Our Community’s Hospital
What’s inside

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“As your community hospital, we have resources that we are committed to sharing – resources beyond the traditional healthcare services you expect from a hospital. Let us know how we can collaborate to help make our community as healthy as it can be. Contact us by emailing community@lowellgeneral.org.”

Michelle B. Davis, RN, MS, FACHE, Vice President of External Affairs for Lowell General Hospital
KEY HIGHLIGHTS FROM 2014

Thanks to our community’s support, Lowell General Hospital made tremendous progress in delivering on our promise to provide Complete connected care. Your help in 2014 allowed us to make key investments in our facilities and programs, which in turn directly support the needs of our patients, their families and our community as a whole. Thanks to you, we were able to:

- Open a new Cardiac Catheterization Lab in the Heart and Vascular Center
- Open Circle Health Westford in August
- Renovate and expand the cafeteria at the main campus
- Bring new Rehabilitation Services to Village Square in Chelmsford

We were also proud of our efforts to give back to the community we served in 2014. This commitment to improving the health and well-being of our community ranged from important health screenings, educational presentations and programs to grant funding and direct volunteer work by members of our hospital staff. Highlights of these efforts include:

- Substance abuse prevention and intervention programs for at-risk young people
- School and other community-based mental health educational sessions
- Preventive health screenings designed to address chronic diseases like heart disease, stroke, cancer, diabetes and obesity at community-based health fairs
- Mentoring students at local schools, colleges and universities
- Participation in a diverse variety of community boards, coalitions, committees and task forces
Thank you for supporting your community hospital.

As I reflect back on 2014, I am amazed at the level of support our community continually provides to Lowell General Hospital and our patients. Whether it is the contribution of time, funds or resources, we have worked diligently to ensure that we have put these contributions to the best use possible in making a difference in the lives of area residents and their families each and every day.

We take our responsibility as your community hospital incredibly seriously. In this special Report to Our Community, we will spotlight some of the important ways your contributions have helped Lowell General Hospital’s dedicated employees and physicians provide Complete connected care. Your support has allowed us to expand and strengthen our programs and services while also making key investments in the latest technology.

This report will also share the many ways Lowell General Hospital has extended care beyond the walls of the hospital to the communities we serve. This commitment to improving the overall health status of our community, and specifically the health problems of medically underserved populations, is central to Lowell General Hospital’s community benefit mission. That mission can only be achieved by identifying existing and future health needs in the community, and addressing those needs through new or existing health initiatives, including education, prevention and screening programs, both independently and in collaboration with other community resources.

In 2014, Lowell General Hospital led, participated in or supported many initiatives to help the Greater Lowell community in addition to the excellent clinical care we provided. We are not only proud to be part of this great community, we also recognize how important it is for us to give back. That commitment continues to grow each and every year.

As we look forward to the exciting challenges and opportunities ahead, we thank you for your unwavering support. Your help is vital to our ability to put Patients First in Everything We Do. Thank you for continuing to entrust us with both your care and your support!

Kind regards,

Joseph A. White
President, Lowell General Hospital
In fact, we made a concerted effort to provide an array of free and low-cost community benefit programs and services outside the hospital at schools, public housing developments, shopping malls, senior centers and other sites in the community. As a result of this enhanced accessibility, we’ve seen even greater participation by community members – which means that even more people have benefited from the health screenings, educational presentations, youth mentoring, support groups and other community benefit programs we offer.

To direct resources where they’re most needed, we have focused our efforts on four priority areas identified through Lowell General’s most recent community health needs assessment. Here are some highlights of how we helped address these top health problems facing area residents and at-risk populations in 2014:

### Substance Abuse and Mental Health

These have been the top two priority areas of need in the Greater Lowell community for the last six years. Lowell General has partnered with numerous organizations to address substance abuse prevention, particularly among at-risk youths.

Altogether, we provided substance abuse prevention/intervention programs to more than 600 participants last year, including:

- Taylor’s Message, a powerful presentation by the mother of a 17-year-old who died from underage drinking, was held in Westford and reached more than 300 youths and their parents.
- Nearly 100 Lowell High School students attended our “Learning the Effects of Smoking Tobacco” program.
- A three-year grant totaling $150,000 was awarded to the City of Lowell Health Department to help increase substance abuse awareness about the dangers of synthetic drugs, and strengthen prevention efforts.

On the mental health front, Lowell General has focused its efforts on two key areas in which we felt we could have an impact:

- More than 15 school and other community-based educational sessions focusing on such topics as anxiety and depression, self-harm and suicide prevention, body image, bullying, healthy relationships, personal safety and safe sex. These sessions reached more than 400 participants.
- A $5,000 grant was made to the Chelmsford School System to develop a curriculum to address risky behaviors among teens.

The second dealt with homelessness and housing in recognition of the frequent link between homelessness and substance abuse and mental health problems:

- Hospital staff members contributed more than 150 hours to Habitat for Humanity, helping to build new homes for community members who could not otherwise afford their own homes.

### Chronic Disease

According to statistics from the Centers for Disease Control, chronic diseases and conditions — such as heart disease, stroke, cancer, diabetes, obesity and arthritis — are among the most common and preventable health problems in our country today. Not only do these conditions carry a high risk of death, they have a significant economic impact – over 75% of all healthcare costs are due to chronic conditions. The National Institute of Health estimates by the year 2023, this number is projected to increase to $4.2 trillion in treatment costs and lost economic output.

Education and screening for chronic diseases begins with preventive health screenings, and Lowell General developed a key strategy to bring more preventive health screenings to settings outside the hospital – including at more than 20 community-based health fairs:

- Nearly 2,000 individuals participated in our screening programs last year – four times more than the previous year – enabling us to help more people get the preventive care they need to manage previously undiagnosed conditions such as high blood pressure, cholesterol, blood sugar or body mass index (BMI).
We continued to host educational sessions and support groups to empower those already diagnosed with a chronic disease to better manage their condition and improve their quality of life. For example:

- An educational program, in partnership with the American Heart Association, explained today's treatment options for heart disease – and what's on the horizon.
- Lowell General's Diabetes Management Center provides comprehensive education and free support groups for people of all ages who have diabetes.

**Community Health Improvement**

In order to have a meaningful impact on improving our community's health, we realize we can't do it alone. It takes collaboration between Lowell General and everyone in the community, which is why Lowell General has forged partnerships with businesses, nonprofits and individuals who share our concerns and commitment to making a difference.

- Hospital staff members are active on more than 25 community boards, coalitions, committees and task forces annually, including the Boys & Girls Club of Greater Lowell, the city manager's Domestic Violence Task Force, the Greater Lowell YMCA, and the Lowell Youth Development Collaborative.
- Lowell General was instrumental in the formation of the Greater Lowell Health Alliance (GLHA) 10 years ago. Today, the hospital continues to provide leadership and strong financial support for the GLHA, with representation on key task forces, including one focused on substance use and prevention, along with mental health.
- We continue to invest in the future of healthcare in our community by introducing youth to careers in this field. In 2014, hospital staff devoted 14,000 hours to mentoring students at local schools, colleges and universities – a contribution of more than $450,000.

While we are justifiably proud of what Lowell General Hospital has been able to do for our community, the purpose of this report goes beyond simply touting these community benefit achievements. There is so much more that needs to be done. And the challenge we all face is that improving the health of our community requires that we all get involved, starting with changing our own behavior.

So it's our hope that this report will remind everyone that Lowell General is here to help. As your community hospital, we have resources that we are committed to sharing – resources beyond the traditional healthcare services you expect from a hospital.

In addition to the priority areas identified in our current community needs assessment, we also are focusing resources on other areas including healthcare access, breast health, cultural competency, preventing domestic violence and sexual assault, emergency preparedness, healthy eating and active living, health literacy, injury prevention, parenting and prenatal education, and stress management.

Plus, we continue to expand our outreach to surrounding communities, and have built stronger community relationships, including the Billerica Public Schools, Imajine That (an interactive children's museum), the Merrimack Valley Food Bank, Girls, Incorporated, the Cambodian Mutual Assistance Association, SLS Fitness and the Greater Lowell Technical High School.

**Keeping Our Local Workforce Healthy**

Lowell General Hospital sought to protect local workers and their families from the spread of the flu by sponsoring vaccinations. A total of 416 flu shots were given in the Fall of 2014 to 13 local companies.

In addition, the hospital has partnered with local businesses to help educate staff on a variety of health topics. Lunch and learn sessions were held at local Lowell businesses Enterprise Bank and MACOM, as well as Valeo in Hudson, NH. Employees learned valuable information on such topics as diabetes, healthy eating, the Paleo diet vs. the Mediterranean diet, heart health, and ergonomics. Employees at UPS in Chelmsford benefit from a new collaboration with the hospital, resulting in a monthly program for staff and drivers. Our Center for Community Health and Wellness Coordinator visits the UPS hub during different shifts and educates staff on a variety of topics including: heart disease, obstructive sleep apnea, diabetes prevention, sun safety/skin cancer, smoking cessation, etc.
It all adds up to the many ways in which we stand ready to help make our community as healthy as it can be. Let us know how we can collaborate with you to make it happen.
The ongoing support of our generous donors resulted in almost 18,000 gifts totaling $3,683,545 at the close of 2014. These funds are integral to your community hospital in helping us provide innovative programs and advancements in care to the residents of Greater Lowell.

During 2014, your support enabled us to strengthen services with the building of an Urgent Care Center, a Patient Service Center and two additional medical practices at Circle Health Westford, and renovate and expand our Rehabilitation and Physical Therapy services at Village Square in Chelmsford, as well as our main campus cafeteria. We were also able to expand our Heart and Vascular Center and Cardiac Catheterization Lab, increasing the services of this vital Center for Excellence and continuing to offer unparalleled care to the area’s cardiac patients.

Thank You to our Generous Donors

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The Circle Health Ball for Community Health Initiatives Supports Local Programs

Circle Health held its 9th Annual Ball for Community Health Initiatives on March 1, 2014 and welcomed a sold-out crowd who raised over $285,000 to help fund vital health and wellness programs benefiting residents of the Greater Lowell community. The event, held at the Burlington Marriott, featured dinner, dancing, and silent and live auctions for attendees. Three local non-profits were awarded Community Health Initiative Grants for 2014: International Institute of Lowell’s Refugee Behavioral Health Initiative, UTEC’s Preventing Substance Abuse To Help Youth Succeed Program and Lowell Transitional Living Center’s Health Care Navigator Program. In addition, a special live auction was held to benefit Habitat For Humanity of Greater Lowell to raise additional funds to help build affordable houses for families in need.

“Over the course of its nine year history, this event has represented a wonderful partnership between Lowell General Hospital, its dedicated medical staff, and members of the community,” said Norm Deschene, President and Chief Executive Officer of Circle Health. “As the Ball has grown, we are proud to have seen support and involvement extend well beyond the walls of Lowell General.”

The event was made possible thanks to the generosity of Platinum Sponsor: Enterprise Bank; Gold Sponsor: Commonwealth Radiology Associates; Silver Sponsors: CourtSmart, Eastern Bank, Floating Hospital for Children at Tufts Medical Center, Lowell Five, Lowell Community Health Center, Merrimack Family Medicine, Merrimack Valley Cardiology, Sage Bank, Sodexo, Shields Health Care Group, The Sun, Trinity Emergency Medical Service, and Circle Home.

TeamWalk for CancerCare Celebrates 15 Years of Igniting Hope and Inspiring Courage

With smiles, sneakers and inspiring stories, cancer survivors, walkers, supporters, sponsors and volunteers celebrated the 15th annual TeamWalk for CancerCare and the $850,000 raised by the event on Sunday, May 18, 2014. More than 5,000 participants flocked to the Tsongas Center at UMass Lowell in support of local cancer patients and their families for the Merrimack Valley’s largest single-day fundraising event.

Walkers, decked out in their team shirts, followed the 3-mile route in downtown Lowell and the 6-mile route around the Riverwalk. At the closing ceremony, TeamWalk chairman, Kevin Campbell, thanked everyone for participating in such an amazing event which allows Lowell General Hospital to continue to support those battling cancer.

TeamWalk funds have made a difference in the lives of over 20,000 cancer patients in the past 15 years by paying for medications, nutritional supplements, wigs and prostheses, support groups, skilled nursing visits, transportation, mini-grants and supportive services to patients with all cancer types. Each and every dollar raised stays within the communities that Lowell General Hospital serves, helping our friends, family and community members. These funds allow Lowell General Hospital to provide assistance, support and services to help people feel better, build confidence and instill hope throughout their battle with cancer.

TeamWalk is made possible through the generous support of our many sponsors. Special thanks to the 2014 Elite Sponsors: Edge Group/Equity Alliance, Enterprise Bank, Lowell General Hospital Auxiliary, and Thibault Foundation; Champion Sponsors: Netscout Systems, Inc. and Radiation Oncology Associates, as well as all of our event sponsors, participants and volunteers.

Lowell General Hospital Golf Challenge Raises $439,000 to Support Vital Hospital Services

Golfers swung their clubs for a great cause on August 25 as 224 people turned out for the 19th Annual Lowell General Hospital Challenge held at The International in Bolton, Massachusetts. The event raised $439,000 to support the expansion of Lowell General Hospital’s cardiac catheterization laboratory at its main campus in Lowell and the launch of Circle Health Westford, which opened Monday, August 25, 2014. Golfers enjoyed lunch, contests and a special auction and awards dinner.

“We offer our sincere thanks to Tournament Sponsors, Cerner, Enterprise Bank, Tufts Medical Center and Floating Hospital for Children at Tufts Medical Center, and Masters Sponsors, The Hanson Family, Shields Health Care Group, Klin Groupe, Sodexo, Lowell Five, Mintz Levin, Jeanne D’Arc Credit Union, The Sun, and Demoulas Foundation, as well as all of our event sponsors, participants, friends, staff and volunteers for making this event such a great success,” said Joseph White, President of Lowell General Hospital. “Thanks to their support, we are able to continue to strengthen the services we provide and deliver on our promise of Complete connected care to our patients and their families.”
Since its inception in 1951, the Lowell General Hospital Auxiliary has actively worked to promote and to advance the welfare of Lowell General Hospital. Through a variety of events and activities, the Auxiliary provides its members, the hospital and the community at large with the opportunity to enjoy elegant social events, purchase unique items and engage in educational healthcare programs while providing important financial support for the hospital. In fact, from 1951-2014, the Auxiliary has donated over $3.5 million to Lowell General Hospital.

In 2014, the Auxiliary hosted popular annual events including the holiday Gift Shop Fair, Taste of the Town, A Winter Affair, a spring and fall book fair, and Daffodils and Desserts, a popular spring event that provides funds specifically to support the hospital’s Cancer Center patients and their families.

“We are so grateful to the Lowell General Auxiliary for their commitment to women’s health and the importance of early detection of breast cancer. Tomosynthesis, or 3D mammography, is becoming the standard of care in breast screening, and the Auxiliary has brought us one step closer to reaching our goal of having 3D mammography available at all our imaging locations.”

Jill Steinkeler, MD, Director of Breast Imaging at Lowell General Hospital
Enhancing healthcare for generations to come

Demonstrating its dedication to state-of-the-art facilities and services for area patients, the Auxiliary achieved a monumental milestone in 2014 by completing its six-year pledge to the Legacy Fund. This total pledge of $750,000 helped support the construction of the six-story Dahod Building at the hospital’s main campus and renovations and upgrades at both the main and Saints campuses.

Supporting women’s health

Recognizing the vital importance of early detection in the fight and treatment of breast cancer, the Auxiliary played a key role in the hospital’s commitment to women’s health in 2014. With a generous pledge of $125,000, the Auxiliary provided needed funds to upgrade Lowell General Hospital’s mammography services, which will help bring the latest three-dimensional imaging technology (called tomosynthesis) to all of the hospital’s mammography centers. Tomosynthesis is a preferred screening technology that provides superior image quality, improves cancer detection, and reduces recall rates, and is becoming the standard in breast imaging. These technology enhancements help bring Lowell General Hospital one step closer to its goal of becoming accredited as a Breast Care Center of Excellence.

Helping patients in times of need

The Auxiliary continued its long-standing support of those living with cancer in our community in 2014. Proceeds from the Auxiliary’s renowned Daffodils and Desserts event enabled the purchase of eight chairs for the Lowell General Hospital Cancer Center’s exam rooms, as well as 250 copies of the book, *Hard Choices for Loving People*, which the hospital’s Palliative Care Department uses as part of their important work with families confronting end of life issues and concerns.

“A cancer diagnosis can be devastating physically, emotionally, and financially,” says Meg Lemire-Berthel, MSW, Oncology Social Worker at the Cancer Center. “The generosity of the Auxiliary through popular fundraising events like Daffodils and Desserts has not only allowed us to provide comfort items to our patients such as enhanced seating, entertainment, and computers, but those smaller things that we all take for granted. For example, proceeds from this year’s fundraiser enabled us to purchase 12 family dinners for both Thanksgiving and Christmas. This is a priceless gift for many patients and their family members who may have otherwise gone without this special meal.”

2014 Auxiliary Board Members

2014 Key Accomplishments:

- Pledged $125,000 to support the upgrade to 3D mammography
- Matched the proceeds of Daffodils and Desserts, which are given to the Cancer Center, with a gift of $5,317 to Team Walk for CancerCare
- Fulfilled final pledge commitment of $125,000 to the Legacy Fund, completing its total pledge of $750,000
- Raised $19,500 through its annual Gift Shop Holiday Fair
- Raised $100,000 in Gift Shop sales
- Raised $60,000 from annual Taste of the Town event
- Raised $18,900 from annual A Winter Affair event

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1st Vice President
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