Lahey Clinic Hospital, Inc. Implementation Strategy 2020-2022

Lahey Clinic Hospital, Inc. includes both Lahey Hospital & Medical Center (LHMC) and Lahey Medical Center – Peabody (LMCP). Together, they are referred to as LHMC/LMCP throughout this report. Both hospitals are part of the Beth Israel Lahey Health system.

Between November 2018 and August 2019, LHMC/LMCP conducted a comprehensive Community Health Needs Assessment (CHNA) that included an extensive review of existing quantitative data as well as the collection of qualitative information through interviews, focus groups, community listening sessions, and a community health survey. A resource inventory was also completed to identify existing health-related assets and service gaps. This extensive array of assessment and community engagement activities allowed LHMC/LMCP to collaborate with key health system partners across the region. During the CHNA process, LHMC/LMCP also made substantial efforts to engage their own administrative and clinical staff, including senior leadership. A detailed review of the CHNA approach, data collection methods, and community engagement activities is included in LHMC/LMCP's 2019 Community Health Needs Assessment report.

Throughout the CHNA process, LHMC/LMCP's Community Relations staff worked with the hospital's Community Benefits Advisory Committee (CBAC), composed of senior leadership from the hospital and community stakeholders/service providers, to:

- Vet quantitative and qualitative findings
- Prioritize community health issues and vulnerable populations
- Review existing community benefits programming
- Develop LHMC/LMCP's 2020-2022 Implementation Strategy

IMPLEMENTATION STRATEGY PLANNING PRINCIPLES AND STATE PRIORITIES

In developing the Implementation Strategy, care was taken to ensure that LHMC/LMCP's community health priorities were aligned with priority areas determined by the Massachusetts Department of Public Health (MDPH) and the Massachusetts Attorney General's Office (MA AGO). In addition to the four priority areas, MDPH identified six health priorities to guide investments funded through Determination of Need processes. The MDPH and the MA AGO encourage hospitals to consider these priorities during the community benefits planning process.

Table 1: MDPH/MA AGO Priority Areas

Community Benefits Priorities	Determination of Need Priority Areas
Chronic disease with a focus on cancer, heart disease, and diabetes	Built environment
Housing stability/homelessness	Social environment
Mental illness and mental health	Housing
Substance use disorders	Violence
	Education
	Employment

The following is a range of programmatic ideas and principles that are critical to community health improvement; they have been applied in the development of the Implementation Strategy.

- Social determinants of health: With respect to community health improvement, especially for low-income and disadvantaged populations, there is growing appreciation for the importance of addressing the underlying social determinants of health. These social determinants have been defined as "the conditions in which people are born, grow, live, work and age that may limit access, lead to poor health outcomes, and are at the heart of health inequities between and within communities."¹ The leading social determinants of health include issues such as poverty, housing, food access, violence, racism/bigotry, and transportation. It is important that hospital implementation strategies include collaborative, cross-sector initiatives that address these issues.
- Health education and prevention: Primary prevention aims to prevent disease or injury before it ever occurs by reducing risks, preventing exposures to hazards, and altering unhealthy behaviors that can lead to disease or injury. Secondary and tertiary prevention aim to reduce the impact of chronic disease or health conditions through early detection as well as behavior change and chronic disease management geared toward helping people manage health conditions, lessen a condition's impact, or slow a condition's progress. Targeted efforts across the

¹ O. Solar and A. Irwin, World Health Organization, "A Conceptual Framework for Action on the Social Determinants of Health," Social Determinants of Health Discussion Paper 2 (Policy and Practice), 2010, available at https://www.who.int/sdhconference/resources/ConceptualframeworkforactiononSDH_eng.pdf

continuum to raise awareness about a particular condition, educate people about risk factors and protective factors, change unhealthy behaviors, and manage illness are critical to improving health status.

- Screening and referral: Early identification of those with chronic and complex conditions, followed by efforts to ensure that those in need of education, further assessment, counseling, and treatment, is critical to preventing and managing illness. A critical component of screening and referral efforts is taking steps to ensure that people are fully engaged in treatment, including links to a primary care provider.
- Chronic disease management: Learning how to manage an illness or a condition, change unhealthy behaviors, and make informed decisions about health allows individuals to lead healthier lives. Evidence-based chronic disease management or self-management education programs, implemented in community-based settings by clinical and nonclinical organizations, can help people learn skills to manage their health conditions, improve eating and sleeping habits, reduce stress, and maintain a healthy lifestyle.
- **Care coordination and services integration:** Efforts to coordinate care and integrate services across the health care continuum are critical to community health improvement. These efforts involve bringing together providers and information systems to coordinate health services, patient needs, and information. This helps better achieve the goals of treatment and care.
- Patient navigation and access to health insurance: One of the most significant challenges that people face in caring for themselves or their families is finding the services they need and navigating the health care system. Having health insurance that can help people pay for needed services is a critical first step. The availability of health coverage/insurance enrollment support, patient navigation, and resource inventories are important aspects of community health improvement.
- **Cross-sector collaboration and partnership:** When it comes to complex social challenges, such as community health improvement, there is a clear consensus that success will be achieved only through collective action, partnership, and collaboration across organizations and health-related sectors. No one organization or even type of organization can have a sustained impact on these types of issues on their own. Hospital implementation strategies must be collaborative and include partnerships with service providers across multiple sectors (e.g., health, public health, education, public safety).

COMMUNITY HEALTH PRIORITY AREAS

LHMC/LMCP's CHNA and strategic planning process provided many opportunities to vet the quantitative and qualitative data compiled during the assessment. Based on this process, the LHMC/LMCP's CBAC and Community Relations staff identified three community health priority areas, which together embody the leading health issues and barriers to care for residents of the hospital's service area: mental health and substance use disorder, chronic/complex conditions and risk factors, and the social determinants of health and access to care.

Mental health and
substance use
disorderChronic/complex
conditions and risk
factors

Social determinants of health and access to care

Community Health Needs Not Prioritized by LHMC/LMCP

It is important to note that there are community health needs that were identified by LHMC/LMCP's assessment that were not prioritized for inclusion in the Implementation Strategy for a number of reasons:

- Feasibility of LHMC/LMCP having an impact in the short or long term
- Clinical expertise of the organization
- Limited burden on residents of the service area
- The issue is currently being addressed by community partners in a way that does not warrant additional support

For example, lack of affordable housing was identified as a community health issue, but it was deemed by the CBAC to be outside LHMC/LMCP's primary sphere of influence. This is not to say that LHMC will not support efforts in this area; the hospital remains open and willing to work with hospitals across Beth Israel Lahey Health's network and with other public and private partners to address this issue collaboratively.

PRIORITY POPULATIONS

LHMC/LMCP is committed to improving the health status and well-being of all residents living within its service area. However, in recognition of the considerable health disparities that exist in some communities, LHMC/LMCP focuses the bulk of its community benefits resources on improving the health status of underserved populations. The CBAC voted to prioritize low-resource individuals and families, older adults, youth/adolescents, and individuals with chronic/complex conditions.



The following is LHMC/LMCP's Implementation Strategy. The grid below provides details on LHMC/LMCP's goals, priority populations, objectives, activities, sample measures to track progress and outcomes, and potential partners. It is also noted that when applicable, LHMC/LMCP objectives align with state community health priorities. LHMC/LMCP looks forward to working toward these goals in collaboration with community partners in the years to come.

PRIORITY AREA 1: MENTAL HEALTH AND SUBSTANCE USE DISORDER

Description: As it is throughout the Commonwealth and the nation, the burden of mental health issues and substance use disorder on individuals, families, communities, and service providers in LHMC/LMCP's community benefits service area is overwhelming. Nearly every key informant interview, focus group, and listening session included discussions on these topics. From a review of the quantitative and qualitative information, depression, anxiety/stress, and social isolation were the leading issues in this domain. There were particular concerns regarding the impact of depression, anxiety, and e-cigarette/vaping on youth and social isolation among older adults. LHMC/LMCP recognizes the importance of primary prevention, so the hospital will continue to work with community partners to offer educational programs around mental health and substance misuse. The hospital will also enhance partnerships with community-based organizations to identify, screen, and refer youth with mental health and substance use issues to treatment. LHMC/LMCP will continue to partner and collaborate with community-based organizations that work with older adults to enhance access to supportive services and to services to reduce social isolation.

Resources/financial investment: LHMC/LMCP will commit direct community health program investments and in-kind resources of staff time and materials. LHMC/LMCP will also generate leveraged funds through grants from public and private sources on behalf of its own programs or services, as well as on behalf of its community partners.

Goal 1: Address the	prevalence and impact,	risk/protective factors, an	d access issues associated with mental health	and substance use	disorder
Target Populations	Objectives	Activities	Sample Measures	Potential Partners	State Priority Area(s)
 Low-resource individuals and families Older adults Youth/adolescents Individuals with chronic/complex conditions 	Promote collaboration, share knowledge, and coordinate activities with internal colleagues and external partners	health education events to raise awareness of and provide education about risk/protective factors and services available within the community (e.g., education series on	 # of events/programs held # of individuals reached # of initiatives funded Financial support provided # of efforts and individuals reached by grantees # of meetings attended # of referrals/links to treatment Pre-/post-activity tests to measure changes in knowledge, behaviors, intentions, etc. 	 Local school districts 	 Mental illness and mental health Substance use disorder

Target Populations	Objectives	Activities	Sample Measures	Potential Partners	State Priority Area(s)
 Low-resource individuals and families Older adults Youth/adolescents Individuals with chronic/complex conditions 	Explore opportunities for partnerships with community-based organizations to identify, screen, assess, and refer those with mental health and substance use disorder to treatment	Provide financial resources to community- based partners to support evidence-based programs that address mental health and substance use disorder (e.g., funds to CHNAs, mini-grants) Participate in collaboratives or task forces that address mental health and/or substance use disorder Enhance partnerships with elder service providers to identify older adults at risk for mental health and substance use issues and promote access to treatment (e.g., licensed independent social workers at senior centers/Councils on Aging (COAs)	 # of events/programs held # of individuals reached # of initiatives funded Financial support provided # of efforts and individuals reached by grantees # of meetings attended # of referrals/links to treatment Pre-/post-activity tests to measure changes in knowledge, behaviors, intentions, etc. 	 CHNA 13/14 CHNA 15 Regional/local substance use disorder task forces CHNA 13/14 CHNA 15 Regional/local substance use disorder task forces Senior centers/COAs 	 Mental illness and mental health Substance use disorder
	Reduce environmental risk factors associated with mental health or substance use issues	Organize drug takeback opportunities at the hospital and with community-based partners (e.g., a medical disposal program)		 Local law enforcement agencies Internal clinical staff 	

Target Populations	Objectives	Activities	Sample Measures	Potential Partners	State Priority Area(s)
 Low-resource individuals and families Older adults Youth/adolescents Individuals with chronic/complex 	Reduce environmental risk factors associated with mental health or substance use issues (continued)	Support initiatives that help reduce environmental risk factors associated with developing mental health issues (e.g., hoarding, social isolation)	 # of events/programs held # of individuals reached # of initiatives funded Financial support provided # of efforts and individuals reached by grantees # of meetings attended 	 Senior centers/COAs Aging services access points 	 Mental illness and mental health Substance use disorder
conditions	Increase access to appropriate mental health and substance use disorder treatment and support services	 # of meetings attended # of meetings att	 Primary care practices Emergency department Internal clinical staff 		
	Enhance the ability of local providers and community partners to understand, anticipate, and respond to health needs and social determinants of health	Provide education and support to providers and community partners to allow them to better understand and respond to emerging health needs and social determinants of health	 Financial support provided # of efforts and individuals reached 	 Internal clinical staff Local coalitions 	 Mental illness and mental health Substance use disorder
		Support efforts to assess the overall health of the community (e.g., a Youth Risk Behavior Survey)		 Local school districts Youth-serving organizations 	

PRIORITY AREA 2: CHRONIC/COMPLEX CONDITIONS AND RISK FACTORS

Description: LHMC/LMCP has a long history of working with community partners to create awareness of and provide education on these risk factors and their link to chronic and complex health conditions. The hospital will continue to support programs that provide opportunities for people to access low-cost, healthy food and opportunities for safe and affordable physical activity. Beyond addressing the risk factors, LHMC/LMCP is also committed to providing screening and educational opportunities, supporting individuals and caregivers throughout the service area to engage in chronic disease management programs and supportive services (e.g., integrative therapies, support groups), and providing links to care.

Resources/financial investment: LHMC/LMCP will commit direct community health program investments and in-kind resources of staff time and materials. LHMC/LMCP will also generate leveraged funds through grants from public and private sources on behalf of its own programs or services, as well as on behalf of its community partners.

Goal 1: Enhance acc	ess to health education,	screening, and referral serv	ices in clinical and nonclinical settings		
Target Populations	Objectives	Activities	Sample Measures	Potential Partners	State Priority Area(s)
 Low-resource individuals and families Older adults Youth/adolescents Individuals with chronic/complex conditions 	Increase awareness of and education about the risks and protective factors associated with chronic and complex conditions Support programs/activities in clinical and nonclinical settings that screen,	Organize events and initiatives hosted and informed by clinical staff related to education and management of chronic/complex conditions and their risk factors (e.g., the women's lecture series) Implement and expand evidence-based programs and screenings (e.g., breast cancer risk assessments,	 # of events/programs held # of individuals reached # of initiatives funded Financial support provided # of partnerships Pre-/post-activity tests to measure changes in knowledge, confidence in ability to mitigate risk factors, intention for behavioral change 	 Internal clinical staff Internal clinical staff Internal clinical staff YMCAs 	Chronic disease
	educate, and refer patients for chronic/complex conditions and their risk factors	skin cancer awareness and prevention, falls prevention, an osteoporosis program, Matter of Balance)			

Target Populations	Objectives	Activities	Sample Measures	Potential Partners	State Priority Area(s)
 Low-resource individuals and families Older adults Youth/adolescents Individuals with chronic/complex conditions 	Enhance access to and promote equitable care for vulnerable individuals with chronic/complex conditions	Explore partnerships with community-based organizations that work with vulnerable populations to overcome barriers to care and engage in appropriate treatment	 # of events/programs held # of individuals reached # of initiatives funded Financial support provided # of partnerships Pre-/post-activity tests to measure changes in knowledge, confidence in ability to mitigate risk factors, intention for behavioral change 	 Community- based organizations 	Chronic disease
Goal 2: Support indi	viduals with or recoveri	ng from chronic/complex co	nditions and their caregivers		
Target Populations	Objectives	Activities	Sample Measures	Potential Partners	State Priority Area(s)
 Low-resource individuals and families Older adults Youth/adolescents Individuals with chronic/complex conditions 	Increase access to supportive services to reduce stress and anxiety, reduce negative symptoms and side effects, and increase overall well- being	Partner with community- based organizations to increase opportunities for cancer survivors to engage in safe physical activities and reduce social isolation Provide support and care navigation to individuals who are undergoing treatment for chronic/complex conditions and their families	 # of activities/programs Financial support provided # of individuals reached Pre-/post-activity tests to measure changes in knowledge, confidence in abilities, stress/mood, activity level, intention for behavioral change 	 YMCAs Internal clinical staff 	Chronic disease

PRIORITY AREA 3: SOCIAL DETERMINANTS OF HEALTH AND ACCESS TO CARE

Description: The social determinants of health are often the drivers of or the underlying factors that create or exacerbate mental health issues, substance misuse, and chronic/complex conditions. These social determinants of health, particularly poverty, also underlie many of the access-to-care issues that were prioritized in the assessment: navigating the health system (including health insurance), chronic disease management, and affording care.

LHMC/LMCP is committed to addressing social determinants and breaking down barriers to care. The hospital will continue to collaborate with community-based organizations to engage individuals in services, reduce financial burdens, increase access to appropriate primary and specialty care services, and support healthy families and communities. LHMC/LMCP is also committed to strengthening the local workforce and addressing unemployment by supporting job-training programs.

Resources/financial investment: LHMC/LMCP will commit direct community health program investments and in-kind resources of staff time and materials. LHMC/LMCP will also generate leveraged funds through grants from public and private sources on behalf of its own programs or services, as well as on behalf of its community partners.

Goal 1: Address the	social determinants of	health and access to care			
Target Populations	Objectives	Activities	Sample Measures	Potential Partners	State Priority Area(s)
 Low-resource individuals and families Older adults Youth/adolescents Individuals with chronic/complex conditions 	Increase partnerships and collaboration with community-based organizations to address the social determinants of health	Provide community health grants to support evidence- based programs that address issues associated with the social determinants of health	 # of initiatives funded Financial support provided # of individuals/families reached # of vouchers provided # of individuals enrolled in health insurance # of individuals placed at a job # of individuals trained Pre-/post-activity tests to measure knowledge, skills, confidence in entering job market Pre-/post-activity tests to measure physical activity, confidence, behavior change 	• CHNA 13/14 • CHNA 15	 Built environment Social environment Housing Education Employment

Target Populations	Objectives	Activities	Sample Measures	Potential Partners	State Priority
					Area(s)
 Low-resource 	Increase partnerships	Participate in diverse,	 # of initiatives funded 	• CHNA 13/14	• Built
individuals and	and collaboration with	multisector collaboratives	 Financial support provided 	• CHNA 15	environment
families	community-based	and task forces to address	 # of individuals/families reached 		 Social
 Older adults 	organizations to	social determinants of	 # of vouchers provided 		environment
 Youth/adolescents 	address the social	health and risk factors	 # of individuals enrolled in health 		 Housing
 Individuals with 	determinants of health		insurance		 Education
chronic/complex	(continued)		 # of individuals placed at a job 		Employment
conditions			 # of individuals trained 		
Increase access to	Support partnerships with	• Pre-/post-activity tests to measure	• Senior centers/COAs	Built	
	affordable and safe	regional transportation	knowledge, skills, confidence in	 Aging services 	environment
	transportation options	providers and community	entering job market	access points	
		partners to enhance access	• Pre-/post-activity tests to measure		
		to affordable and safe	physical activity, confidence, behavior		
	transportation	change			
	Educate providers and	Provide enrollment		 Senior centers/COAs 	
	community members	counseling/assistance and		 Aging services 	
	about hospital and/or	patient navigation support		access points	
	public assistance	services to uninsured and/or			
	programs that can help	underinsured residents to			
	identify and enroll	enhance access to care (e.g.,			
	individuals in	patient financial counselors,			
	appropriate health	the Serving Health			
	insurance plans and/or	Information Needs of			
reduce their financial burden	Everyone program)	-			
	Provide community health		• CHNA 13/14		
	grants to community		• CHNA 15		
		partners to support			
		evidence-based programs			
		that address issues			
		associated with access-to-			
	care issues				

Target Populations	Objectives	Activities	Sample Measures	Potential Partners	State Priority Area(s)
 Low-resource Work to help individuals and families Older adults Youth/adolescents 	Collaborate with local community partners to support job-training programs that strengthen the local workforce and address underemployment	 # of initiatives funded Financial support provided # of individuals/families reached # of vouchers provided # of individuals enrolled in health insurance 	 Local high schools Local colleges/universities 	Employment	
chronic/complex conditions	chronic/complex conditions Increase awareness of domestic violence and promote links to services Increase access to the emergency preparedness Increase access to affordable and nutritious foods Increase access to affordable and access to access to affordable and access to affordable and access to affordable and access to affordable and access to access to affordable and access to access to	Provide crisis intervention and education to staff to identify and respond to the needs of victims Promote partnership with local first responders and community organizations that are addressing domestic violence Provide free training to first responders and community	 # of individuals placed at a job # of individuals trained Pre-/post-activity tests to measure knowledge, skills, confidence in entering job market Pre-/post-activity tests to measure physical activity, confidence, behavior change LHMC Emergency Department LHMC Social Work Saheli Local first responders LHMC Trauma Department Local schools Local public health 	Violence	
		partners			
		Support community-based programs that address food insecurity and promote access to healthy foods		Mill City Grows	Built environment
		Support community-based organizations that provide counseling and coaching on obesity and exercise		 YMCAs Senior centers/COAs Aging services access points 	

Target Populations	Objectives	Activities	Sample Measures	Potential Partners	State Priority Area(s)
 Low-resource individuals and families Older adults Youth/adolescents Individuals with chronic/complex conditions 	Increase access to affordable and free opportunities for physical activity	Support community-based initiatives to offer free or low-cost physical activity	 # of initiatives funded Financial support provided # of individuals/families reached # of vouchers provided # of individuals placed at a job Pre-/post-activity tests to measure knowledge, skills, confidence in entering job market Pre-/post-activity tests to measure physical activity, confidence, behavior change 	 YMCAs Senior centers/COAs Aging services access points 	Built environment
 Low-resource individuals and families Older adults Youth/adolescents Individuals with chronic/complex conditions 	Promote equitable care and support for those who face cultural and linguistic barriers	Provide linguistically and culturally appropriate health education and care management and support community-based initiatives that are addressing this need	 # of people served # of initiatives funded 	LHMC Interpreter Services Department	
 Low-resource individuals and families Older adults Youth/adolescents Individuals with chronic/complex conditions 	Ensure access to preventive measures, testing, screening and treatment for those at- risk or exposed to COVID-19 and mitigate the impacts of the pandemic on the social determinants of health	Support community and hospital-based activities that address the impacts of COVID 19 in the community	 # of people served # of initiatives funded 	 CHNA 15 Local public health departments 	