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Every day, Winchester Hospital serves those in our community who need care to become or stay healthy, as has been our proud tradition for more than a century. But our staff members do so much more than just care for patients within our hospital, outpatient clinics and physician practices. Winchester Hospital professionals are extremely active in our communities, providing a broad range of health-related services and programming designed to enhance wellness, so that our friends, family members and neighbors can enjoy life to the fullest.

These efforts are strategic, data-driven and aimed at the highest health priorities facing our region. Through a comprehensive health needs assessment led by our Community Relations team, we have identified the major health priorities and challenges in our service area. This triennial assessment allows us to partner with the community to develop health programming and services that will most effectively meet the needs of our service area and stay responsive to changing priorities.

Within this Community Impact Report, you will learn about the many ways Winchester Hospital is delivering health programs directly to those who need them the most — in areas such as elder health, behavioral health, access, wellness and more. These stories illustrate our mission in action and showcase the many partners that work tirelessly to meet the needs of residents.

Sincerely,

Dale M. Lodge
Chief Executive Officer
Winchester Hospital

Paul Andrews
Chair
Winchester Hospital Board of Trustees
WINCHESTER HOSPITAL
Community Benefits
Mission Statement

Winchester Hospital is committed to benefiting all of the communities we serve by collaborating with community partners to identify health needs, improve the health status of community residents, address health disparities and educate community members about prevention and self care.

(Approved by the Winchester Hospital Board of Directors, June 23, 2009)
As a nonprofit health care system, Lahey Health has a responsibility to act as a steward of the communities we serve. With a large network of exceptional primary care physicians, renowned specialists, and unparalleled behavioral and senior care services, we are uniquely positioned to provide critical health services targeted at addressing the area’s key health disparities.

I am incredibly proud of what Lahey Health is accomplishing, and grateful to all those who dedicate themselves to our mission. Through our collaborative efforts, we are making a difference in the health of our region, one person at a time.

The diverse programs you will read about in this Community Impact Report demonstrate not only our organizational commitment, but also the dedication of the many physicians, nurses, technicians, nutritionists, support staff and others who, every day, are sharing their knowledge and expertise with our patients and neighbors. These dedicated professionals continuously strive to create and foster healthy, thriving communities — both within the walls of our facilities and beyond.

I look forward to many more years of proud service to our community.

Sincerely,

Howard Grant, JD, MD
President and CEO, Lahey Health
Winchester Hospital works diligently to improve the lives of those who live in Winchester and the surrounding communities. But we simply could not be successful without the amazing community organizations that also have deep roots in the towns and cities we serve. The partnerships we build strengthen what each of us is able to accomplish, and together we are more prepared to pursue our shared mission — to better the communities to which we are dedicated. The Community Relations staff at Lahey Health is proud to call the organizations below friends, and we are grateful for the invaluable services they provide.

Gerald MacKillop Jr., MBA  
Director of Community Relations, Lahey Health

### Fiscal Year 2014 Community Partners

- American Cancer Society
- Asthma and Allergy Foundation
- Checker Cab, Woburn
- KinderCare
- Medford Council on Aging
- Middlesex Community College
- Minuteman Senior Services
- Mystic Valley Elder Services
- North Suburban YMCA
- Stoneham Chamber of Commerce
- Stoneham Council on Aging
- Stoneham Public Schools
- Sustainable Winchester
- Wilmington Community Fund
- Wilmington Council on Aging
- Winchester Council on Aging
- Winchester Public Schools
- Winchester Savings Bank
- Woburn Council of Social Concern
- Woburn Recreation Department
- Woburn Council on Aging
OUR PROGRAMS

Elder Health
Aging on Your Own Terms Senior Outreach Initiative

The Aging on Your Own Terms Senior Outreach Initiative (SOI) offers a wide range of free social programs and educational services to seniors throughout the communities served by Winchester Hospital. The average age of SOI participants in fiscal year 2014 was 80. Three educational programs and six socials were held in 2014, reaching approximately 1,700 seniors.

“Not only have these programs helped me stay informed about my health, but I’m also making new friends and having fun again!”

Agnes Sticklor
Aging on Your Own Terms participant

Participants by town of residence:

- Woburn: 24%
- Winchester: 20%
- Medford: 17%
- Burlington: 10%
- Stoneham: 7%
- Reading: 8%
- Wilmington: 5%
- Other: 9%
OUR PROGRAMS

Access
Osteoporosis Prevention and Early Detection Program

The Osteoporosis Prevention and Early Detection program focuses on the early diagnosis of disease through public screenings. Winchester Hospital partnered with the Stoneham Chamber of Commerce, Stoneham Council on Aging, Woburn Council on Aging and North Suburban YMCA, Woburn, to execute this program.

Participants testing positive for either osteopenia or osteoporosis are given results to pass on to their health care providers. Because the testing machine can screen men and women as young as 20 years old, a wider range of participants can be screened.

In addition to holding education sessions and distributing information at health fairs, Winchester Hospital screened 125 participants in eight different locations throughout the community in the fiscal year 2014. Screenings took place at locations such as health fairs, senior centers and local fitness centers.

Winchester Hospital screened 125 participants in eight different locations throughout the community in the fiscal year 2014. Screenings took place at locations such as health fairs, senior centers and local fitness centers.

“The community osteoporosis screening was a very valuable service to me because I’m not yet of the age to have bone density screenings done through my doctor. During my consultation with the nurse, I learned new ways to keep my bones healthy as I get older.”

Participant
McLean Hospital Psychiatric Coverage

The McLean Hospital Psychiatric Coverage program was developed to provide mental health support to patients seeking treatment at the Winchester Hospital Emergency Department. McLean Hospital professionals conducted 1,568 psychiatric consults in Winchester Hospital’s Emergency Department in fiscal year 2014.

Community Blood Draw Program

The Winchester Hospital Laboratory provides free home phlebotomy services to any community resident who is unable to travel to the laboratory. In addition to the convenience of the home blood draw, participants also benefit from the social

“For over 20 years, Winchester Hospital has been improving access to care by providing patients who are homebound due to medical or transportation issues the opportunity to have their blood draws done in their homes. We are very proud of our Home Blood Draw program, which continues to grow and now serves over 1,000 patients a month.”

Larry Pickering
Associate Director for Laboratory Services at Winchester Hospital
experience. There is no additional charge to patients for this service. In fiscal year 2014, 10,954 patients received home blood draws.

**Council of Social Concern, Woburn**

The collaboration between Winchester Hospital and the Council of Social Concern in Woburn is focused on promoting wellness to vulnerable populations. The long-term goal of the partnership is to support community members who rely on the Council of Social Concern, a charitable, community-based agency that provides early childhood education and care, helps individuals develop their potential, creates positive family and community relationships, and fosters respect for diversity. Through this program, residents receive education about cooking, including recipes and a food drive is held.

In fiscal year 2014, Winchester Hospital provided informational material to the food bank, as well as $8,790 worth of food.

**Transportation Program**

Winchester Hospital has collaborated with Checker Cab of Woburn to help patients with financial difficulties or transportation issues. Through this program, patients who are unable to afford or arrange transportation receive a free ride to or from their medical appointments. In fiscal year 2014, Winchester Hospital paid Checker Cab of Woburn $556 for taxi rides to/from various Winchester Hospital locations for health care-related appointments. This program served numerous communities in the Winchester Hospital primary service area.
Support Groups

Breast Cancer Support Group
This group provides support for patients who have been newly diagnosed with breast cancer. The seven-week program is offered three times per year and meets on Monday evenings. Sessions include discussion and an educational component. Activities include presentations on fitness and nutrition, discussion of complementary therapies and makeup for those who are struggling with side effects of treatment and self-image, and family nights. A social worker and a registered nurse from the Winchester Hospital Breast Care Center facilitate this group.

Breast Cancer Survivor Support Group
A program for breast cancer survivors is offered five times per year. This group provides continued support and education on cancer survivorship issues for breast cancer survivors. The program has also offered three retreats for survivors. The group is facilitated by a social worker and a registered nurse from the Winchester Hospital Breast Care Center.

General Cancer Support Group
The General Cancer Support Group is for cancer patients with any type of cancer and their family members. This group, which meets twice a month, is facilitated by a social worker. There were 263 encounters in fiscal year 2014.

Prostate Cancer Support Group
The Prostate Cancer Support Group is available for prostate cancer patients and their family members. It meets monthly and is facilitated by a prostate cancer survivor.

Look Good, Feel Better Program
This educational program, sponsored by the American Cancer Society, is offered four times a year and aims to improve the self-esteem and quality of life of people undergoing cancer treatment. The program offers information on cosmetics, scarves and wigs to help participants feel more confident despite the side effects of cancer treatment.

Oncology Social Worker
Short-Term Counseling
Through this program, an oncology social worker provides short-term counseling to patients as they transition into a more permanent counseling relationship.

Diabetes Support Groups
Two monthly diabetes support groups (the Senior Support Group and the Insulin Pumpers) are offered at different sites. The Senior Support Group meets in a local senior center on the fourth Tuesday of every month. The Insulin Pumpers meet on the second Saturday of every month. These groups offer those living with diabetes, or who have a family member or friend who is living with diabetes, the opportunity to find support. Informational handouts are provided, and some sessions feature speakers who provide the latest information on diet, drugs or equipment.
OUR PROGRAMS

Wellness
Low-Dose CT Lung Cancer Screening

Low-dose CT (LDCT) lung screening is quick and easy and results in a minimal amount of radiation exposure. This screening helps detect cancer in the lung early, when it is most treatable. In 2014, most private insurers and the Centers for Medicare & Medicaid Services (CMS) did not currently cover this type of screening, and the majority of hospitals charged a self-pay rate for this exam. Winchester Hospital was committed to making this lifesaving screening more accessible to those at high risk of developing lung cancer. It offered free screenings to individuals who met the established National Comprehensive Cancer Network (NCCN) high-risk criteria.

Criteria to Qualify for Free Screening

In fiscal year 2014, individuals qualified for a free screening at Winchester Hospital if they met the high-risk criteria in the following recommended categories:

- Between 55 and 80 years old
- Thirty or more pack year history of smoking (pack year = packs per day multiplied by the number of years smoked)
- Currently smoke or quit within the past 15 years

Winchester Hospital began offering free screenings to qualified individuals in June 2014 and screened 91 participants in FY14.

Please note: While the LDCT lung screening exam is free, any additional testing or evaluation performed as a result of recommendations arising from the LDCT lung screening exam is not free of charge and will be billed to the patient’s insurance in the customary fashion.

Health Fair at Winchester Town Day

Winchester Hospital hosted a health fair at Winchester Town Day, a community gathering held annually in June. The health fair included more than 25 health screenings, demos and health information exhibits such as blood pressure screening, pulmonary function screening, lung cancer prescreening, nutrition counseling, physician consults with members of the Stoneham Medical Group, massage and more. Over 500 people participated in at least one activity at the health fair.

Cancer Screening Programs

Oral, Head and Neck Cancers Screening

Free screenings for oral, head and neck cancers were held for 50 people at the Winchester Hospital Center for Cancer Care. All the participants were recommended for routine follow-up with their primary care providers. Of the 50 people screened, nine individuals were recommended for further head and neck evaluation. The average age of participants was 63. Participants with abnormal findings were contacted one week after the screening to determine whether they had arranged follow-up care and to assist in securing care if necessary.

Skin Cancer Screening

The Winchester Hospital Center for Cancer Care provided free skin cancer screenings to 96 people in fiscal year 2014. Of the 96 people
screened, 13 individuals were recommended for biopsy, and 30 were recommended for further follow-up. Follow-up phone calls were made to all 13 participants who needed biopsies. Of the 50 people screened, nine individuals were recommended for further head and neck evaluation. The average age of screening participants was 63.

Colon Cancer Screening
Fifty one free fecal occult blood kits were distributed at various locations throughout the community. Screenings were held at the Winchester Hospital Center for Cancer Care. Of the 51 kits distributed, seven were returned. Three of the returned kits had positive findings requiring additional follow up with the participant’s physician.

Mount Vernon House Resident Health Program
The Winchester Mount Vernon House, a residential home for seniors, gave Winchester Hospital a grant to provide acupuncture, hypnotherapy, massage therapy and chiropractic care to the residents of the Mount Vernon House and residents of Winchester over age 68. There is a co-payment for residents of Winchester. Seventeen residents received therapy at the Mount Vernon House.

Community and Hospital Asthma Management Program
The goal of the Community and Hospital Asthma Management Program (CHAMP) is to raise awareness of asthma. The program ensures patients, families and the public recognize the symptoms of asthma. It also encourages partnerships between patients and families and health care providers to better control symptoms and reduce Emergency Department visits and hospital admissions related to asthma.

“One goal of the program is to keep kids out of the hospital. We want to help kids better manage asthma, recognize their symptoms and reduce emergency room visits.”

Anne Russell, RN, BSN, AE-C
Certified Asthma Educator, CHAMP program
CHAMP is designed to involve a community of people to help children and their caregivers manage the condition more effectively. This community includes appropriate Winchester Hospital personnel, the child’s pediatrician and/or primary care physician, school nurse/child care facility personnel, classroom teachers and anyone else who may be in a position to advise the child and the child’s parents about his/her asthma management (scout leaders, athletic coaches, music teachers, etc.).

Oncology Integrative Therapies Program

Winchester Hospital provided integrated therapies such as massage, acupuncture, hypnotherapy and yoga classes to patients at the Center for Cancer Care with the support of a $50,000 grant from local philanthropists.

“I get my best night’s sleep after I take the yoga class.”

Participant

Control Yourself! A Solution to Hypertension

Winchester Hospital developed Control Yourself! A Solution to Hypertension, a seven-week program for people suffering from hypertension, to help participants commit to important lifestyle changes and support them in their healthy living goals.

One class was offered in FY14. Eight participants signed up for the program, and seven completed the program. Those who completed the course demonstrated an increase in the amount they exercised, a decrease in their salt intake and an increase in the use of stress reduction techniques.
OUR PROGRAMS

General Health Services
In addition to Winchester Hospital’s well-established community benefits program, the hospital also has a diverse and far-reaching community outreach program that provides support for residents in a variety of ways. In FY14, Winchester Hospital conducted the following community benefit programming:

- In collaboration with Stoneham Medical Group, Winchester Hospital conducted blood pressure screenings and distributed health information to over 500 attendees at the Stoneham Chamber of Commerce’s annual Stoneham Town Day.

- Winchester Hospital conducted bone density screenings for women and men and distributed health information to more than 400 community members at the annual Stoneham Health & Wellness Expo.

- A dietitian from Winchester Hospital provided a nutrition information display and distributed nutrition information and healthy recipes at the Winchester Farmers Market.

- Winchester Hospital provided health information for seniors at the Winchester Council on Aging’s annual symposium and distributed information to over 300 seniors on topics including fall prevention, Lifeline™ Personal Emergency Response System, cancer services, osteoporosis and more.
• Winchester Hospital conducted bone density screenings for women and men at the Woburn Senior Center’s annual Fall Festival.

• Winchester Hospital provided health information to over 300 seniors on the topics of fall prevention, Lifeline Personal Emergency Response System, cancer services, osteoporosis and more at the Burlington Senior Center Health Fair.

• Winchester Hospital provided blood pressure screenings and health information on urgent care, breast health, maternal-child health, nutrition, integrative therapies, cancer prevention and more at the Woburn Recreation Health Fair.

• Winchester Hospital provided health information to area business members at the Woburn Business Association’s Annual Expo on the topics of urgent care, nutrition, cancer prevention and more.

• At the Minuteman Senior Services Vendor Expo, Winchester Hospital provided information about the Lifeline program, along with other senior services, to local vendors and providers of senior services.

• Winchester Hospital provided information about the Lifeline program, along with other senior services, to local vendors and providers of senior services at the Mystic Valley Elder Services Vendor Expo.

• Winchester Hospital held a Holiday Toy Drive, in collaboration with the Bridget Brigade, that collected toys valued at a total of approximately $3,000.
• A dietitian from Winchester Hospital provided an exhibit on children and nutrition and distributed nutrition information and healthy recipes at the North Suburban YMCA Family Palooza Health Fair.

• Winchester Hospital hosted a Halloween party at the children’s play area at the Burlington Mall. This fun and educational program was targeted toward children and families. Information on Halloween safety was provided, along with recipes.

• The hospital held an educational session called Understanding Urgent Care, which was designed to improve access to care by helping patients and community members understand the difference between emergency care and urgent care.

• Winchester Hospital formed a team to participate in the Woburn Relay for Life event, and the opening ceremony included remarks by Saritha Bolla, MD, an oncologist from Winchester Hospital.

• The hospital offered a free breast health education session that included information about identifying and reducing the risk of breast cancer, and the latest advances in detection and treatment.

• Winchester Hospital distributed health information to employees at the GE Health Fair in Lynn.

• Winchester Hospital conducted three blood drives in fiscal year 2014, with approximately 100 employee and community donors participating.
The Winchester Hospital Breast Care Center formed a team and participated in the American Cancer Society Making Strides Walk in October to support breast health awareness.

Winchester Hospital offered the Nursing Mothers Support Group, a weekly free support group where mothers can bring their babies and receive support from a board-certified lactation specialist.

A registered nurse from Winchester Hospital conducted free blood pressure screenings at local businesses four times per year and additionally upon request. Counseling and education on managing and reducing blood pressure were also provided.

The New England School of Acupuncture conducted clinical training at Winchester Hospital and saw patients with chronic pain who are unable to pay for services.

In support of Stroke Awareness Month, and in collaboration with the American Heart and Stroke Association, Winchester Hospital distributed information about stroke awareness and prevention throughout the community to schools, senior centers and other community partners.

Winchester Hospital provided patients of the Center for Cancer Care funding for daily living expenses such as groceries and transportation. This program was supported with monies from the Heidbreder Comfort Fund.