fun games to engage all ages in discussions about health and well-being

Berkshire Health Systems

Programming to Help People Stay Healthy and Meet their Health Needs

Berkshire Health Systems

Wellness and Community Health



GENERAL GUIDELINES FOR HEALTH MAINTENANCE

Routine health exam is based on age

- Maintaining your health exam schedule will assist you in staying current with many health maintenance screenings such as blood pressure, cholesterol, and diabetes
- Routine exams are a good opportunity to ensure you are up to date on immunizations recommended for your age.

General Guidelines for wellness

- Exercise 150 minutes a week
- Eat a variety of foods choosing more plant sources of food
- Limit the amount of processed red meats
- Limit alcohol to 1 drink a day for women or 2 a day for men
- Stop smoking and avoid second hand smoke

TO SCHEDULE AN APPOINTMENT:

Mammogram
413-447-2451

Colonoscopy
413-395-7606

Advocacy for Access
1-888-822-2237
(Health Insurance enrollment)

Fairview Hospital Resources
413-528-0790

Financial resources for screening colonoscopy and mammogram exams are available.
Contact Nurse Navigation at 413-447-3892

SOURCES

United States Preventative Task Force
Centers for Disease Control and Prevention

Knowledge + Screenings = Saving Lives!!

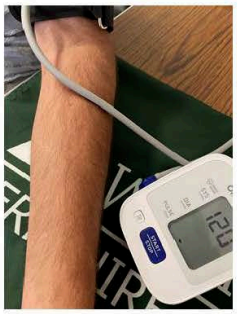
Cancer screening saves lives!

Screening can find problems early when treatment is most helpful. Talk to your health care provider to discuss your individual options for screening exams.

Berkshire Health Systems

Programming to Help People Stay Healthy and Meet their Health Needs

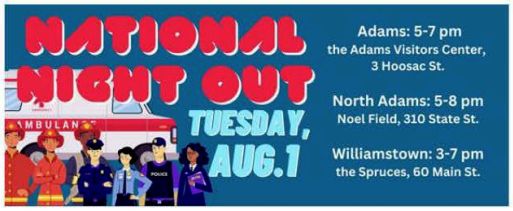
Wellness and Community Health – North Adams Downtown Celebration



Berkshire Health Systems

Programming to Help People Stay Healthy and Meet their Health Needs

Wellness and Community Health



Berkshire Health Systems

Programming to Help People Stay Healthy and Meet their Health Needs

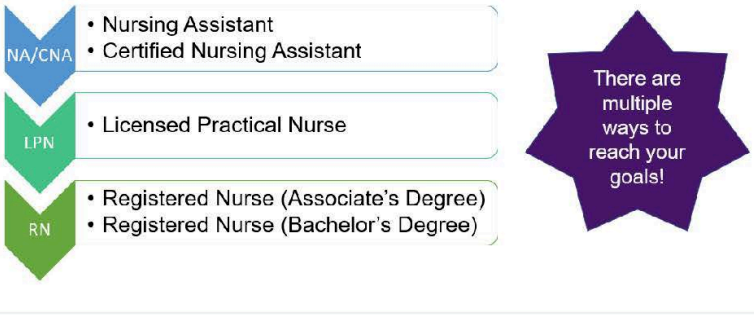
Talent Pipeline

- BHS initiative to provide training for people to gain careers in healthcare without prior experience or education
- Get paid full-time salary while going to school
  - BHS invests $7 million dollars annually to this program
- Programs include:
  - Medical Assistant
  - Nursing Assistant
  - Licensed Practical Nurse
  - Registered Nurse (Associate's Degree)

Programming to Help People Stay Healthy and Meet their Health Needs

Talent Pipeline

One Possible Pathway to Becoming a Registered Nurse

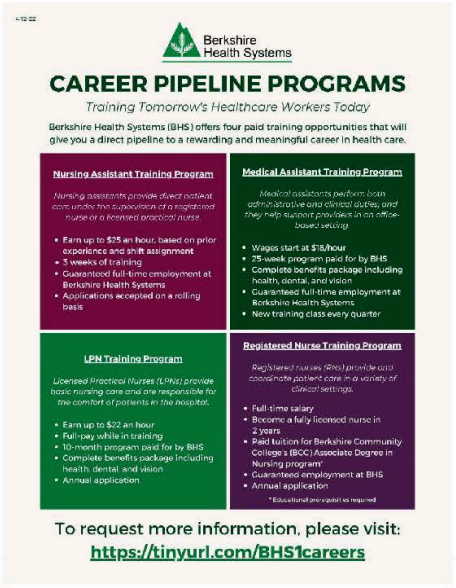


Berkshire Health Systems

Talent Pipeline

Programming to Help People Stay Healthy and Meet their Health Needs

Berkshire Health Systems



4.12.22

Berkshire Health Systems

CAREER PIPELINE PROGRAMS

Training Tomorrow's Healthcare Workers Today

Berkshire Health Systems (BHS) offers four paid training opportunities that will give you a direct pipeline to a rewarding and meaningful career in health care.

Nursing Assistant Training Program

Nursing assistants provide direct patient care under the supervision of a registered nurse or a licensed practical nurse.

- Earn up to $25 an hour, based on prior experience and shift assignment
- 5 weeks of training
- Guaranteed full-time employment at Berkshire Health Systems
- Applications accepted on a rolling basis

Medical Assistant Training Program

Medical assistants perform both administrative and clinical duties, and they help support providers in an office-based setting.

- Wages start at $18/hour
- 25-week program paid for by BHS
- Complete benefits package including health, dental, and vision
- Guaranteed full-time employment at Berkshire Health Systems
- New training class every quarter

LPN Training Program

Licensed Practical Nurses (LPNs) provide basic nursing care and are responsible for the comfort of patients in the hospital.

- Earn up to $22 an hour
- Full-pay while in training
- 10-month program paid for by BHS
- Complete benefits package including health, dental, and vision
- Annual application

Registered Nurse Training Program

Registered nurses (RNs) provide and coordinate patient care in a variety of clinical settings.

- Full-time salary
- Become a fully-licensed nurse in 2 years
- Paid tuition for Berkshire Community College's (BCC) Associate Degree in Nursing program*
- Guaranteed employment at BHS
- Annual application

*Educational pre-requisites required

To request more information, please visit:
https://tinyurl.com/BHS1careers

Programming to Help People Stay Healthy and Meet their Health Needs

Initiatives

- 2nd Street, Second Chances
  - A collaborative program with local agencies to give formerly incarcerated individuals respect and encouragement
  - Services provided include:
    - Medical
    - Mental Health
    - Substance use disorder services
    - Financial resources and literacy
    - Transportation
    - Housing
    - Family Reunification
    - Employment
    - Job Training
    - Legal Services
    - Support and Encouragement

Berkshire Health Systems