



COMMUNITY BENEFIT REPORT

OCTOBER 2008 – SEPTEMBER 2009

Section One: Mission Statement

Quincy Medical Center is a 196-bed private, non-profit community teaching hospital serving residents of Quincy and the South Shore. The Medical Center has established a mission to improve health and quality of life for all residents of our community by providing excellent medical services.

QMC's commitment to its community is clearly articulated in its mission.

Quincy Medical Center's Mission
*To provide the highest quality health care services
in a personal, warm and compassionate manner
for all residents of our community.*

An overriding goal of Quincy Medical Center is to improve the access to and availability of health care services in the community.

QMC is especially proud of our 119 year-old legacy of serving traditionally medically underserved members of our community. In FY2009, QMC's patient population was over 60% Medicare, Medicaid and Free Care, and the Medical Center was recognized with a \$2 million grant from the Essential Community Providers Fund.

The Board of Trustees of QMC has the authority to approve community benefit program initiatives and to allocate appropriate resources for their support. The Board has delegated authority to the President and Chief Executive Officer and the Vice President, External Affairs for program planning and implementation.

Section Two: Internal Oversight and Management of Community Benefits Program

Quincy Medical Center's Executive Leadership Team is responsible for planning, directing, coordinating, providing and improving health care services for area residents. Based on QMC's community health needs assessment, those services are designed to improve patient health and outcomes. The Executive Leadership Team is comprised of the following senior level executives at QMC: President and CEO; Chief Financial Officer; Chief Medical Officer; Chief of Medical Operations, Chief Nursing Officer; Chief Transformation Officer; Vice President of External Affairs; Chief Information Officer and Director of Human Resources. The community benefits plan is designed in accordance with the hospital's mission, vision, values and strategic plans.

While the hospital does not currently have a formal Community Benefits Advisory Committee, the hospital's Strategic Planning committee has taken a lead role in oversight of the community benefit program. This Committee is composed of community leaders and residents, including representatives from the Asian community. In addition, Senior

management and physician leadership receive input concerning community needs from managers and front-line providers who gain insight into the community’s health needs through their front-line care each day, as well as through interactions and collaboration with community partners. The senior management team assesses these needs and costs in determining overall budgetary priorities and program allocations for the hospital.

Method for sharing information about community benefits mission/programs with staff at all levels of the institution

Information relevant to Quincy Medical Center’s community benefits program is shared with physicians and staff at all levels on a routine basis.

Audience	Communications Method
QMC Board	Update on community activities are included in monthly board report.
QMC Management Team	Regular updates on community benefits programs provided during weekly meetings on the Executive Leadership Team and monthly meetings of the Leadership Team, Nursing Leadership and other management groups.
QMC Physicians	<p>Regular updates on community benefits programs provided during regular meetings of the Physician Chiefs, Medical Executive Board, and Medical Staff.</p> <p>Periodic letters mailing to the physician practices offering updates on community benefits programs.</p>
Staff at all levels from clinical and administrative departments	<p>Regular updates on community benefits programs provided during individual department meetings.</p> <p>QMC website carries community listing and calendars.</p> <p>Periodic emails and letters updating the staff on community benefits programs, distributed by the Executive Office and Marketing/PR office</p> <p>Listings of relevant community benefits programs including in <i>Vital Signs</i>, the hospital’s general newsletter and <i>In the Loop</i>, the hospital’s monthly employee-focus newsletter.</p>
Community at large	<p>Publicity and advertisements in area community newspapers, promoting specific community benefit programs.</p> <p>Flyers promoting upcoming community events and programs, mailed to area councils of aging and senior residences and distributed during health fairs and other outreach events.</p> <p>Event listings on local cable access channels</p> <p>Periodic meetings with our community’s residents and providers serving that community.</p> <p>Meetings and collaborations with city officials, including the Mayor, to discuss health needs of Quincy.</p>

Section Three: Community Health Needs Assessment

Process, Participants and Information sources

Quincy Medical Center's Community Benefits Plan is derived from a Community Health Needs Assessment that draws data and feedback from a multiple sources.

The community health needs assessment considers the following:

- Community demographics, including age, sex, income, and other socio-economic factors
- Measures of health status, including mortality data, infectious disease indicators, chronic disease indicators and injury indicators
- Patient/customer feedback
- Feedback from other community agencies and health care providers
- An analysis of our patient population (e.g., frequency of diagnoses, preventable hospitalization conditions)
- Community resources available to meet community health care needs.

The team reviewed hospital utilization and aggregate patient data, as well as competitive data and market projections prepared by Yankee Alliance. In addition, the team reviewed the demographic and health indicator data available through the Department of Public Health's Massachusetts Health Information Profile (MassChip).

The Community Health Needs Assessment was also shaped through ongoing discussions with our community collaborators including city officials, health and school administrators, affiliated community health center, area social services agencies, community based organizations and others who have knowledge of the community's health needs.

In addition, Quincy Medical Center is a member of the Blue Hills Community Health Alliance (CHNA 20) and participates regularly in Council meeting. CHNA data was also used to shape the Community Benefits Report.

Summary of Findings

Quincy Medical Center's primary service area continues to be comprised of Quincy, Braintree and Weymouth, with 75% of the hospital's discharges residing in these communities. Additional communities served by QMC, in lesser numbers include the communities of Milton, Hingham, Hull and Randolph.

Population Growth:

Minimal overall population growth is forecasted for the QMC service area.

Town	2009 Population	2014 Population	Growth	% Growth
Braintree	34,511	34852	341	.99
Weymouth	54170	54170	0	0
Hingham	19838	19748	-90	(.45)
Hull	10,835	10737	-96	(.90)
Milton	26,382	26,461	79	(.30)
Quincy	90,771	91,348	577	(.63)
Randolph	30,739	30593	-146	(.47)
Total	269,255	269,923	665	(.24)

Population Growth (by race)

Asian and Hispanic populations in QMC's service area will see the largest growth while the White population in QMC's service area will see a decline.

Description	2000	2009	2014	Volume Change	Percent Change
Total Population	264,544	267,246	267,909	663	0.25%
White	222,585	212,211	204,744	-7,467	(3.52%)
Black	12,324	14,236	15,200	964	6.77%
Asian	19,424	28,303	34,125	5,822	20.57%
American Indian	375	379	381	2	0.53%
Hispanic	4,797	6,403	7,397	994	15.52%
Other	5,042	5,714	6,062	348	6.09%
Median Age	38.72	41.23	42.09	1	2.09%

Population Growth by age

Total Population by Age

00-14	47,622	46,543	45,670	-873	(1.88%)
15-24	27,861	31,362	31,210	-152	(0.48%)
25-34	39,999	31,062	33,678	2,616	8.42%
35-44	44,592	40,668	34,746	-5,922	(14.56%)
45-54	37,739	42,613	41,193	-1,420	(3.33%)
55-64	25,106	32,715	35,519	2,804	8.57%
65+	41,627	42,283	45,893	3,610	8.54%

Health Status Indicators

Health status indicators for the City of Quincy and for the Blue Hills CHNA, the community health planning area that most closely fits the hospital’s service area, were also reviewed as part of the community benefits needs assessment. The Blue Hills CHNA encompasses the communities of Braintree, Canton, Holbrook, Milton, Norwood, Quincy, Randolph and Weymouth.

Health status indicators are as follows:

Indicator	Quincy	CHNA	State
Cardiovascular Disease (deaths)	217.3	205.4	214.4
Angina (discharges)	12.6	14.3	14.5
Total Cancer (deaths)	207.1	186.6	178.9
Lung Cancer (deaths)	72.2	60.2	50.8
Breast Cancer (deaths)	16.3	15.0	20.1
Asthma (discharges)	156.2	124.8	146.9
Bacteria Pneumonia (discharges)	374.2	320.1	329.6
Tuberculosis (cases)	12.2	5.4	3.5
Acute hepatitis B (cases)	24.3	9.7	6.9

Statistics shown per 100,000 population. Source: Massachusetts Community Health Information Profile (MassCHIP), Massachusetts Department of Public Health, 1995-2009.

**Section Four:
 Community Participation**

As a community-teaching hospital and one of the largest employers in the area, Quincy Medical Center is committed to making the community a better place to live and to work.

We are proud to join with our colleagues at various businesses and organizations to improve the health of area residents. To that end, we support local health education programs for children and elders to promote good health and to encourage the younger groups to become familiar with health care as a career. We work with local emergency and rescue officials to train and prepare our staffs in the event of a disaster. We partner with local schools and colleges to prepare students for their chosen careers by serving as a clinical training site.

Community agencies and organizations with whom we have collaborated or from which we have received information on community needs for the past year include:

American Cancer Society
 American Heart Association
 Bay State Community Services
 Chinese Golden Age Center
 City of Quincy
 (including Office of the Mayor, Equal Opportunity Office, Fire Department,

Housing Department, Mayor’s Crusade Against Cancer, Mayor’s Commission on Family, Mayor’s Commission on Women, Police Department, Public Health Department, Public Library, School Department, and Veteran’s Affairs Office.)

Manet Community Health Center
MA Department of Public Health
Massachusetts Medical Interpreter
Association
Milton Council on Aging
Quincy Access Television
Quincy Asian Resources, Inc.
Quincy Business Association (now
Chamber of Commerce)
Quincy Community Action Programs

Quincy Council on Aging
Quincy 2000 and Q2000 Health
Wellness and Beauty League
Senior Resources, Inc.
South Coastal Workforce Investment
Board
South Cove Community Health Center
South Shore Chamber of Commerce
South Shore Elder Services
South Shore Mental Health Services

Quincy Medical Center has worked hard over the past few years to recruit new members to the QMC Board of Directors and Committees who represent the Quincy community. There are two Board members from the Asian community now serving on the QMC board. In addition, the QMC Strategic Planning committee includes community representation to help the hospital set its direction.

QMC also gains community input through the community involvement of our leadership team. For example, President and CEO of Quincy Medical Center, Dr. Gibbons has taken a leadership role in many community development programs in the City of Quincy. He serves on the board of directors for the South Shore Chamber of Commerce and the Quincy 2000 Corporation (now the Quincy Chamber of Commerce), a non-profit economic development corporation that unites Quincy's public and private sectors in a common economic development mission. In addition, he serves on the Board of Advisors for the Quincy Public School System's Community Partnership Program and is personally committed to developing educational programs to expose children at all grade levels to future careers in healthcare.

QMC also solicits community feedback on services at health fairs and other community health education events.

Section Five: Community Benefits Plan

In FY 2007, QMC launched and completed a comprehensive strategic planning process. This work included a thorough review of all programs and services at the medical center, as well as a review of the health needs of our service area. Trustees, senior hospital staff, physicians and representatives from community organizations participated in this process.

The Strategic Planning Committee and the QMC Board reviewed the QMC Strategic Plan in 2009 after a change in strategic affiliation. In fiscal year 2009, Boston Medical Center announced that it would no longer be able to provide support to the Medical Center. BMC indicated that the Medical Center was free to explore other partnerships. The Medical Center began discussions with South Shore Hospital to explore the vision of developing a clinical affiliation to improve local access to quality-focused, cost effective health care services. Concurrently, the Medical Center immediately began to develop and implement plans to

ensure continuity of care for its patients and community once the affiliation with BMC ended. The clinical affiliation with BMC ended on June 30, 2009 and the clinical affiliation with South Shore Hospital was signed on July 1, 2009 and the boards, physicians and senior management are working closely together to develop and implement a new health care system of local care for the region. One of the priorities of this affiliation is to ensure that the Medical Center remains a strong, viable provider of acute and emergency services. As the Strategic Planning Committee and the Board reviewed the existing Strategic Plan, they found that most of the original goals and tactics remained the same. Our community benefits planning and budget review reflects this comprehensive planning process. The vision and goals developed in that process are as follows:

Quincy Medical Center will:

- Care for patients as individuals who want to be heard, healed and involved; emphasize customer experience/satisfaction.
- Develop or *facilitate access to* an array of high quality, accessible, affordable, efficient, culturally sensitive and needed services through innovative program development and/or collaborations consistent with mission; ensure seamless solutions for patients.
- Improve the health, well-being and education of our community in ways that are measurable and targeted.
- Be an exceptional employer and setting in which to practice medicine.
- Remain an essential and highly valued partner to local businesses, schools, government, community agencies and faith-based organizations.

Programmatic development is part of the QMC budget development process. The outcomes of the strategic planning process are prioritized in the budget process for program development resources. The Board of Trustees and the QMC Strategic Planning Committee monitors strategic plan implementation on a regular basis.

Community Health Priorities

In FY 2009, Quincy Medical Center focused its Community Benefits Programming on four Community Health Priorities:

1. Reducing cultural, linguistic and physical barriers to care in our primary service area.
2. Providing clinical programming and community health education to raise awareness of preventative healthcare, including risk factor reduction, early detection, and overall wellness.
3. Responding to national healthcare workforce shortages by partnering with area educational institutions to provide advanced clinical training and opportunities to current healthcare workers and also to inspire and educate the next generation of healthcare workers.
4. Collaborating with area healthcare providers, city, state and local agencies, and area emergency personnel to ensure Emergency Preparedness and Disaster Readiness in our primary service area.

We specifically reach out to the elderly, Asian and under- or uninsured populations in our community benefit programs.

Section Six: Progress Report: Activity During Reporting Year

Expenditures

See attachment, titled "Attachment: Expenditures."

Major programs and initiatives

Quincy Medical Center is facing huge financial challenges, largely as a result of years of systematic underpayment by public payers. Despite these challenges, QMC worked hard to make sure it maintained its commitment to the community. Unfortunately, a few of the initiatives QMC launched in the past couple of years were closed because of financial constraints. As detailed above, in FY 2009 Quincy Medical Center focused its Community Benefits Programming on the following four Community Health Priorities. A review of the major programs and initiatives within each priority category follows.

1. Reducing cultural, linguistic and physical barriers to care in our primary service area.

Culturally and linguistically appropriate care. According to the U.S. Census, the Asian population in Quincy more than doubled from 5,554 in 1990 to 13,542 in 2000. In 2009, the Asian population is estimated at 19,489 and projected to grow by nearly 20% to 23,250 by 2014. All experts agree this is more than likely under-reported. The Asian community in Quincy is predominately Chinese.

QMC's full-time *Medical Interpreting and Outreach Department* coordinates all interpreting services for QMC's patients. The services include fully employed, in-house interpreters for at least 12 hours daily, and an additional 24-hour, live telephone interpreting in more than 45 languages.

In addition to our extensive, full time Medical Interpreting Program and the above-mentioned cultural competency-training program, QMC also maintains an *Asian Health Services Program* to coordinate community outreach to the Asian community Quincy. The department participates in high profile events in Quincy's Asian community, such as annual Lunar New Year and August Moon festivals, sponsored by Quincy Asian Resources, Inc. (QARI). Program staff frequently host Asian-language tours of QMC for Asian community members in Quincy and network with other healthcare providers in the area, including Manet and South Cove Community Health Centers, which also serve a large number of Asian residents in our primary service area.

At the direction of the Board-level Strategic Planning Committee, QMC embarked on development of a more extensive plan for reaching out and providing culturally competent care, especially to our Asian Community. As part of that, QMC met with and consulted with other community providers for their input and then developed a multi-phased plan for Asian outreach, which began implementation in 2007 and 2008. During 2009 and planned for 2010 is looking inside the hospital to ensure that once patients have access to the hospital through our outreach, the experience is culturally competent.

Quincy Medical Center has invested in outreach staff adding a .5 community outreach coordinator to the hospital in June 2008. This employee has extensive ties with the Asian community and in her first few months significantly increased Asian participation in the hospital's annual Community Walk for Cancer. She is also responsible for improving access to the hospital for Asian patients and is overseeing the staff serving in the role of a patient navigator. Staff from QMC regularly visit a local senior housing development to help residents navigate their health care. Local residents are also invited to QMC to visit the hospital and meet the Asian staff, listen to a health presentation and ask questions. These QMC Community Days are scheduled six times a year.

The conversations regarding needs of the community led to establishment of a collaboration with leading area agencies that work with the Asian community on a public education series at the Quincy Public Library. Planning began in the summer and the program was launched in the fall. Partners include QARI, Quincy Public Library, South Shore Elder Services, Braintree Landing, Boston Chinese Golden Age Center, and Manet Community Health Center.

Furthering efforts to enhance access to care for Quincy's Asian residents, QMC and Manet Community Health Center have continued their collaboration in an on-site health center at QMC. At all times during office hours, there is an MD, RN, Medical Assistant, and Front Desk Person who speak Cantonese working in the practice. The two organizations together recruited two new medical providers, both Asian and bi-lingual, to further support the clinic.

QMC has worked to provide access to care by translating signage on its shuttle buses which provide free transportation from the MBTA. The Medical Center also developed business cards to provide patients access to navigation and interpretation services.

Easing Financial Barriers to Care. In FY 2009, QMC leaders continued to work with our colleagues at the Massachusetts Hospital Association (MHA) and the Commonwealth to implement health care reform. The hospital participated in numerous outreach events to spread the word about the Connector products.

In FY 2009, the *Women, Infants and Children Nutrition (WIC) Program* at QMC provided nutrition counseling and food vouchers to over 5,200 women and children in over 7 offices and additional screening events throughout Norfolk and Plymouth

counties. The WIC Program collaborates with numerous health and social service agencies in their 20-town service area to help improve the health and well being of women and children in the communities it serves.

Quincy/South Shore AIDS Cares (QSSAC) at Quincy Medical Center is focused on reducing the rate of HIV transmission and expanding HIV and AIDS services on the South Shore. Primarily funded by the Department of Public Health, QSSAC offers free and confidential services for South Shore residents infected with or affected by HIV. QSSAC client services include individual case management, housing advocacy, referrals for mental health or substance use counseling, and support services. This year, 92 clients utilized QSSAC services. Of that caseload, 20 percent were new clients, 34 percent represented minority groups, and more than 50 percent had advanced HIV disease. In addition to providing case management services, QSSAC also offers free, confidential HIV testing.

The ***Quincy Medical Center Chest Clinic***, a free outpatient clinic to serve local vulnerable populations at risk for tuberculosis, opened its doors at Quincy Medical Center in 2006. The Clinic, a collaboration between QMC, the Department of Public Health's Tuberculosis Control Program and local health departments, uses a case management model to ensure that persons at risk for active TB are evaluated, placed on therapy and complete therapy. In FY 2009, the Clinic provided 385 patient visits.

Linking patients with physicians In keeping with our mission, QMC has a number of ongoing initiatives to assist members of our community in accessing health care services.

To help all residents in our primary service area easily access the physicians on our medical staff, QMC maintains a toll-free, ***physician finder referral service***, which is free of charge to callers and participating physicians. In addition to helping patients select a physician and book an appointment, the service also provides general information about QMC and its services, programs, lectures, screenings and health education events. In FY2009, the Physician Referral Service received 2,119 inquiries for different types of services resulting in more than 2,593 referrals to QMC-affiliated physicians and clinical programs.

To ease access to the medical center by public transportation, QMC offers ***free courtesy shuttle service*** between the Quincy Center MBTA and the hospital.

2. Providing free health screenings, clinical programming and community health education to raise awareness of preventative healthcare, including risk factor reduction, early detection, and overall wellness.

Furthering efforts to bring vital cancer screenings to uninsured and underinsured South Shore residents, QMC hosts periodic ***free cancer screenings***.

Each fall QMC hosts an annual **free prostate cancer screening**, offering participants a free Digital Rectal Exam (DRE), performed by a QMC-affiliated urologist, as well as a PSA blood test. The screening was held in November and 37 males participated, with 7 participants referred for follow up examination. Screening participants were given American Cancer Society information on prostate cancer, as well as literature about QMC's clinical services and prostate cancer support group. Press releases and paid advertising were placed in the local media to promote the screening, in the context of early detection.

The Marie A. Curry Fund at Quincy Medical Center was established to honor the memory of Marie Curry, a South Shore resident who lost her battle with breast cancer in 1995 and to raise awareness of the importance of early detection of breast cancer. The Fund was designed to underwrite critical mammography services and breast care services at QMC to uninsured and under-insured South Shore women and has enabled more than 600 women to receive **free breast cancer screenings** and breast care services.

The medical center also incorporates **public health education** into many of our outpatient clinical programming.

Occupational Health Services staff regularly provide training and **occupational injury prevention programs** for workers in our surrounding communities. They provide ergonomic evaluations for library workers, first aid training for school bus drivers, back safety awareness and flu shots for first responders. All of these efforts enhanced community health and emergency preparedness for municipal workers and first responders in this region.

QMC physicians as well as clinical and administrative leaders generously gave of their time to speak with seniors at local Councils on Aging on topics related to elder care, aging, and risk and injury prevention. We also visited nursing homes and assisted living facilities to provide community health education programming.

For many people, Quincy Medical Center is also an excellent **educational resource** to help maintain a healthy lifestyle. We actively educate people about health issues and medical conditions through lectures at the hospital, through our cable TV show, which is co-produced with Quincy Access Television, and through print and radio interviews and columns about timely health topics.

QMC also hosts multiple **support groups** to assist people in dealing with a wide range of issues including breast and prostate cancer, substance abuse, overeating, stress management, Alzheimer's, parenting, violence prevention and smoking cessation.

QMC, as part of its work to provide access to health care services, provides regular screenings in the community at locations frequented by high numbers of Asian residents including Kam Man Market. During FY2009, screenings, lectures and other outreach were held every month resulting in hundreds of residents being reached.

Finding Hope for Children: Budget Cuts

In 2008, Quincy Medical Center opened its doors to a new program called Finding Hope for Children. Unfortunately, due to budget cuts, Quincy Medical Center was unable to continue its active role with this program although the Medical Center continues to provide space to the program.

The Quincy Diabetes Initiative: Budget Cuts

At the end of FY2009, Quincy Medical Center was forced to close its Diabetes Center and end its leadership of the Quincy Diabetes Initiative.

3. Responding to national healthcare workforce shortages by partnering with area educational institutions to provide advanced clinical training and opportunities to current healthcare workers and also to inspire and educate the next generation of healthcare workers.

QMC is one of the oldest partners of the *Quincy Public Schools* and has shaped the careers of more than 1,000 students over the past 20 years. The longstanding partnership reaches students in all grade levels and includes informal field trips designed to expose elementary school children to a hospital setting as well as initiatives such as job shadowing, internships, and clinical placements for high school students interested in healthcare careers. In addition, classes routinely visit QMC for “real life” learning connected to material that they have studied in the classroom, and Quincy Public School teachers and nurses are invited to attend the hospital’s CEU and CME lectures.

QMC serves as a *clinical training site* for undergraduate and graduate-level students from the Boston College, Boston University College of Allied Health Professions, Boston University School of Medicine, Bridgewater State College, Bunker Hill Community College, Curry College, MGH Institute of Health Professions, Laboure College, Massasoit Community College, Northeastern University, Quincy College, Regis College, Simmons College, Tufts University and University of Massachusetts-Boston. Areas of education include medicine, nursing, nursing anesthesia, radiation technology, surgical technology, physical and occupational therapy and speech language pathology.

QMC Emergency Department physicians provide quality control and continuing education for *emergency medical technicians and paramedics* in Quincy and Braintree. They also provide training for Fallon Ambulance Service, which delivers emergency responder services in Quincy, Braintree, Weymouth and Milton.

4. Collaborating with area healthcare providers, city, state and local agencies, and area emergency personnel to ensure Emergency Preparedness and Disaster Readiness in our primary service area.

In FY 2009, Quincy Medical Center participated in several preparedness exercises and training opportunities to ensure that the Medical Center is in step with local, regional, statewide and national Emergency Management efforts. These activities included:

In January 2009 Quincy Medical Center participated in a communication-based exercise with the PEER (Partnership for Effective Emergency Response) initiative and local Hospitals, EMS and long term care facilities.

In March of 2009 Quincy Medical Center had representation at the National Emergency Management Summit in Washington D.C.

In May of 2009 Quincy Medical Center hosted a Hospital Incident Command 200 class held for any local partners and the entire QMC leadership team.

In June 2009 Quincy Medical Center along with the assistance from Quincy Fire Department, Quincy Police Department and Quincy Public Health sponsored a full scale Decontamination exercise.

In November 2009 Quincy Medical Center held a Radiation exposure exercise and training. FEMA, Pilgrim Station and MDPH also evaluated this exercise.

Section Seven:

Next Reporting Year

Looking ahead to FY 2010, Quincy Medical Center will continue to focus on providing specific community benefits program that meet the needs of our community, as detailed in this report. Quincy Medical Center will complete a community needs assessment process, most likely in collaboration with other provider groups serving the same community. Quincy Medical Center will not waiver from its commitment to provide high quality, low cost care to all who need it regardless of ability to pay and to maintain the community benefit programming it does now. However, QMC faces severe financial challenges and will not be able to grow new programs until we are on more solid financial ground. Therefore, resources will go to preserve current 2009 programming as much as possible during 2010. There are two exceptions to this caveat which are QMC's work on outreach and programming for the growing Asian population in our service area and development of outreach and education programs for seniors and their caregivers in conjunction with the development of our Center for Healthy Aging.

Section Eight:

Contact Information

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Appendix 1: Expenditures

Type	Estimated Total Expenditure for FY 2008		Approved Program Budget for FY 2009
Community Benefits Programs	1. Direct Expenses	\$2,061,253.00	
	2. Associated Expenses	\$0.00	
	3. DON Expenses	\$0.00	
	4. Employee Volunteerism	2000.00	
	5. Other Leveraged Resources	\$0.00	
Community Service Programs	1. Direct Expenses	\$298,235.00	
	2. Associated Expenses	\$0.00	
	3. DON Expenses	\$0.00	
	4. Employee Volunteerism	\$1,000.00	
	5. Other Leveraged Resources	\$0.00	
Net Charity Care or Uncompensated Pool Contribution	\$783,983		
Corporate Sponsorships	10,984		
Total:		\$3,157,455	

TOTAL PATIENT CARE-RELATED EXPENSES FOR FY 2009:

\$76,429,904

Additional Information Regarding Quincy Medical Center's Contributions to the Community

Other Expenditures	Fiscal Year 2009
Unreimbursed Medicare Services	\$4,620,000
Unreimbursed Mass Health Services	\$1,485,000
Unreimbursed Bad Debt	\$1,220,000
Operational assessment of the Division of Health Care Finance and Policy	\$79,046
HSN net costs	\$1,030,000